

NIT FOR REVAMPTING OF IGMS: CONSOLIDATED PRE-BID QUERIES AND REPLIES

Sr. No.	Page No	Clause Ref	Description	Query / Suggestion of Bidder	Reply from IRDAI
1	33	Scope: Section F	"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."	Would the current service provider be ready with all documents for providing the KT? Is it acceptable that the selected vendor would provide support only after completion of new system roll-out?	The selected will deploy new hardware setup and migrate the portal operations to the new location (identified by the vendor). Necessary KT support will be arranged from the existing Vendor. The selected vendor support the existing .Net application and simultaneously develop the new application.
2	33	Scope: Section F	"Disaster Recovery will be setup in IRDAI Data Center (on premise), Hyderabad location"	Since DR site for New Solution needs to be in Hyderabad IRDA premises(page 6), will IRDA provide site/premised for primary site in another City?	Primary site should be arranged by the bidder in different seismic zone (other than the zone connected to Hyderabad)
3	33	Scope: Section F	"Primary will be co-located in the Tier-III data center of Vendor's location / Data center proposed by the bidder for co-location"	Hosting of revamped IGMS needs to be on premise DC or can be on Cloud environment?	Hosting of revamped IGMS must be on premise of DC at IRDAI location. Proposed location for Primary site should be clearly stated in the RFP
4	30	Section E	"Application is developed with Visual studio 2008 (ASP.NET 2.0)"	Is there any technology preference for revamped IGMS? Does it have to be Microsoft technology based? Or it can open-source technology be used?	No technology change is proposed in the RFP. The Portal needs to be taken and worked out with the upgrade version of existing technology.
5	33	Scope: Section F	"Buy-back of all old systems (Hardware & Software)"	Please explain the statement? Are existing IGMS servers to be used in revamped solution?	The RFP is for technology as well as Hardware refresh. Hence, the selected Vendor will have to supply the new Hardware and buyback the existing Hardwares.
6	57	Section H:Technical Requirements	8.1 Internet Explorer 6.0 or higher 8.2 Mozilla Firefox 3.0.7 or higher 8.3 Safari, Netscape, etc.	These are obsolete browser versions. Netscape is no longer released/supported. Can vendor provide compatibility for following browsers: - IE 11 or above - Mozilla Firefox 60 or above - Google Chrome 70 or above	The revamped IGMS application should support all the latest versions of popular browsers like Internet explorer, Safari, Chrome & Firefox etc.
7	52	Section H:Technical Requirements	"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"	Is any existing SSO provider present in existing IGMS solution? If Yes, same SSO provider to be used for revamped IGMS?	Single-on is required to be implemented ONLY for IRDAI internal users for which Active Directory Support will be provided by IRDAI. No Single Sign-on facility is required for external users (Policyholders (existing and Prospective), Insurers & Intermediaries etc.)
8	34	Section - G	"New Mobile Application Development"	Which mobile OS are to be considered for Mobile App development? What all features to be present in Mobile App version?	Android and IOS. Policyholder (existing / Prospective) can raise the complaint, view status of complaint and history of earlier complaints
9	28	Section E	"MIS Reports"	What is the format for MIS reports (PDF/Excel/any other format) ?	PDF and Excel

10	24	Sec D : Project Background	"There is real time sync which is happening between the IGMS and the insurer's application."	How many environments(like Stage, QA, Dev) do we have in the existing system to reproduce any Sync Issues in production	Real time sync through web services should happen between insurers complaints management system (around 55 Nos) and IGMS.
11	27	Sec E : Existing Functionalities of IGMS	Scenarios handled in IGMS:	Are there any documentation for known Issues for existing application that can be shared ?	Major issues: i) MIS reports could not be generated (ii) Delay in real-time sync
12	27	Sec E : Existing Functionalities of IGMS	Scenarios handled in IGMS:	Briefly indicate the challenges you have faced with the existing application with respect to production Issues , Performance Issues , User Satisfaction Issues , Others that you think are important.	Major issues: i) MIS reports could not be generated (ii) Delay in real-time sync (iii) Performance degradation
13	28	Sec E : Existing Functionalities of IGMS	MIS Reports	Is there any Report Server where MIS Reports are deployed ? If yes then will you share the Report configuration information ?	No dedicated Server for Report/ MIS existing currently. The bidder is expected to make necessary provision for the same in its proposal.
14	NA	Sec E : Existing Functionalities of IGMS	Generic	What kind of logging mechanism is present in the existing application	Logfornet which is part of Visual Studio is issued to capture Application logs along with IIS logs
15	30	Sec E : Existing Functionalities of IGMS	Current IGMS Technology Stack:	Are you following any data back up in db storage ?	Daily incremental, weekly full-backup and monthly fullback.
16	NA		Generic	Is there any specific Support timing ?	Support Timining - 9 AM - 6 PM. However, 24 X7 availability of IGMS application is required to be ensured by the service provider
17	28	Sec E : Existing Functionalities of IGMS	Generic	What happens when a complaint is escalated in IRDA? Does it trigger some emails to predefined contacts ? Please share some detail.	If the escallaion process is initiated using IGMS portal, then a mail will be triggered to policyholder confirming escalation to IRDAI.
18	44	SECTION-H	SECTION-H TECHNICAL REQUIREMENTS	Is it going to be cloud hosting or on premise? Is DC & DR available for solution hosting? Do we have to give hardware sizing of solution?	DC facility should be provided by the bidder (Hosting, Hardware, Bandwidth etc) . DR facility will be provided by IRDAI. Only hardware& software licenses is required to be supply for DR. Firewall, Internet bandwidth etc. will be provided by IRDAI. No cloud hosting is contemplated
19	30	EXISTING FUNCTIONALITIES OF IGMS	EXISTING FUNCTIONALITIES OF IGMS (3) Current IGMS Technology Stack	Do we have SQL Server or Oracle database license to create a instance for new system?	Currently IRDAI has SQL-2008 R2 database standard licenses procured for IGMS
20			Manpower	Do we need any onsite manpower for support?	Yes. One Technical resource should be made available for maintaining IGMS application and other technical issues related to IGMS
21	44	SECTION-H	SECTION-H TECHNICAL REQUIREMENTS The proposed solution should have necessary security and audit trail features	Do we need to provide SSL Certificates? Do we have to do CERT-IN Performance testing?	No. IRDAI will provide SSL Certificate
22	72	SECTION-I (20) Other Terms and Conditions	SECTION-I Training and Change Management	We are assuming, IRDA will provide training infrastructure like training room, projector, table, chairs etc. Please confirm Approx. number of users to train?	Yes, the infrastructure required for the training will be made available by IRDAI.

