

Governing Body of Insurance Council

IVR Document

For

Complaint Management Software Solution



Office of Governing Body Insurance Council

**3rd Floor, Jeevan Seva Annex
S.V.Road
Santacruz (West)
Mumbai-400054**

This document is not an offer by GBIC, but an Invitation for Vendor Response (IVR). No contractual obligation whatsoever shall arise from the bid process unless and until a formal contract signed and executed by duly authorized officer of GBIC and the Vendor.

Time Schedule

Issue of IVR	01/02/2011
Pre-Bid Meeting	09/02/2011
Last date for submission of queries	14/02/2011
Uploading of Clarification on website	18/02/2011
Last date of submission of Bid	04/03/2011
Opening of Application & Technical Bid	07/03/2011
Technical Presentation	14-15/03/2011
Opening of Financial Bid	21/03/2011
Selection of vendor	23/03/2011

Note: The above deadlines are subject to change and notice in writing of any change will be provided wherever feasible

Index

Sr. No.	Topic	Page No
A	Introduction	5
B	IVR terminology (Definitions)	6
C	Minimum Eligibility Criteria	7
D	Instruction to Bidders	8-15
E	Existing System	16
F	Proposed System	17
G	Functional Requirements	18-25
H	Technical Requirements	26-30
I	Scope of Work	31-40
J	General Terms and Conditions of Contract	41-48
K	Technical Bid Particulars	49-57
L	Annexure	58-77

Section -A

Introduction:

1. The Governing Body of Insurance Council (herein after referred as GBIC) a Statutory Council established as per the RPG Rules, 1998 and having its corporate office at Jeevan Seva Annex, 3rd Floor, S V Road, Santacruz West, Mumbai-400054 is requesting proposals from Software Developers/ IT firms for Development, Implementation and Maintenance and Hosting of Complaint Management System Application for computerization of the Complaint related work of 12 Ombudsmen Centres and GBIC covering all stages from registration of complaint till conclusion and building of MIS statements. It also includes maintenance and beautification of GBIC Website. For further information about the GBIC and Ombudsman kindly visit our website www.gbic.co.in
2. The vendors desirous of taking up the project for the supply of above solution for GBIC are invited to submit their techno-commercial proposal in response to this IVR. The criteria and the actual Process of evaluation of the responses to this IVR and subsequent selection of the successful vendor will be entirely at GBIC's discretion. Its decision shall be final and no correspondence about the decision shall be entertained. This IVR seeks proposal from vendors who have the necessary capability and experience to provide GBIC with the Complaint Management Solution adhering to GBIC's requirements.

Section –B

IVR terminology:

Throughout this IVR, unless inconsistent with the subject matter or context:

- a.) **GBIC/ Insurance Council** -- Governing Body of Insurance Council.
- b.) **OIO** -- Office of Insurance Ombudsman.
- c.) **IVR** -- The Invitation for Vendor's Response (this document) in its entirety, inclusive of any addenda that may be issued by GBIC.
- d.) **Bidder/Proponent/Vendor/System Integrator/Recipient**-- An eligible firm i.e. firm fulfilling eligibility criteria and submitting a proposal in response to this IVR
- e.) **Proposal/Bid** – the Bidder's written reply or submissions in response to this IVR
- f.) **Solution/Services/Work/System** – “Solution” or “Services” or “Work” or “System” or “IT System” means all services, scope of work and deliverables to be provided by a Bidder as described in the IVR and include services ancillary to the supply of the Systems, such as transportation and insurance, and any other incidental services., such as installation, commissioning, provision of technical assistance, training and other obligation of the Supplier covered under the IVR.
- g.) **ITB** – Instructions to Bidders as Contained in PART-D.
- h.) **Supplier/Contractor/IA** -- Selected Bidder/System Integrator under this IVR
- i.) **Total Project Cost**-- Total Project cost would be initial development, implementation, AMC cost along with cost for renting of the Server Space, Website hosting etc. as per Annexure H.
- j.) **RPG Rules 1998** – Redressal of Public Grievances Rule 1998.

Section –C

Minimum Eligibility Criteria (MEC) for Bidder(s)

Developers will have to satisfy the following criteria. Only those software developers fulfilling these criteria should respond to the tender.

- 1.) Bidder should be a company incorporated under Indian Companies Act, 1956 or a Government Concern i.e. it should be an existing Indian legal entity. Bidder must have a registered office with a legal presence in India.
- 2.) The developer should be in the business of software development, installation and maintenance on various platforms, website developing and hosting, renting of server space etc for last 5 financial years with a minimum contract value of Rs.15,00,000/- each year
- 3.) The bidder should have minimum 10 permanent software developers having adequate experience of software development on various platforms including SQL and .NET.
- 4.) The bidder should have an over all turn over of Rs.50,00,000/- in each of the last three financial years (2007-08, 2008-09, 2009-10) and should have also made profit (before tax) in at least two of the last three financial years. Attested & authenticated copies of the audited balance sheet and profit and loss account should be submitted along with the bid.
- 5.) The bidder should have completed at least two projects worth Rs.50,00,000/- each (with different customers) per year related to development, implementation, Hosting and maintenance of software for large organizations (at least one of them with PSU/ Reputed Company/ Insurance Company or Government organization) in any two of the last three financial years.
- 6.) The bidder should not have been de-barred/black-listed by any PSU / Reputed Company/Insurance Company or Government Organization in last three financial years. Declaration in this regard this should be submitted along with the bid.

Section –D

Instructions to Bidders

- 1.) The entire costs associated with preparation and submission of the bid shall be borne by the bidder irrespective of the outcome of the Bid process.
- 2.) This document provides overview of requirements about the bidding procedure, selection procedure, contract terms, functional requirements and Technical Specifications, Minimum Eligible Criteria, Technical bid and Financial Bid. GBIC has and will disclose to the best of its judgment and assessment all the information to fairly and reasonably represent the functioning of the Ombudsman offices and GBIC in order for Bidders to submit viable proposal. However, GBIC shall not be deemed to give any guarantees or warranties of the accuracy of the information given in this IVR document or any addenda, nor it's being comprehensive or exhaustive. The bidder must conduct its own investigation and analysis and form their own opinion in respect of the information given in this IVR document or any addenda, as applicable.
- 3.) Any clarification issued by GBIC will be in form of an addendum and will be put on the GBIC website – www.gbic.co.in
- 4.) The contents of this IVR document and supporting documents are confidential and proprietary to GBIC and are provided solely for the purpose of response to this IVR and will be governed by the non disclosure clause specified in this document.
- 5.) Any clarification of the IVR document or any questions concerning this document must be submitted in writing or by fax on or before 10th December, 2010 to:

Secretary
Office of the Governing Body of Insurance Council.
3rd Floor Jeevan Seva Annex,
Mumbai-400054
Fax No 022-26106052
Tel No: 022-26106980
Email-inscoun@gmail.com.

The vendor has to give a single point contact and queries will be entertained from the same person.

- 6.) No request for clarification will be accepted on the telephone.
- 7.) Any interlineations, erasures or over writing shall be valid only if they are initialled by the authorised person signing the proposal.
- 8.) Any amendments to the bidding documents will be put up on the GBIC website before the closing date and all such amendments will be binding on

the bidders. In case of any amendments GBIC at its discretion may extend the deadline for submission of the Bid.

9.) The bid prepared by the Bidder shall comprise following documents:

a. Application for CMS.

- i. Application for Bid (Bid Covering letter)
- ii. Minimum Eligibility Criteria as per Annex-B with documentary evidence.
- iii. CA certificate pertaining to financial solvency of the bidder.
- iv. Non-Disclosure Agreement.
- v. Demand draft towards EMD

b. Technical Bid :

- i. Technical Proposal as per the Technical Proposal format taking in to account Scope of Work, Technical Requirements and Functional Specifications
- ii. Statement of deviation and additions from Scope of work as per Annexure C
- iii. Statement of deviations from terms and conditions of Bid document as per Annexure D
- iv. Company References as per Annexure K
- v. Company Profile as per Annexure L
- vi. Team Structure as per Annexure M
- vii. Signed copy of this IVR document.

c. Financial Bid:

- i. Commercial Bid Particulars as per Annexure E
- ii. Commercial Bid form as per Annexure F
- iii. Statement of Commercial deviations from the Bid terms and Conditions as per Annexure G
- iv. Financial Bid Format giving detailed price of each item as per Annexure H
- v. Performance Security as per Annexure J

10.) **Bid Price:** The Bidder should give price as per the Financial Bid Form (Annexure H) enclosed in this document. The price quoted by the bidder shall be negotiated and fixed during the award of the contract and not subject to variation on any account, subsequently

11.) **Licences:** Bidder should clearly indicate the Licensing requirements wherever applicable and their financial impact on the total cost of ownership. Bidder should also indicate, free components available if any.

12.) **Currency:** Prices shall be quoted in Indian Rupees (INR) only.

