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**INSURANCE REGULATORY AND DEVELOPMENT AUTHORITY OF INDIA (IRDAI)**

**Invitation**

**for**

**Request for Proposal (RFP) for**

**“Revamping and maintenance of Integrated Grievance Management System (IGMS) Portal”**

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**(RFP Ref. No.: – IRDAI/IT/19-20/03)**

Issued by:

**Insurance Regulatory and Development Authority of India**

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

Hyderabad, Telangana 500032

Ph: (040) 20204000

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**INSURANCE REGULATORY AND DEVELOPMENT AUTHORITY OF INDIA**

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

**Notice inviting e-TENDER**

On-line bids are invited under **two stage bidding (first technical and then commercial bid only for technically qualified bidders)** from the vendors / firms / organizations (“Bidders”) for **revamping of its Integrated Grievance Management System (IGMS), maintenance of the developed application, replacement of existing hardware setup, hosting and provide end-to-end support including Technical support to the end users for a period of 7 years.** The detailed bidding document etc. can be viewed / downloaded from the website: **<http://eprocure.gov.in>**. Bidders are required to upload and submit their e-bid on Central Public Procurement Portal only. All amendments, time extension, clarifications, etc., will be uploaded on the **<http://eprocure.gov.in>** website only. Bidders should regularly visit website to keep themselves updated.

**SCHEDULE**

S. No	Activity	Date
1.	Publishing of Tender Document	14/09/2019
2.	Document Download Date	14/09/2019
	Queries submission Start Date	14/09/2019
3.	Pre-bid Meeting	20/09/2019 11 AM
4.	Queries submission End Date	23/09/2019
5.	Uploading of replies to pre-bid queries	26/09/2019
6.	Start date for submission of Technical bids	27/09/2019
7.	Last date for submission of Technical bids	14/10/2019
8.	Opening of Technical bids	16/10/2019
9.	Technical Presentations	Will be Informed later
10.	Shortlisting of Technically qualified bidders	Will be Informed later
11.	Start date for Submission of Commercial Bids	Will be Informed later
12.	Last date for Submission of Commercial Bids	Will be Informed later
13.	Opening of Commercial bids and selection of service provider	Will be Informed later



## BACKGROUND

### About IRDAI

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**Insurance Regulatory and Development Authority of India of India (IRDAI)** was constituted as an autonomous body to regulate and develop the insurance industry, following the recommendations of the Malhotra Committee report, in 1999. The IRDAI was incorporated as a statutory body in April, 2000. The key objectives of the IRDAI is to protect the interests of the policyholders, to regulate, promote and ensure orderly growth of the insurance industry. **Insurance Regulatory and Development Authority of India of India**, hereinafter called “**IRDAI**” which term or expression unless excluded by or repugnant to the context or the meaning thereof, shall be deemed to include its successors and permitted assigns, issues this bid document, hereinafter called Request for Proposal or RFP.

### Objective of this RFP

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The **Consumer Affairs Department** of IRDAI oversees compliance of Insurers with Protection of Policyholders’ Interests Regulations and also empowers Consumers by educating them on Grievance redressal mechanisms. The Department facilitates an environment where the Insured avails himself of proper procedures and redressal mechanisms put in place by Insurers and the Regulations to address complaints and grievances of policyholders efficiently and with speed.

IRDAI has established Integrated Grievances Management System (IGMS) in the year 2010 through which IRDAI monitors disposal of Policyholder Grievances across the Industry. Policyholder can also complaint online through IGMS and view the status of his/her complaint online.

IRDAI plans to enhance the capabilities of IGMS and also undertake Technology refresh.

## INSTRUCTIONS TO THE BIDDERS

IT firms having proven expertise in the following can quote for this tender: IT firm should be able to handle the IGMS as a turnkey project and provide end-to-end support right from taking over of portal operations from the current service provider, provide support for the existing application including hosting Primary Site , managing DR site, provide support to the existing hardware, development / modification of IGMS as per the new requirement, supply of new hardware, software licenses, provide collocation services / hosting, migration of existing data into new system, provide maintenance support to the newly developed application and also provide technical support to the end users, buy back of existing hardware. DR should be at IRDAI premises at Hyderabad location.

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

### Process of Selection of Bidder

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The process of tendering would be as follows:

The bidding process would be in two-stages:

- 1. Stage –I (Eligibility & Technical bid):** Eligibility of the bid/bidders will be evaluated as a first step. The eligible bidders will be required to make technical presentation and their technical bid and presentation would be evaluated by the Technical Committee formed for this purpose.
- 2. Stage –II (Commercial bid):** Only bidders qualifying the Stage-I (Eligibility & Technical bid) will be invited to submit their Commercial bid and overall L1 (lowest) bid would be selected.

**Tender Validity:** The offer submitted by the Bidders should be valid for minimum period of **120 days** from the last date of submission of Commercial bid.

- The last date of submission of Bid is as mentioned in the Schedule

- At any time before the submission of proposal, IRDAI may, for any reason, whether at its own initiative or in response to a clarification requested by the service provider, carry out amendment(s) to this RFP document. The amendment will be made available on our website ([www.irdai.gov.in](http://www.irdai.gov.in)) and will be binding on bidders. IRDAI may at its discretion extend the deadline for the submission of proposals.
- A pre-bid meeting will be convened at IRDAI Office, Financial District, Nanakramguda, Hyderabad as mentioned in the '[SCHEDULE](#)'. The purpose of this meeting will be to clarify the requirements as envisaged by the Authority and also to address the queries of the bidders.
- The functional and technical requirements of the proposed system have been made available in this document. Any other available information, to the extent possible, will be provided to the bidders to facilitate their Technical presentation.
- Applications/ Bids that are incomplete in any respect or those that are not consistent with the requirements as specified in this document or those that do not adhere to formats, wherever specified, may be considered non-responsive and may be liable for rejection and no further correspondence will be entertained with such bidders.
- Canvassing in any form would disqualify the applicant.
- IRDAI would select the suitable party for the execution of the work.
- The selected bidder is expected take over the portal operations from the existing service providers within 3-4 weeks of receipt of purchase order.

## SECTION – A

### DEFINITIONS

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These definitions shall be applicable for all sections of this document

**(1) Bidding Party:**

IT firms capable of handling the IGMS as a turnkey project and provide end-to-end support right from taking over of portal operations from the current service provider, provide support for the existing application including hosting of Primary, managing DR, provide support to the existing hardware, development / modification of IGMS as per the new requirement, supply of new hardware, software licenses, provide collocation services for Primary, migration of existing data into new system, provide maintenance support to the newly developed application and also provide technical support to the end users.,

**(2) IRDAI/ IRDAI 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 IRDAI/ IRDAI management.

**(3) Purchaser:**

Insurance Regulatory and Development Authority of India, Hyderabad

**(4) Notice Inviting Tenders:**

Notice Inviting Tender (NIT) is a written solicitation that conveys to the Bidder, requirements for services that the Purchaser intends to implement for the benefit of policy holders and monitoring the Grievances Mechanism existing in Insurance Industry

**ABBREVIATIONS**

Abbreviation	Detail
TAT	Turn Around Time
IGMS	Integrated Grievances Management System
UAT	User Acceptance Test
SRS	Systems Requirement Specifications
FRS	Functional Requirement Specifications
IA	Implementing Agency
PBG	Performance Bank Guarantee
RTI	Right to Information
Assignment	Implementation of similar end-to-end project consisting “web Based application development& implementation, supply of hardware/software licenses, hosting, maintenance and providing technical support”.
Open Source Software:	Free and Open Source Software (FOSS). Here the “Free” refers to “Freedom to use” and not “Free of Charge”. Here “Open Source” refers to the “availability of Source code for the community / adopter / end-user to study and modify the software and to redistribute copies of either the original or modified software
IRDAI	Insurance Regulatory and Development Authority of India
DC / DR	Data Centre / Disaster Recovery
CMM	Capability Maturity Model
PSU	Public Sector Undertaking
SSRS	SQL Server Reporting Services
CAD	Consumer Affairs Department
GRO	Grievance Redressal Officer
IMF	Insurance Marketing Firms
NIT	Notice Inviting Tender
QMC	Quarterly Maintenance Charges

## SECTION- B

### TERMS OF BIDDING

#### 1. Due Diligence

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

#### 2. Eligibility Criteria

No	Qualification criteria	Supporting Documents
1	The organisation must be a reputed IT Firm/ Company in India, with a standing of 10 years' existence.	Copy of the Registration certificate issued by ROC.
2	The organisation's annual turnover should not be less than Rs. 50 Crores per annum from the IT Solutions and Consultancy Services during last three years.	Certificate from CA or Copy of the relevant statement of Annual report certified by the CA of the entity submitting the Certificate of Incorporation.
3	The Company should have made Net profit in last three Financial years, i.e. <u>2016-17,2017-18 &amp; 2018-19</u>	<p>Certificate from CA or Copy of the relevant statement of Annual report certified by the CA of the entity submitting the Certificate of Incorporation.</p> <p>Unaudited financial statements certified by the Company auditor for the latest year (2018-19) (in case the auditor certified statement for 2018-19 is not available).</p>

4	<p>The bidder must have successfully implemented similar end-to-end project consisting “web based application development &amp; implementation, supply of hardware and software licenses, hosting, maintenance and providing technical support” as below, in the BFSI sector/ Regulatory Organisations/ PSUs/ Government Organisations in India during last 3 years, (i.e 2016-17,2017-18 &amp; 2018-19):</p> <p>3 assignments for value of over Rs. 2 Crore each</p> <p><u>OR</u></p> <p>2 assignments for value of over Rs. 3 Crore each</p> <p><u>OR</u></p> <p>1 assignment for value of over Rs. 5 Crore.</p>	<p>Copy of the Completion Certificates from the respective Organizations.</p> <p>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)</p>
5	Organization should have in-house development implementation and support experts team.	Confirmation from the Bidder
6	The Bidder must be CMMI Level 5	Copy of the Certificate
7	The Bidder should not have been blacklisted/ debarred 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
8	The data centre should be Tier-3 and have ISO-20000 & 27001 certifications	Copies of the certificates should be enclosed.
9	Letter of authorization from OEM for all quoted hardware and software. The Bidder should be an OEM or their preferred authorized partner. A letter of authorization from OEM must be furnished.	Letter of authorization

10	EMD Submission The bidder should upload the scanned copy of the EMD draft amount along with bid document. The physical copy of EMD should be sent to the IRDAI Hyderabad office./MSME CERTIFICATE IN CASE OF EXEMPTION	Physical copy of EMD of INR 1000000(RUPEES TEN LAKHS ONLY) should reach IRDAI office by stipulated timeline.
11	The bidder should have at least one service level agreement with minimum duration of one year with any Govt. Departments/ Regulators / Insurers/banks.	Client Signed and stamped/sealed Relevant Credential Letters or Contracts
12	The bidder should submit power of attorney / authorized signatory document in the name of person signing the bid.	Original Power of Attorney / authorized signatory document to be furnished.

### 3. Other terms

- Consortium way of bidding will **NOT** be entertained. Bidder is requested to submit a self – declaration to this effect. Subcontracting of Colocation of Primary Data Center / Hosting only is permitted. Subcontracting of any other activity is not permitted.
- A Board Resolution OR Power of Attorney in the name of the person executing the bid, authorizing the signatory to commit the Bidder. Copy of the Board’s resolution or POA should be submitted along with technical bid.

### 4. Clarification on bidding documents

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

To: [it@irdai.gov.in](mailto:it@irdai.gov.in) , [parthasarathi.bal@irdai.gov.in](mailto:parthasarathi.bal@irdai.gov.in), TEL: 040 -20204117

**on or before last date of pre-bid queries, as mentioned in the ‘[SCHEDULE](#)’.** The queries should necessarily be submitted in the **following format only**, queries in any other format is not acceptable:

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



2.			
3.			

### 5. Pre-bid meeting:

The IT firm or his authorized representatives will be invited to attend pre-bid meeting, which will take place at the address given below:

INSURANCE REGULATORY AND DEVELOPMENT AUTHORITY OF INDIA  
SY.NO: 115/1 , FINANCIAL DISTRICT,NANAKRAMGUDA

GACHIBOWLI, HYDERABAD – 500032

The pre-bid meeting for the bidders shall be held at the venue mentioned above as per '[SCHEDULE](#)'. The purpose of the meeting will be to clarify any issues regarding the Bidding Documents in general and the Scope of Work in particular. Any modifications of the Bidding Documents, which may become necessary as a result of the Pre-Bid Meeting, shall be made by the Purchaser exclusively through an amendment/corrigendum. Non-attendance at the Pre-Bid Meeting will not be a cause for disqualification of a Bidder. Any such corrigendum/ clarification/ modification issued shall be deemed to be incorporated into this RFP.

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).

### 6. Preparation of Proposal

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

### 7. 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 IRDAI and will be binding on all Bidders.

## 8. Formats and submission of bids

The bidding process will be in two stages as mentioned in '[Process of Selection of Bidder](#)'.

### Stage-I (a) Eligibility bid

This shall contain the following:

- Demand draft towards EMD (Scanned copy to be part of Eligibility & Technical bid and hard copy is to be sent to IRDAI. The bidder has to ensure that the EMD reaches IRDAI before the last date of bid submission as per '[SCHEDULE](#)')
- Application for revamping of IGMS ([FORM-1](#)).
- Eligibility Criteria Form ([FORM-2](#))
- Supporting Documents as mentioned under Eligibility Criteria ([FORM-2](#))
- Statement of NIL Deviation([FORM-5](#))

### Stage-I (b) Technical bid

The technical bid shall contain the following forms

<a href="#">FORM 3</a>	ORGANISATION'S REFERENCES
<a href="#">FORM 4</a>	TEAM STRUCTURE
<a href="#">FORM 6</a>	HARDWARE SPECIFICATIONS (MASKED BOM)
<a href="#">FORM 7</a>	SOFTWARE SPECIFICATIONS (MASKED BOM)
<a href="#">FORM 8</a>	PROJECT APPROACH, WORK PLAN AND ILLUSTRATIVE CVS
<a href="#">FORM 9</a>	PROJECT MANAGEMENT METHODOLOGY

**Apart from the above, the bidder shall furnish the required information as mentioned in this document.**

### Stage – II Commercial bid

Only the bidders shortlisted in the **Eligibility & Technical bid (Stage-I)** will be qualified for **Commercial Bid submission**. Commercial bid format will be shared only with shortlisted bidders from Stage-I.

## 9. Submission of the proposals

The scanned copy of letter of authority on the letterhead of the Bidder signed by a competent person and/or having the power of attorney to bind the Bidder should be attached as mentioned in Eligibility Criteria.

The Bidders are advised to submit their Bids **complete in all respects**. 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.

## 10. Timelines for submission

Bids should be submitted as per the due dates as mentioned in '[SCHEDULE](#)'.

## 11. Bid evaluation process:

- a. **Application for Bid:** The 'Applications for Bids' will be evaluated based on the 'Eligibility and Technical Criteria' stated in this RFP. Only those bidders who satisfy the 'Eligibility and Technical criteria' will be shortlisted for further stage(s) of bidding process.
- b. **Technical Evaluation:** All Technical Bids to the RFP would be evaluated on the technical criteria set below by assigning the relevant scoring for each of the technical parameters. Technical bids shall be opened and evaluated for acceptability of the techno-functional requirements, 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 will be required to present their Technical proposal ([Refer Point 20 for details](#)) to the IRDA Technical Committee.