23	34	SECTION-F SCOPE OF WORK	6) Migration of existing Data and Development of New and Additional features as specified in the following section	Please mention the volume and file format of the data to be migrated.	The requested information has been made available in point (14) of RFP. Current DB Size is 19.25 GB
24	35	SECTION-G (1) New Functionalities Required	SECTION-G (1) New Functionalities Required 11. 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)	For integration with all these systems we need their APIs, all the system APIs will be provided by IRDA to integrate. Please confirm	Yes. Approximate number of users for training would be around 150.
25	35	SECTION-G (1) New Functionalities Required	SECTION-G (1) New Functionalities Required 1. SMS Gates way integration	Does IRDA have any existing SMS and Email subscription? If Yes then can we use the same in this system. If we don't have any existing subscription then can IRDA will do recharge as per need?	SMS gateway will be provided by IRDAI
26			Implementation	We prefer doing onsite implementation to meet the deadline . Can IRDA provide desk space for people? This will help for fast implementation	Development Shall happen Off-site at Service Provider's location.
27			Document Storage	We need a storage server to store citizen scanned documents. Do we have storage server and space?	No separate storage server is required for keeping the documents. The space requirement for storing the scanned documents has already been included in the overall storage requirement stated in the RFP
28	64	SECTION-I Other Terms and Conditions: (3) Intellectual property rights	SECTION-I Other Terms and Conditions: (3) Intellectual property rights After the IGMS portal goes live IA shall furnish to IRDA, copies of all documentation, copies of manuals, reports, applicable operational instructions, software source code, any additional specifications and program and system documentation relating to the Portal and thereupon all the copyright and any other intellectual property rights pertaining to the Portal shall rest with IRDA and thereupon IA shall not claim any right, title or interest in the Portal.	We are coming up with a COTS product so we are assuming IPR rights of COTS solution will be with vendor. Source code of customized solution will be shared with IRDA. Source code of COTS product can be submitted in ESCROW arrangement. Please confirm	The existing IGMS application was exclusively developed for IRDAI . IPR for IGMS is currently owned by IRDAI. The new IGMS to be developed in latest .Net version shall be exclusively be developed for IRDAI and IPR for the same will be owned by IRDAI
29			Scanning and Digitization	Scanning citizen documents will be out of scope. Please confirm.	There is no scanning requirement for IGMS
30	10	SECTION- B TERMS OF BIDDING	SECTION- B TERMS OF BIDDING (3) Other terms Consortium way of bidding will NOT be entertained. Bidder is requested to submit a self –declaration to this effect.	We request you to please allow consortium this will benefit IRDA to get the best expertise.	Consortium is not allowed. However, the Selected Vendor can opt for outsourcing of hosting arrangements, leased lines services (with the knowledge of IRDAI). But the sole responsibility of the job will lie with the Selected Vendor.