- 13.) Bid Integrity:** Wilful misrepresentation of any fact within the Bid will lead to the cancellation of the contract without prejudice to other actions that GBIC may take. All the submissions, including any accompanying documents, will become property of the GBIC. The bidders shall be deemed to license, and grant all rights to, GBIC, to reproduce the whole or any portion of their solution for the purpose of evaluation, to disclose the contents of submission to other bidders and to disclose and/or use the contents of submission as the basis for IVR process.
- 14.) Period of Validity of Bids:** Bids shall remain valid for 180 days from the date of opening of bid. GBIC shall reject a bid valid for a shorter period as non-responsive. In exceptional circumstances, GBIC may solicit the Bidder's consent to an extension of the period of validity. The request and the response thereto shall be made in writing (or by fax). The bidder can either accept or refuse this request. A Bidder granting the request will not be required nor permitted to modify its bid. A bidder not giving consent to the extension of period of validity will not be considered for evaluation.
- 15.) EMD:** All the bids must be accompanied by a demand draft/pay order of Rs.50000/- issued by scheduled commercial bank favouring “ the office of the Governing Body of the Insurance Council’ payable at Mumbai towards the Earnest Money Deposit.
- 16.) Forfeiture of EMD:** The EMD made by the bidder will be forfeited if
- a. He withdraws his bid after acceptance.
 - b. He withdraws his bid before expiry of the validity period of the tender
 - c. He violates any of the provisions of the terms and conditions of this bid specification.
- 17.) Refund of EMD:**
- a. EMD will be refunded to successful bidder, only after signing of the contract ,submission of the performance guarantee and completing all the documentations and formalities to the satisfaction of the GBIC.
 - b. For unsuccessful bidders, the EMD will be refunded to them after intimation is sent to them about the rejection of their tender.
- 18.) Sealing and Marking of Bids:** The Bids should be submitted in 3 parts in 3 separate sealed envelopes marked
- a. “Application For CMS Bid”
 - b. "Technical Bid”
 - c. "Financial Bid”

The 3 sealed envelopes as per above should be put inside a 4th envelope and marked as: Response to Invitation for Vendors Response for CMS software, and a legend "To be opened by addressee only" and the name and address of the Bidder. All the 4 envelopes shall be addressed to GBIC and the 4th envelope (as per above) should be delivered in person to the contact address mentioned below:

**“Secretary General”
Governing Body of Insurance Council,
3rd Floor, Jeevan Seva Annex,
Santacruz (West)
Mumbai-400054**

GBIC will assume no responsibility for the bid's misplacement or premature opening, if the envelopes are not sealed and marked properly.

Telex, E-mail or Fax bids will be rejected.

All documents submitted in response to this IVR should be initialled by the authorized signatory, all the pages should to be numbered and seal should be affixed on each page. All the documents should be firmly bound before submission.

19.) Deadline for Submission of Bids:

Completed Bids (Minimum Eligibility Criteria, Technical and Financial together) must be received by GBIC at the address specified under point 18 not later than **1500hrs on Tuesday the 21st December, 2010**. In the event of the specified date for the submission of Bids being declared a holiday for GBIC, the Bids will be received up to the specified time on the next working day.

GBIC may, at its discretion, extend this deadline for submission of bids by amending the IVR document in accordance with point **D 8**, in which case all rights and obligations of GBIC and Bidders, previously, subject to the deadline, will thereafter be subject to the deadline as extended.

Delivery of Bid at the above address will be the sole responsibility of the bidder. GBIC will assume no responsibility for bids submitted elsewhere.

20.) Late Bids:

Any bid received by GBIC after the deadline for submission of bids prescribed by GBIC, pursuant to point.19, will be rejected, without any further communication in this regard.

21.) Modification and Withdrawal of Bids:

No modification or withdrawal of Bid will be allowed once the Bid is submitted.

22.) Opening and Evaluation of Bids By GBIC:

a. Opening of Bids.

At first envelopes containing the Application for CMS will be opened and eligibility as per Minimum Eligibility Criteria will be checked. Those who will qualify as per MEC will be short-listed and their Technical Bid will be opened. Those who are qualified in both will be short-listed. Financial Bid of only these vendor(s) will be opened.

b. Evaluation Process: Technical Bid

The detailed technical evaluation will include, scrutiny of minimum eligibility criteria, technical bid including response to various queries, system demonstrations of the proposed application software solution if required, reference calls, and site visits to selected customers with comparable configurations. To assist in the scrutiny, evaluation and comparison of offers, GBIC may, at its discretion, ask some or all vendors for clarifications on the offer made by them. The request for such clarifications and the vendor response will necessarily be in writing. The final selection and decision on the Vendor solution will be taken by the Competent Authority of GBIC. The systems implementation project will commence upon successful negotiation & signing of a contract between GBIC and the selected Vendor. GBIC reserves the right to reject any or all proposals.

The technical evaluation would be carried out on the following parameters and associated weightage thereof is as given below.

Sr.No	Evaluation Criteria	Weight age	Source
1.	Company Profile, Background and Financials.	15%	Annexure L
2.	Previous Experience	15%	Annexure K
3.	Understanding of Our requirements and companies response	20%	Technical Proposal
4.	Propose Solution, its approach and Solution architecture	10%	Technical proposal and Technical Presentation
5.	Team Structure	10%	Annexure M
6.	Level of compliance with contractual terms and conditions	10%	Annexure C & Annexure D
7.	Proposed Hosting Arrangements	10%	Technical Proposal
8.	AMC support	10%	

GBIC CMS TENDER

The information category defined above and their scoring methodology and specific information is given in their specific forms. The score against each of these information categories shall be calculated as below

Score on data field = Total Score achieved / Maximum score achievable x Weightage of the respective data field.

c. Evaluation Process: Financial Bid

After the evaluation of Technical Bids, GBIC shall open the Financial Bid. Price comparison will take into consideration total project cost inclusive of annual maintenance charges. Arithmetical errors will be rectified on the following basis.

If there is a discrepancy between words and figures, the amount which is lower shall prevail. If the vendor does not accept the correction of errors, its bid will be rejected.

d. Contract Negotiations:

At the completion of the selection process, GBIC will enter into Price negotiations with the selected Vendor. Thereafter, the vendor will be bound by the terms and conditions as may be set out in the contract. The final contract must stipulate that the application software specified will satisfy the functions as stated in the IVR. Vendor should also be aware that the following documents would be included as attachments to the final contract:

This I.V.R. document

The Vendor's proposal in response - both technical and commercial along with its enclosures.

Any modifications to the proposal if called for by GBIC.

Related sales literature

An Implementation Plan identifying the tasks to be completed, the assigned responsibilities, and the scheduled completion dates.

GBIC reserves the right to stipulate, at the time of finalization, any other document(s) to be enclosed as part of the final contract.

e. Acceptance Procedures:

GBIC will specify one contact person who will issue an user acceptance certificate once the software is commissioned and operational. Acceptance procedure will include the following, a plan for which will have to be submitted by the vendor along with the technical bid.

Functional tests

Resilience tests

Benchmark Comparisons

Operational Tests

Completion of any other tests / evaluation criteria that, GBIC may specify. A written intimation of any such criteria/ evaluation will be provided to the vendor by GBIC. During the acceptance period, GBIC staff will test the functionalities. This staff will need necessary on-site training for the purpose. On satisfactory completion of the aforementioned tests, the User Acceptance Test (UAT) letter will be issued to the vendor by the GBIC.

f. Rejection of Bids:

Vendor(s) response/proposal is liable to be rejected if in the opinion of GBIC:-

The proposal is incomplete

The proposal is not signed

The proposal is not submitted within the specified deadline

The proposal is submitted with an adjustable Price quotation

Any attempt is made to influence any of the evaluation committee members of GBIC

g. Award of Contract:

- i. Award of contract will be subject to the bidder satisfying all the evaluation criteria decided by GBIC
- ii. The selected vendor will handle the implementation of the project itself and shall not outsource or sub-contract/contract to another agency/Solution Integrator which is not part of the Bid, any jobs related to the solution offered including but not limited to development, customization and implementation of the solution offered. The implementation and support during warranty period and during the extended support period of AMC (if availed by GBIC) should be performed by personnel on the payroll of the successful bidder, and necessary proof to this effect shall be furnished to GBIC, to its satisfaction.

The above condition is not applicable for renting of the server/ space and website hosting as the same will be hired from another company.

- iii. Vendor shall provide a detailed work plan & time schedules for approval by GBIC. The work plan must be satisfactory to GBIC. Vendor shall recommend relevant and viable strategies to achieve all the work objectives, all the critical dates, and requirements contained in this IVR

h. GBIC's right to accept any Bid and to reject any or All Bids:

GBIC reserves the right to accept or reject any or all Bids without assigning any reason. Bids may be accepted or rejected in total or in any part or items thereof. Any Bid not containing sufficient information, in the view of GBIC, to permit a thorough analysis may be rejected.