## Technical Evaluation Criteria Table

S.No.	PARAMETERS	MAXIMUM MARKS	CRITERIA
<b>Implementation Agency profile</b>			
1	Global revenue of company in the financial year 2018 19(INR Cr.)	5	1 marks for revenue >= INR 50 Crores and additional 0.5 mark each for every

			additional INR 10 Crores above INR 50 Crores.
2	Global revenue of company from IT Solutions and Consultancy Services in BFSI sector for the financial year 2018-19 (INR Cr.)	10	4 marks for revenue $\geq$ INR 50 Crores and additional 1 mark each for every additional INR 10 Crores above INR 50 Crores.
3	No. of Indian customers where web based applications were developed and implemented in the past five years	10	4 marks for Indian customers count $\geq$ 15 and additional 1 mark each for every additional 5 customers above 15.
4	No. of Insurance companies / Indian PSU / GOVT. customers acquired in the past five years	5	2 marks for Indian customers count $\geq$ 5 and additional 0.5 mark each for every additional 5 customers above 5.
5	Solution Architecture of the proposed system (Best proposed architecture, quality control, BCP mechanism, hardware deployment and project support, etc.)	15	Evaluation based on technical proposal. Architecture should cater for minimal RPO and minimal RTO and best in class BCP implementation  <u>Minimum qualifying marks – 10</u>

**QUALITY ASSURANCE MECHANISM**

6	<p>Demonstration of in-depth understanding of the IRDAI 's project requirements through the technical proposal and presentation. Please mention the process and methodology in ensuring quality of the deliverables to IRDAI. Please provide a quality assurance approach to be employed for IRDAI IGMS Project , clearly describing the key elements of quality assurance.</p>	10	<p>Evaluation based on technical proposal. <u>Minimum qualifying marks - 6</u></p>
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**PROJECT WORK PLAN AND IMPLEMENTATION APPROACH**

7	<p>Demonstration of in-depth understanding of the IRDAI 's project requirements through the technical proposal and presentation. Please provide the overall project approach along with the detailed work plan for the proposed assignment with IRDAI. The project approach should highlight the broad project phases, key activities planned and methodologies proposed to be employed for IRDAI. Specify the approach for achieving the technical requirements including:</p> <ol style="list-style-type: none"> <li>1. Evaluation of Deployment Architecture for both Primary and DR</li> <li>2. Time required and man months committed for each of the project phase. Methodology used.</li> <li>1. Redevelopment methodology to be used.</li> <li>2. Hardware Sizing and licenses proposed.</li> <li>3. Data Migration methodology</li> <li>4. Technical manager and Team composition</li> <li>5. Niche delivery model</li> </ol>	15	<p>Evaluation based on technical proposal and presentation. <u>Minimum qualifying marks - 12</u></p>
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08	<p>Demonstration of in-depth Project Management Methodology including the following:</p> <p>a) Responsibilities of the Service provider  b) Project Monitoring and Control for existing IRDAI BAP project requirements through the technical proposal and presentation.  c) AMC &amp; helpdesk support model proposed  d) Overall Support management.</p>	10	<p>Evaluation based on technical proposal and presentation.  <u>Minimum qualifying marks - 7</u></p>
09	<p>The bidder must have successfully implemented similar end-to-end project consisting “web based application development &amp; implementation, supply of hardware and software licenses, hosting, maintenance and providing technical support” as below, in the BFSI sector/ Regulatory Organisations/ PSUs/ Government Organisations in India during last 3 years, (2016-17,2017-18 &amp; 2018-19):</p> <p>3 assignments for value of over Rs. 2 Crore each  <u>OR</u>  2 assignments for value of over Rs. 3 Crore each</p>	20	<p>12 marks for required number of assignments under any one category.  2 mark for additional required number of assignments under any category.  <u>Minimum qualifying marks -12</u></p>

	<u>OR</u> 1 assignment for value of over Rs. 5 Crore		
	TOTAL (MARKS)	100	
<ul style="list-style-type: none"> <li>For all the parameters relevant signed and stamped/sealed documentary evidence should be provided signed by the authorized signatory. Unsigned and non-sealed/ non-stamped document(s) shall not be considered for evaluation.</li> <li>Documentary evidence should be page numbered and reference to the evaluation parameters in PQ and evaluation criteria table (if applicable) should be clearly mentioned for quick evaluation.</li> <li>Minimum qualifying marks need to be scored by the bidder wherever mentioned in the evaluation criteria table. Scoring less than Minimum qualifying marks shall lead to disqualification of the bidder in the technical evaluation.</li> </ul>			

No score shall be awarded against any forms, items and data fields where the relevant information is not provided.

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:

No score shall be awarded against any forms, items and data fields where the relevant information is not provided.

## 12. Technical score

Total score of each bidding party shall be determined based on their total technical score. A **minimum score of 80%** shall be required to qualify for the Commercial Bid. IRDAI may choose to invite the bidders to discuss and clarify their technical proposal. Any change in the proposal, however, shall not be permissible after the bid submission. A bidder has to score minimum qualifying marks as mentioned in the sections A maximum of 100 marks can be allocated for the technical bid with **overall 80 marks** being the qualifying score. The evaluation of functional and technical capabilities of the Bidders of this RFP will be completed first as per the following guidelines. Only technical bid will be subjected for evaluation at this stage.

In case, there is only one bidder having technical score of 80 or more, IRDAI may, at its discretion, also consider the next two highest technical scorers with minimum score of 70. In case, no Bidder is having technical score of 80 or more, IRDAI may, at its discretion, qualify

maximum of 3 top scoring Bidders with minimum score of 70 in technical evaluation and compute the —Score as per the evaluation criteria.

**The evaluation of technical proposals, among other things, will be based on the following:**

- i. Prior experience, existing engagements of the Bidder in undertaking projects of similar nature.
- ii. Professional qualifications and experience of the key staff proposed/ identified for this assignment.
- iii. Methodology/Approach proposed for accomplishing the proposed project, Activities / tasks, project planning, resource planning, effort estimate etc.

**Various stages of technical bid evaluation are presented below:**

- a) Eligibility evaluation as per the criteria prescribed in RFP.
- b) Evaluation of technical proposals of Bidders qualified in eligibility evaluation, based on response and presentation
- c) Presentation-cum-Interaction.
- d) Arriving at the final score on technical presentation.

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

### **13. Bidder shortlist and process**

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

### **14. 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.

### **15. 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 revamping of the IGMS 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

### **16. Earnest money deposit (EMD)**

The Technical bids should be submitted along with an EMD of **Rs. 10,00,000/-** (Rupees Ten Lakhs Only). Those bids without this EMD will be summarily rejected. The Demand Draft/ Banker's Cheque / Pay Order of Scheduled or Nationalized Banks should be drawn in favor of "Insurance Regulatory and Development Authority of India" Payable at Hyderabad. The EMD will not carry any interest.

#### **i. Refund of EMD**

The EMD of those IT firms that are rejected during the technical evaluation stage will be returned within 30 days from the date of Technical shortlisting. The EMD of the remaining unsuccessful companies will be returned after 30 days from the date of award of contract and the EMD of the successful bidder will be released after the bidder signs the final agreement and furnishes the Performance Bank Guarantee (PBG).

#### **ii. Forfeiture of EMD**

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. In the case of a successful bidder, if the bidder fails within 21 days of issuance of Letter of Acceptance to sign the Contract Agreement, or to furnish the required performance guarantee.

### **17. Performance Bank Guarantee (PBG)**

The successful bidder will have to furnish a security deposit to the tune of 10% of the total order value in the form of a Bank Guarantee for a period of 7 years & 3 months obtained from a nationalised/scheduled bank for proper fulfilment of the contract.

### **18. Bid validity**

The price bid shall remain valid **for not more than 120 days** from the last date of bid submission.

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 and the validity of Demand draft does not cover the extended period, the bidder shall submit a revised EMD draft with validity period suitably extended. A Bidder may refuse the request without forfeiting its earnest money deposit (EMD). A Bidder granting the request will not be required nor permitted to modify its technical bid.

### **19. 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, time, and in the format prescribed for receipt of Bids, will be considered. Email / Telephonic/ Fax Bids shall be rejected.

### **20. Format for Technical Proposal**

The bidder shall present the **Technical Proposal** to the Technical Evaluation Committee in line with the formats [FORM 6](#), [FORM 7](#), [FORM 8](#) , [FORM 9](#) submitted in Technical Bid.

The bidder shall include the following information at the minimum:

- 1) Proposed solution:
  - a) Overview
  - b) Proposed Solution Architecture
  - c) Technical features
- 2) A Complete Project Management Methodology including the following:
  - a) Responsibilities of the Service provider
  - b) Project planning
  - c) Effort estimation and timeline for execution
  - d) Project Monitoring and Control
  - e) Change Management
- 3) Hardware required for achieving performance under peak loads.
- 4) Software licenses required for above stated hardware.
- 5) Challenges likely to be encountered and ways to address them.

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 IRDAI 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 IRDAI to support the implementation.

## **2) Disqualifications**

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

- (a) Made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements;
- (b) Exhibited a record of poor performance such as abandoning works, not properly completing the contractual obligations, inordinately delaying completion or financial failures, etc. in any project in the preceding three years;
- (c) Submitted a proposal that is not accompanied by required documentation or is non-responsive;
- (d) Failed to provide clarifications related thereto, when sought;
- (e) Declared ineligible by the Government of India/State/UT Government for corrupt and fraudulent practices or blacklisted.
- (f) Submitted a proposal with price adjustment/variation provision.

## SECTION – C

### PROJECT BACKGROUND

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#### (1) Statement Of Requirement

IRDAI's Integrated Grievances Management System (IGMS) has been in place since the year 2010. It is a web based application to monitor the disposal of policyholder grievances on a real-time basis. IGMS also enables policyholder to file their grievances online. IRDAI intends to revamp this application to suit current needs of the consumer affairs departments, enhance the user experience of the application and also replace all the existing hardware setup which is more than 7 years old. IRDAI intends to select an IT firm capable of providing end-to-end support to IGMS right from taking over of portal operations from current service provider, maintain the existing application till the new system is developed & implemented, provide hosting facility, revamp the existing system, maintain the developed application and provide technical support.

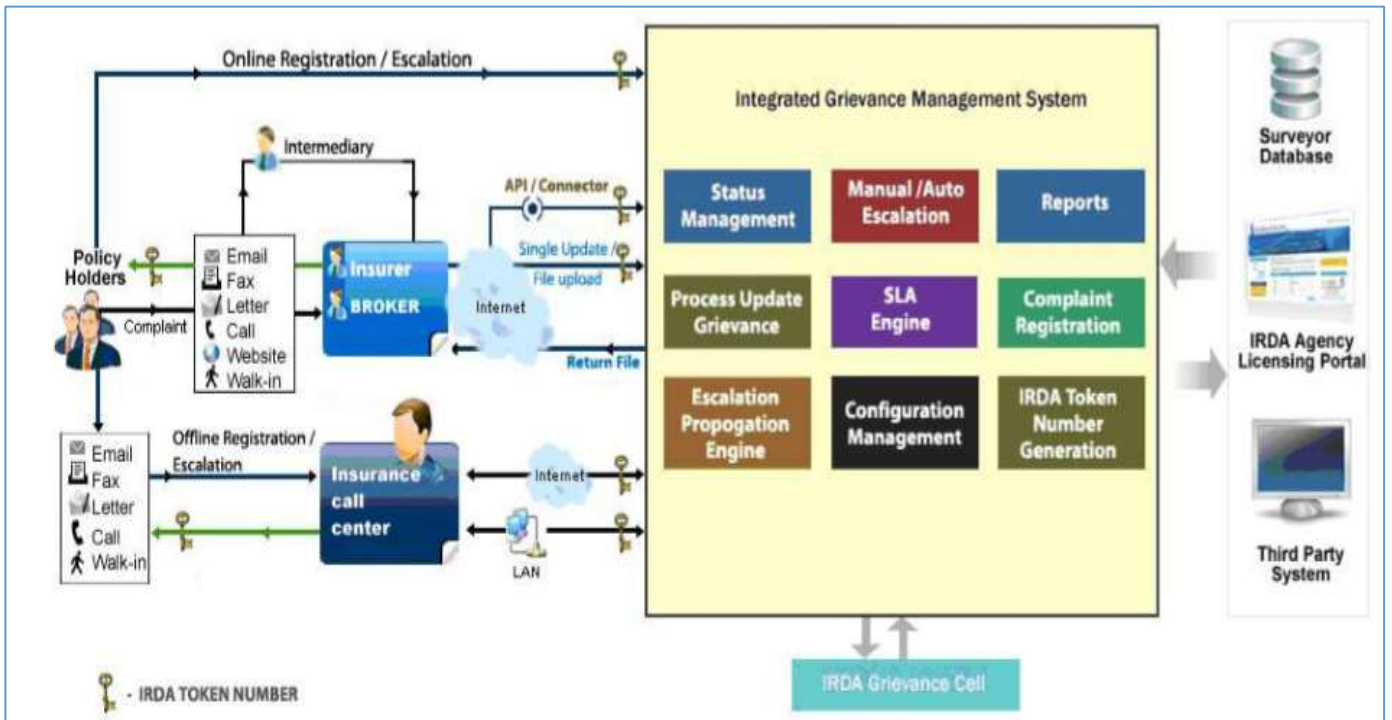
#### (2) Integrated Grievances Management System (IGMS)

IGMS has been specifically designed to be an industry wide grievance submission, processing, tracking and monitoring platform. IGMS assists IRDAI in monitoring the grievance process at all insurers, in real time. The objective of the systems is to ensure that insurers are correctly managing the grievance process and that their established procedures and processes are delivering effective and timely grievance resolution to customers. IRDAI gets 100% of complaints lodged with all insurers. IRDAI can "drill down" into specific complaints to view the actions taken on the grievances including associated documents.

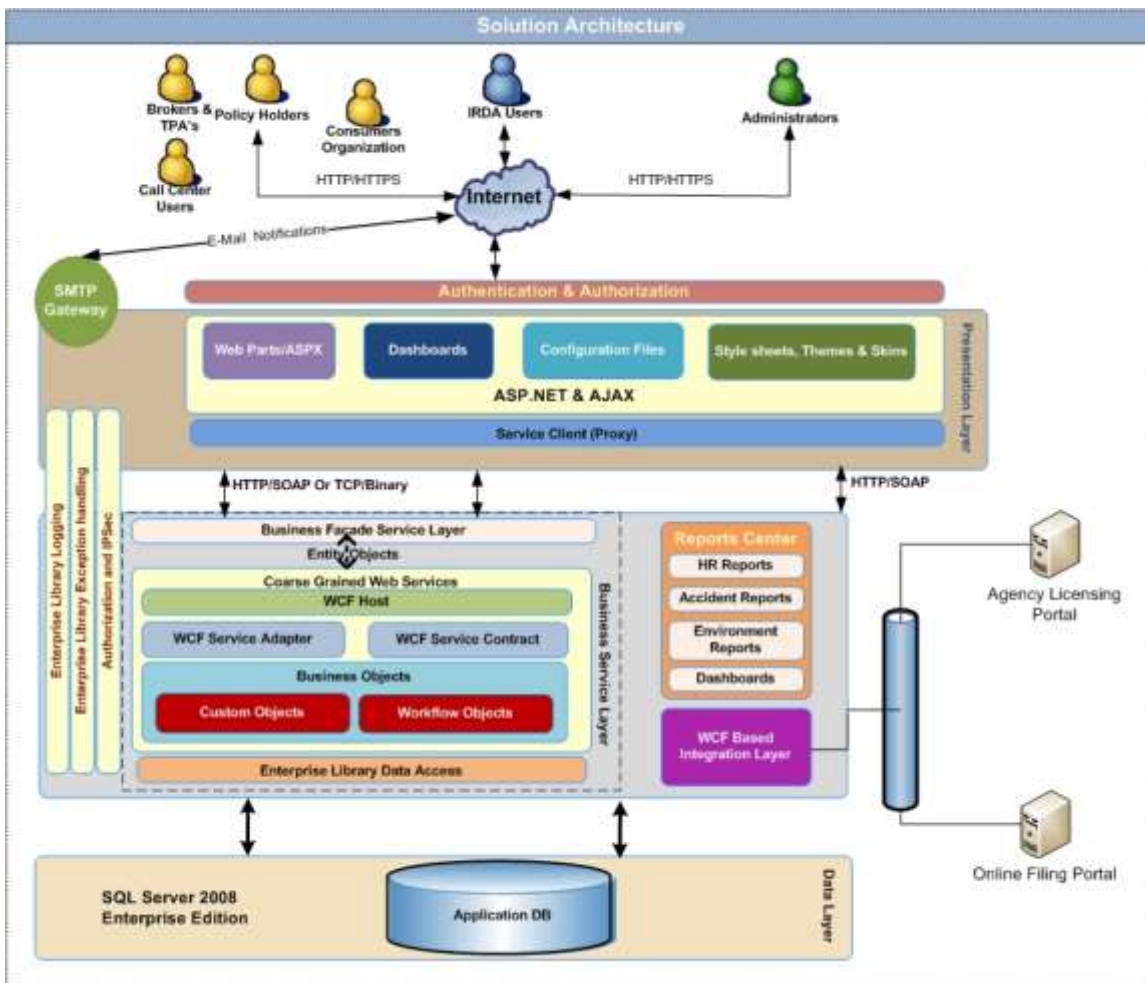
#### Other Features:

- a. It provides a gateway to policyholders to register and track their grievances with Insurers with a facility to escalate to IRDAI.
- b. There is real time sync which is happening between the IGMS and the insurer's application. Real time sync through web services should happen between insurers complaints management system ( around 55 Nos) and IGMS.
- c. Data exchange between the IGMS and the insurer's system is happening through web service.
- d. Email integration is available.
- e. Provide MIS reports to IRDAI in all aspects of grievance redressal.