31	45	SECTION-H TECHNICAL REQUIREMENTS	SECTION-H TECHNICAL REQUIREMENTS (4) Hardware and software requirement	Please confirm does IRDA requires any specific made hardware?	Generic specifications requirements for hardware has been made available in the RFP.
32			System Language	Does system need to be multi-lingual? If so which languages?	Hindi and English
33	18	(13) Bidder shortlist and process	Subsequent to the price bid evaluation, the successful L1 bidder shall be issued a letter of intent as per specified timelines. The implementer shall furnish the performance guarantee as per the attached format within two weeks of the receipt of the letter of intent	Kindly change selection criteria to Quality and Cost Based Selection (QCBS) such as 70% weight to Tech Score and 30% weight to Financial Score and then evaluation on overall score.	No change in evaluation criteria
34	25	3	Overall Architecture	Please provide the list of third party systems and what type of integrations are in place with IGMS?	IRDA (Business Analytics Project) and also with Insurer's Grievances Management System through web services
35	24	D. Project Background	d. Email integration is available	Kindly confirm if bidder needs to provide Email Server and SMS gateway or will it be provided by IRDA.	SMS gateway will be provided by IRDAI
36	34	(1) New Functionalities Required	New Mobile Application Development	Can you please specify functionalities or target user segment for which Mobile app(s) needs to be provided?	Following functionalities would be required for insured 1. Registration of Complaint 2. View status of Complaint 3. History of earlier Complaint(s) 4 Escallate complaint to IRDAI
37	34	(1) New Functionalities Required	New Mobile Application Development	Is there need of Offline functionality on the Mobile Apps?	No
38	51	6) Performance criteria	6) Performance criteria	Kindly confirm that criteria define is for user connected to DC over intranet or WAN. Request to relax criteria for internet user as response time will vary and depend on User's internet speed.	Criteria has to be achieved for minimum bandwidth of 128 kbps
39	63	2) Payment Terms	Final Integration Test and acceptance	There is milestone of Final Integration testing (4) after 2nd milestone of GO-Live (2). Not clear why there is need of Integration testing post go-live. This payment milestone should be before final go live (2).	As per the terms of RFP
40	89	FORM- 6 TEAM STRUCTURE	FORM- 6 TEAM STRUCTURE	In Fixed Price project, we do not share details of efforts and band mix. It's kept flexible and managed by PM to cater demand of project.	Form-6 is essential to assess the capability of service provider in meeting delivery commitments
41	89	FORM- 6 TEAM STRUCTURE	Name of the full time project manager of the implementation team for the IGMS implementation at IRDA	Please allow us to specify this basis of Qualification and Experience in sample profile. Same PM identified today may not be available when project get kicked off 2-3 months down the line.	Bidder is expected to identify the Project manager while submitting responses to the RFP

42	33	F - Scope of Work	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	Change Request - The selected service provider will take over the portal operations from the current service provider and make the same operational from their location within 8-10 weeks on receipt of work order. The transition shall be seamless and smooth	As per RFP
43	33	F - Scope of Work	Installation of Software and Deploying the Application on New Infrastructure	Kindly mention the name & Version of each applications	Only existing IGMS application is required to be shifted to the new hardware setup
44	49	(2) Responsibilities of the implanting agency during hosting	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.	Replying to any problem on the IDC setup within 15 mins and response time not exceeding 24 hrs and if the problem is not rectifiable the Implementing agency shall contact the particular product part OEM's provide replacement of equivalent of a server and network equipment and make it ready as per the OEM supplied time. The recovery time objective is 4 hours.	As per RFP
45	49	(2) Responsibilities of the implanting agency during hosting	Assuring uptime above 99.8% (calculated on a quarterly basis)	Assuring uptime above 95.8% (calculated on a quarterly basis)	As per RFP
46	54	SECTION-G, (10) Service level agreement:	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).	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 (12 hours).	As per RFP.
47	54	SECTION-G, (10) Service level agreement:	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).	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 (16 hours).	As per RFP
48	54	SECTION-G, (10) Service level agreement:	99.8% uptime of the Infrastructure proposed in Infrastructure as a Service & 99.95% annual uptime for DC physical infrastructure	95.8% uptime of the Infrastructure proposed in Infrastructure as a Service & 95.95% annual uptime for DC physical infrastructure	As per RFP
49	55	SECTION-G, SERVICES TO BE RENDERED BY THE BIDDER DURING MAINTENANCE PERIOD:	The Bidder shall be responsible for the installation of Operating system, Data Base system and application software in case of;	Mention the Application Name & version Details	As per RFP
50	59	SECTION-G,, (15)EXISTING AND PROPOSED	(C) Solution has to be sized for 200 concurrent users with 20% growth y-o-y over 5 years	(C)Solution has to been sized from our end considering the 200 concurrent users with 20% growth y-o-y over 5 years	As per RFP
51	72	SECTION-I, Point - 12. SLA and Penalty Clause:	A. Assuring uptime above 99.5% (calculated on a quarterly basis)	A. Assuring uptime above 95.5% (calculated on a quarterly basis)	As per RFP