GBIC reserves the right to verify the validity of bid information, and to reject any bid where in GBIC's estimation, the contents appear to be incorrect, inaccurate or inappropriate.

GBIC shall have the right to determine in its own best judgment, the Bidders who will qualify for the short list, if any, and thereafter, the selected firm shall undertake the work.

Bids not conforming to the requirements of the IVR may not be considered by GBIC. However, GBIC reserves the right, at any time, to waive any of the requirements of the IVR, if, in the sole discretion of GBIC, the best interests of GBIC would be served by such waiver.

If, in the opinion of GBIC, any Bidder has clearly misinterpreted the Work and /or underestimated the hours and / or value of the Work to be performed as reflected in the IVR content and submitted price(s)/rate(s), on such basis then GBIC may reject the bid as unbalanced (i.e. not responsive to the scope of work).

Further, GBIC shall have the right to cancel the IVR process at any time prior to the award of the contract, without thereby incurring any liability to the affected Bidder or Bidders. Reasons for cancellation, as determined by GBIC in its sole discretion, include, but are not limited to the following:

- (i) Services contemplated are no longer required
- (ii) Requirements and terms of reference (scope of work) of the IVR were not adequately or clearly defined due to unforeseen circumstances and /or factors and /or new developments
- (iii) The IVR did not allow for consideration of all significant elements of GBIC for the work (e.g. new/additional matters have arisen)
- (iv) Proposed price is unacceptable for the Work and
- (v) The Project is not in the best interest of GBIC
- (vi) Any other reason

i. Notification of Award of Contract and Signing of Contract:

Prior to the expiry of the period of bid validity, GBIC will notify the successful bidder in writing by letter or by fax (to be confirmed in writing by letter), that its bid has been accepted.

At the same time as GBIC notifies the successful bidder that his bid has been accepted, GBIC will send the bidder the Contract Form incorporating all agreements between the parties.

Within 7 days of receipt of the Contract Form, the successful bidder shall sign and date the Contract and return it to GBIC.

Section- E

Existing System

The GBIC as well as OIO do not have any system in place for the work related to the Complaint Management. At the Ombudsman centre the data related to the complaints are kept either in Registers which are maintained manually or in the excel files. All the correspondence such as acknowledgements, forwarding letters, standard replies, various forms are sent manually.

Limitations of the Existing System

1. Monitoring the complaint is not possible, easily.
2. There is no facility for the policyholder to escalate their Grievances Online.
3. There is no central database of the complaints at GBIC level.
4. Various MIS and statistical information is not readily available.
5. No systematic study is possible about the pattern of the complaints.
6. Single point consolidation of the complaint MIS of all Ombudsmen Centre.
7. Lack of real time status of complaints at any given time or at central location.
8. Lack of online visibility to policy Holder with respect to progress of their register complaints.
9. Lack of Tracking and Compliance of the resolved complaints
10. Lack of any system for GBIC to Monitor and control the complaints registered with Ombudsmen Centres.
11. Lack of MIS on grievance handling performance of Ombudsmen Centre to GBIC
12. Lack of facility to Member companies to Track complaint register against them and to upload any documents for a particular copmpalints.

Section – F

Proposed System:

The Purpose of the proposed Complaint Management System (CMS) is:

1. CMS is to provide standard platform to all Ombudsmen Centres to register the Complaints received from the Complainants and to provide GBIC with a system to monitor the effectiveness of the grievances redressal system of Ombudsmen offices.

Objectives of the Proposed System

- 1.) To Create a Centralised Data base of the Complaints received at Ombudsmen Centres.
- 2.) To facilitate GBIC to have access, monitor and track details of all the Complaints lodged with the Ombudsmen Centres.
- 3.) To provide gateway to policyholders to register and track their complaints with Ombudsmen Centres.
- 4.) To provide gateway to the Member Companies to track complaints against them and to escalate documents and compliances for the complaints.
- 5.) To provide gateway to Ombudsmen centre to register all complaints received at their end and to Monitor and control the same.
- 6.) GBIC as well as the Ombudsmen Centres should be able to do following type of analysis
 - a. Generate various Analysis Reports
 - b. Generate Exception Reports for prompt follow-up
 - c. Ageing of the Complaints
 - d. Alerts at various levels of access, time bar activities, pending issues.

Section –G

Functional Requirements

1.) Organization Structure:

The office of Governing Body of Insurance Council (GBIC) and Offices of the Insurance Ombudsman (OIO) are formed as per the RPG Rules 1998. The GBIC is the controlling office of the OIOs. At present there are 12 Ombudsman offices located in different parts of the Country. Each office is an independent accounting unit. The organization is providing free grievance redressal mechanism to insurance customers within the scope of the RPG Rule 1998. The main work of Grievance redressal is done at the Ombudsman office, GBIC acts as the controlling office.

2.) Introduction about the nature of work performed at OIO and GBIC:

The work at Ombudsman Centre is processing of Complaints. It involves various stages from registration, calling for requirements, hearing the case, award, and implementation of the award after which the complaint is closed. Preparation of the monthly statements of complaints and submitting the same to GBIC.

At GBIC, the work involves consolidating the statements received from the Ombudsman centres and sending the same to statutory bodies. Overall control of all Ombudsmen centres resides with GBIC.

At present GBIC and OIO do not have any software to take care of the above work.

3.) Functions at OIO: The business requirement specifications are outlined in following points. Please respond to each item without any omission. It should not be construed, however, that all the functionalities required by GBIC have been detailed either exhaustively or entirely. The final scope will be documented in detail with the selected vendor. The selected vendor will be required to submit the detailed Systems Requirement Study (SRS) within 10 working days from the date of signing of the contract

- a.) Registration of Complaint: At the Ombudsman office, the complaints are received by way of letters by post, by fax, by email. All the incoming complaints are acknowledged (L1). The incoming complaints are scrutinised and those that are valid complaints as per RPG rules 1998 are registered as complaints and given complaint ID. If any requirements are

pending, the same are called along with the other forms P1, P2 etc. (L2). At the same time a self contained note (SCN) about the complaint is called from the Insurance Company. (L3). After receipt of the forms from the complainant and SCN from company, hearing is fixed.

- b.) Hearing of Complaint : After receipt of the all the documents from the complainant and the Insurance Company hearing date and venue is fixed and informed to the company(L4) and Complainant (L5) at least 15 days in advance. If any request about the change of date is received it may be considered and if accepted the hearing is rescheduled and intimated to both the parties (L4 & L5).
- c.) Award & Recommendations (Decision): On the hearing date, Ombudsman hears both sides in presence of each other and on the basis of the facts produced, award or recommendation is passed. Apart from awards and recommendations there are other types of decisions depending upon the facts which become known in the hearing i.e. withdrawal, dismissal, non-entertainable. Once the decision is given, the same is conveyed to complainant (L6) and Insurance Company (L7).
- d.) Implementation: The decision of the Ombudsman is conveyed to the complainant and the Insurance Company. The decision is binding on the Insurance Company but the complainant has an option either to accept the decision or reject it. If the complainant decides to accept the award or recommendation of ombudsman he has to give his consent on the consent letter form sent to him along with L6. within 15 days. The consent is forwarded to the company and the company has to implement the decision within one month and send the compliance to the Ombudsman centre. Once Ombudsman receives the compliance the complaint is treated as closed
- e.) Preparation of the Complaint Statements: At the end of the month, quarter, half year and year following statements about the complaints are prepared and send to respective Authorities.
 - 1.) A
 - 2.) B
 - 3.) C
 - 4.) D
- f.) Synopsis: After the complaint is closed the facts of the case and the decision of the case are summarised briefly.

4.) Functions at GBIC: At GBIC the Statements received as per the above are consolidated and statements for GBIC are prepared. In addition, GBIC looks

after the staffing requirements and appointments of Ombudsman, detailed data about which is required to be maintained at GBIC level. GBIC also does the compilation and publication of the synopsis of the Awards and Recommendations.

Note: L1, L2 .. refers to the intimations to be sent to various parties. Pop up Options should be provided to send email, SMS or print the letter depending upon the availability of the communication data i.e. email address, mobile no or mailing address. Any change in the database at any point of time should reflect in all the related fields and displays automatically on real time basis.

5.) Parameters to be included in Proposed Solution:

- i.) Who can Make the Complaint
- ii.) Basic requirements for making a complaint.
- iii.) Validation Checks required

6.) Additional functionalities required apart from the functions mentioned in 3 and 4 above.

7.) Target Users of the System and their access levels:

Following will the various users and each will have different access level depending upon the nature of his work. Also the information made available to each user will depend on his user profile.

- i.) **GBIC Users:** There will be one System Administrator who will be a super user and other users at GBIC will have access to all user functions of the system.
- ii.) **OIO users:** They will have different access levels. But access will be limited to data related to their own office.
- iii.) **Insurance Companies:** Will have access to complaints against their own company only and can view and upload documents pertaining to complaints.
- iv.) **General users:** These are the users who visit the website and want to register a complaint or who have already registered a complaint with Ombudsman. They can register complaint online and view the status of their complaints.
- v.) **Statutory Bodies:** Will be able to view statements.
- vi.) **GBIC members:** Will have access to view the statements.