**(3) Overall Architecture**



**(4) Logical Architecture:**



The logical architecture existing at present is based on Industry standard Microsoft .NET Platform and conforms to the advances of N-tier Internet based architecture.

## SECTION – D

### EXISTING FUNCTIONALITIES OF IGMS

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#### **(1) Scenarios handled in IGMS:**

##### **a) User (Policyholder/ IRDAI User/ Complainant) registers complaint in IGMS website**

1. When a user registers a complaint in IGMS web site, complaint details are saved in IGMS database.
2. IRDAI Token number is generated.
3. Complaint details are transferred to the respective insurer's system along with IRDAI Token number on a real time basis.
4. Once the complaint details are transferred into the insurer's system, Ref\_No is generated and further disposal of grievance is handled by the insurer's system. However, the status of disposal is transferred to IGMS through web services on a real time basis.
5. Policy holder can view the status of disposal of complaint through their respective logins.

##### **b) User (Policyholder/ Entity (Insurance Company / Broker) User/ Complainant) registers complaint in Insurance Provider's website**

1. When a user registers a complaint in Entity (Insurance Company / Broker) system, complaint details are immediately transferred into IGMS System on a real-time basis.
2. IRDAI Token number is generated.
3. Complaint details are saved in Entity (Insurance Company / Broker) system along with IRDAI Token number.
4. Once the complaint details are saved into the Insurer's system, Ref\_No is generated and the same are updated into IGMS against the relevant IRDAI Token number generated in step2

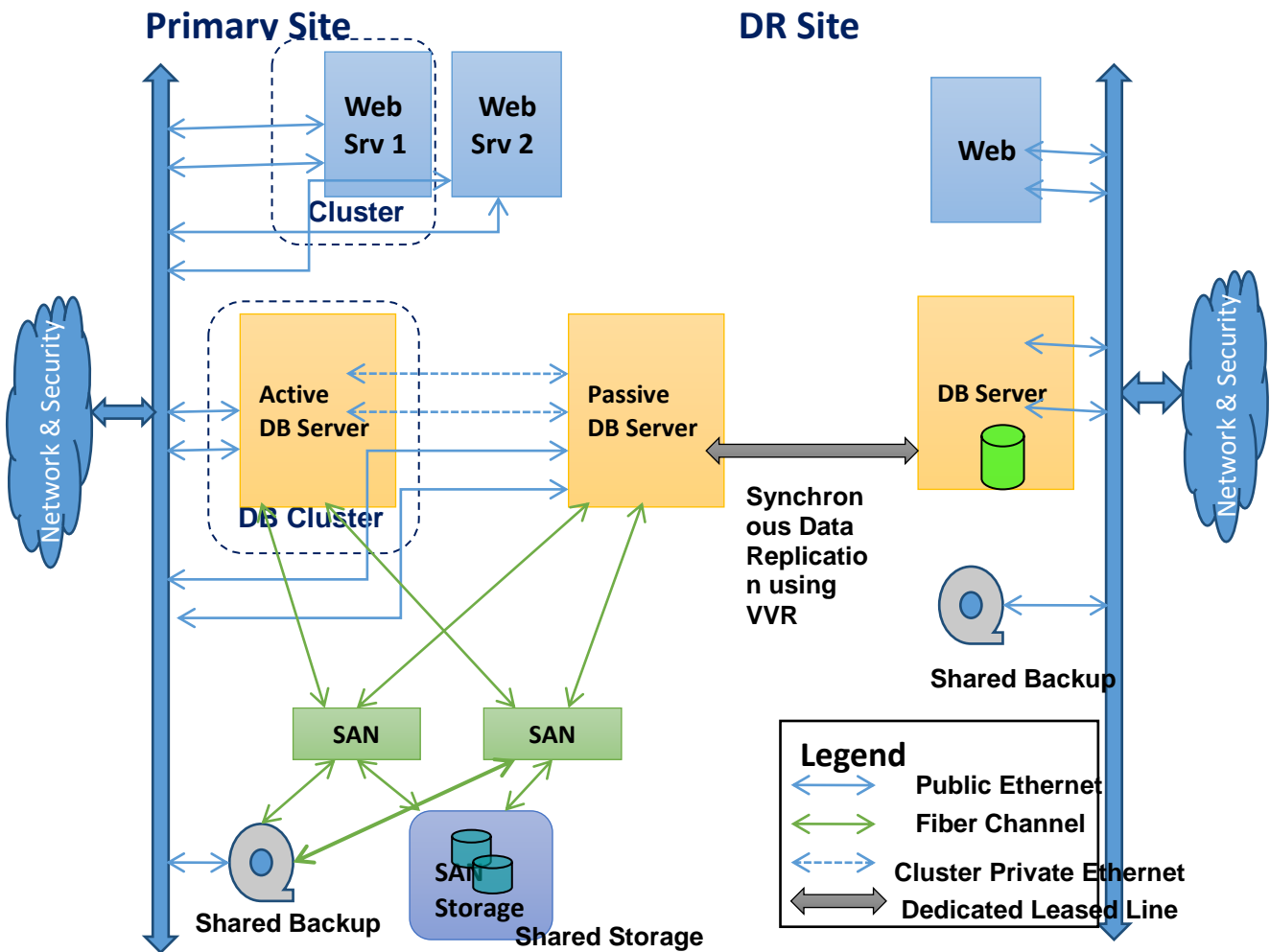
No.	Functions	Details
1	IRDAI Token Number Generation	Recording of Every complaint with a unique number
2	Lodge a complaint	Enter complaint directly into Portal
		Send complaint to IRDAI Grievance Cell
		Send complaint to Entity
3	Process Complaint	Process at Insurance Company / Brokers' Office
		Process at IRDAI
		Send (Upload) to IRDAI
		Update Complaint
		Update complaint with RTI details
3	Complaints against Unregistered Entities	
4	Complaint against IRDAI	
5	Escalate complaint to IRDAI	Manual Escalation of complaint
		Escalation of complaint by system (Auto Escalation)
		Escalation by IRDAI
		Escalation Process when company exists but complaint doesn't exist
		Escalation Process when company and complaint both do not exist
6	Action on Escalation	Closure Approval by IRDAI
7	SLA Configuration and Monitoring	
8	Check Status and view details	
9	Complaint Closure	
10	MIS Reports	Reports for IRDAI
		Classification of complaints as per the Entity
		Classification of complaints as per the complaint status



		Classification of complaints as per the segment and functional area
		Complaint Details
		Average Resolving Rate
		Average Response Rate
		Average Status change rate
		Repeat Complainants
		Analysis of complaints which get Auto Escalated
		Complaints against unregistered entities
11	Second order MIS Reports	Report on claims which were rejected but settled after the complaint was made through the portal
		Report on number of claims where the claim amount paid increased after complaint was lodged through the portal
		Reports for Entities (Insurance Firms and Brokers)
12	Configuration Management	Insurance Companies Master
		TPA Master
		Surveyor Master
		Product Type Master
		Functional Type Master
		Complaint Type Master
		FAQ Master
		Set Escalation days
		Entity Master
		Define Complaint Level
		Complaint Closure Setting
		Unregistered / Unlicensed Entities
		Consumer Organizations
		Set Service Level Agreements

		User Creation by IRDAI
		User creation by Entity (Insurance Company / Broker) Administrator
		Other Entities Master
		Custom Fields
13	Third Party System	Integration with third party system

**(2) Physical Architecture:**



**(3) Current IGMS Technology Stack:**

- Application is developed with Visual studio 2008 (ASP.NET 2.0)
- SQL Server 2008 R2 as Database.
- Windows 2008 Operating System
- For MIS reports SSRS reporting tool is used.
- Application is hosted in IIS 7 Server
- Data exchange between IGMS and insurer’s application happens through Web services.

**(4) Details of the existing Hardware and Software for the Portal installed at DC and DR**

Web Server	2 Nos.	Primary Data Centre
Database Server	2 Nos.	Primary Data Centre
HBA Card	4 Nos.	Primary Data Centre
Web Server	1 No.	DR
Database Server	1 No.	DR
HBA Card	2 Nos.	DR

Sr. No	Product Code	Quantity	Product	Remarks
1	Software license	2	VRTS STORAGE FOUNDATION ENTERPRISE HA/ DR 5.1 WIN FOR OS TIER STD EDITION	DC
2	Software license	2	VRTS STORAGE FOUNDATION ENTERPRISE HA/ DR 5.1 WIN FOR OS TIER STD EDITION	DC
3	Software license	2	VRTS STORAGE FOUNDATION OPTION VOLUME REPLICATOR 5.1 WIN FOR OS TIER STD	DC
4	Software license	2	VRTS STORAGE FOUNDATION OPTION VOLUME REPLICATOR 5.1 WIN FOR OS TIER STD EDITION ME1 12 MONTHS EXPRESS BAND S	DC
5	Software license	1	VRTS STORAGE FOUNDATION ENTERPRISE HA/ DR 5.1 WIN FOR OS TIER STD. EDITION	DR

6	Software license	1	VRTS STORAGE FOUNDATION ENTERPRISE HA/ DR 5.1 WIN FOR OS TIER STD. EDITION	DR
7	Software license	1	VRTS STORAGE FOUNDATION OPTION VOLUME REPLICATOR 5.1 WIN FOR OS TIER STANDARD EDITION	DR
8	Software license	1	VRTS STORAGE FOUNDATION OPTION VOLUME REPLICATOR 5.1 WIN FOR OS TIER STANDARD EDITION	DR

**DC SITE:**

S.No	OS	CLUSTER	Processor	Memory	Network	HDD
1	Windows Server 2008 R2 standard	Veritas Cluster	Intel(R) Xeon(R) CPU E5540 @ 2.53GHz *2	2*8 =16GB	Total 6 port, 2 for veritas cluster & one for network	500*2
2	Windows Server 2008 R2 standard		Intel(R) Xeon(R) CPU E5540 @ 2.53GHz *2	2*8 =16GB	Total 6 port, 2 for veritas cluster & Two for network	500*2
3	Windows Server 2008 R2 standard	na	Intel(R) Xeon(R) CPU E5540 @ 2.53GHz	2*8 =16GB	Total 2 port, used only one for network	500*2
4	Windows Server 2008 R2 standard	na	Intel(R) Xeon(R) CPU E5540 @ 2.53GHz	2*8 =16GB	Total 2 port, used only one for network	500*2

**DR SITE:**

1	Windows Server 2008 R2 standard	na	Intel(R) Xeon(R) CPU E5540 @ 2.53GHz	2*8 =16GB	Total 2 port, used only one for network	500*3
2	Windows Server 2008 R2 standard	na	Intel(R) Xeon(R) CPU E5540 @ 2.53GHz *2	2*8 =16GB	Total 2 port, used only one for network	500*1

<b>Approx. Average No of Complaints Registered per day</b>	1100
<b>Average No of Complaints Per Hour</b>	45.83
<b>Average No of Complaints per hour assuming all complaints are received in 12 Hours i.e. day Time</b>	166.66
<b>Approx Total No of Inserts/Updates per day per hour</b>	1500-1600

<b>Concurrent Users(Call center+Insurer+IRDAI)</b>	100
<b>Current DB size</b>	19.25 GB
<b>Total No of Complaints Data in Database as on 05/09/2019</b>	2554128

**Technical Support Details:**

	<b>Normal (Avg)</b>	<b>During Peak Time /FY end (Avg)*</b>
Complaints by Calls	10-15/day	30-35/day
Complaints by Mails	15/day	30/day

(\*) During Testing of web services integration etc.

## SECTION – E

### SCOPE OF WORK

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- 1) The selected service provider will take over the portal operations from the current service provider and make the same operational from their location within 2-3 weeks on receipt of work order. The transition shall be seamless and smooth. The service provider shall maintain the existing system till the GO-LIVE of the new solution.
- 2) The bidder shall take over the IGMS application source code from the Existing provider and maintain the same till new system is implemented. The new system shall be developed and implemented on the upgraded version of the same technology stack.
- 3) Supply and Installation of hardware, software licenses and Infrastructure. The Hardware and Software supplied should NOT have been declared End-of-Sale / End-of-Support from the respective OEMs (Bidder need to submit necessary declaration from the respective OEM confirming this point.
- 4) Colocation/Hosting of Infrastructure in Primary Data Centre (DC).
- 5) Disaster Recovery will be setup at IRDAI Premises in Hyderabad.
- 6) Installation of Software and Deploying the Application on New Infrastructure.
- 7) Migration of existing Data and Development of New and Additional features as specified in the **following section**.
- 8) Warranty, Support and Maintenance for the supplied hardware for a period of Five (5) Years.
- 9) Change Management and Enhancement as per the requirement of the Department in Future.
- 10) Disaster Recovery will be setup in IRDAI Data Center (on premise), Hyderabad location. Primary Data Center will be co-located in the Tier-III data centre of Vendor's location / Data centre proposed by the bidder for co-location.
- 11) During the contract period, One Technical Resource having around 4-5 years of experience in .Net Programming along with multiple technical skills (SQL database Administration, Windows Server Management) with B.Tech (IT/CS) /MCA should be deployed in IRDAI location to perform Development, Support, Maintenance, Enhancement and Future Change Request Activity.
- 12) Buy-back of all old systems (Hardware & Software)
- 13) **MIS** – The proposed new solution shall have a MIS or Centralized Data Repository running on a dedicated server and able to cater to the reporting requirements as mentioned in [Section G Point 4](#)
- 14) Further reports may be added /modified/deleted during product development and

implementation. The above are only illustrative requirements. Further reports and queries shall have to be discussed & crystallized as per IRDAI's requirements. The Requirement may further increase / decrease based on the requirement Study. Bidder should also be prepared to provide enhancements / modifications keeping in view the fresh / future requirements of IRDAI. Sizing has to be done keeping in mind reporting requirements as mentioned in [Section G Point 4](#) including Hardware, Software, Operating System, and etc. based on the parameters given in this RFP, with proper justification

#### **15) Reporting and BI Tool with Insight-based dashboard –**

The existing Reporting & BI Tool (Business Objects) with IRDAI duly licensed shall be used for generating MIS reports.

## SECTION – F

### FUNCTIONAL REQUIREMENTS OF THE PROPOSED SYSTEM

In addition to the existing IGMS application functionalities, the following additional functionalities should be developed as part of the scope.