52	72	SECTION-I, Point - 12. SLA and Penalty Clause:	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	Replying to any problem on the IDC setup within 2 hrs mins and resolution time not exceeding 24 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 depends on the issue.	As per RFP
53	72	SECTION-I, Point - 12. SLA and Penalty Clause:	The recovery time objective is 4 hours.	Change Request - The recovery time objective is 24 hours .	As per RFP
54	72	SECTION-I, Point - 12. SLA and Penalty Clause: Point - 1	Uptime above 99.8% (calculated on a quarterly basis). Penalty-less than 99.8 to 99 % → 1 % of QMC 99 to 98.5 % → 1.5 % of QMC Below 98.5 % → 2 % of QMC	Request to revise - Uptime above 96.0% (calculated on a quarterly basis).	As per RFP
55	72	SECTION-I, Point - 12. SLA and Penalty Clause: Point - 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: Resolution time Penalty 4-5 Hours 1 % 5-6 Hours 2 % 6 Hours or more 4 %	Replying to any problem on the IDC setup within 12 hrs and resolution time not exceeding 12 hrs and if the problem is not rectifiable the Implementing agency shall provide replacement of equivalent of server and network equipment and make it ready as per the OEM's Lead time.	As per RFP
56	72	SECTION-I, Point - 12. SLA and Penalty Clause: Point - 3	The recovery time objective is 4 hours. (RTO < 4 hours). RTO > 4 Hours: 1 % of QMC	The recovery time objective is 2 days .	As per RFP
57	50	Section: TECHNICAL REQUIREMENTS: (8) Hosting arrangements. (2) Responsibilities of the implanting agency during hosting	k. Providing services for backups as per the following <ul style="list-style-type: none"> ▪ Daily incremental backup ▪ Weekly full backup ▪ Data replication to DR site. ▪ Weekly off site backup ▪ Backup in External media (Tape Drive 	k. Providing services for backups as per the following <ul style="list-style-type: none"> ▪ Daily incremental backup - What is the retention period ▪ Weekly full backup - What is the retention period ▪ Data replication to DR site - What is the retention period ▪ Weekly off site backup - What is the retention period ▪ Backup in External media (Tape Drive) - What is the retention period 	Retention period may be mutually agreed at the time of execution of Contract.
58		SECTION-J	B2. 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)	B2. 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)	The warranty support shall be from the date of installation. The Bidder should consider the same in the proposal.
59	78	ANNEXURE-2 BILL OF MATERIAL. a. Primary Site	SAN Storage with 9 TB Usable capacity , Can be configure 400/800 GB SSD Drives in RAID 10 and 1.2/1.8/ TB SAS 10K RPM Drives in RAID 5	SAN Storage with 9 TB Usable capacity , Can be configure 400/800 GB SSD Drives in RAID 10 and 1/2/1.8 TB SAS 10K RPM Drives in RAID 5	Accepted as Suggested

60	81	ANNEXURE-2 BILL OF MATERIAL. a. DR Site	SAN Storage with 9 TB Usable capacity , Can be configure 400/800 GB SSD Drives in RAID 10 and 1.2/1.8/ TB SAS 10K RPM Drives in RAID 5	SAN Storage with 9 TB Usable capacity , Can be configure 400/800 GB SSD Drives in RAID 10 and 1/2/1.8 TB SAS 10K RPM Drives in RAID 5	As RFP
61	78	ANNEXURE-2 BILL OF MATERIAL. a. Primary Site - Backup Device	Backup Device - Tape Library with LTO - 07 Drives with Cartages	How many drives, How many slots required, what is the usable capacity for the Backup Target	One drive with One slot
62	78	ANNEXURE-2 BILL OF MATERIAL. a. Primary Site - Database	SQL 2016 DB licenses (A-P Cluster)	How many required SQL Core & how many required qty of license	As per RFP
63	33	SECTION-F SCOPE OF WORK	SECTION-F SCOPE OF WORK	Kindly mention the detail scope of work against each product - Server, Storage, OS, Database, Applications	As per RFP
64	General	X	X	What is the Data Archival Policy, Archival Target Capacity, Archival Retention Period etc.	Archival policy may be mutually agreed at the time of execution of contract.
65	44	SECTION-H	Proposed Network Infrastructure -->Internet Router --> Max support Bandwidth should be 20 Mbps each	Request to specify the minimum bandwidth requirement for router	4
66	44	SECTION-H	Proposed Network Infrastructure -->Internet Router	Request to share the number of ports required on the router and the type of port(Rj45, SFP, Serial)	As per RFP
67	44	SECTION-H	Proposed Network Infrastructure -->DC-DR replication router --> Max support Bandwidth should be 20 Mbps each	Request to specify the minimum bandwidth requirement for router	As per RFP
68	44	SECTION-H	Proposed Network Infrastructure -->DC-DR replication router	Request to share the number of ports required on the router and the type of port(Rj45, SFP, Serial)	As per RFP
69	44	SECTION-H	Proposed Network Infrastructure -->MPLS router --> Max support Bandwidth should be 10 Mbps each	Request to specify the minimum bandwidth requirement for router	As per RFP
70	44	SECTION-H	Proposed Network Infrastructure -->MPLS router	Request to share the number of ports required on the router and the type of port(Rj45, SFP, Serial)	As per RFP
71	44	SECTION-H	Proposed Network Infrastructure -->L3 switch --> 1G port copper switch	Request to mention the number of ports required per switch(12, 24, 48)	As per RFP
72	44	SECTION-H	Proposed Network Infrastructure -->L3 switch	Request to share the uplink port requirements(port type, port speed, no.of ports)	As per RFP
73	44	SECTION-H	Proposed Network Infrastructure -->L3 switch	Any specific hardware requirements like dual power supply, hot swappable spars	As per RFP
74	44	SECTION-H	Proposed Network Infrastructure -->L2 switch --> 1G port copper switch, this is minimum requirement, bidder may add switch as per solution	Request to mention the number of ports required per switch(12, 24, 48)	As per RFP
75	44	SECTION-H	Proposed Network Infrastructure -->L2 switch	Request to share the uplink port requirements(port type, port speed, no.of ports)	As per RFP
76	44	SECTION-H	Proposed Network Infrastructure -->L2 switch	Any specific hardware requirements like dual power supply, hot swappable spars	As per RFP