8.) Editing and Deleting of the Complaint:

Provision for editing the wrong information and deleting the wrong complaint should be provided with special permission.

9.) Schedule, Rescheduling, Cancellation and Confirmation of Hearing:

Hearing schedule will be fixed by the users at Ombudsman office and will be confirmed by Administrator. Users will have option to change, delete the schedule before confirmation. Administrator will have option to delete the schedule after confirmation. Company and complainant can view the schedule pertaining to their own company and complaint respectively.

10.) Viewing of the Complaint:

Complaint can be viewed by complainant, Insurance Company, GBIC. The details which will be displayed depending upon the access level of each user.

11.) Regenerating/Reprinting of Letters, Reports:

Reprinting provisions of all the letters/reports which are already printed. Also auto reminder options for the time bar activities should be provided.

12.) Option to send/resend Emails & SMS :

Provision to send the email/resend of all the communications generated as well as auto alerts about the overdue activities to insurance companies and complainant. Option to send SMS should also be provided.

13.) Generate Predefined periodic statements:

Predefined periodic statements should be generated. User should be in a position to select the period as well as the fields for the statement. GBIC should be able to generate the statements for individual centre and consolidated statements for all the centers with option to select the period and the fields and centre.

14.) Generate Ad-hoc Reports:

Ad-hock reports, list with provision to select the fields from the data base and with the filters.

15.) Export Data to Excel:

Provision to export all the data as well as ad-hoc reports, lists to Microsoft Excel should be given.

16.) Search Complaint:

Provision to search the complaint based on the complaint id (quick search) and any other parameters (advance search) should be provided.

17.) Upload Scanned documents:

Provision should be made for uploading scanned documents to be attached to individual complaints. This provision will be available to general users, Insurance companies as well as Ombudsman office users. The uploaded scanned documents can be viewed by all the three parties.

18.) Miscellaneous Reports:

Auto preparation of bar charts, pie charts etc for selected range of data or analysis.

19.) Time lag Analysis:

Various time lag analyses for completed cases as well as pending cases should be provided. The analysis should be online and on real time basis.

20.) Auto alerts for time bar activities or pending cases:

System should give auto alerts for activities which are overdue as well as complaints which are pending beyond the stipulated time. Also a centre wise statement of the auto alert should be automatically sent/or flashed on the screen when GBIC users log on to the system on daily basis. The alerts should be flashed on the first instance of the logging in a day.

21.) Reports, Analysis, lists etc. for GBIC

All the reports, analysis and listings should be provided to Ombudsmen centres as well as to GBIC. At Ombudsman centre it will be for the own centre and it will be company wise. At GBIC, all the reports, analysis and listing will be centre wise as well as company wise.

22.) Archiving of Old Data Provision for auto archiving of the old data should be provided. The archiving should be done after one year from closing the case. Provision to generate statements with current data as well as archived data should be provided. Developer should suggest how he is planning to do the above activity. Also the archiving should be menu driven at GBIC level only.

23.) Software:

The software should be web-based software.

24.) Various Masters to be maintained in the system:

GBIC CMS TENDER

From amongst the master following should be dynamic.

Master	Maintained By
Insurance Company (Primary)	System Administrator (GBIC)
Ombudsman Office Master	System Administrator (GBIC)
Users Master	System Administrator (GBIC)
Insurance Company Local office (Secondary)	Administrator (OIO)
Ombudsman (Personnel)	System Administrator (GBIC)
Validation Rules	System Administrator (GBIC)

Any addition or deletion in the above masters necessarily be immediately effected in the relevant position in the System..

25.) Website:

GBIC has a website which is common for all the Ombudsmen centers and GBIC. The appearance of the website needs to be modified along with the inclusion of access to CMS solution. The developer will also be responsible for Web Site Hosting.

26.) Vendors Suggestions

Vendors may suggest additional functionalities depending upon the latest developments and their expertise and experience in the similar projects along with the financial impact of the same on the overall cost of the project.

27.) General:

Client Access to application should be over standard web browsers available on Windows PCs. The proposed solution has to deliver acceptable response times over internet. The application should able to provide for proper Authentication, Authorization to/while utilizing the system. The application should be able to integrate with a chosen Mail Server, SMS Server and other LDAP Servers. Application should provide for secured remote access over internet. The DATABASE should be open source and should conform to ODBC and JDBC standards. The DATABASE should be compliant to ANSI SQL standards. The application should be able to render similar outputs across different browsers with option to print (wyswyg) to the dot matrix and graphical printers. The application's web programming should as far as possible be devoid of any proprietary standards and third party components. The system should be able to provide for online enquiries and maintain a continuously and dynamically updated database.

Report Generators- for user-initiated, **not programmer initiated**, ad-hoc reporting - should be available in the application. integrated reporting should be available including archived data also.

Graphical User Interfaces - It is highly desirable that the Application user interface of the system is highly intuitive and user friendly, and can support addition of any new functionality.

28.) Technical and Operational Constraints:

It is mandatory that in case there are any technical and/or operational constraints as far as the components of the offered solution are concerned, these should be highlighted in the proposal. The constraints can be in terms of maximum number of users the system can handle at a given point of time, data handling limitations, integrating with other systems, or any other constraint of the proposed solution that the vendors is aware of.

It is highly desirable that the offered solution is such that it should be easy for GBIC to switch over to another vendor or solution in future, should it so decide. This involves adherence to open industry standards. In such a case, the vendor should guarantee all support necessary to ensure smooth transition to a different solution/ vendor. Any specific requirements of the vendor in this respect should be clearly spelt out in the proposal.

29.) Scalability:

It is mandatory that the proposal indicate the scalability in terms of volumes specifying time and resources that would be required to extend the solution commensurate to the no. of users, no. of complaints, no. of locations etc. The increase in demand will be both in terms of actual load and future functionality. It is mandatory that the proposal clearly indicates the upper limit on capacities and features as well as the limitations of the solution in terms of number of simultaneous users, etc.

30.) Security:

Secure Access: It is mandatory to build the necessary security check, authentication and validation processes ensuring foolproof access to the systems. These security measures should be an integral part of the solution.

Multiple levels of authority: It is mandatory that the solution(s) provide multiple levels of access for users, managers, systems administrators etc., depending on their roles.

31.) Fault Tolerance:

Contingency Planning: It is mandatory that the solution has a comprehensive plan describing the plan-of-action under circumstances of a breakdown and the subsequent recovery procedures. The uptime guarantees, backup facilities, etc. in the solution need to be specified clearly. The vendor should indicate the average

time required for bug fixes, if any, in the software modules that may be detected/ reported.

32.) Redundancy:

1. System should provide for fail-over redundancies, and swapping of critical system components and critical data of all system components of the supported platform vendor.

2. System should provide full backup and recovery capability for all application, system, and user data

3. Describe in detail 'batch window' requirements to accomplish batch processes, data and system backups, data extractions and loads and batch interfaces.

4. Describe maintenance window requirements to apply operating system and application patches to maintain security or fix bugs.

5. Describe in detail the technical recovery and restart of the complete system following a system failure.

6. Describe in detail the redundancy, fail-over and swapping of critical system software components and critical data following a system failure and / or system interrupt.

7. Describe in detail recommended contingency plan approach and environment needed to restore operations within 24 hours from the loss of processing capability.

33.) Availability:

Once the systems are installed and accepted, GBIC expects 99% uptime. Vendor should clearly indicate how the above will be ensured by the proposed solution.

34.) Back up strategy:

The vendor should propose a back-up strategy for the applications, with least manual intervention.

35.) Training and Support Requirements:

The vendor staff should carry out the installation, configuration and maintenance of the components. However, it is mandatory for the vendor, as part of its implementation activities, to provide sufficient training to GBIC and OIO staff in the configuration, operation, maintenance, support, and continuous improvement of the proposed solution. This training has to be on both operations and technical fronts. The Operational training needs to focus on helping the end-users to derive the maximum benefit from a grounded understanding of the product functionality within the context of their roles and jobs, the Technical training should include, amongst other things, training on maintenance, trouble shooting, backup procedure and also system administration. The end-user training should be

imparted at the locations decided by GBIC. Infrastructure will be provided by GBIC.

Section –H

Technical; Requirements

The following are the certain technical requirements expected from the proposed system.

S.No	Function
1	Proposed solution should be web-based solution. All components of the package should be accessible using standard Web-Browser without any need for extra application client software.
2	The system should be designed in manner that operational data is not lost in case of any failure of equipment or communication network.
3	The proposed solution should have necessary security and audit trail features
4	The configuration of the servers should be robust and capable of handling the load.
5	Implementing agency should conduct direct knowledge transfer once in a month for the first 6 months
6	The proposed solution should be compatible with and operational on windows based P.Cs with Windows-XP O.S. If the proposed solution includes any proprietary components, the vendor should identify such component and provide details about service availability in terms of support, upgrades, on-going maintenance and other such areas.