#### (1) New Functionalities Required

Sr. No.	New Functionalities Required
1	SMS Gateway integration to be done. Bidder will provide the required the required SMS Gateway and the cost of the same should be factored in the Commercial Bid.
2	Facility to upload complaint resolution document by the insurer. Average size of document to be uploaded is 1 MB. Resolution documents need to be maintained at least for the current financial year. Documents other than current financial year needs to be archived for <b>5 years</b> .
3	Facility to policyholders to upload the attachments in IGMS portal
4	Current reports format and business rules needs to be updated : <b>21 Nos.</b>
5	New reports format should be developed : <b>20 Nos.</b>
6	Currently, policyholder can complaint against brokers, TPA and Agents. The complaints are finally disposed off by the respective insurers. The new system shall capture complaints against Individual Agents, Un Registered entity, Brokers, PA, CA, Surveyor, IMF, web aggregators, Insurance Repositories also. IGMS should provide relevant complaint statistics/reports based on the above category also.
7	Mobile/Tablet other Gadgets rendering compatibility.
8	<b>New Mobile Application Development</b> – To be developed for Android and IOS Platform. Scope is currently - Policyholder ( existing / Prospective) can raise the complaint, view status of complaint and history of earlier complaints.
9	Fine Tuning of complaints flow process flow
10	<b>Feed Back by Complainant:</b> In all cases of Escalated complaints, a provision is to be made for the complainant to post his feedback after the Insurer has given the final resolution.
11	<b>Priority Complaints:</b> The system has a facility for setting priority handling tags for complaints from Government Portal, Ministry etc However, complaints received from 'VIP Sources' can neither be accessed in the 'Query Mode' nor report of MIS / Compliance Reports be generated for this category. It is suggested that the source of complaint should be captured in IGMS (by coding) and priority-handling categories may be firmed up. Also, complaints addressed to Chairman also to be added under this category and in all these



	complaints <b>TAT should be given as 7 days</b> unless otherwise specified.
12	Integration of IGMS with the portal for granting registrations ( through web services ) to know the status of various complaints received against the respective registered entity ( Insurer/Intermediary/ Ombudsman or Other registered entity)

## (2) User counts

Users	Count
CAD	10
Dept	9
Insurer	80
CC	25
IRDAI	5
	<b>129</b>

Departments List (For Intra Department purpose)	Count
AGENCY DISTRIBUTION DEPARTMENT	1
HEALTH DEPARTMENT	1
INSPECTION DEPARTMENT	1
INTERMEDIARIES DEPARTMENT i) DISTRIBUTION - DEVELOPMENT	1
INTERMEDIARIES DEPARTMENT ii) BROKERS	1
NON - LIFE DEPARTMENT	1
SURVEYOR & IMF DEPARTMENT	1
VIGILANCE DEPARTMENT	1
<b>Total</b>	<b>9</b>

**(3) Details of Requirement**

S.No	Description of change	Details of Requirement
1	Complainant should be able to upload documents directly to IGMS Portal.	This will enable complainants to upload the supporting documents along with their complaint directly on the IGMS. Attachment should be restricted to 1 pdf document of Max 1MB size
2	Grievances redress officers details of each intermediary and insurer should be available on the website.	This will provide correct information to the complainants to directly contact the authorized person / GRO handling consumer grievances. The details should be managed by the insurers to place the onus of ensuring accuracy of information at all times on the insurers. GRO's details of insurers to be made available and the GRO details of the intermediaries not required.
3	The complaints against intermediaries should be assigned to intermediaries to resolve the grievances. The Intermediary redress officer should have the privilege to only update the status. (Need to provide access to Brokers, TPAs, Surveyors, CA and IMF)	This will enable department wise complaint handling in IRDAI and will provide direct access to the HODs to know about the statistics of complaints related to their department. It will also help in using the complaint inputs for renewal etc. Access not to be provided to individual agents. Other intermediaries to have the access as approved.
4	Mapping to be done between Insurers and Corporate Agents. New Entity Type 'Corporate Agent' to be added in Entity Type dropdown in reports wherever applicable (around 10 reports). AJAX to be implemented for Agents/Corporate Agent text box	The complaints could be registered against corporate agents. Once registered, the corporate agent should be in a position to see the complaints against them and update their remarks on it. New screen to be developed for insurer CA mapping, and option to be given to insurer for maintaining it.
5	New application to provide for intra department references of the complaints registered in IGMS, wherever required.	Complaints registered at IGMS can be moved to intra department for their reference. Status maintained are open (when a case is created by IRADI user) and closed (post to clarification respective department can update).

6	Formula to be changed for TAT - FRR minus Date of Registration of complaint (Existing - Attended to minus date of receipt of complaint)	Inclusion of a new field FRR - Final resolution remarks (At present incomplete remarks are being posted by insurers in the attended to remarks field and IRDAI is taking on record as complaint disposed of in such cases and not as pending. Hence the suggestion for FRR)
7	A new field Final resolution remarks to be added. This should be updated and validated by GRO. TAT calculation will be based on this field. Complaints will be treated as disposed off only after FRR is submitted by the Insurer. Type of disposal should be registered after submitting the FRR only.	
8	Insurer should be able to record separately (not overwrite) the information on the following fields - Policy Number; Policy Type; Complaint Type and Complaint Description if it is felt different from what the complainant or IGCC has keyed in. IRDAI analysis/reports will be based on the insurer's categorization.	
9	When the FRR is posted, Insurer should be able to provide the intermediary details who was involved in the complaint and the action taken against him/her	This will not form part of the resolution provided for the IGMS complaint (whenever a printout is taken for the status of the complaint in IGMS). But required by IRDAI for effective monitoring.
10	Provision to be made to obtain the comments of the intermediary concerned by IRDAI. But it should not be reflecting in the complaint registration form. All complaints will be resolved by the insurer only.	The complaints against intermediaries should be assigned to intermediaries to resolve the grievances. The Intermediary redress officer should have the privilege to only update the status. (Need to provide access to Brokers, TPAs, Surveyors, CA and IMF)".
11	Provision for the insurer to upload the Final resolution letter (in PDF format) issued to the complainant while posting the FRR. Uploading to be made mandatory.	Based on the poor quality/incomplete resolution remarks being posted by the Insurers and also based on the guidelines on grievance redressal provided by IRDAI. Attachment should be restricted to 1 pdf

		document of Max 1MB size
12	Date of attended to in the complaint registration form to be changed as Date by which the complaint is to be attended to.	
13	Land page text to be modified - PH login	As per the changes contemplated and going to be implemented
14	Name of the insurer will be mandatory for all the complaints. Wherever the complaint has arisen due to action/inaction on the part of any intermediary, the details of the intermediary should be captured.	Capturing of the details of the intermediary concerned at the time of registration of the complaint is to be made mandatory.
15	Repeating of status updation/attended to remarks - to be rectified.	
16	Changes in the complaint registration form	
17	B. When firm is selected the following changes/corrections are required: 1. Instead of designation - Designation of the complainant. 2. Instead of mobile no.- Mobile no of the complainant. 3. Remove the ration card and voter id option. 4. Pan no. to be mentioned as pan no of the organisation.	
18	C. Presently Complaint against has in it the following: 1. Insurer 2. Broker 3. Unregistered entity 4. Intermediary 5. All and under Intermediary - TPA; Surveyor and Agent New system to have - Insurer/Individual Agents/Intermediary/Un Registered entity and under intermediary - Brokers/TPA/CA/Surveyor and IMF.	

	<p>Ajax search shall be provided for Broker/TPAs/CA/IMF/Surveyors. Free text for individual agents.</p>	
<b>19</b>	<p>D. 1. When the Unregistered entity is selected the new system should have provision to ask whether there is involvement of any insurer and if Yes the complainant should be able to select the insurer from the list of life and general insurers. The complaint should get mapped to the respective insurer. 2. Contact person name is asked and is mandatory. This should be modified and not made mandatory.</p>	
<b>20</b>	<p>F. Policy Type - Under life - Group insurance policy and Micro insurance policy to be included and in General - mobile insurance policy is to be included.</p>	
<b>21</b>	<p>Complaint description and classification mapping is to be re worked - for eg. Complaints on surrender of policies should be classified under survival claims.</p>	
<b>22</b>	<p>H. 1. under proposal processing - 1. Proposal no. 2. Proposal deposit receipt no. 3. Date of receipt 4. Amount paid and 5. Cheque no. - The existing should be replaced by these 5. 2. Policy servicing - only policy number is mandatory; For group insurance policies the Certificate of insurance should be mandatory. 3. To remove - Document type;</p>	

	other ref no.; proposal in policy servicing; boc number	
<b>23</b>	I.Under General insurance - policy type - mobile insurance is to be included and when selected the following details are to be captured: 1. Policy no. 2. Certificate of insurance 3. Name of the mobile dealer 4, name of the product provider 5. Name of the insurer.	
<b>24</b>	J.Details of the complaint - 1. Date of complaint to be modified as Date of letter/email/Call. 2. In source of complaint - to remove mobile and fax	
<b>25</b>	K - Irdai user- The following changes are to be made: Priority handling Y/N - (Complaints referred by CAD, IRDAI-letters/mails). If yes - 7 days TAT unless otherwise specified.	
<b>26</b>	L.- Policy holder login - User creation - Remove the contact details - mention and all the details should be under personal details.	

**(4) Changes in Current Report and requirement of new Reports**

S.No	Description of change	Details of Requirement
1	Branch level and State level reports for closer scrutiny of market conduct in a region	State level to be carried out and branch report to be modified.
2	Alignment of Reports search criteria with Registration data fields and display of the classifications based on the mappings done in all the reports for search criteria	1. Statement of Entity wise Breakup of Complaints 2. Statement of Status-wise Breakup of Complaints 3. Closure Request Rejection Report 4. Total Escalated Complaints Report
3	Daily Reports for Insurers of Complaints which are registered and downloaded and Complaints rejected during Real time sync because of Invalid policy number and all other scenarios	Need to archive the data for every <u>6</u> months. Need to provide this option to Insurers also. Report to be made available and should be provided for insurer also
4	Classification Wise report to be generated based on Type of Disposal.	Reports based on type of disposal should be made available.
5	Insurer to be able to generate total complaints from Insurer end. Presently insurer is able to generate for Insurer against type only. Report should include Brokers, TPAs, Surveyors & Agents.	When the complaints are registered against broker, TPA, surveyor or agent and the insurer's name is provided, the complaint is acted upon by the agent. However, in the reports the number of such complaints is not getting reflected. This is leading to difference in numbers. For every insurer the reports should include the complaints registered against the intermediaries also.
6	Entity Type Drop Down List (DDL) to be enabled in Insurers reports (2 reports). Change the logic to generate the report. Remove Entity Name DDL. Remove Entity Name display field also.	In all the reports available for the insurer the reports should include the complaints registered against the intermediaries of the insurer concerned. Insurer to be able to generate reports selecting one or more or all the intermediaries.

<p>7</p>	<p>Report for viewing the complaints registered based on the priority. (VIP) . Need to include SOC and Priority Handling DDLs for reports:                  1. Detailed complaints report,                  2. Aging report day wise                  3. Classification wise report,</p>	<p>This report would help in monitoring the resolution of Priority complaints related to MPs, Ministry, PMO, President's Secretariat and DARPG. Other Regulators like SEBI, RBI should also be included. Report for New Delhi office to be provide.</p> <p>Only for IGCC registration priority handling is mandatory, the priority handling ddl needs to be changed to check box. And the TAT for the IRDAI referred cases to be made 7 days unless otherwise it is specified.</p>
<p>8</p>	<p><b><u>Dashboard reports changes:</u></b>                  1. Need to provide the dash board report for each insurance company                  2. Add all the open complaints of last FY to the list of total open complaints in the landing page (dashboard page). Exclude Closed &amp; Attended in all dashboard reports.                  3. Prepare and Segregate the dashboards for last three years, with separate links for each FY.                  4. There should be separate dashboards for health insurance.                  5. Dashboard reports (with graphical format) should be sorted on numbers .. Not on names...                  6. Dashboard for TPA, Brokers, CA, Surveyor and IMF to be implemented.</p>	<p>1. Presently the dash board has tabs of life and non-life. Individual company's dashboard would give a picture about the company based on the volume and nature of complaints. 2. This would require a modification in the formula used for dash board report.                  3. This would give a snapshot of grievance related information across the years.                  4. Since Standalone Health insurance companies are also there, a dash board for group of such companies would help to get a view of the issues of that Group.                  5. The companies / categories with highest numbers could be projected in the dashboard reports.                  6. This would be useful to get a snapshot of the complaints of TPA, Broker, Agent which can be used at the time of renewal of license.</p> <p>Draft format of Reports that can be generated from IGMS for industry (life,non-life,health) and insurer/intermediary is enclosed for consideration. Not as part of current IGMS. New 6 dash board report should be populated as per the specimen. Currently 4 are there. To add ARR and complaint type. All dash board report should be based on Life ,Non-Life, Health. Point no.6 to include Corporate Agents, IMF and Surveyors and removing Agents.</p>



9	<p>Status field should be multi selected DDL on below mentioned reports:</p> <ol style="list-style-type: none"> <li>1) Ageing day wise report</li> <li>2) Detailed complaints reports.</li> <li>3) Classification wise breakup</li> <li>4) Ageing report</li> </ol>	<p>To enable ease in generation of reports of complaints. Presently for pending complaints, we have to generate report for new, acknowledged, pending and escalated complaints separately and then total them.</p>
10	<p>New drill down report for viewing total complaints. The report should contain following four columns. 1. Total escalated complaints (complaints which are registered by policy holders and IRDAI call center users) 2. Complaints registered by Policy holder using IGMS and escalated 3. Complaints registered by call center and escalated subsequently. 4. Complaints which are not escalated. Further drill down and view search criteria will be same as Detailed complaint report</p>	<p>This would give details of source-wise escalation of complaints and the proportion of escalated complaints. If the resolution parameters are included, it can give indication of complaints escalated and proportion of these resolved in complainant's favour / rejected.</p>
11	<p>At present while calculating ARR; only complaints disposed of are taken into account and not the complaints that remain pending. Further complaints pending from previous year whenever attended to are not taken into account for the purpose of calculating ARR in that year(year in which the complaint got attended do). Formula to be changed and for pending complaints the TAT to be taken as Date of calculation minus the date of registration of the complaint.</p>	<p>Modify the formula.</p>
12	<p>For insurers apart from the 2 existing reports the following are required to be provided:</p> <ol style="list-style-type: none"> <li>1. No. of complaints reported; Complaint Type; Complaint Description Type; Policy Type - Insurer/Industry/Percentage share(New report for IRDAI/Insurer)</li> <li>2. Ageing/period wise pendency of complaints.</li> <li>3. ARR</li> </ol>	<p>Feedback on the existing reports provided separately. The first report mentioned here is a new one which is required for analysis and the other 3 with suitable modifications should be made available for the insurers.</p>

	4. Daily report on non sync cases - presently it is existing for IRDAI but not working.	
<b>13</b>	Maximum file retention time in server is 1 year, for external storage source is 2 years.	

## SECTION-G

### TECHNICAL REQUIREMENTS:

(1) The following are the technical requirements expected from the proposed system:

S.No	Function
1	All components of the package should be accessible using standard Web-Browsers without any need for extra application client software.
2	UI/UX – The UI/UX shall be revamped on par with latest trends and utilize current design best practices and align with our brand strategy with a clean, elegant, user-centric design. UI shall be responsive ,that automatically adjusts to target screen sizes (typically desktop, tablet and phone). Information should be provided with minimum clicks with logical and intuitive flow.
3	The system should be designed in manner that operational data is not lost in case of any failure of equipment or communication network.
4	The proposed solution should have necessary security and audit trail features
5	The configuration of the servers should be robust and capable of handling the load.
6	Implementing agency should conduct direct knowledge transfer through contact sessions that are held at IRDAI once a month for the first 6 months

Following guidelines as applicable should be adhered by the bidder. The bidder should confirm the adherence to the guidelines mentioned below .