77	44	SECTION-H	Proposed Network Infrastructure -->Firewall-Gateway	Request to specify the features to be support on the firewall(Antispam, Antivirus, Web Filtering, Content Filtering, IDP, Next Gen Firewalling)	As per RFP
78	44	SECTION-H	Proposed Network Infrastructure -->Firewall-Gateway	Request to share the min & max number of ports & its type	As per RFP
79	44	SECTION-H	Proposed Network Infrastructure -->Firewall-Gateway	Request to share the min firewall performance requirement	As per RFP
80	44	SECTION-H	Proposed Network Infrastructure -->Firewall-Internal	Request to specify the features to be support on the firewall(Antispam, Antivirus, Web Filtering, Content Filtering, IDP, Next Gen Firewalling)	As per RFP
81	44	SECTION-H	Proposed Network Infrastructure -->Firewall-Internal	Request to share the min & max number of ports & its type	As per RFP
82	44	SECTION-H	Proposed Network Infrastructure -->Firewall-Internal	Request to share the min firewall performance requirement	As per RFP
83	44	SECTION-H	Proposed Network Infrastructure -->Load Balancer	Request to share the min & max number of ports & its type	As per RFP
84	44	SECTION-H	Proposed Network Infrastructure -->Load Balancer	Request to share the min performance requirement on the load balancer	As per RFP
85	44	SECTION-H	Proposed Network Infrastructure -->Load Balancer	Request to mention explicitly the use of load balancer to be a network load balancer or server load balancer	As per RFP
86	32	Section - E	User Report:	What is the average total number of users visiting the Portal on a monthly basis ?	Daily an average of 1100 complaints are logged in the Portal.
87	32	Section - E	User Report:	How many Applications L1 tickets are getting logged on a monthly basis ?	20 calls per day
88	32	Technical Support Details:	Integration Time /FY end (Avg)	What is the integration time, which is mentioned ? What is expected to be integrated ?	No. of calls around around 30-40 during the process of integration of IGMS with Insurer's system through webservices
89	33	Section- F, 4)	Collocation/Hosting of Infrastructure in Primary Data Centre (DC) and Disaster Recovery will be setup at IRDAI location	Our understanding is that Primary DC has to be hosted in Bidder's premises or any other 3rd party Service provider's and the DR site will be located at IRDA Hyderabad. Please confirm	DR will be hosted at IRDAI, Hyderabad and the Primary Site will be hosted and maintained by the selected Vendor.
90	50	Responsibilities of the implanting agency during hosting (F)	Providing services for 24x7 monitoring of the IGMS portal infrastructure including DR.	We would propose, Offsite Support from Our Shared services center for monitoring and management of infrastructure using our own tools and technology. Is it permitted ? Please confirm	Yes.
91	50	Responsibilities of the implanting agency during hosting (J)	Providing reports on server and network performance, bandwidth utilization, health status as and when required by IRDA.	Are the any tools for Reporting and measurement, which can be used by the bidder or is it Excel based manual reporting ?	Tool for assesing network performance, bandwidth utilisation, health status of server etc. is required to be provided by the service provided (on pay and use model) as a part of hosting arrangements. Charges, if any for the same may be included in the cost of hosting.
92	50	Responsibilities of the implanting agency during hosting (k)	Providing services for backups as per the following	Offsite Tape management would be out of scope, and we would coordinate with the vendor(Who is identified by IRDA). Please confirm	The requirement of weekly off-site backup is withdrawn