(ii) HOSTING ARRANGEMENTS

The organization/vendor can either have its own infrastructure facilities or arrangements with any third party Internet Data Center (IDC) service provider, for hosting the developed application. In case of hosting arrangement with third party service provider, the official agreement contract should be submitted. The hosting arrangements shall meet the following criteria

1. The service provider will provide India based web server hosting facility with state of the art hardware with 24 X 7 monitoring.
2. The configuration of the servers should be robust and capable of handling the load.
3. The Internet Data Center should have been classified as Tier-3 and above.

GBIC CMS TENDER

4. 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.
5. **Security:** The following should be in place in the Internet Data Center
 - i. Firewall
 - ii. IDS
 - iii. IPS
 - iv. Antivirus and Anti spamming services
 - v. Regular Security Audits.
6. Service provider should have experienced server support team for server management.
7. The data center should have ISO-20001 & 270001 certifications or equivalent.

Responsibilities of the implanting agency during hosting

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

- a. Providing sustainable Infrastructure Facilities (as per infrastructure requirement finalized)
- b. Ensure that it has experienced and qualified personnel to handle emergencies and manage the web server efficiently.
- c. Ensure that all the software loaded / installed on the web server is licensed and legal.
- d. Physical rack space and equipments" hardware and networking equipments" for hosting CMS System.
- e. Ensure connectivity to the Internet with unlimited data transfer.
- f. Providing adequate web server space for the CMS System
- g. Providing services for 24x7 monitoring of the CMS System infrastructure.
- h. Assuring uptime above 99.8% (calculated on a quarterly basis)

GBIC CMS TENDER

- i. Replying to any problem on the IDC setup within 15 minutes 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.
- j. Providing unlimited Data transfer by default .
- k. Providing reports on server and network performance, bandwidth utilization, health status as and when required by GBIC.
- l. Providing services for backups as per the following
 - o Daily incremental backup
 - o Weekly full backup
 - o Data replication to DR site.
 - o Weekly off site backup
 - o Backup in External media
- m. Monitoring of entire IT infrastructure and of link management.
- n. Fault and configuration management
- o. Confirm that GBIC will be provided access to generate monthly data transfer, current space utilization - summary and detailed reports from portal server.
- p. 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.
- q. In case of any maintenance activity to be performed on the web server, the implementing agency will provide 48 hours advance notice to GBIC indicating the approximate down time of the web server. The maintenance

GBIC CMS TENDER

will be carried out during non-working hours with down time not exceeding 4 Hrs at any given time.

(iii) General technical requirements

- a. The solution architecture shall be based on Open Industry standards and Protocol.
- b. The solution shall provide an application architecture that is integrated using a middleware technology.
- c. The source code of customization shall be open for modification.

(iv) Integration

- a. The solution shall provide all the relevant leading technology (e.g. XML, Flat file, 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.

(v) Sizing and scalability

- a. The initial configuration recommended should have capability of handling transactions for a period of 5 years.
- b. The solution should support minimum of 500 users

(vi) Performance criteria

GBIC would expect the following performance level of the CMS 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

GBIC CMS TENDER

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 entered by the user	< 7 sec	< 12 sec
Simple query	< 8 sec	< 12 sec
Medium Complexity query	< 15 sec	< 20 sec
High Complexity query		
Reports response – Report fired by the user from the Report Generator	< 7 sec	< 10 sec
Simple Report	< 30 sec	< 50 sec
Medium Complexity report		

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.

(vii) 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.
- 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.

Section I

SCOPE OF WORK.

The broad scope of work of the proposed assignment would be as follows:

- A.) To Create centralised database of complaints received at all Ombudsmen centres.
- B.) To Develop/implement and Integrate Complaint Management System as described in this document.
- C.) To Develop GBIC website and maintain it and provide GBIC and Ombudsmen centre with complete mailing solution.
- D.) To provide Hosting facility for the developed solution and the website for a period of 5 years.
- E.) To provide Comprehensive maintenance support for the developed application and the website for a period of 5 years.
- F.) To Migrate the data from existing manual / excel system to the new CMS system.
- G.) Functional expectations from the CMS solution are outlined in the Functional Requirement (Section G)
- H.) Technical expectations from the proposed solution is out lined in the Technical Requirements (Section H). The proposed solution should be supported by central storage and appropriate backups.
- I.) Data Migration Scope: All the existing data from all the Ombudsmen Centres have to be migrated to the new system.
- J.) Timelines: The entire work of analysis, design/development, implementation acceptance and go live of the CMS solution should be completed within a period of three calendar months from date of issue of work order.
- K.) Hardware Requirements: The vendor will be responsible for estimating the hardware configuration; bandwidth required for implementation and smooth functioning of the proposed software solution taking into account present and future volume of the data and traffic estimations.
- L.) Implementing Agency's scope for supply and services shall include all activities and elements relevant for the successful implementation of the CMS solution. In addition to ensuring the successful CMS implementation, the product vendor should also facilitate the following:
 - Hardware sizing
 - Supply of licenses, tools & accessories and documentation
 - Audit and quality control
 - Solution review
 - Technical review
 - Development review

- Final technical support

M.) Hardware sizing

The implementing Agency shall finalize the hardware and network capability requirement in order to meet the performance requirement as specified, technical requirement including acceptance test / quality control parameters for tender document. The specifications should be provided for quality & production servers, storage and others as required including RDBMS and other applications suggested as an overall solution as per the project timeline set in

N.) Supply of Licenses, Tools & Accessories and Documentation

The IT firm/vendor shall also supply database, any other tools & accessories required to make the proposed solution complete as per the requirement. The IA should submit two sets of Product Documentation in hard copy and one soft copy to be supplied along with licenses and shall include but not limited to following:

1. Technical manuals
2. Installation guides
3. User manuals
4. System administrator manuals
5. Toolkit guides and Troubleshooting guides

O.) Supply of Licenses for Database

The vendor 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.

P.) Audit and Quality Control

The vendor will be responsible for minimizing project risk through periodic reviews of the implementation 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.

Q) Solution review

The solution review (audit) covers the application design and business process parameters. The objective of this exercise is to review the business model proposed and configured in system. The review team should also make suitable recommendations towards use of functionalities and features and share the practices followed in other implementations/similar projects.

R.) Technical review

This review is an analysis of the technical implementation components and operational procedures, such as security, backup, performance management, printing, and desktop operations.

S.) Development review

This review helps to determine whether the design and implementation adheres to proven standards, such as upward compatibility where custom developments or enhancements to the systems are planned. The scope of this review is to study programs and applications that have been developed explicitly for GBIC. The feedback provided will mainly deal with ways and means of optimizing the custom developments to achieve better performance.

T.) Development and Implementation

The implementing Agency/vendor will be responsible for providing a full range of services in implementation of the proposed CMS application, supporting the operation of the proposed solution during and post implementation. These services should include, but not be limited to, the following:

- a. Preparation of project charter
- b. Development of hardware sizing and overall solution
- c. Supply of licenses
- d. Application and backend database components installation and integration
- e. Operational guarantee
- f. Process analysis & reports
- g. Data migration
- h. System testing
- i. Integration testing
- j. Load and stress testing
- k. User acceptance testing

- l. Final acceptance
- m. Product documentation
- n. Training and change management
- o. Post go-live stabilization
- p. Support of mandatory audit by independent system auditors

U) Preparation of project charter

A detailed Project charter including the detailed Project Plan, indicating all activities with resources required with their roles and responsibilities and time schedule will be required to be prepared at the start of the project and submitted to GBIC for approval.

The project charter may also contain brief project description, approach and methodology, milestones, project organization with their roles and responsibilities, project risks and mitigation plans, dependencies etc. The implementing Agency shall also include in the program for supplying, installing and implementing the software covered under this contract.

The implementing Agency shall form a project team comprising the following key positions:

1. Project manager
2. Functional and technical lead
3. Functional and technical team
4. Other project roles such as process improvement, change management, training, custom development etc.

All the above positions are critical to the project and hence each of the above team leads/ expert(s) should have minimum of Five years of experience in their respective field of expertise. Bidder shall define individual roles and responsibilities and the level of involvement of a particular role in the project and its schedule / frequency.

V) Application and Database components installation

The implementer shall be responsible for installation of CMS, database, system operating software, tools, and any other component required to achieve the desired functionalities as per the requirements of GBIC.

W) Operational guarantee

Bidders shall give Operational guarantees covered in the contract; this includes guaranteed uptime standard, system response time etc as specified in

performance criteria and scope of work. As system response time and other operational parameters are also dependant upon the hardware and network infrastructure deployed, the implementer/vendor is expected to advise GBIC on an appropriate systems environment and landscape strategy.

