**IRDA SAP SUPPORT QUERIES**

| S.No | RFP -page section/Document / Reference | Clarification required | Response from IRDA |
|---|---|---|---|
| 1 | Page 3 Training | 3 man- days Quarterly Refresher training to core users is to be given at IRDA premises.Do we need to give training on each module or only to specific modules. What would be nos of trainee? | **End User level training for day to day support of modules given in the scope** |
| 2 | page 3 Carrying out Customization/Configuration changes for new requirements / new processes as and when required, without any extra cost, for those Efforts requiring less than 12.5 man days (100 man hours). Efforts requiring more than 12.5 man days (100 man hours) will be considered through Change Request route subject to conditions | Please give details of how many such requests (CRs<12.5 man days) were received each quarter in the last 1 year. | **5-6 Requests in year depending upon the requirement** |
| 3 | Page 3 Periodical On-Site Support : 2 to 3 days during month-end / year-end. | 2 - 3 man-days onsite visit during month end /year end.Does the onsite visits is related activities wrt to Project review or any additional requirement need to be addressed by the bidder.Kndly list out the activities and the number of people required for such onsite visits.Also what shall be the exact fregency of such visits expected by IRDA? | **Support shall be on-site cum offshore model** |
| 4 | page 3 ,section 3 | AMS shared support requirement to cover the monthly requirement as following: SAP HCM,FICo 70 person hours ABAP and ESS 70 person hours SAP BASIS 50 person hours Enhancements ,Consulting, Change Request,Trainings, Documentation etc 50 person hours.It may be noted that the requirement is for a Total Number of 240 person hours per month and interchangeable among the modules. However, in a month, if the total person hours used for change requests and other issues are less than 50 hours, the change requests will be absorbed as AMC only and no additional payment will be made. However if efforts cross 50 man hours per month for CRs it will proceed via change mangement procedure and additional charge will be applicable based on the time and efforts.Kindly confirm. | **It is the actual scope of the work. Understand the Support Table clearly which will answer most of your subsequent questions** |
| 5 | Page 3 ;Trainings | What will be the number of core users whom training need to be given.Also ,can bidder conduct trainings from offshore.? In case any additional trainings requirements come from IRDA users on need basis then under such a scenario such additional trainings requirements will follow change Request.Kindly confirm . | **basic Training for supporting user queries (2-3 team members)** |
| 6 | Page 7, Level 1 support Page 7, Level 1 support: Help desk at Level 1 will be responsible for receiving the calls from the end users, logging the problems in to call logging system & respond to the end users on the status of the problem. The issues will be either assigned to respective functional consultants or to business analysts. Personnel at Level 1 will be having a list of all the personnel at Level 2 for assigning the issues. | Is there an existing call logging / tracking system being used currently? Or Should vendor propose its own call tracking solution. Kindly confirm | **Already IRDAI has it, but you can also suggest.** |
| 7 | Page 7 Support level | Only L2 vevel of application support need to be provided by the bidder and the bidder can propose complete offshore model.Kindly confirm. | **yes,when ever required support from the IRDAI office** |
| 8 | Pge 7 Continuous improvements | Continuous improvement intiatiatives will be taken care by IRDA or by the bidder since it is mentioned in both L1 ansd L2 level support.Also in case the bidder need to take the continous improvement initiative then all such continuous improvements initiatives will proceed via change request procedure.Please confirm. | **No, Based on the scope minimum support hours and other hours for continous improvement.** |