93	50	Responsibilities of the implanting agency during hosting (I)	Monitoring of entire IT infrastructure and of link management	Is the bidder expected to provide any tools for monitoring of the infra? Or it should be manual ?	Automated tools (Pay & use basis)for monitoring the Infrastrcture in Primary should be provided as a part of hosting arrangements.
94	8	57	Ability to be browser independent. The system should be compatible with the following browsers 8.1 Internet Explorer 6.0 or higher 8.2 Mozilla Firefox 3.0.7 or higher 8.3 Safari, Netscape, etc.	We trust this refer to the latest version of all browsers? Please clarify.	Yes. The system should be compatible with the latest versions of all the browsers
95		6	Buy back of existing hardware	Does this mean that the new vendor has to buy the existing setup from old vendor i.e. WIPRO ? If yes then is there any buy back cost mentioned in IRDA'S agreement with existing vender's ?	The existing hardware setup belongs to IRDAI. In the Commercial Bid, the bidder has to factor this aspect of buy-back of existing hardware while quoting the cost of New Hardware.
96	11	33	Buy-back of all old systems (Hardware & Software)	Is it same as Sr.No.2? OR this refers to cost that needs to be quoted by new vendor for buyback post completion of contract term ?	Yes. The point refers to the buyback of existing Hardware items only.
97	2.01	2.01	Capacity based @ 5-7 TB licenses	Please clarify what license are you referring to	Capacity based licensing for backup software
98	5.02 (BOQ)	5.02	Cost of additional (5 mbps line)	Please clarify where will this be required	Yes. The price is taken, so that, in future if required the same may be asked for as per the quoted rates.
99	5.03 (BOQ)	5.03	Cost of MPLS line	Please clarify on MPLS line, Does this refers to a line between DC to IRDAI Hyderabad HO location?	MPLS line is the connectivity to be provided to the DC to IRDAI Hyderabad HO Location'
100	5.05 (BOQ)	5.05	ES Skill support	Please clarify the definition of ES Skills	ES referes to Enterprise Skill Support. It includes Back up, Patch updation, Coordination with OEM regarding support issues, etc.
101	Point 9	Page 7	The selected Bidder is expected take over the portal operations from the existing service providers within 2-3 weeks of receipt of purchase order.	We would be more than happy to take over from the existing vendor in 2-3 weeks, however to take complete ownership a time period of 2-3 months is needed	As per RFP
102	Section B Point 2	Page 10	The Company should have made Net profit for last Financial year, i.e. 2017-18, 2016-17 and 2015-16.	Net profit is a must for only last year , one of the years mentioned 2017-18, 2016-17 and 2015-16 or all the three years	The Company Should have made Net profit for all three years
103	Clause 22, "SLA and penalty Clause	page 73	Penalty	Can the penalty be capped	The penalty for SLAs shall be capped at 5 % of the total quarterly payment.

104			Limitation of liability clause to be added	Notwithstanding the other provisions of this Agreement, In no event shall the either party be liable to the other party or any third party for a monetary amount greater than the Annual value of Agreement pursuant to RFP. Neither party shall be liable to the other party for any loss of profit, production, anticipated savings, goodwill or business opportunities or any type of indirect, economic or consequential loss even if that loss or damage was reasonably foreseeable or that party was aware of the possibility of that loss or damage arising. The limitations set forth in this section shall apply even if any other remedies fail of their essential purpose	Will be considered subject to the vetting of Legal department, IRDAI
105			Termination Right to be added	o	The suggestion may not considered.

Legal

Sr. No.	Page No	Clause Ref	Description	Query / Suggestion of Bidder	Reply/Remarks of IRDAI
1	10		2 - 1.The organisation must be a reputed IT Firm/ Company in India, with a standing of 10 years existence	Request to consider our request and relax the criteria to 9 Years: 2.1.The organisation must be a reputed IT Firm/ Company in India, with a standing of 10 years existence	As per RFP
2	11		2 - 6. The Bidder must be CMMi Level 5	Request to consider our request and relax the criteria to CMMi Level 3 Certification 2.6. The Bidder must be CMMi Level 3	As per RFP
3		Section-F , Point No. -11	Buy-back of all old systems (Hardware & Software).	Please Elaborate.	The selected Vendor will have to supply the new Hardware and the existing Hardware needs to taken up by the selected Vendor on buy-back basis.

4			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.	Bidders are advised to study the Tender Document carefully -reasonably. Submission of the Bid shall be deemed to have been done after careful reasonable 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 along with the proposed deviations are liable to be rejected:- Failure to furnish all information required in the tender document on mutually agreed terms and conditions will be at the bidder's risk and may result in the rejection of the bid.	As per RFP
5		TERMS OF BIDDING	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.	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 on mutually agreed terms will be at the Bidders risk and may result in rejection of the Bid.	As per RFP
6	6	Preparation of Proposal	The Bidder is expected to carefully examine all the instructions, guidelines, terms, condition, 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.	The Bidder is expected to carefully reasonably examine all the instructions, guidelines, terms, condition, 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 along with proposed deviations shall be at Bidder's own risk and may be liable for rejection.	As per RFP
7	8.(h)	Formats and submission of bids	An undertaking from the bidder that it has not been blacklisted by any Central/State Government Organization or PSU for any corrupt and fraudulent practice	An undertaking from the bidder that it has not been blacklisted by any Central/State Government Organization or PSU for any corrupt and fraudulent practice, <u>in the last three years.</u>	The bidder should not have been black listed during the last 5 Years