X) Implementation of CMS Solution

The Implementing Agency shall develop and implement the CMS to meet the technical and functional requirement as specified and approved SRS (Software Requirements Specifications) document as agreed upon..

Y) Process analysis & reports

The implementing Agency shall study the FRS document and shall develop the “Change Process” blueprint based on the leading practices and shall explain how the specific pain areas are being addressed. The “Change Process” report should identify significant deviations from the existing practices and recommend GBIC on the proposed process changes. The Change Processes shall be treated as a System Blueprint and should have all the details of the proposed solutions which shall include but not limited to organization structure, process and activity maps, organizational controls, documentation and report requirements, naming and coding conventions, templates/ formats, legal and statutory requirements. Based on ‘Change Process’ report, an SRS (Software Requirements Specifications) document shall prepared by IA/vendor and approved by GBIC

Z) Product integration

The implementer shall ensure the data retrieval and entry in external IT systems for, but not be limited to the following:

Inter operability with standard mailing software like Microsoft exchange for unified mailing and messaging

The scope of external integration will be to:

1. Ensure that all interfaces are self-checking so that any exceptions or data validation errors are reported by the system
2. Ensure integration logs are maintained to confirm the success or otherwise of the interface, complete with control totals

AA) Data migration

All historic transactional data from the internal application shall be migrated in to the CMS. The core team members have to be involved to discuss and agree on the data to be migrated. Specific forms/ formats/ templates have to be prepared to transfer the data. Data being migrated have to be rationalized, codified, transformed and reconciled to be suitably used for future purposes..

All data upload/ download programs/ interfaces required to carry out the migration shall be carried out by the implementer as per scope.

BB) 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 GBIC core team members and a report should be submitted for review and approval by GBIC management.

CC) 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 GBIC. The implementer will conduct the test based on the agreed test procedures as proposed by the implementer and agreed upon by the core team, keeping in view GBIC’s future load of transactional users. The CMS solution shall not be cleared for Go-live unless the testing is conducted successfully and is cleared by GBIC.

DD) User acceptance testing

The implementer shall develop the acceptance test procedures in mutual agreement with GBIC 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.

EE) 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 as 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 CMS solution successfully goes through UAT)*

GBIC CMS TENDER

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

FF) Documentations

The implementer shall provide detailed final system documentation for reference of GBIC. The implementer shall prepare the final user manual incorporating all details of all menus and functionalities provided by the system. The implementer shall provide the following product documents; however, the list may not be limited to the same:

- Configuration documents- consisting of system setting and parameters for each function modules
- Process blue print and process flows implemented
- User manual including system instruction and user cases, running of a program to perform specific task in the system with sample reports, screen formats etc.
- Program flow and documentation
- Source codes
- System operational procedure manuals
- On line help
- Any other documentation required for usage of implemented solution future additions and/ or future modifications in the customized solutions

The implementer shall provide a minimum of two hard copies and one soft copy of the above mentioned manuals.

GG) Training and change management

The implementer shall study the training requirements, design the training programs and train the core team members, end users, Insurers and technical users of GBIC. The quality of the training provided shall be assessed by GBIC against a set of metrics set in consultation with the implementer. The implementer may have to repeat all or parts of the training based on the quality assessment carried out by GBIC. A training need assessment of the core team members as well as end-users shall be conducted by the implementer 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. GBIC expects the implementer in creating and maintaining effective communication and facilitate change thereby ensure the successful adoption of the “To-be” processes. The implementer will provide communication strategy and relevant material to support communication as part of change management initiative.

GBIC CMS TENDER

The implementer will have to provide training and support to GBIC team as below:

HH) Training tools:

The implementer shall arrange required training tools for providing various essential trainings. Adequate training material which includes training manuals, quick reference cards etc. should be provided during the training sessions. The recommended training material can be in paper / electronic media, business process overview, job activity training, and delivery options being online, instructor led class rooms, etc.

II) Core team member's training

The GBIC core team will comprise members from the GBIC and OIO. Each member should be provided orientation training to understand CMS overview, project orientation training (methodology, tools, project planning, roles etc), and training in the relevant functions. This training would be required to be given to approximately 5 personnel of GBIC.

JJ) End user training

The Implementer will provide training to end users in batches of appropriate sizes. These training sessions will be required to be conducted at GBIC. A detailed Training Plan shall be submitted by the Implementer for which the logistics and supportive arrangements expenses will be borne by GBIC. The Implementer is required to train directly all the end-users over and above the core team members. Train the trainer approach may be employed for the remaining end users.

KK) Post go-live stabilization

The implementer shall provide post 'Go-Live' support as a part of this project. The implementer shall provide quick solution to all related issues/ complaints. During the stabilization period, the implementer shall help GBIC users to troubleshoot transactions and reports, update user manuals and configuration manuals.

LL) Annual maintenance support (AMS)

The bidder/vendor shall provide warranty, support and maintenance of CMS package as part of solution for the contract period. This shall include maintenance of CMS 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 GBIC's problem resolution shall be defined by the response time and time taken for successful resolution.

The required problem resolution time during post go-live stabilization, as defined in Post go-live stabilization is:

- a. Support category: High** – The system is unable to be used for normal business activities. **Response time: < 30 mins, Resolution: < 90 minutes**

- b. Support category: Medium** – There is a problem with a part of the system and shall impact the department’s day-to-day operation. **Response time: <2 hours, Resolution: <4 hours**
- c. Support category: Low**– The efficiency of the users is being impacted, but the business can still be carried out with workarounds. **Response time: <4 hours, Resolution: <8 hours**

Post acceptance, the desired resolution time would be:

- d. Support category: High** – The system is unable to be used for normal business activities. **Response time: <1 hours, Resolution time: < 4 hours**
- e. Support category: Medium** – There is a problem with a part of the system and shall impact GBIC’s decision making. **Response time: <4 hours, Resolution time: <8 hours**
- f. Support category: Low**– The efficiency of the users is being impacted, but the business can still be carried out with workarounds. **Response time: <24 hours, Resolution time: <4 day**

Apart from the above, the selected service provider will also be required to generate adhoc report/query, data as and when required by GBIC within a period of 24 hours from the date of receipt of the request from GBIC.

Non-adherence of these service levels shall amount to a breach of contract, which may initiate the appropriate liquidating damage.

Any change in report /formats /portal software which has a effort estimation not more than 5 man days during the period of warranty /maintenance period, shall be executed by the implanting agency without any charge to GBIC. Effort estimation more than 5 man-days during the warranty/maintenance, shall attract the change management cost and GBIC shall pay to implementing agency for the change order as per the charges accepted for change management.

All intellectual Property Rights (IPR) of the proposed software solution should be transferred in favour of GBIC. All source codes, executables, design, documents, user-guides with reference to the CMS Solution should be handed over to GBIC before User Acceptance Test (UAT) sign-off.

MM) Non Disclosure Clause

- ii. The bidder (and his employees) shall not, unless GBIC gives permission in writing, disclose any part or whole of this IVR document, of the proposal and/or contract, or any specification, plan, drawing, pattern, sample or information furnished by GBIC (including the users), in connection therewith to any person other than a person employed by the bidder in the performance of the proposal and/or contract. In case of consortium proposals all members of the consortium shall ensure the above. Disclosure to any such employed person shall be made in confidence and shall extend only as far as may be necessary for purposes of such performance. The employees or the third parties engaged by the bidder shall maintain strict confidentiality.
- iii. The bidder, his employees and agents shall not without prior written consent from GBIC make any use of any document or information given by the user, except for purposes of performing the contract award.

In case of breach, GBIC shall take such legal action as it may be advised.

NN) DISCLAIMER

Subject to any law to the contrary, and to the maximum extent permitted by law, GBIC and its Members, officers, employees, contractors, and advisers disclaim all liability from any loss or damage suffered by any person acting or refraining from acting because of any information including forecasts, statements, estimates, or projections contained in this IVR document or conduct ancillary to it whether or not the loss or damage arises in connection with any negligence, omission, default, lack of care or misrepresentation on the part of GBIC or any of its Members, officers, employees, contractors, or advisers.

Section J

Terms and Conditions of Contract

This IVR stipulates a number of Terms and Conditions for implementation of Complaint Management Software solution. The offered solution should abide by these Terms and Conditions and the bidder should agree to all the terms and conditions of contract.

1.) Servers:

The vendor should estimate the total load and accordingly should estimate the required server space and minimum hardware configuration essential for smooth functioning of the software. He should provide us with various options for getting the server space on rent from various service providers. He should also suggest the various security aspects required to secure the data and software. After selection vendor will be responsible for getting the server space on the rent and complete all the formalities on behalf of GBIC.

2.) Standards

The Solution offered under this Contract shall conform to the standards mentioned in the Technical Specifications, and, where no applicable standard is mentioned, it should conform to internationally acceptable standards. However this does not override GBIC's discretion in deciding the Standard.