	Reference	URL
Technical Standards	e-governance standards	<a href="http://www.eGoverancestandards.gov.in">www.eGoverancestandards.gov.in</a>
Guidelines	Guidelines of Govt of India websites (GIGW)	<a href="https://web.guidelines.gov.in/">https://web.guidelines.gov.in/</a>
	Pg no. 112 to pg 123	<a href="http://meity.gov.in/writereaddata/files/model_rfp_for_selection_of_implementation_agencies-2018.pdf">http://meity.gov.in/writereaddata/files/model_rfp_for_selection_of_implementation_agencies-2018.pdf</a>

## (2) Hardware Sizing

Method for calculation hardware sizing is based on:

- Distributed load on tiers as per application functionality
- Target not more than **60%** CPU utilization on peak load
- Ensure redundancy for **high availability**
- Leverage available compute to **maximum**

## (3) Sizing Assumptions:

- Expected User concurrency up to 200 users with 20% growth y-o-y over 7 years.
- Total expected active data store size for 7 years **10 TB**.
- Service delivery parameter level whenever opted to run from DR site should be identical to DC ( HA , fault tolerance and head room availability need not be replicated in DR)

## (4) Proposed Hardware including Network and Software requirement for the solution

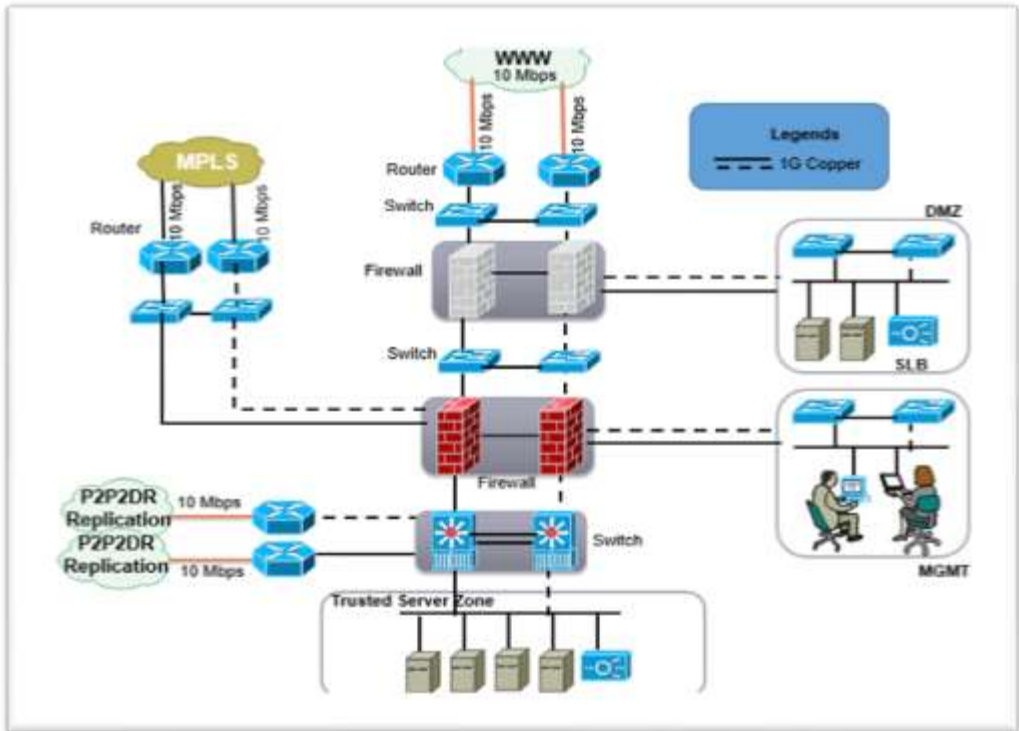
The proposed hardware requirement including Network and software licenses sizing to be proposed in the [Form 6](#) and [Form 7](#) as masked Bill Of Materials(BOM) taking into reference [point \(2\)](#) and [point \(3\)](#) as above and [SECTION D-](#) (2) Physical Architecture, (3) Current IGMS Technology Stack, (4) Details of the existing Hardware and Software for the Portal at DC & DR & Section G [Point \(12\) Performance Criteria and Service Level Agreement and Service Level Objectives](#). The sizing should be appropriately done keeping in mind the user base size, performance requirements , high availability , backup & archiving ,scalability and disaster recovery as mentioned in the following sections. The hardware should be scalable with the provision to scale up on demand within the current architecture. The networking hardware has to be sized as per following section.

## (5) Proposed Network Architecture

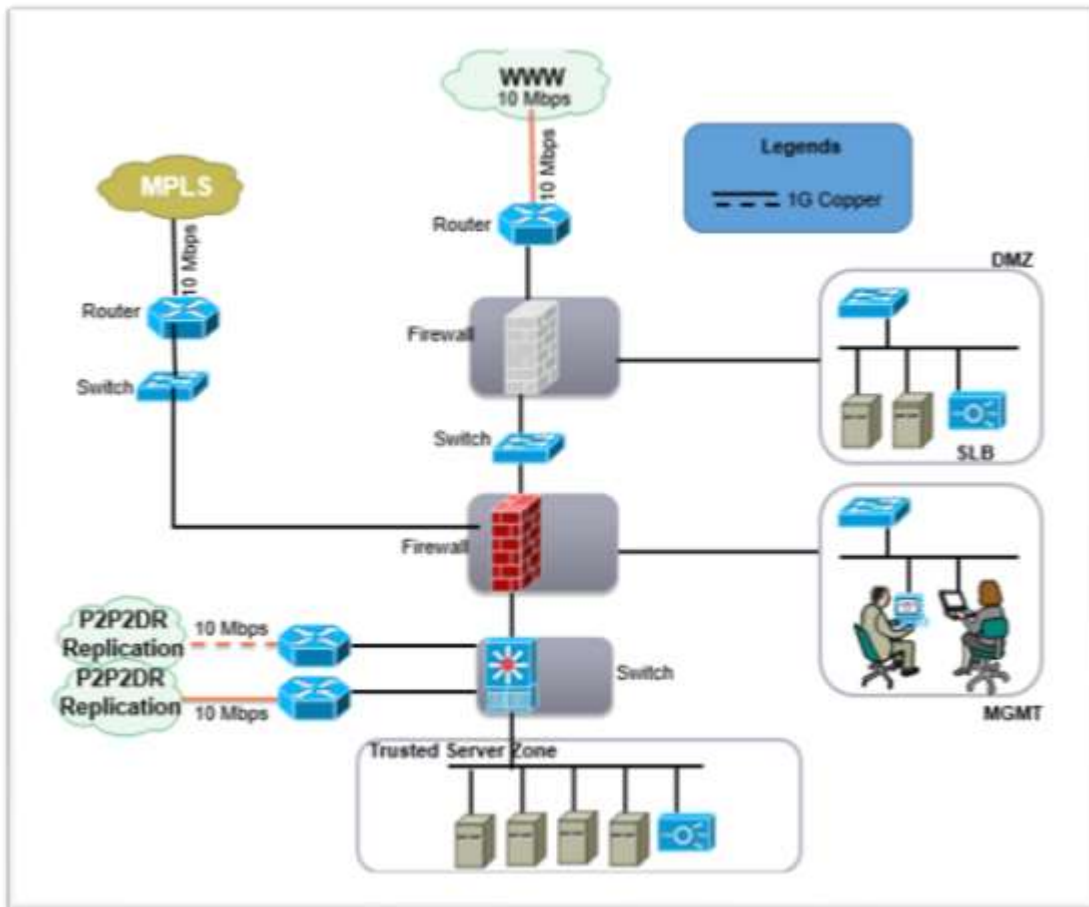
### Design Considerations

- 1) DC & DR considered as Active & Standby. DC will be with High Availability(HA) & DR without HA.
- 2) Applications will failover automatically from DC to DR in case of failure of DC.
- 3) MPLS, Replication & Internet links considered to be 10 Mbps each on 1G Copper.
- 4) MPLS, Replication & Internet links will be redundant in DC and without redundancy in DR.
- 5) Server Load Balancer will be used for Production & DMZ zone.
- 6) All Servers & Devices considered to be with 1G Copper connectivity.

**(6) High Level Design for DC**



MPLS, Replication & Internet connectivity will in redundancy and secondary link will be active but logically will only be used as failover link. All networking devices will have with redundancy. DC will be having zones like MPLS, Internet, DMZ, Production, Replication & Management. Server Load Balancer will be used to load balance traffic to multiple server of the same applications. Single Server Load Balancer will be used with virtual partition for DMZ & Production zone.

**(7) High Level Design for DR :**

MPLS, Replication & Internet connectivity will be without redundancy but link will be active. It will only be used as failover link. All networking devices will have without redundancy. DR will be having zones like MPLS, Internet, DMZ, Production, Replication & Management. Server Load Balancer will be used to load balance traffic to multiple server of the same applications. Single Server Load Balancer will used with virtual partition for DMZ & Production zone.

## **(8) Hosting arrangements**

### **(i) Hosting Services**

Following will be the service deliverables of hosting:

#### Security

Configuring of firewall policies as requested by the customer.

- Complete administration and management of the firewall.
- Configuring global (common) policies for antivirus at the perimeter.
- Configuring specific rules pertaining to IRDAI's IP's, subject to technical feasibility.
- Providing periodic reports.
- Antivirus protection to all the servers supplied.
- Shared IDS and IPS services
- Storage
- Configuring the Storage LUN on multi path SAN switches.
- Complete administration of the SAN environment.
- Providing monthly reports of LUN's IOPS, storage allocated and any FC HBA Port errors.
- Backup.
- Configuration of Default LAN Backup Agents on required Servers.
- Backup of a Sample Folder & a File.
- Restore the Sample Folder / File to Alternate Location.
- Restore the Sample Folder / File to Same Location.

The bidder can either have its own infrastructure facilities or arrangements with any third party Internet Data Centre (IDC) service provider, for hosting the developed application. In case of hosting arrangement with third party service provider, the official agreements shall be among IRDAI, hosting provider and implementing agency. The hosting arrangements shall meet the following criteria

- a. The service provider will provide India based web server hosting facility with state of the art hardware with 24 X 7 monitoring.

- b. The configuration of the servers should be robust and capable of handling the load.
- c. The Internet Data Center should have been classified as Tier-3 and above.
- d. The server should have adequate storage capacity, configuration, speed, internet bandwidth and should have been directly connected to ISP's backbone providing adequate bandwidth and reliability with multiple links.
- e. Security: The following should be in place in the Internet Data Centre
- f. Firewall
- g. IDS
- h. IPS
- i. Antivirus and Anti spamming services
- j. Regular Security Audits.
- k. While perimeter security may be on shared basis, Firewall and Antivirus shall be exclusive for IRDAI
- l. Service provider should have experienced server support team for server management.
- m. The data center should be 3 tier and have ISO-20001 & 270001 certifications or equivalent.

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**(ii) Responsibilities of the implanting agency during hosting :**

The Service Provider shall provide for the following end-to-end services on the hosting and support:

- n. Providing sustainable Infrastructure Facilities (as per infrastructure requirement finalized)
- o. Ensure that it has experienced and qualified personnel to handle emergencies and manage the web server efficiently.
- p. Ensure that all the software loaded / installed on the web server is licensed and legal.
- q. Physical rack space and equipments' hardware and networking equipments' for hosting IGMS portal.
- r. Ensure connectivity to the Internet with unlimited data transfer.
- s. Providing services for 24x7 monitoring of the IGMS portal infrastructure including DR.
- t. Assuring uptime above 99 % (calculated on a quarterly basis)



- u. Replying to any problem on the IDC setup within 15 mins and resolution time not exceeding 4 hrs and if the problem is not rectifiable the Implementing agency shall provide replacement of equivalent server and network equipment and make it ready for operation within 4 hours. The recovery time objective is 4 hours.
- v. Providing unlimited Data transfer by default.
- w. Providing reports on server and network performance, bandwidth utilization, health status as and when required by IRDAI.
- x. Providing services for backups as per the following
  - Daily incremental backup
  - Weekly full backup
  - Data replication to DR site.
  - Weekly off site backup
  - Backup in External media (Tape Drive)
- y. Monitoring of entire IT infrastructure and of link management.
- z. Fault and configuration management
- aa. Confirm that IRDAI will be provided access to generate monthly data transfer, current space utilization - summary and detailed reports from portal server.
- bb. Provide state of art security for complete protection of portal data and software against virus, hacking, intrusion and any other threats that affects the portal.

In case of any maintenance activity to be performed on the web server, the implementing agency will provide 48 hours advance notice to IRDAI indicating the approximate down time of the web server. The maintenance will be carried out during non-working hours with down time not exceeding 4 Hrs at any given time.

**(9) General technical requirements**

- a. OEM support should be available during the entire contract period.
- b. Daemon process should sync grievance data every 24 hours and if there are errors it should automatically generate email alerts.

**(10) Integration**

- a. The solution shall provide all the relevant leading technology (e.g. XML, Flat file, csv, xls messaging etc.) to meet the integration requirements.
- b. The solution shall maintain integration logs that confirm the success or otherwise of the interface, complete with control totals etc.

**(11) Sizing and scalability**

- a. The initial configuration recommended should have capability of handling transactions for a period of 7 years. The proposed solution should be scalable to handle multiple delivery channels
- b. The solution should support minimum of 200 concurrent users.

**(12) Performance criteria**

IRDAI would expect the following performance level of the IGMS 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/ Search entered by the user		
Simple query	< 7 sec	< 12 sec
Medium Complexity query	< 8 sec	< 12 sec
High Complexity query	< 15 sec	< 20 sec
Reports response – Report fired by the user from the Report Generator		
Simple Report	< 7 sec	< 10 sec
Medium Complexity report	< 30 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.

At the time of implementation and also every 6 months after implementation, the performance criteria stated about shall be demonstrated through appropriate testing tool hired by the implementing agency. Cost of testing including hiring testing environment, hiring of test tool and conducting testing etc. shall be part of the commercial proposal to be submitted by the bidder

**(13) User access, security and backup**

- a. The implementer shall implement appropriate security architecture covering authentication and authorization services.
- b. The solution shall base its application security on industry open standards so that it adheres to all security, confidentiality and privacy policies and applicable laws on a global basis.
- c. All application components of the solution shall be accessible through a Single Sign-on through encrypted password. It should support individual access profiles for each user activity and should prevent users from accessing the solution beyond the level of their designated security access. Single-on is required to be implemented ONLY for IRDAI internal users for which Active Directory Support will be provided by IRDAI.
- d. The solution shall have the capability to define security authorization control to the Solution through the job roles defined in the organizational structure. It shall provide the capability to define user groups and group level access control to individual or groups of applications as per the organizational structure
- e. The solution shall provide a complete audit trail of transactions by user-id, timestamp, IP address, etc; incorporate standard Audit Trail for Maintenance of Confidential or Sensitive Master Data
- f. The Solution shall support on-line and off-line data backup capability with the necessary restore and archival capabilities.

**(14) Support required for Infrastructure and hosting**

**Remote support model**

The IT hardware infrastructure will be continuously monitored. On identification of any alerts a call will be generated to the remote management team who in turn will take the call to closure. On detection of any hardware faults, the team will raise the spare request for the failed part and will assign the spare replacement task to the field engineer.

**(9) Deliverables**

- a) Proactive Services Offering OS & Database

- b) 24 \* 7 Scheduled alert based monitoring through matured probes resulting in Preventive maintenance of the Infrastructure
- c) Proactive Alerting mechanism for any incident.
- d) Scheduled health check-up reports
- e) Impact analysis of changes to software/hardware on dependent components
- f) Root Cause Analysis reports for the Critical incidents
- g) Configuration change history
- h) Administration & Configuration Change Deliverables
- i) Orderly start-up and shutdown of Firewall as per laid down procedures
- j) User management - Creation and deletion of users, groups
- k) Install software, patches, updates and service packs
- l) Security management - Configuring Account policy & change, Access rights, Password control
- m) Verify logs in event logger and periodically clean up log files
- n) Ensure all critical services are running on the server
- o) SLA
- p) DR drill - Once in 6 months
- q) Business Continuity Management Plan (BCP)

**(15) Service Level Agreement(SLA):**

Category	Response Time	Resolution Time	Coverage
<p><b><u>Severity 1</u></b></p> <p>Incidents that cause an immediate major impact to the Business such as the loss of a critical Application. These incidents indicate a complete Operational standstill or halt of a critical Application or work capabilities; or there is potential for significant impact if the incident is not corrected within a short period of time (4 hours).</p> <p><b>Definition</b></p> <p>Customer is severely impeded from properly executing critical business activities required to meet statutory, regulatory or company requirements in a timely manner.</p> <p>No work around is available</p> <p>Customer requires immediate assistance</p>			
<b>Critical</b>	<b>30 min</b>	<b>4 hours</b>	<b>8X6</b>

Category	Response Time	Resolution Time	Coverage
<p><b><u>Severity 2</u></b></p> <p>Incidents that could potentially cause a major impact to the Business such as a loss of a non-Critical Application; loss of one of multiple controllers; or there is potential for significant impact if the incident is not corrected within a short period of time (8 hours).</p> <p><b><i>Definition</i></b></p> <p>EITHER: Customer is unable to properly execute a critical business activity where a work around is available</p> <p>OR: Customer is unable to properly execute a non-critical business activity and no work around is available</p>			
<b>High</b>	<b>1 hour</b>	<b>8 hours</b>	<b>8X6</b>
<p><b><u>Severity 3</u></b></p> <p>Incidents that prevent a single user from performing his/her job and there is no temporary solution available. It is not of a critical nature and can be generalized as an 'inconvenience'</p> <p><b><i>Definition</i></b></p> <p>Customer is unable to properly execute a non-critical business activity</p>			
<b>Medium</b>	<b>4 hours</b>	<b>2 days</b>	<b>8X6</b>
<p><b><u>Severity 4</u></b></p> <p>Incidents that impair a user from performing his/her job and there is either a temporary solution available or the user can wait until the following day for a</p>			

Category	Response Time	Resolution Time	Coverage
response.			
<b>Definition</b>			
Customer is unable to properly execute a non-critical business activity and a work around is available			
<b>Low</b>	<b>1 day</b>	<b>3 days</b>	<b>8X6</b>

**(16) Service Level Objectives**

SERVICE LEVEL MATRIX
Infrastructure Uptime
99% uptime of the Infrastructure proposed in Infrastructure as a Service & 99 % annual uptime for DC physical infrastructure

**(17) Service Window**

The services would be provided as per the timings mentioned below:

Services	Window
Infrastructure as a service	24x7

**(18) Services to Be Rendered By The Bidder During Maintenance Period:**

- a) The Bidder shall take up complete Maintenance of Developed portal.
- b) The Bidder shall be responsible for the installation of Operating system, Data Base system and application software in case of;
  - Failure of the Operating system and Data base system.
  - In case of partition failure or corruption of hard disk.
- c) Provision as when required for Central storage, Shared storage system.

