

List of Pre-Bid Queries & their Replies vide RFP Ref. No. IRDAI/ADMN/TNDR/48/3/2022 dated 14-Apr-2022

Sl. No	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Clarification Required	IRDAI Response
1	Section: 4.6- Eligibility Criteria Page No: 13	The Bidder should have a minimum annual turnover of INR Eight Crores per annum for any 3 years out of last 5 years: Audited Financial Statements for 2016-17, 2017-18, 2018-19, 2019-20 and 2020-21 (Please include only the sections on P&L, revenue and the assets, not the entire balance sheet.)	We have Annual Turnover of more than 8 Crores in FY 2019-20 & 2020-21 among the asked last 5 Years. For FY 2021-22, we have annual turnover more than 8 Crs. Hence requesting to allow us to submit the Provisional Financial reports for FY 2021-22, so that we will be eligible to participate.	It has been decided that Bidders are allowed to submit Provisional Financial Returns for the fin year 2021-22 with the condition that they have to submit the Audited Financial Returns within 3 days from Opening of Commercial Bid, in case they turn out to be a successful bidder. In such cases, Audited Financial Returns for fin year 2016-17 will not be considered towards Turnover Eligibility Criteria.
2	Section: 4.6- Eligibility Criteria Page No: 14	The Bidder should have a minimum annual turnover of INR Eight Crores per annum for any 3 years out of last 5 years:	During your last tender the eligibility criteria was 1 CR. Now for almost same scop of work, why the turnover is increase 8 Times . Kindly revised the turnover criteria to 5 CR	No change, As per RFP
3	Page:10, Section 4.1 Selection of Bidder	support for a period of three (3) years extendable up to Two more years	1. What will be considered for L1 criteria? 3 Years + 2 Years together or only 3 Years of commercial proposal?	L1 Criteria to be considered as "AMC cost for 3 years+ AMC cost for fourth year + AMC cost for fifth year".
			2. FIORI changes are considered as One-time changes and not for the duration of AMC period.	One-time changes
4	Page 12, Section 4.6, S.No. 1	Implementing Agencies (IAs)/ firms / organizations ("Bidders") bidding for this RFP shall be an Indian Company registered under the Companies Act 2013 and engaged in the business of providing software and technology related services and provides technical support services and should have valid GST Registration.	We are a LLP and are keen to participate in this RFP. We request IRDAI to please include LLP and Partnership Firms under LLP Act 2008	No change, As per RFP

5	Page:18, Point f	The prices, once offered, must remain fixed and must not be subject to escalation for any reason whatsoever within the period of contract. A bid submitted with an adjustable price quotation or incomplete or conditional bid may be rejected as non-responsive.	Can we get the current state system stability, MoM incident tickers (with priority), Work-in-Progress and planned changes? This will provide more clarity in providing the right technical proposal & commercials.	Approximately 500 incidents per year of "Medium" priority & approximately 50 change requests. Work-in-Progress and planned changes will be explained by existing Service Provider to the successful Bidder as a part of Exit Management Plan.
6	Page:37, 2 Scope of Work, point # 3 & 4	takeover from existing Service Provider. The selected bidder shall ensure that the ERP server and application run uninterrupted and smoothly.	What is the exit criteria for the existing service provider and any WIP changes release management plan. This information help us in defining the right balance of transition and takeover of AMC with minimum impact to client operations?	Exit Management plan has 4 weeks of Knowledge Transfer program scheduled to be provided by existing Service Provider to the successful Bidder. They will also provide details on WIP activities, if any.
7	Page:37, 2 Scope of Work, point # 5	Development and Implementation of Fiori as a front-end technology with rich UI to cater multiple devices like desktops, tablets, smartphones. This will enable HRMS application to be rendered seamlessly in such other devices	Can we assume FIORI implementation is for HRMS module alone?	Enterprise Portal (ESS & MSS) need to be implemented in FIORI.
8	Page:37, 2 Scope of Work, point # 6	During the maintenance period, the bidder will also provide required Technical and Functional Support for the ERP Application	As part of AMC, any change to SAP System (Technical or Functional) will be evaluated and will be handled either as incident or change depending on the criticality, volume of change and impact. If the change is significant, then CMB/CCB decision will be taken as final approval to proceed with the change.	Changes that require more than 15 man days/ 120 man hours shall undergo change management process through the agreed effort estimation template.

9	Page:38, 2 Scope of Work, point # 10	Regular backup and routine maintenance.	Can we get what kind of backups are done now (periodic, adhoc, Backup & DR plan) and Maintenance window (does it occur during non-working days) and what is covered under maintenance activities from SAP perspective	Daily & Weekly backups are done now. DR setup not available currently. Yes, Maintenance window occurs during non-working days also. Maintenance Activities includes the Routine Administrative Activities, Patch Update, Proactive monitoring schedules, Early watch alert assessments, client refresh from production, etc.
10	Page:40, AMS Shared Support Requirement	Supporting hrs per Month (Regular Activities + Issue Fixing/Enhancements)	1. What is considered under regular activities, regular maintenance & system checks?	Regular Activities includes the Routine Administrative Activities, Patch Update, Proactive monitoring schedules, Early watch alert assessments, client refresh from production, etc.
			2. Does the total of 240 hours include AMC + Change requests + Enhancements + Training & Documentation for all modules?	As per RFP
11	Page:42, 6.1	IRDAI will provide resources in the roles of Subject Matter Experts to assist with requirements gathering, and the Project Manager for Validation / Sign- offs	Is the AMC provider expected to work with PM for planning, release management, change management, sign-off etc? Does the PM act as liaison between AMC provider and IRDAI?	Yes