3.) Patent Rights

The Vendor shall indemnify GBIC against all third-party claims of infringement of patent, trademark, copy right or industrial design rights arising from use of the Solution or any part thereof. In case of violation/infringement of patent/trademark/copyright or industrial design, the vendor shall after due inspection and testing get the proposed solution redesigned for GBIC for trademark/copyright, industrial design, on behalf of GBIC at no extra cost. All intellectual Property Rights (IPR) of the proposed software solution should be transferred in favour of GBIC. All source codes, executables, design, documents, user-guides with reference to the CMS Solution should be handed over to GBIC before User Acceptance Test (UAT) sign-off

4.) Warranty

The Vendor warrants the software solution provided to GBIC's requirements for Complaint Management solution under this Contract.

The warranty shall be comprehensive and the period of warranty shall be 12 months from the date of User Acceptance Test (UAT) of the solution. The vendor shall in addition comply with the performance guarantees specified under the contract. If for reasons attributable to the vendor, these guarantees are not attained in whole or in part, the Vendor shall, make such changes, modifications and or additions to the systems, software or any part thereof as may be necessary in order to attain the contractual guarantees specified in the Contract at its own cost and expense and including further performance tests.

GBIC shall promptly notify the Vendor in writing of any claims arising under this warranty.

In the event of any correction of defects during the warranty period, the warranty for corrected /replaced material shall be extended to a further period of 12 months.

Period for correction of defects in the warranty period is 48 hrs

5.) Payment

Payment for systems and Services shall be made in Indian Rupees (INR) as follows:

10% of the Total project cost (excluding the annual maintenance charge) will be paid on successful completion of SRS.

40% of the Total project cost (excluding annual maintenance charges) will be paid after User Acceptance Test (UAT) sign off.

20% of the Total project cost (excluding annual maintenance charges) will be paid on successful completion of training of the first batch of users.

20% of the Total project cost (excluding annual maintenance charges) will be paid on completion of one month from system going live.

10% of the Total Project cost (excluding the annual maintenance cost) will be paid after completion of six months from system going live.

Annual Maintenance Cost if awarded will be payable on half-yearly basis after the expiry of the period..

6.) Prices

Prices payable to the Vendor as stated in the Contract shall be fixed at the time of finalisation of the contract.

The vendor shall in no circumstances be entitled to any escalation of costs or price of any material / items supplied or services rendered under the contract.

7.) Change Orders

GBIC may at any time, by written order given to the Vendor make changes within the general scope of the Contract. If any such change causes an increase or decrease in the cost of, or the time required for, the Vendor's performance of any provisions under the Contract, an equitable adjustment shall be made in the Contract Price or delivery schedule, or both, and the Contract shall accordingly be

amended. Any claims by the Vendor for adjustment under this clause must be asserted within 15 days from the date of the Vendor's receipt of GBIC's change order.

8.) Contract Amendments

Subject to condition of contract clause **J7** no variation in or modification of the terms of the contract shall be made except by written amendment signed by both the parties.

9.) Assignments to other parties.

The Vendor shall not assign anyone, in whole or in parts, its obligations to perform under the Contract, except with GBIC's prior written consent.

10.) Delays in Delivery of the systems by the Vendor

If at any time during performance of the Contract the Vendor should encounter conditions impeding timely delivery of the systems and performance of Services, the Vendor shall promptly notify GBIC in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the Vendor's notice GBIC shall evaluate the situation and may, at its discretion, extend the Vendor's time for performance with or without liquidated damages, in which case the extension shall be ratified by the parties by amendment of the Contract.

Except as provided under conditions of contract clause **J12**, a delay by the Vendor in the performance of its delivery obligations shall render the Vendor liable to the imposition of liquidated damages pursuant to conditions of Contract unless an extension of time is agreed upon pursuant to conditions of Contract without the application of liquidated damages.

11.) Liquidated Damages

Subject to conditions of Contract if the Vendor fails to commission any or all of the solution or to perform the Services within the period(s) specified in the Contract, GBIC shall, without prejudice to its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, a sum equivalent to 0.5% of the total project cost for delay of each week or part thereof until actual delivery or installation or of performance, up to a maximum deduction of 10%. Once the maximum is reached, GBIC may consider termination of the Contract pursuant to conditions of Contract Clause **J12**.

12.) Termination for Default

GBIC may, without prejudice to any other remedy for breach of contract, by written notice of default sent to the Vendor, terminate the Contract in whole or part:

If the Vendor fails to deliver any or all of the systems within the period(s) specified in the Contract, or within any extension thereof granted by the Purchaser pursuant to conditions of contract clause no.**J.7** or if the Vendor fails to perform any other obligation(s) under the Contract.

In the event GBIC terminates the Contract in whole or in part, pursuant to the conditions of contract clause no.**J.19**, GBIC may procure, upon such terms and in such manner, as it deems appropriate, Systems or Services similar to those undelivered and the Vendor shall be liable to GBIC for any excess costs for such similar systems or Services. However, the vendor shall continue the performance of the Contract to the extent not terminated.

13.) Force Majeure

Notwithstanding the provisions of conditions of contract clause nos. **J.3, J.11 & J.14** the Vendor shall not be liable for forfeiture of its performance security, liquidated damages or termination for default, if and to the extent that, its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.

For purpose of this Clause, Force Majeure means an event beyond the control of the Vendor and not involving the Vendor's fault or negligence and not foreseeable. Such events may include, but are not limited to, acts of GBIC in its contractual capacity, wars or revolutions, fires, floods, strikes, epidemics, earthquakes, quarantine restrictions and freight embargoes.

If a Force Majeure situation arises the Vendor shall promptly notify GBIC in writing of such conditions and the cause thereof. Unless otherwise agreed by GBIC in writing, the Vendor shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

14.) Termination for Insolvency

GBIC may at any time terminate the Contract by giving written notice to the Vendor, if the Vendor becomes bankrupt or otherwise insolvent. In this event termination will be without compensation to the Vendor, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to GBIC.

15.) Resolution of Disputes/Arbitration

All disputes or differences of any kind, whatsoever, arising out of or in connection with this contract or in discharge of any obligation arising out of this

Contract (whether during the progress of work or after completion of such work and whether before or after the termination of this contract, abandonment or breach of this contract), the Parties to this contract shall endeavour to settle such disputes and/or difference amicably. If both the parties fail to reach such amicable settlement, either party (GBIC or the Vendor) may within 30 days of such failure, give a written notice to the other party clearly setting out therein the specific dispute/s and/or difference/s, which require to be arbitrated upon. Such dispute/s and/or difference/s shall be referred to a sole arbitrator mutually agreed upon. In the absence of consensus about the single arbitrator, the dispute may be referred to joint arbitrator; one to be nominated by each party and the said arbitrators shall nominate a presiding arbitrator, before commencing the arbitration proceedings.

Arbitration proceedings shall be held at Mumbai, India, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be in English.

16.) Limitation of Liability

Except in cases of criminal negligence or wilful misconduct, and in the case of infringement pursuant to Conditions of Contract Clause **J.3**, the Vendor shall not be liable to GBIC, whether in contract tort, or otherwise, for any indirect or consequential loss of damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the vendor to pay liquidated damages to GBIC; and the aggregate liability of the Vendor to GBIC, whether under the Contract, in tort or otherwise, shall not exceed the total Contract Price provided that this limitation shall not apply to the cost of repairing or replacing defective equipment.

17.) Governing Language

The Contract shall be written in English language subject to condition of contract clause **J.18**. All correspondence and other documents pertaining to the Contract, which are exchanged by the parties, shall be written in the same language.

18.) Applicable Law

The Contract shall be interpreted in accordance with the laws of the Government of India.

19.) Notices

Any notice given by one party to the other pursuant to this Contract shall be sent to other party in writing and confirmed in writing to the other Party's address. For the purpose of all notices, the following shall be the current address of GBIC.

**Secretary General
Office of the Governing Body of Insurance Council**

**3rd Floor, Jeevan Seva Annexe.
S V Road, Santacruz West
Mumbai-40054
Email: inscoun@gmail.com
Phone: 022-26106245**

A notice shall be effective when delivered or on the notice's effective date whichever is later.

20.) Taxes and Duties

The Vendor shall be entirely responsible for all the applicable taxes, duties, license fees, road permits, other taxes, etc., incurred until delivery of the contracted systems to GBIC and therefore should be included in the price bid.

21.) Vendor Integrity

The vendor is responsible for and obliged to conduct all contracted activities in accordance with the contracts using state-of-the-art methods and economic principles and exercising all means available to achieve the performance specified in the contract.

22.) Vendor's Obligations

The vendor is obliged to work closely with GBIC's staff, act within its own authority and abide by directives issued by GBIC from time to time for the implementation activities.

The vendor is responsible for managing the activities of its personnel and will hold itself responsible for any misdemeanors on the part of its personnel.