- d) All changes/Change Requests are part of AMC Agreement.
- e) Software maintenance and Hardware support.
- f) **System Administration**
  - i) The bidder shall be responsible to start the portal servers, schedule shutdown and unscheduled emergency situation, recovery operations of the portal, monitoring at periodical interval of the system response, disk controller, error logging and reporting, operational support for Data Exchange.
  - ii) The bidder shall be responsible for maintaining and extending support for the developed portal. This shall include regular back up and fine tuning of the Database and Application as a whole, the Vendor would maintain relevant log for the same. Fine tuning of the operating system so that the uptake and execution of application is faster. The tuning of the file organization so that there is optimal utilization of storage and memory. Vendor shall be responsible for providing / arranging the third party software / utilities in case of any reported bugs in the operating system, application software and network management software.
  - iii) The bidder shall be responsible for recovery of lost data, restoration and repair of damaged data and the correction of data to the extent possible in case of partition failures or corruption of the hard disk.
  - iv) The bidder shall be responsible for restoring the system to an operable state where system downtime is attributable to application software.
  - v) The bidder shall be responsible for a well-defined document for backup and restore policy on the available database. In case of upgradation of system software and database, the Vendor shall provide a revised version of backup and restore policy document.
  - vi) The bidder shall provide a well-defined document for extensive security features at the system and database levels to ensure security and integrity of the Data and the Application Modules.
  - vii) The bidder shall provide a well-defined document for auditing the system. It shall include an audit trail across all modules by associating user id, data and time stamp

with add, changes and deletes during any change carried out in file structure, database and applications.

viii) The bidder shall be responsible for up-gradation of antivirus software either through CD or through internet.

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

**(19) Architecture Considerations And Constraints:**

1. The hardware sized for the portal applications should be redundant and scalable.
2. All the servers suggested should have dual power supplies. In case of failure of one power supply, the second power supply should be able to take the full load without causing any interruption in services.
3. All servers should have at a minimum of dual 10G network interface cards (NIC) installed on different slots. Each NIC will be cabled from a different module on the switch using gigabit speed cabling.
4. **High Availability:** Application, Web and database servers need to be designed in failover and firm mode with an ability to ensure full-proof operations.
5. **Redundancy:** Adequate processing and capacity redundancy need to be built in within the system to ensure zero to minimal disruption in the overall operations.
6. The system allow integration with other software deployed across heterogeneous operating system platforms.
7. The system should have the capability to use Service Oriented Architecture best practices and should use industry standards for integration to achieve universal use.
8. The revamped IGMS application should support all the latest versions of popular browsers like Internet explorer, Safari, Chrome & Firefox etc and shall be responsive design.



9. The system should have modular structure providing the flexibility to deploy selected modules-products- lines of business combination as per the IRDAI's convenience
10. The system should provide fast and steady response times (Quality of Service). The speed and efficiency of the system should not be affected with growing volumes, especially during search operations, data warehousing, reporting, MIS, online processes and batch processes.
11. The system should be operational with good response time using low band width especially for WAN and internet users.
12. The system should meet the following scalability requirements:
  - 12.1 Support multi- tier architecture (The Application should at least have the following within its architecture) for all modules within the application with well-defined interfaces between the layers (MVC)
    - 12.1.1 Presentation Layer
    - 12.1.2 Business Logic Tier
    - 12.1.3 Data Tier
  - 12.2 Ability to scale horizontally without redesign
  - 12.3 Multiple similar hardware and mix of multiple hardware in a horizontal setup.
  - 12.4 Scalability for external components (External components should not restrict scalability)
  - 12.5 Ability to scale vertically without redesign
  - 12.6 Addition of CPU, Memory, Hard disk capacity without causing downtime
  - 12.7 Support the deployment of additional modules at a later point in time with minimal downtime and loss of productivity.
  - 12.8 Support message patterns and protocols supported - e.g. publish/subscribe, synchronous/asynchronous, push/pull/pool, topics/queues.
  - 12.9 From an operational perspective, the system should provide enough availability to give comfort to applicants in terms of reliability and efficiency of the system.
  - 12.10 Service Level for ensuring uptime should be 99 per cent

12.11 The architecture should have 'No Single Point of Failures'

12.12 All components of the proposed infrastructure should be configured in a fail over mode. This will ensure no single point of failure of the system and a high availability of the application for its end users.

12.14 The architecture should include separate environment for UAT. Development and Quality testing product will be provided by the bidder.

**(20) Existing And Proposed:**

- a) 16 GB (Application) and 20 GB (DB) of data will be migrated to the proposed solution.
- b) RTO shall be 4 hrs while RPO is zero
- c) Solution has to be sized for 200 concurrent users with 20% growth y-o-y over 7 years
- d) IRDAI receives 1100 complaints per day.
- e) Security components like Antivirus, Firewall, WAF etc. Shall be exclusive at the hosted environment (both DR and PDC)
- f) Implementing Agency shall carry out administration of the entire infrastructure provided. All of the equipment should be configured are in high availability mode.
- g) The total storage space required over 7 years will be 10 TB (Current storage 325 GB)
- h) The proposed bandwidth between DC and Dr for Synchronous replication is 10 Mbps,
- i) Implementing agency will provide bandwidth of 10 Mbps for all the internet users to access the IGMS solution. Bandwidth should be burstable based on the requirement/utilisation.

**(21) Change Management**

**a. Change Control Process**

Any change in contracted implementation scope or change in requirements of the deliverables accepted after each phase as also the changes in the detailed project scoping or delay in sign-offs of artifacts beyond timelines agreed by bidder & IRDAI or break in the project would be subject to a formal Change Control Procedure, with additional charges from bidder and/or additional time frame for implementation based on the effort required to make the changes.

### **b. Change Control Procedure**

A change is initiated by a Request for Change (RFC). This is done by filling out a copy of the change request form and submitting the same to a Review Committee composed of IRDAI Project Manager and bidder project Manager and/or designates. Parties in writing will agree the membership of the Review Committee on commencement of the project. RFC can be initiated by IRDAI or bidder.

The Review Committee will evaluate the RFC for technical validity and its impact on the project. It will also decide which party is responsible for implementing the change. If approved by the Review Committee, the RFC will be forwarded to the party responsible. The party responsible will also be known as owner for the RFC. For urgent RFCs, a time period will be stipulated by which the party should respond. Default is thirty (30) days. If disapproved, reasons will be provided to the RFC initiator.

### **c. Response to RFC**

Owner will, within stipulated time of receiving an RFC approved by the Review Committee, provide the IRDAI with written acknowledgment of the receipt and estimate of time and effort required to analyze the RFC and prepare the **Engineering Change Proposal (ECP)**.

Depending on extent and complexity of the requested change, bidder may charge for the effort required to analyze the RFC and prepare ECP. In such instances, bidder will notify IRDAI in writing of the estimated cost. IRDAI may recall the RFC after receiving bidder's acknowledgment and estimate. Following receipt of the customer's written approval of the estimate and agreement to pay the cost, if any, bidder will, within thirty (30) days or time specified in the estimate prepares the ECP. Costs, if any, will be invoiced at bidder's then current billing rate.

The ECP will detail the impact of proposed change on the following:

<b>Aspect</b>	<b>Description</b>
Baseline Documentation	The impact on the baseline documentation will be defined in terms of the number of pages added, changed or deleted for each document.
Equipment	The impact on Hardware/Networking/other equipment will be determined. For example, additional hardware/link may be required or the current one needs to be replaced.

Scope of Work	The impact on the scope of work will be defined in terms of new modules, functionality, customization and implementation.
Testing	The impact on testing will be defined in terms of change to the Acceptance Test Plan, test cases, and/or retest period.
Performance	The impact of the change on system performance, if any, will be determined. If additional or changed hardware/software/networking elements are required, they will be identified.
Resources	The additional resources required to make the change will be defined and justified
Schedule	The impact on schedule will be shown in terms of impact on the Project Schedule, Delivery Schedule and End Date of the Agreement
Cost	Total Cost of the change will be estimated.

#### **d. Approval:**

IRDAI approval is required at two stages:

- Approval for Assessment of Change Impact
- Approval for Implementation of Change

When an ECP requires a change to the cost or schedule or when a change is required to this agreement, the change must be approved by IRDAI authorized representative in writing. Once approved by the customer, ECP is added to this agreement.

If appropriate authority does not approve ECP, owner will not take any action on the same.

#### **e. Implementation**

After IRDAI approval, owner will implement ECP in accordance with the agreement. Affected portions will be changed and tested as proposed in the agreement.

#### **f. Acceptance**

The ECP will be accepted by IRDAI after the change is successfully tested as per the updated Acceptance Test Plan.

**g. Change Control Notice (CCN) Format**

Name of the System:	RFC No. :
Originator:	
Date:	
Description of the Change:	
Reason For Change:	
Type of Change (Check One)	
<p style="padding-left: 40px;">A. Functional</p> <p style="padding-left: 40px;">B. Procedural</p> <p style="padding-left: 40px;">C. Performance</p> <p style="padding-left: 40px;">D. Editor</p>	
Proposed Solution:	
(Signature) :	
Comments of Review Committee:	

It is hereby clarified that any change as agreed between the Parties to be within the scope of work defined above to be provided by the IA and before project 'Go-Live' shall not entitle the IA to ask for any additional amount to be paid by the IRDAI. Further, the payment for the changes brought in after project certification and 'Go Live' date will be calculated on the basis of man-month rate quoted by the Implementation agency in its commercial proposal submitted by the IA in response to the RFP and estimated man-month effort to be submitted by the Implementation agency prior to taking up the change of control event and accepted by IRDAI

It is also clarified that any change in report /formats /portal software which requires an estimated effort of not more than 10 man days during the period of warranty /maintenance period, shall be executed by the implanting agency without any charge to IRDA. Effort estimation more than 10 man-days during the warranty/maintenance, shall attract the change management procedure as per the agreed effort estimation template which will be submitted by the bidder as a part of its Technical proposal.

**(22) Man month rate:**

The bidder will have to specify the (blended rate for all activities) man month rate on the basis of following consideration.

1. No. of days in a month: 22 days
2. Per day working hours: 8 hours

## SECTION- H

### General Terms and Conditions:

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#### **(1) Contract/Agreement**

- i. The contract/agreement between the Vendor and the Purchaser will be signed in accordance with all the terms and conditions mentioned in this RFP document.
- ii. The successful bidder has to furnish two copies of the contract/agreement in Rs 100/- stamp paper, with all the above terms and conditions mentioned including the commercials.
- iii. The draft of the contract/agreement will be shared to the successful bidder along with the LOA.
- iv. The successful bidder has to furnish the duly signed contract/agreement along with the security deposit/performance bank guarantee (PBG) for IRDAI's counter signature within 21 days from the receipt of LOA.

#### **(2) Price**

- i. The bidders should quote only the base price. GST shall be reimbursed as shown in the invoice.
- ii. The base price shall be all inclusive of labour cost, packing, forwarding, freight, transit insurance, Excise duty, road permit charges, other duties, if any, including state levy, delivery, installation, commissioning and testing charges.
- iii. There shall be no escalation in the prices during the contract period once the prices are fixed and agreed to by the Company and the bidders. But, any benefit arising out of any subsequent reduction in the prices due to reduction in duty during the period between the date of Letter of Acceptance(LOA) and the date of Purchase Order, should be passed on to the Purchaser /Company.
- iv. All the items should be quoted in INR (Indian Rupees) only.

#### **(3) Payment Terms**

- i. No advance payment shall be made in any case.
- ii. All payments will be made to the Bidder in Indian Rupees only.
- iii. 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.

- iv. Any objection / dispute to the amounts invoiced in the bill shall be raised by IRDAI within reasonable time from the date of receipt of the invoice.
- v. All out of pocket expenses, travelling, boarding and lodging expenses for the entire term of this RFP and subsequent agreement is included in the amounts and the Bidder shall not be entitled to charge any additional costs on account of any items or services or by way of any out of pocket expenses, including travel, boarding and lodging etc.
- vi. IRDAI also reserves the right to prescribe additional documents for release of payments and the successful bidder shall comply with the same.
- vii. The successful bidder shall cover the entire scope of services mentioned and deliver all the 'deliverables' as mentioned under the scope of work.
- viii. The successful bidder must accept the payment terms proposed by IRDAI. The commercial bid submitted by the successful bidder must be in conformity with the payment terms proposed by IRDAI. Any deviation from the proposed payment terms would not be accepted. IRDAI shall have the right to withhold any payment due to the successful bidder, in case of delays or defaults on the part of the successful bidder. Such withholding of payment shall not amount to a default on the part of IRDAI.
- ix. The selected bidder shall submit invoices to IRDAI within a fortnight as per the payment schedule given below. All invoices shall become due for payment within thirty days of their presentation

**The Invoices will be raised by the bidder as per the following:**

**a. Infrastructure (Hardware and Software Licenses)**

60% on supply; 40% on installation

**b. Hosting/Co-Location charges for DC**

Payment will be made on a quarterly basis at the end of every quarter.

**c. Existing Application Maintenance**

Payment will be made on a quarterly basis at the end of every quarter after making the portal live from new location.



**d. Software Development and Project Implementation**

Sr. No	Milestone Description	Milestone percentage
1	On Signing of Functional and Systems requirements Specifications documents.	20%
2	On completion of UAT and Sign-off	30%
3	On completion of data migration, Testing , Complete Implementation.	10 %
3	Completion of Training , Knowledge transfer and submission technical and operational manuals	10 %
4	Final Integration Test and acceptance and GO-LIVE	20%
5	After completion of 6 months of post-go live stabilization support from the last go-live	10%

**e. Facility Management Charges**

Payment will be made on a quarterly basis at the end of every quarter post GO-LIVE.

**f. IGMS Solution AMS Charges**

Payment will be made on a quarterly basis at the end of every quarter.

**g. Change Management**

As per the IRDAI approved effort estimate for the change request and invoice shall be raised only on successful GO-LIVE of the change.

**(4) Intellectual property rights:**

a. Except to the extent otherwise expressly provided in this Agreement, IRDAI shall retain exclusive intellectual property rights to the IGMS Application Software, forms and the compilations of the project to which, IRDAI has sovereign rights and nothing herein shall or will be construed or deemed to grant to the Implementation agency any right, title, license, sub-license, proprietary right or other claim against or interest in, to or under (whether by estoppels, by implication or otherwise) to the aforesaid rights.