8	16	Earnest money deposit (EMD)	The EMD of those IT firms that are rejected during the technical evaluation stage will be returned within one month from the date of the decision. The EMD of the remaining unsuccessful companies will be returned after 45 days from the date of signing the agreement and the EMD of the successful bidder will be released after the bidder signs the final agreement and furnishes the Performance Bank Guarantee (BG).	The EMD of those IT firms that are rejected during the technical evaluation stage will be returned within one month from upon the date of the decision. The EMD of the remaining unsuccessful companies will be returned after 45 days from the date of <u>award of contract</u> signing the agreement and the EMD of the successful bidder will be released after the bidder signs the final agreement <u>on mutually agreed terms</u> and furnishes the Performance Bank Guarantee (BG) <u>after signing of contract as stated.</u>	As per Corrigendum Point No.1
9	16	Earnest money deposit (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. If the bidder does not accept the correction of its Bid 3. In the case of a successful bidder, if the bidder fails within the specified time limit to sign the Contract Agreement, or to furnish the required performance guarantee 4. If the bidder fails to produce sufficient proof for the information provided as part of response of technical bid evaluation as given in Section K- Form 2.	The earnest money deposit (EMD) may be forfeited: 1. If the bidder withdraws its bid during the period of bid validity specified by the Bidder in the Bid Form 2. If the bidder does not accept the correction of its Bid 3. In the case of a successful bidder, if the bidder fails within the specified time limit to sign the Contract Agreement, or to furnish the required performance guarantee 4. If the bidder fails to produce sufficient proof for the information provided as part of response of technical bid evaluation as given in Section K- Form 2.	As per Corrigendum Point No.2
10	17	Bid validity	The price bid shall remain valid for not more than 120 days from the last date of bid submission.	The price bid shall remain valid for not more than 120 30 days from the last date of bid submission.	As per RFP
11	20	Disqualifications	Made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements	Made misleading or false representations intentionally in the forms, statements and attachments submitted in proof of the eligibility requirements	As per RFP
12	2	Hosting and maintenance	Payment will be made on a quarterly basis at the end of every quarter.	Payment will be made on a quarterly in advance basis at the end of every quarter.	As per RFP
13	2	Infrastructure (Hardware and Software):	100% payment of Hardware and Software on successful delivery, installation, commissioning and hosting in the DC and DR.	100-90% payment of Hardware and Software on successful delivery, and 10% on installation, commissioning and hosting in the DC and DR.	As per Corrigendum Point No.4

14	3	Intellectual property rights:	<p>After the IGMS portal goes live IA shall furnish to IRDA, copies of all documentation, copies of manuals, reports, applicable operational instructions, software source code, any additional specifications and program and system documentation relating to the Portal and thereupon all the copyright and any other intellectual property rights pertaining to the Portal shall rest with IRDA and thereupon IA shall not claim any right, title or interest in the Portal.</p>	<p>After the IGMS portal goes live IA shall furnish to IRDA, copies of all documentation, copies of manuals, reports, applicable operational instructions, software source code, any additional specifications and program and system documentation relating to the Portal and thereupon all the copyright and any other intellectual property rights pertaining to the Portal shall rest with IRDA and thereupon IA shall not claim any right, title or interest in the Portal.</p> <p><u>Notwithstanding anything, intellectual property rights of any nature shall be transferred from one party to the other in the course of performing any obligations or otherwise under this agreement. For the avoidance of doubt, Bidder may use certain tools, processes or methodologies of its own in performing the Services. Ownership of all intellectual property rights and any other rights in these shall vest with Bidder, and no rights shall be deemed to have accrued to IRDA</u></p>	As per Corrigendum Point No.5
15	4	Confidentiality:	<p>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 IRDA.</p>	<p>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 <u>reasonable and</u> necessary steps to ensure confidential handling of all information developed or acquired by the party from IRDA.</p> <p><u>Add: The obligations of confidentiality shall come to an end 2 years from the date of expiry/termination of the contract. To the extent that the Bidder shares any confidential information with IRDA, the provisions of the RFP shall apply mutatis mutandis to IRDA.</u></p>	

16	5	Arbitration	The arbitration will be conducted in English language and Indian law will be applicable. The venue of such arbitration shall be at Hyderabad only.	The arbitration will be conducted in English language and Indian law will be applicable. The venue of such arbitration shall be at Hyderabad Bangalore only.	As per RFP
17	6	Termination:	In case the successful bidder fails to fulfill the Contractual obligation within stipulated time frame without any valid reason, IRDA reserves the right to terminate the contract by giving 15days notice provided the failure is not cured within such 15days notice period	In case the successful bidder fails to fulfill the material Contractual obligation within stipulated time frame without any valid reason, IRDA reserves the right to terminate the contract by giving 30 +5days notice provided the failure is not cured within such 30 +5days notice period	As per Corrigendum
19	6(III)	Termination:	IA shall ensure that the hosting arrangements are transferred (with no cost to IRDA) smoothly to the service provider identified by IRDA.	IA shall ensure that the hosting arrangements are transferred (with no cost to IRDA) smoothly to the service provider identified by IRDA. Upon termination of this Agreement all rights and benefits granted by this Agreement shall revert to the respective parties and Bank shall pay all amounts due to the Bidder upto the effective date of termination, including for services rendered but not yet invoiced. There shall be no charges for termination of orders or for Services not yet provided and bidder shall not be held liable for the same. However, in the event of Bidder having back-end contracts with its Principals where Bidder has paid or is liable to pay any amounts to the Principal, the Bank shall not be entitled to such refund.	As per Corrigendum Point No.7
20	13	Audit and Quality Control	AS PER RFP	<u>add:</u> <u>Excluding a regulatory/statutory requirement, if any, nothing in this Agreement shall be construed or interpreted as requiring Bidder to provide to IRDA access to or right to inspect, examine, audit and take copies of any fees, price, cost or any other financial information or any records or documents relating to the make-up of the Bidder's internal overhead calculations, their relationship to the fees, any financial cost model, calculation of fees or to the Bidder's profitability or other such financial data.</u>	