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| 9 | Page 9 Change Management | Any changes whatever and whenever required by the Authority are part of AMC Agreement and WILL NOT BE TREATED AS CHANGE REQUEST SEPARATELY unless it works out to be a major activity requiring a total 100 (HUNDRED) man hours. Total Man Hours, in this context, means the Man Hours required for Information gathering, Process Flow design and finalization, Application Development / Modification, Database Design and Creation, Testing and Implementation.All change request will be fulfilled as per the 50 man hours per month capacity asked in the RFP. Our understanding is "Any such business requirment/new developments due to statutory and regulatory changes will be address as a CR and will be consumend from the 50 man hours per month of capacity.In case any additional efforts consumed over and above the planned capacity will be charged extra".KIndly confirm,if the understanding is correct. | **Yes,Ex: CR required 100 hours, 30 hours remained as per the Table given,Remaining 70 hours are considered for the CR for Additional effort for the Change Management.Taken for Additional Payment.** |
| 10 | **page 9 - Critical - Priority 1 calls -** Respond within 1 hour - Resolve within 4 hrs - Business Hours Mon – Sat - 95% | Response shall be with in 1 hour.  Resolving can not be assured unless it is on-site support.  In view of the remote shared support services it may please be considered the resolve time to 12 hrs and SLA at 90%. Please confirm. | **AMC Support should be provoded on-site for critical issues.** |
| 11 | Page 10,Chage Request | Changes that require more than 12.5 man days / 100 man hours shall undergo change management process through the agreed effort estimation template.Vendor shall submit the effort estimation template (to be followed by the bidder during change management process) as a part of their technical bid. All Change Requests would be first absorbed from the unused man hours for that quarter. Change Requests remained, if any, after the said absorption, only will be considered for additional payment. | **Yes,Ex: CR required 100 hours, 30 hours remained as per the Table given,Remaining 70 hours are considered for the CR for Additional effort for the Change Management.Taken for Additional Payment.** |
| 12 | page 10, level 1 support | Level 1 support done by IRDA team. Please confirm. | **IRDA does not have any L1 support team . However, one IT staff will act a coordinator between user department and AMC provider in resolving the issues.** |
| 13 | Page 20. Coordination with Hardware AMC provider. | Is Hardware AMC already given to other vendor.  Is it expected that for h/w issues, bidder should directly coordinate with h/w AMC provider. Kindly explain the expectation. | **yes,IRDAI and bidder both will have to coordinate with Hardware AMC vendor as an when required.** |
| 14 | Page 20. Coordination with Hardware AMC provider. | Is Hardware AMC already given to other vendor.  Is it expected that for h/w issues, bidder should directly coordinate with h/w AMC provider. Kindly explain the expectation. | **yes,IRDAI and bidder both will have to coordinate with Hardware AMC vendor as an when required.** |
| 15 | Page 21 Change Request Price | Change Management Cost would be valid for a period 2 years | **Yes. Change management cost will be valid for 2 years** |
| 16 | Page 21 | Prices for only 1 year has to quoted under Application maintenace and support column ? Kindly confirm | **Yes. Prices are requested for one year . However, the AMC may be extended  for one more year ( without any change financial terms) based on the requirement and satisfactory performance of the vendor** |
| 17 | Page 21: Change Management Cost (for issues requiring more than 100 person hours / 12.5 mandays) | Do we need  to quote man-day rate for Change Request? Please confirm. | **Please quote man month rate for CR which will be valid for 2 years** |
| 18 | General | Please provide us the data regarding no. of calls logged per module with different levels of severity for the last 1 year to better understand and map the support requirements of IRDA. | **60-70 Including calls,Mails,Oral etc) in  a year** |
| 19 | General | Kindly provide the details for the number of reports to be developed per month.Also the segregation for the same as High/Medium/Low. | **Medium, Already reports developed if any require modication need to make it** |
| 20 | Basis Support scope | Do we have to include additional efforts for Basis Moinitoring as some of the activities defined in the Basis support scope are part routine monitoring activities or it will be included under 50 man hours of BASIS support per the RFP requirement.Kindly provide clarity. | **in 50 man hours of BASIS only** |
| 21 | General | Is Solution Manager has  been implemented ? If yes then what are the current functionalities implemented in Solution Manager? Solman is used as ticketing tool.Kindly confirm. | **SolMon Implemented.** |
| 22 | General | Please provide number of ABAP developments / module wise | **In all the modules together 95** |
| 23 | General | Who is currently supporting SAP application for IRDA?  What is current application support  team size ? Please provide existing resource breakup supporting the modules? | **5,Tech Mahindra, Each Module one resource** |
| 24 | General | Who will provide knowledge transfer during the transition process? | **Existing AMC vendor** |

| 25 | General | What will happen to inflights change requests which will be inprocess / left out by the existing support partner ? | **The selected AMC provider will complete such tasks** |
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| 26 | General | How many legal entities are there? | **Three Legal entities** |
| 27 | General | Does IRDA have L1 Support team? If yes - what is the size of team | **IRDA does not have any L1 support team . However, one IT staff will act a coordinator between user department and AMC provider in resolving the issues.** |
| 28 | General | Please provide the number of users for eachmodule wrt support scope | **All modules together 300 users Maximum** |
| 29 | General | Are any future rollouts/upgrades/new functionalities planned in the existing systems? | **Yes. As and when required through Change Request process ( after exhausting the total man hours allotted in a month)** |
| 31 | | Is the requirement for a Fixed price quote or for a time and material<br>If fixed price, please let us know the reason for explicitly mentioning 5 persons.<br>If time and material, please let us know the reason for defining SLA | **Fixed Price with 5 member team as specified in the scope is requirement evaluated based on the previous support experience at the same time SLA defined to meet IRDAI requirements and expectations.** |
| 32 | | Can the support services be provided from vendor premises using shared resources<br>Do you provide VPN connectivity to our resources for connecting from our location | **Support shall be on-site cum offshore model** |
| 33 | | What is the current ticket volume<br>Split of incident, problem, change and service request<br>Split of critical, major, minor, and query ticket | **Including all together monthly 20-25 tickets volume of 300 users.** |
| 34 | | Can the penalty clause be waived during the first year of support since it takes time to assess the process and system maturity at IRDAI | **No, Penalty Clause cannot be waived** |
| 35 | | SLA's are defined for each Severity level. However, penalties are not specified at a severity level. | **Please refer page no 7 of RFP for penalty. Based SLA violation penalty will be imposed, and decision will be taken if it is sever as mentioned in the RFP.**<br>**Below 90 % of SLA in a quarter not acceptable and may lead to termination of the contract with higher penalty or the final decision may** |
| 36 | | Typically penalty clauses are accompanied with reward for exceeding expectations.  Please let us know if there is a reward planned from IRDAI. | **Based on the Satisfaction and exceeded expectations in providing support will provide reward as mentioned in the RFP may be extended for more years.** |