- b. The IPR on the IGMS application software shall vest with the IRDAI as soon as the system is certified by the 3rd party audit agency. A copy of the source code shall be kept in the custody of the IRDAI on a monthly basis, with proper version control.
- c. Without limiting the generality and except to the extent otherwise expressly agreed by the Parties to this Agreement or the SLA in writing nothing contained in this Agreement or the SLA shall or will be construed or deemed to grant to the Implementation agency any right, title, license or other interest in, to or under (whether by estoppel, by implication or otherwise) any logo, trademark, trade name, service mark or similar designations of IRDAI or project or its respective affiliates/nominees or any confusingly similar designations of project.
- d. Subject to any sole or exclusive rights granted by the IRDAI to a third party prior to the Effective Date, the IRDAI grants to the Implementation agency and any subcontractors to the Implementation agency solely in their performance of Services for project or its nominated agencies, non-exclusive, paid-up, royalty-free right and license during the Term of this Agreement, but not the right to sub-license, to use the project data including the right to copy, perform, display, execute, reproduce, modify, enhance and improve the project data to the extent reasonably necessary or useful for the provision of Services hereunder.
- e. Implementation agency shall not use the project data to provide services for the benefit of any third party, as a service bureau.
- f. Implementation agency shall indemnify, defend and hold harmless IRDAI and their respective officers, employees, successors and assigns, from and against any and all losses arising from claims by third parties that any Deliverable (or the access, use or other rights thereto) created by Implementation agency or sub-contractors to the Implementation agency pursuant to this Agreement, and/or the SLA, or any equipment, software, information, methods of operation or other intellectual property (or the access, use or other rights thereto) provided by Implementation agency or sub-contractors to the Implementation agency pursuant to this Agreement or the SLA
- i. infringes a copyright enforceable in India,
  - ii. infringes a patent issued in India, or
  - iii. constitutes misappropriation or unlawful disclosure or use of another Party's trade secret under the laws of India (collectively, "Infringement Claims"); provided, however, that this will not apply to any Deliverable (or the access, use or other rights thereto)

created by (A) IRDAI; (B) third parties (i.e., other than Implementation agency or Implementation agency's sub-contractors) at the written direction of IRDAI.

g. The IRDAI shall have no liability or obligation to Implementation agency or any other Party above to the extent the Infringement Claim is based upon any use of the equipment, software, information, methods of operation or other intellectual property (or the access, use or other rights thereto) for the benefit of any Party (including any use by Implementation agency or its nominees outside the scope of the Services) other than for IRDAI under this Agreement.

h. Notwithstanding any provisions of this Agreement to the contrary, the foregoing remedies constitute the Parties' sole and exclusive remedies and each Party's entire liability, with respect to Infringement Claims.

i. If Implementation agency uses in the course of the provision of the Services any Third Party System it will use all commercially reasonable endeavours to pass through to the IRDAI such third party's warranties relating to such Third Party Systems. In the event that such warranties cannot

be passed through to or enforced by the IRDAI, the Implementation agency will enforce such warranties on IRDAI's behalf and account to IRDAI for so doing.

j. All rights, title and interest in and to, and ownership in, Proprietary Information of project which is provided to Implementation agency, and all modifications, enhancements and other derivative works of such Project Proprietary Information ("Project Proprietary Information"), as a result of Services rendered by the Implementation agency hereunder shall remain solely with IRDAI. Implementation agency shall be entitled to use such Project Proprietary Information only during the Agreement Term and only for the purposes of providing the Services or to the extent necessary for Implementation agency's normal operational, repair and maintenance purposes related to the Services. IRDAI shall retain ownership of all Intellectual Property Rights related to Project Proprietary Information.

k. All rights, title and interest in and to, and ownership in, Proprietary Information of Implementation agency, which is provided to the IRDAI, and all modifications, enhancements and other derivative works of such Implementation agency Proprietary Information ("Implementation agency Proprietary Information"), shall remain solely with Implementation agency. The Implementation agency will upon the award of the project in its favor, declare the status of the entire Implementation agency Proprietary Information along with documentary

support sufficient to establish its sole legal rights in the aforesaid Proprietary Information to the IRDAI. This Proprietary Information shall refer to that which has been owned by the Implementation agency prior to commencement of the Agreement. Additionally, any software that may be acquired from third parties during the term of the agreement and that which may be developed by the Implementation agency during the course of the Agreement specifically for project shall not be considered as Implementation agency Proprietary Information by the IRDAI. The IRDAI shall be entitled to use such Implementation agency Proprietary Information only in connection with the Services or to the extent necessary for Project's normal operational, repair and maintenance purposes related to the Services. To the extent that the Implementation agency Proprietary Information is incorporated within the Deliverables, Implementation agency and its employees engaged hereby grant IRDAI a worldwide, perpetual, irrevocable, non-exclusive, transferable, paid-up right and license to use, copy, modify (or have modified), transport to project facilities, and prepare from them, use and copy derivative works for the benefit of and internal use of project such Implementation agency Proprietary Information. IRDAI's rights pursuant to the preceding sentence include the right to disclose such Implementation agency Proprietary Information to third party contractors solely for use on project provided that all such third party contractors execute, deliver and comply with any customary confidentiality and nondisclosure agreements reasonably required by the Implementation Agency and the IRDAI.

I. With respect to ownership of the Deliverables, the Parties agree that the following shall apply:

i. All the deliverables provided to IRDAI by Implementation agency during the course of its performance under this Agreement, and/or the SLA which includes but is not limited to IGMS Application Software as defined in this Agreement, in which, subject to the foregoing provisions of this Article, all right, title and interest in and to such Deliverables, shall, as between Implementation agency and IRDAI, immediately upon creation vest in IRDAI. To the extent that the Implementation agency Proprietary Information is incorporated within the Deliverables, Implementation agency and its employees engaged hereby grant to IRDAI a worldwide, perpetual, irrevocable, nonexclusive, transferable, paid-up right and license to use, copy, modify (or have modified), transport to Project facilities, and prepare from them, use and copy derivative works for the benefit of and internal use of project, of such Implementation agency Proprietary Information.

ii. If Implementation agency proceeds to apply for, or assign to any third party, any patent rights relating to Implementation agency Proprietary Information referred to in the above

clause, Implementation agency will ensure that IRDAI's rights as provided herein are preserved.

m. IRDAI hereby grants to Implementation agency a non-exclusive right and license to access and use the Project Proprietary Information solely for the purpose of providing Services to IRDAI. Such right and license shall terminate upon the expiration or termination of this Agreement or the SLA.

n. Upon the expiration or termination of this Agreement (and also in respect of the SLA), Implementation agency shall undertake the actions set forth below in this Article to assist the Project Director, IRDAI to procure replacement services equivalent to Services provided hereunder.

i. The Implementation agency undertakes to negotiate in good faith with the Project Director, IRDAI and any relevant Replacement Implementation agency in respect of commercial terms applying to all Implementation agency Intellectual Property Rights and which the Project Director, IRDAI and any relevant Replacement Implementation agency require to enable them to provide or receive services substantially equivalent to the Services hereunder.

In respect of Implementation agency's usage of third party Intellectual Property Rights, Implementation agency undertakes to assist the Project Director, IRDAI to secure such consents or licenses from such third parties as are necessary to enable IRDAI to receive services substantially equivalent to the Services hereunder. The obligations of the Implementation agency under this Article shall be considered part of the services performed by the Implementation agency under the Exit Management Services.

#### **(5) Taxes**

The Bidder has to quote the rates excluding taxes. The taxes as per prevailing rates shall be settled along with the invoices of respective periods.

#### **(6) 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 from IRDAI.

**(7) 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.

**(8) Termination**

In case the successful bidder fails to fulfill the Contractual obligation within stipulated time frame without any valid reason, IRDAI 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.

I. In the event there is any material breach of any of the terms and conditions of this Agreement by any party to this Agreement the other Party may terminate this Agreement provided that the party shall serve a non-compliance one month notice to the defaulting party to rectify the breach or restore the same within the said notice period. After the expiry of said notice period the Agreement shall come to end if the material breach is not rectified or restored by the defaulting party within the said notice period and thereafter IRDAI shall pay to IA all payments due as of the termination date stated in the notice on pro rata basis including those for the proportion of work completed in the on-going stage and to the extent the deliverables supplied and the services rendered upto the date of termination. In the event of Bidder having back-end contracts with its Principals where IA has already paid or is liable to pay any amounts to the principal on behalf of IRDAI under the scope of this agreement, the IRDAI shall pay the same to IA

- II. Either Party shall be entitled to terminate this Agreement forthwith in the event of the other Party:
- a) going into compulsory or voluntary liquidation or winding up; or
  - b) assigning its property and/or assets for the benefit of its creditors materially affecting its abilities to perform this Agreement.
  - c) by giving a 3 months' notice in writing to the other upon situations arising due to noncompliance of the stipulations of this contract or for any other reason.
- III. Any termination of this Agreement howsoever caused, shall not effect any accrued rights or liabilities of either party nor shall it effect the coming into force or the continuance in force of any provision hereof which is expressly or by implication intended to come into or continue in force on or after such termination. Upon the termination of the Agreement:
- a) IA shall hand-over of all the necessary documents and other materials obtained by IA in relation to the managed services during the term of this Agreement.
  - b) IA shall ensure that the applications developed / maintained for IRDAI IGMS portal with the updated versions of source code and documentation are handed over to IRDAI and ensure that source code takeover operation is completed smoothly within mutually decided timeframe.
  - c) IA shall ensure that the hosting arrangements are transferred (with no cost to IRDAI) smoothly to the service provider identified by IRDAI.

**(9) Applicable law**

The Indian Acts will be applicable in all matters.

**(10) Force majeure**

Neither IRDAI nor the bidders shall be held responsible or considered to be in default if the execution of the contract is delayed/ interrupted due to the cause absolutely beyond their control, such as acts of God, natural calamities, war, major civil commotion, fire, storms, strikes and floods. However, only these causes which have a bearing of more than 7 days will be considered as being causes of „Force Majeure“. In such event neither party shall compensate the other for the loss that might accrue or might have accrued because of the effect of such event upon the execution of the contract.

If the implementing agency is unable to perform the contract beyond 7 days due to the reasons attributable to force majeure conditions, IRDAI reserves the right to make immediate arrangement for engaging another supplier(s) for the same work without assigning any liability to the original supplier.

**(11) Warranty & On-Site Maintenance**

Hardware shall be supplied with 5 years Comprehensive onsite Warranty.

- a) The supplied hardware and Software (OS, DB etc) should be in the name of IRDAI.
- b) The Bidder is required to design, size, supply, implement, maintain and manage the IT Infrastructure and associated software for the IGMS application.
- c) The configuration of the servers should be robust and capable of handling the load.
- d) Any defective part/s of the hardware shall be replaced within 4 hours of the reporting of the incident.
- e) Replacement under warranty clause shall be made by the Supplier free of all charges at site including freight, insurance and other incidental charges.
- f) In case if EOS (End of Sale) / EOL (End of Life) is declared during the contract period, vendor should replace / upgrade the deployed devices with the latest devices at no additional cost to IRDAI.

**(12) Insurance**

The Bidder is responsible for acquiring transit insurance for all components. The goods to be transported under this Contract shall be fully insured in Indian Rupees.

**(13) Hosting facility**

The bidder shall have to provide infrastructure facilities/Collocation Service for hosting the Primary Infrastructure Setup either its own or Third party Data Centre. The hosting arrangements shall meet the following criteria :

- a) The bidder will provide India based hosting facility with state of the art hardware with 24 X 7 monitoring.
- b) The Internet Data Centre should have been classified as Tier-3 and above.
- c) The DC and DR should have adequate speed for internet bandwidth and should have been directly connected to ISP's backbone providing adequate bandwidth and reliability with multiple links.
- d) The following should be in place in the Internet in DataCentre :Firewall, IDS, IPS, Antivirus and Anti spamming services, Regular Security Audits.
- e) Service provider should have experienced server support team for server management.
- f) The datacentre should have Tier-3, ISO-20001&270001certifications.



g) Disaster Recovery (DR) site should be provided with same as the DC.

**(14) Support and Maintenance:**

a) IRDAI intends that the contract which is contemplated herein with the Bidder shall be for a period of Seven years (7 years)

b) The Bidder is expected to provide for Technical helpdesk Service

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

d) The Support and Maintenance services would include:

- i. Hardware Management (Servers, Storage, End user IT peripherals etc.)
- ii. System Administration
- iii. Technical Helpdesk service
- iv. Software Distribution
- v. Software maintenance
- vi. Updates/Upgrades/New releases/New versions/Patch Management
- vii. LAN and Server Administration
- viii. DC and DRC Management
- ix. Data space management
- x. Data Backup and Recovery for Databases
- xi. Database Administration activities for Database
- xii. Technical Operations Management
- xiii. Warranty Support and AMC Support

**(15) Audit and Quality Control:**

The bidder will be responsible for minimizing project risk through periodic reviews of the implementation of 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, during the project implementation depending on the need, deliverables and project timelines.

Yearly twice Disaster Recovery (DR) Drill shall be performed for one week with approval and support of the IRDAI.

VAPT or any security audit will be conducted by IRDAI team or independent 3rd party. Security defects identified (if any) will be address by the bidder. VAPT or Security Audit to find and fix the gaps to increase efficiency and effectiveness of the IGMS System twice, in a year.

**(16) Data Migration:**

All historic transactional data from the existing application shall be migrated in to the new IGMS. The core team members have to be involved to discuss and agree on the data to be migrated. Prepare Data Migration Strategy to migrate and transfer the data. Data being migrated have to be rationalized, codified, transformed and reconciled to be suitably used for future purposes. (Reference for Sizing and Data)

Year	2011	2012	2013	2014	2015	2016	2017	2018
No. of Users	238106	294805	303706	250290	207513	146264	130637	147262
No. of Complaints	284496	406592	453193	371117	291411	199707	180520	212927

**(17) 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 SRS document. The evaluation methodology and results have to be validated with the IRDAI team members and a report should be submitted for review and approval by IRDAI management.

**(18) 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 IRDAI and the recommended testing tool and service will be procured separately by the Bidder. The bidder will conduct the test based on the agreed test procedures as proposed by the bidder and agreed upon by the core team, keeping in view IRDAI’s future load of transactional users based on the IGMS usage report for next Five years with 20-25% increase/decrease.

**(19) User Acceptance Testing:**

The bidder shall develop the acceptance test procedures in mutual agreement with IRDAI 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.

**(20) 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 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 IGMS solution successfully goes through UAT)

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

**(21) Supply of Licenses for Database**

The bidder will provide adequate software and licenses for a database to support the proposed solution. The vendor should also provide all manuals and guides required to use and maintain the database.

**(22) Training and Change Management :**

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

A training need assessment of the core team members as well as end-users shall be conducted by the bidder 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 Core Team Members. Training tools/ software(s), training material (paper/ electronic media/ training manuals/ quick reference cards etc.) should be continuously employed to ensure training the users. IRDAI expects the bidder in creating and maintaining effective communication and facilitate change thereby ensure the successful adoption of the “To-be” processes. The bidder will provide communication strategy and relevant material to support communication as part of project management.

**(23) Annual Maintenance Support (AMS):**

The bidder shall provide warranty, support and maintenance of IGMS package as part of solution for the contract period. This shall include maintenance of IGMS and all other standard third party software wherever applicable as a solution for the contract period.

The AMS shall be provided by trained and experienced personnel of the bidding parties. The service level for IRDAI's problem resolution shall be defined by the response time and time taken for successful resolution.

**(24) SLA and Penalty Clause:**

- a) Assuring uptime above 99 % (calculated on a quarterly basis)
- b) Replying to any problem on the IDC setup within 15 mins and resolution time not exceeding 4 hrs and if the problem is not rectifiable the Implementing agency shall provide replacement of equivalent server and network equipment and make it ready for operation within 4 hours.

- c) The recovery time objective (RTO) is 4 hours.
- d) Providing reports on server and network performance, bandwidth utilization, health status as and when required by IRDAI.
- e) Providing services for backups as per the following
- I. Daily incremental backup
  - II. Weekly full backup
  - III. Data replication to DR site.
  - IV. Weekly off site backup
  - V. Backup in External media ( Tape Drive )
- f) Provide state of art security for complete protection of portal data and software against virus, hacking, intrusion and any other threats that affects the portal.
- g) In case of any maintenance activity to be performed on the web server, the implementing agency will provide 48 hours advance notice to IRDAI indicating the approximate down time of the web server. The maintenance will be carried out during non-working hours with down time not exceeding 4 Hrs at any given time.