21	22	SLA and Penalty Clause	AS PER RFP	Notwithstanding anything to the contrary elsewhere, the overall maximum penalty, if any that can be imposed on IA under this proposal contract shall not exceed 3% of the Annualized Contract Value and penalty for a given month should not be more than 3% of monthly invoice value.	As per Corrigendum Point No.8
22	FORM – 1:	APPLICATION FOR BID	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	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 along with the proposed deviations.	As per RFP
23	FORM – 1:	APPLICATION FOR BID	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.	We have read the all the provisions of NIT and confirm that these are acceptable to us along with the proposed deviations. 3. We further declare that additional conditions, variations, deviations, if any, found in our proposal shall not be given effect to.	As per RFP
24	FORM – 1:	APPLICATION FOR BID	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 180days from the date fixed for submission of Proposals as stipulated in the RFP 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.	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 180 30 days from the date fixed for submission of Proposals as stipulated in the RFP 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 after mutual discussion. 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.	As per Corrigendum Point No.9

25		Limitation of Liability	Notwithstanding anything contained herein, neither Party shall be liable for any indirect, punitive, consequential or incidental loss, damage, claims, liabilities, charges, costs, expense or injury (including, without limitation, loss of use, data, revenue, profits, business and for any claims of any third party claiming through IA) that may arise out of or result from this Agreement. The aggregate liability of IA, under this Agreement, shall not exceed the fees (excluding reimbursements) received by it under this contract during the six months preceding the date of first claim.	To be included	As per Corrigendum Point No.3
26		Tax	Any increase or decrease in the rates of the applicable taxes, duties or any new levy on account of changes in law shall be to the account of Customer.	To be included	As per Corrigendum Point No.10
27		Saving Clause	Bidders's failure to perform its contractual responsibilities, to perform the services, or to meet agreed service levels shall be excused if and to the extent IA performance is effected , delayed or causes non-performance due to Customer's omissions or actions whatsoever.	To be included	Not considered
28		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.	To be included	As per Corrigendum
29		ERV	"It is agreed that the price quoted is arrived at based on the exchange rate of 1 USD = INR ____ ("Base Exchange Rate"). In the event the Base Exchange Rate either increases or decreases by percentage points greater than two per cent [2%], the prices shall be charged as per the then current exchange rate."	Required if OEM price is in USD and offer is in INR.	As per RFP
30		Risk and Title	The risk, title and ownership of the products shall be transferred to the customer upon delivery of such products to the customer	To be included	As per RFP

31		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 who has been involved in providing services under this Agreement.	To be included	As per Corrigendum Point No.12
32		Pass Through Warranty	Since IA is acting as a reseller of completed products, IA shall "pass-through" any and all warranties and indemnities received from the manufacturer or licensor of the products and, to the extent, granted by such manufacturer or licensor, the Customer shall be the beneficiary of such manufacturer's or licensor's warranties and indemnities. Further, it is clarified that IA shall not provide any additional warranties and indemnities with respect such products.	To be included	Not considered
33		ARC/RRC	The Fixed Price, as mentioned in the Commercial schedule, is valid within a dead band of $\pm 5\%$ of the baseline volumetric of the respective resource unit that is provided as part of RFP. For assets volumes above +5% threshold of the baseline volumetric, additional resources will be charged at ARC 'Additional Resource Charge' to reflect additional marginal cost to Service Provider, while credits known as RRC 'Reduced Resource Credit' will be granted to Customer for reduction in resources consumed, for service volumes below -5% of the baseline volumetric.	To be included	Not considered

34		Variance in Minimum Wages	<p>Service Provider undertakes that it is compliant to State minimum wages act at the time of execution of the Agreement and the commercials are accordingly factored. In the event there is a change to the State minimum wages act or if the Customer wants the Service Provider to comply to some other minimum wages act including but not limited to Central minimum wages act or the existing minimum wages act is repealed by another act, then in such cases, Customer will support Service provider with change request for additional cost incurred by Service Provider for complying to new minimum wages. Service provider will not ask for Change request for any changes that is within 8% increase year on year from the State minimum wages as on the date of contract sign off.</p>	To be included	Not considered
35		SNR	<p>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</p>	To be included	As per Corrigendum Point No.13

36		Replacement of Faulty Spares/equipment	<p>Notwithstanding anything to the contrary contained elsewhere, all the Faulty Spares/equipment and any Standby spares/equipment if delivered by Vendor to the Purchaser shall be returned to Vendor within 10 days of the Replacement Spares/Equipment so provided and title of the said Faulty or Standby spares/equipment shall be transferred back to Vendor. Purchaser shall acknowledge receipt of the replacement spares/equipment in accordance with the format provided and shall submit the same to the authorized courier at the time of delivery.</p> <p>In the event Faulty or Standby spare/equipment is not returned within the time period stipulated above for any reasons whatsoever, Spares support shall be suspended till the return of the spare/equipment or till the payment is made (period not exceeding 21 days from the date of invoice) for such spare/equipment at the applicable rate (including taxes as may be made applicable). It stands clarified that no SLAs or penalties of any nature whatsoever shall be made applicable to supplier during such period.</p>	To be included	Not considered
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