#	SLA	Penalty								
1.	Uptime above 99% (calculated on a quarterly basis)	less than 99 to 98.5 % → 1 % of QMC  98.5 to 98 % → 1.5 % of QMC  Below 98 % → 2 % of QMC								
2.	Replying to any problem on the IDC setup within 15 mins and resolution time not exceeding 4 hrs and if the problem is not rectifiable the Implementing agency shall provide replacement of equivalent server and network equipment and make it ready for operation within 4 hours.	If resolution for the problem is not provided within 4 hours:  <table style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th>Resolution time</th> <th>Penalty</th> </tr> </thead> <tbody> <tr> <td>4-5 Hours</td> <td>1 %</td> </tr> <tr> <td>5-6 Hours</td> <td>2 %</td> </tr> <tr> <td>6 Hours or more</td> <td>4 %</td> </tr> </tbody> </table>	Resolution time	Penalty	4-5 Hours	1 %	5-6 Hours	2 %	6 Hours or more	4 %
Resolution time	Penalty									
4-5 Hours	1 %									
5-6 Hours	2 %									
6 Hours or more	4 %									
3.	The recovery time objective is 4 hours. (RTO < 4 hours)	RTO > 4 Hours: 1 % of QMC								

**However, the overall penalty to be charged for the quarter shall not exceed 5 % of QMC**

**(25) Deemed Acceptance:**

Services and/or deliverables shall be deemed to be fully and finally accepted by Customer in the event when Customer has not submitted its acceptance or rejection response in writing to IA within 15 days from the date of installation/commissioning or when Customer uses the Deliverable in its business, whichever occurs earlier. Parties agree that IA shall have 15 days time to correct in case of any rejection by Customer.

**(26) Non-Hire Clause:**

Customer acknowledges that personnel to be provided by Selected Bidder represent a significant investment in recruitment and training, the loss of which would be detrimental to Vendor's business. In consideration of the foregoing, Customer agrees that for the term of this Agreement and for a period of one year thereafter, Customer will not directly or indirectly, recruit, hire, employ, engage, or discuss employment with any employee of Vendor, or induce any such individual to leave the employ of Vendor. For purposes of this clause, a Vendor employee means any employee or person who has been involved in providing services under this Agreement.

**(27) Site Not Ready (SNR):**

Customer hereby agrees to make the site ready as per the agreed specifications, within the agreed timelines. Customer agrees that IA shall not be in any manner be liable for any delay arising out of Customer's failure to make the site ready within the stipulated period, including but not limited to levy of liquidated damages for any delay in performance of Services under the terms of this Agreement. In case the SITE is not ready for a continuous period of 30 days, milestone payment related to installation will be released to vendor based on the SNR report, also if there is any additional warranty cost due to continuous site not readiness for 30 days, same will be borne by the customer.

**(28) Limitation of Liability and Indemnity**

a. Notwithstanding what has been stated elsewhere in this Agreement, there shall be no limitation of liability in case of any damages for bodily injury, death or damage to tangible personal property and wilful fraud.

b. In all other cases, the total financial liability of the Implementation agency shall be limited to the total value of the contract i.e. the Total IGMS Solution Cost (TC) quoted by the IA in its commercial proposal to IRDAI in response to the RFP.

c. Neither this Agreement nor the SLA grants or creates any rights, benefits, claims, obligations or causes of action in, to or on behalf of any person or entity (including any third party) other than between the respective Parties to this Agreement or the SLA, as the case may be.

d. Any claim or series of claims arising out or in connection with this Agreement or the SLA shall be time barred and invalid if legal proceedings are not commenced by the relevant Party against the other Party within such period as may be permitted by applicable law without the possibility of contractual waiver or limitation.

e. IRDAI shall be entitled to claim the remedy of specific performance under this Agreement or the SLA.

**(29) Project Delivery Schedule**

SNO.	Item	Maximum no. Of Weeks from the date of Purchase Order
1.	Total Time required for roll out of solution proposed end-to-end up to GO LIVE.	Within 16 weeks from the date of P.O.
2.	Delivery and Installation of all hardware and software licenses, establishing new architecture including delivery of customized and configured application on the new hardware in both DC & DR.	Within 10 weeks from the date of P.O.
3	Migration of Data	Within 12 weeks from the date of P.O
4	UAT Acceptance with Migrated Data	14 weeks from the date of P.O

5	Pilot launch with UAT completed migrated data	15 weeks from the date of P.O	
6	Training and Knowledge Transfer	Immediately on Go- Live	
7	Commencement of Facility Management	FM shall commence only after the bidder certifies and the Company signs off the roll out of the solution on LIVE.	



**(30) List Of Deliverables**

	<b>Scope</b>	<b>Indicative Deliverable</b>
1	Hardware sizing	hardware sizing proposed by the implementing Agency
2	Supply of software/licenses	Licenses and technical documents
3	Audit and Quality control	Review report with recommendation
4	Project Charter	Inception Report, agreed and finalized Project Plan
5	To-Be	To be report of the proposed system
6	SRS	System Requirement Specifications Document
7	Training	Training requirement report, curriculum, schedule and completion report
8	Change management	Change management methodology, requirement report
9	Configuration and customization	System configuration/ design document, customization requirement report, design and operation document
10	Data migration	Data migration methodology and completion report
11	Testing	System test plan and report, integration test report, load test plan and report, system performance report
12	User acceptance testing	Acceptance certificate
13	Documentation	System, user, functional, technical and any other manuals
14	Post Go-Live Stabilization	Systems Quality Assurance Undertaking and Action Taken Report
15	Final acceptance	Acceptance report
16	Source code	Source code of revamped IGMS with relevant documentations
17	Change Request	Effort estimation Methodology and Template

<b>B</b>	<b>Hardware Supply and Hosting</b>	
<b>B1</b>	Supply and installation of Servers, Operating System licenses, backup devices, backup software and medias as per hardware sizing finalized by implementing Agency	Hosting and Supply of hardware
<b>B2</b>	On-site post installation warranty for a period of 60 months from the date of installation/Last Go Live ( Should be from date of supply)	Warranty certificate
<b>B3</b>	Supply of Database software/licenses (*)	Licenses and technical documents
<b>B4</b>	Annual Maintenance Support (AMS)	Upgrade, patches and scripts for all software provided, maintenance of deployed application and providing any information regarding the same.
<b>B5</b>	Onsite Support Services	The service of an onsite support engineer at IRDAI Head Office, with minimum qualifications to support implementation, integration, troubleshooting and various functionalities of the proposed solution along with the network aspects.

(\*) Software to be supplied along with hardware shall carry maintenance support for a period of 7 years for updates and upgrades

**SECTION-K****FORM – 1 : APPLICATION FOR BID**

Date:

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

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

**Sub: Proposal for Selection of Implementing Agency for revamping of Integrated Grievances Management System(IGMS) Portal including supply of Hardware, software, hosting and provide end-to-end technical support**

Dear

Sir,

1. We, the undersigned, having carefully examined the NIT, offer to Propose for the selection as Implementing Agency for revamping of Integrated Grievances Management System, in full conformity with the said NIT.
2. We have read the all the provisions of NIT and confirm that these are acceptable to us.
3. We further declare that additional conditions, variations, deviations, if any, found in our proposal shall not be given effect to.
4. We agree to abide by this Proposal, consisting of this letter, our Prequalification, Technical and Commercial Proposals and all attachments, for a period of 120 days from the last date fixed for submission of Proposals as stipulated in the RFP / Addendums and modifications resulting from contract negotiations, and it shall remain binding upon us and may be accepted by you at any time before the expiration of that period.
5. Until the formal final Contract is prepared and executed between us, this Proposal, together with your written acceptance of the Proposal and your notification of award, shall constitute a binding contract between us.
6. We hereby declare that all the information and statements made in this proposal are true and accept that any misrepresentation or misinterpretation contained in it may lead to our disqualification.
7. We understand you are not bound to accept any proposal you receive, not to give reason for rejection of any proposal and that you will not defray any expenses incurred by us in bidding.
8. Demand draft no. \_\_\_\_\_ dated \_\_\_\_\_ drawn on \_\_\_\_\_ for Rs. \_\_\_\_\_ is enclosed towards EMD.

**Authorized Signatory:**

**Name and Title of Signatory:**

**Name of the Firm:**

**Address:**

**Company Seal :**

**FORM – 2 : ELIGIBILITY CRITERIA FORM -FOR BIDDERS**

Date:

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

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

Ref: IRDAI/IT/19-20/03: RFP FOR REVAMPING AND MAINTENANCE OF IGMS PORTAL

SNO.	PARTICULARS	
1	Registered Name & Address of The Bidder	
2	Location of Corporate Head Quarters	
3	Date & Country of Incorporation	
4	GSTIN and date of registration	
5	Address for Communication	
6	Contact Person-1 (Name, Designation, Phone, Email ID)	
7	Contact Person-2 (Name, Designation, Phone, Email ID)	

**TURN OVER & NET PROFIT**

Financial Year / Accounting Year	Turnover (in Crores)	Net Profit

No	Qualification criteria	Supporting Documents
1	The organisation must be a reputed IT Firm/ Company in India, with a standing of 10 years' existence.	Copy of the Registration certificate issued by ROC.
2	The organisation's annual turnover should not be less than Rs. 50 Crores per annum from the IT Solutions and Consultancy Services during last three years.	Certificate from CA or Copy of the relevant statement of Annual report certified by the CA of the entity submitting the Certificate of Incorporation.

3	<p>The Company should have made Net profit in last three Financial years, i.e. 2016-17,2017-18 and 2018-19 .</p>	<p>Certificate from CA or Copy of the relevant statement of Annual report certified by the CA of the entity submitting the Certificate of Incorporation.</p> <p>Unaudited financial statements certified by the Company auditor for the latest year (2018-19) (in case the auditor certified statement for 2018-19 is not available)</p>
4	<p>The bidder must have successfully implemented similar end-to-end project consisting “web based application development &amp; implementation, supply of hardware and software licenses, hosting, maintenance and providing technical support” as below, in the BFSI sector/ Regulatory Organisations/ PSUs/ Government Organisations in India during last 3 years, (i.e. 2018-19, 2017-18 and 2016-17):</p> <p>3 assignments for value of over Rs. 2 Crore each</p> <p><u>OR</u></p> <p>2 assignments for value of over Rs. 3 Crore each</p> <p><u>OR</u></p> <p>1 assignment for value of over Rs. 5 Crore.</p>	<p>Copy of the Completion Certificates from the respective Organizations</p> <p>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)</p>
5	<p>Organization should have in-house development implementation and support experts team.</p>	<p>Confirmation from the Bidder</p>
6	<p>The Bidder must be CMMI Level 5</p>	<p>Copy of the Certificate</p>

7	The Bidder should not have been blacklisted/ debarred 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
8	The data centre should be Tier-3 and have ISO-20000 & 27001 certifications	Copies of the certificates should be enclosed.
9	Letter of authorization from OEM for all quoted hardware and software. The Bidder should be an OEM or their preferred authorized partner. A letter of authorization from OEM must be furnished.	Letter of authorization
10	EMD Submission The bidder should upload the scanned copy of the EMD draft amount along with bid document. The physical copy of EMD should be sent to the IRDAI Hyderabad office./MSME CERTIFICATE IN CASE OF EXEMPTION	Physical copy of EMD of INR 1000000(RUPEES TEN LAKHS ONLY) should reach IRDAI office by stipulated timeline.
11	The bidder should have at least one service level agreement with minimum duration of one year with any Govt. Departments/ Regulators / Insurers/banks.	Client Signed and stamped/sealed Relevant Credential Letters or Contracts
12	The bidder should submit power of attorney / authorized signatory document in the name of person signing the bid.	Original Power of Attorney / authorized signatory document to be furnished.

**Authorized Signatory:**

**Name and Title of Signatory:**

**Name of the Firm:**

**Address:**

**Company Seal :**

**FORM – 3 : ORGANISATION'S REFERENCES**

[Bidders are required to submit the covering letter as given here on their letterhead. Relevant services carried out in the Insurance Sector / Regulatory Sector/ PSUs/ Government Sector in India during the Last three years which best illustrate Qualification The following information should be provided in the following format for each reference assignment carried out which was legally contracted by the client stated below:]

Date :

To,

The Chief General Manager (IT)

Insurance Regulatory and Development Authority of India

115/1, Financial District

Nanakramguda, Gachibowli.

Hyderabad – 500 032

Ref: IRDAI/IT/19-20/03: RFP FOR REVAMPING AND MAINTENANCE OF IGMS PORTAL

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

**Authorized Signatory:**

**Name and Title of Signatory:**

**Name of the Firm:**

**Address:**

**Company Seal**

**FORM – 4 : TEAM STRUCTURE**

Date:

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

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

Ref: IRDAI/IT/19-20/03: RFP FOR REVAMPING AND MAINTENANCE OF IGMS PORTAL**Schedule 4.a**

Please provide information about the resources that will be deployed by implementer for proposed 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)	
Total number of professionals to be deployed during after stabilization period for AMS	
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 IGMS implementation at IRDAI	

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



**FORM – 5: STATEMENT NIL DEVIATION**

Date:

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

To,

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

Ref: IRDAI/IT/19-20/03: RFP FOR REVAMPING AND MAINTENANCE OF IGMS PORTAL

Dear Sir,

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

**Authorized Signatory:**

**Name and Title of Signatory:**

**Name of the Firm:**

**Address:**

**Company Seal :**

**FORM – 6 : HARDWARE SPECIFICATIONS (MASKED BOM)**

Date:

[ Bidders are required to submit the covering letter as given here on their letterhead. The bidders shall furnish the masked Bill Of Materials (BOM) for the proposed solution in terms of HARDWARE and NETWORK requirements and 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. ]

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

Ref: IRDAI/IT/19-20/03: RFP FOR REVAMPING AND MAINTENANCE OF IGMS PORTAL

Dear Sir,

Below is the masked bill of materials for the proposed solution in terms of HARDWARE requirements.

S.No	Item Description	Specifications Proposed	Make	Model	Product Code

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

**FORM – 7 : SOFTWARE SPECIFICATIONS (MASKED BOM)**

[ Bidders are required to submit the covering letter as given here on their letterhead. The bidders shall furnish the masked Bill Of Materials (BOM) for the proposed solution in terms of SOFTWARE requirements and 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. ]

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

Ref: IRDAI/IT/19-20/03: RFP FOR REVAMPING AND MAINTENANCE OF IGMS PORTAL

Dear Sir,

Below is the masked bill of materials for the proposed solution in terms of SOFTWARE requirements.

S.No	Item Description	Quantity	Product Code/Part No.

**Authorized Signatory:**

**Name and Title of Signatory:**

**Name of the Firm:**

**Address:**

**Company Seal :**

**FORM – 8 : PROJECT APPROACH, WORK PLAN AND ILLUSTRATIVE CVs**

Please submit the overall project approach along with the detailed work plan for the proposed assignment with IRDAI

The project approach should highlight the broad project phases, key activities planned and methodologies proposed to be employed for IRDAI. 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 G (e.g. Approach to arrive at the technical architecture required to achieve the performance levels specified by IRDAI).

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 – 9: PROJECT MANAGEMENT METHODOLOGY**

Please submit the Complete Project Management Methodology including the following:

1. Responsibilities of the Service provider
2. Project Monitoring and Control

**BID SUBMISSION CHECKLIST****Stage-I (a) Eligibility bid****This shall contain the following:**

- Demand draft towards EMD (Scanned copy to be part of Eligibility & Technical bid and hard copy is to be sent to IRDAI. The bidder has to ensure that the EMD reaches IRDAI before the last date of bid submission as per '[SCHEDULE](#)')
- Application for revamping of IGMS ([FORM-1](#)).
- Eligibility Criteria Form ([FORM-2](#))
- Supporting Documents as mentioned under Eligibility Criteria ([FORM-2](#))
- Statement of NIL Deviation([FORM-5](#))

**Stage-I (b) Technical bid**

The technical bid shall contain the following forms

<a href="#">FORM 3</a>	ORGANISATION'S REFERENCES
<a href="#">FORM 4</a>	TEAM STRUCTURE
<a href="#">FORM 6</a>	HARDWARE SPECIFICATIONS
<a href="#">FORM 7</a>	SOFTWARE SPECIFICATIONS
<a href="#">FORM 8</a>	PROJECT APPROACH, WORK PLAN AND ILLUSTRATIVE CVS
<a href="#">FORM 9</a>	PROJECT MANAGEMENT METHODOLOGY

**Apart from the above, the bidder shall furnish the required information as mentioned in this document.**