The vendor will treat as confidential all data and information about GBIC, obtained in the execution of its responsibilities, in strict confidence and will not reveal such information to any other party without the prior written approval of GBIC as explained under 'Non Disclosure Clause' in Part A of this document.

23.) Training

The vendor will impart the training to GBIC staff in the configuration, operation, maintenance, support, and continuous improvement of the Solution etc.

24.) Technical Documentation

Complete documentation of the Solution must include the following:

Detailed User Guide for use of the software

Manuals for each software package including Third Party software,

On-line tutorials, CBTs and help documentation

Any level version changes, addenda, explanation and/or clarifications or corrections in the above mentioned documentation, made during the currency of

the Agreement, shall be supplied by the Bidder free of cost, as and when such changes are generally made available.

The sets of documents and manuals, supplied and delivered by the proponent, shall be in reasonable detail; and be current at the time of delivery; be in English language; include system operations and the Third Party software products; include error recovery instructions; include software debuggers/diagnostics/listing; include ready reference; and include illustrated parts and catalogues.

25.) Services

GBIC intends that all professional services necessary to successfully implement the proposed solution will be part of the bid. These services include, but are not limited to:

Project Management

Training

Any other service identified by the bidder as necessary for project implementation.

26.) Project Management

The bidder should submit as part of the technical bid an overview of the Project Management approach for the installation of the proposed solution detailing the techniques and tools that will be used and the challenges perceived in the project, including Project Status reporting, problem resolution procedure, risk management method etc. The bidder should mention the likely strength and composition (with skill sets and experience) of the Project Implementation team. It is compulsory that there should be participation of at least one person from the Principal (the owner of the product) in the Project Management team, either as an active member, Project leader or advisor, till the actual sign off. The bidder, who is awarded the contract, will be required to submit the blueprint, including the deadlines, the actual composition of the Project Implementation team and get it approved by GBIC before starting the implementation. The Project Manager will provide leadership and direction in all functional areas. Tasks that may be performed include:

Develop team work plans

Lead deliverables reviews

Coordinate and assign team activities and tasks

Coordinate cross team communication and tracking of team's tasks to completion

Coordinate problem resolution and assist in leading Status Meetings

Manage compliance with the software license and implementation services contract.

27.) Components of the Contract

The Contract will be based on this IVR, and the conditions of the Contract that will be executed at the time of award of contract; the Bidder(s) response to the questions in the IVR; clarifying questions raised in writing by GBIC and the response in writing to those questions; clarifying questions raised in writing by the bidder(s) and the responses in writing to those questions. If any of the terms and conditions under this Contract is held invalid, illegal or unenforceable, this will not affect the validity, legality or enforceability of the other terms and conditions under this Contract.

28.) Performance Guarantee

- i. On award of the contract, the Vendor shall furnish a Performance Bank Guarantee to GBIC for an amount equal to 25% of the total cost of the proposed solution, valid up to 60 days after the date of completion of warranty obligation (i.e. after 12 months from the date of User Acceptance Test (UAT) sign off).
- ii. In the event of any correction of defects or replacement of defective material during the warranty period, the warranty for the corrected/replaced material shall be extended to a further period of 12 months and the Performance Bank Guarantee for proportionate value shall be extended by 60 days over and above the extended warranty period.
- iii. The proceeds of the performance security shall be payable to GBIC as compensation for any loss resulting from the vendor's failure to complete its obligations under the Contract.
- iv. The performance security shall be denominated in Indian Rupees (INR) and shall be in the form of a Bank Guarantee issued by a commercial bank located in Mumbai acceptable to GBIC, in the form provided in the bidding document. Initially the bank guarantee can be valid for a period of 12 months subject to its renewal in the 11th month for a further period of 12 months till the complete period as specified in Clause 28.1 above.
- v. The performance security will be discharged by GBIC and returned to the Vendor not later than 60 days following the date of completion of the Vendor's performance obligations including any warranty obligations under the contract.
- vi. In the event of any contract amendment, the Vendor shall within 21 days of receipt of such amendment furnish the amendment to the Performance Security, rendering the same valid for the duration of the Contract as amended for 60 days after the completion of performance obligations including warranty obligations.

Section K

Technical Proposal Format.

1.) Executive Overview:

Organizational overview of vendor

The nature of partnership with the Principal (if any), indicate how long the partnership has been in place, key strengths for partnership, etc

Solution overview

A brief summary table of the total technical proposal

2.) Management Information

a. Vendor's role:

Specifically describe in detail the role of vendor in the current project.

b. General Information:

Company Name

Holding Company or Parent Company (if any)

Company's Registered Office Address

Company address in India

Telephone

Fax

Please provide details of ownership: private/public; ultimate parent; major shareholders. Any significant changes in ownership in the last two years?

Names of Directors indicating full time or part time or independent, Names of Promoters etc.

Years in business

Details of litigations by and against bidder

Account Representative

Name and Address

Telephone

Fax

E-Mail

c. Financial Background for past 3 financial years – 2007-08,2008-09 and 2009-10:

Profit Before Tax

Net Profit after Tax (before and after extraordinary items)

Please provide a brief history of sales figures during the past three years.

Please attach the annual report, audited balance sheets and income statements for previous three years. (Please do not attach your annual reports to the main proposal. Submit them as additional attachments.)

d. Certifications:

Please provide details of any quality process certifications (e.g. SEI CMM, ISO certifications etc.)

Any other certifications (Please specify)

e. Staff:

Total number of employees

Please provide a break-up of the number of employees by function, e.g. Domain Experts (Banking, Financial Services, Insurance)

Names & Details of the Implementation staff proposed to be deputed to GBIC

Technical Support staff

Other (please specify)

f. Experience in handling similar projects

Provide the number of implementations of similar software solution that have been completed along with year wise break-up for last 3 years.

Also provide the hardware details, the operating system platform and the database systems for these reference sites. Quote at least one reference sites that may be contacted for a discussion on the system(s) proposed. Give the company's address and telephone number and the name and designation of the person(s) at each site who may be contacted to discuss the proposed systems. All the details as requested in Part G of this document.

g. Verification of the proposed solution:

It is highly desirable that the vendor indicates the methods by which GBIC will be able to verify that the proposed solution can handle all the functionality stipulated/ indicated in this IVR

h. Contact Information

Name, Designation

Address

Telephone & Mobile Number

Email Address

3.) Summary of technical proposal

a. Provide in detail the technical details of the proposed application software included in the proposal. Attach any related brochures or other information that would be useful in evaluating the technical proposal

- b. In case of licensing, explain the licensing system fee structure in detail, including, but not limited to the following: Is the license agreement on per site, per CPU, per concurrent user, per named user, per server license, per database or enterprise basis? Do we require site licenses?

4.) Details of the Proposed Solution

In the following sections the vendor(s) must provide the details of the solution being proposed. All information in this section should be provided for each of the proposed solution component.

a. General Features

This section should include a description of the general features and operational procedures, which are common to all modules, including specifying how screen-handling is controlled.

b. Module Synopsis

A two to three page synopsis of each module should be included, together with sample input forms, screens and output reports. Vendor should specify the following for each module proposed:

c. Operational Requirements and Performance

The vendor should provide details of operational requirements.

d. Product Technology

Please provide responses to the following on the product technology used based on the features or support available.

e. Architecture

Please provide the Detailed Architectural Design for the proposed Solution. Specific mention should be made of the fact if any software needs to be installed on the client-end.

f. Security

g. Security Levels

Please respond with reference to the following points: Base product security (the level of security supplied by vendor API)

h. Security Management

Please respond with reference to the following points

1. Role or task based security scheme for individual users
2. Coordinates Internet server security with database security
3. On-spot security management
4. Administration tools
5. Tool provided to manage access
6. Administrative monitoring
7. Point and click security setup
8. Transaction log creation
9. Read, write, and delete permissions at the record/row level
10. User authentication applied at data level
11. Session management tools

i. Application Security

Please respond with reference to the following points

1. Database-level security
2. Program-level security
3. Multi-level access passwords
4. User authentication
5. User, object, and method access control

j. Platforms:

1. Database

Details of the database proposed to be used for the solution.

2. Client

Details of the compatibility with browsers (e.g., Internet Explorer, Opera, Mozilla Firefox, etc.) and the versions required.

k. Reporting

Please respond with reference to the following points

1. Reports available on-line
2. Local report printing (not centralized printing and distribution)
3. Ad-hoc inquiry capability from within the proposed product.

l. Technical Environment

Provide a detailed architecture of the proposed solution on a separate sheet. This should include:

Application architecture showing the interaction of the different modules being proposed

Backup Plan

Hardware requirements (suggested by the vendor of the software)

Network infrastructure requirements

Please provide an architecture schema on the major components required to implement your product(s). Complement the schematic with typical hardware platforms, OS, memory requirements, and all prerequisites for each component

What are Client Configuration for the proposed solution in terms of Memory (RAM) Hard Disk space

What is the Server configuration and space required for the proposed solution in terms of CPU requirement (Processors) Memory (RAM) Hard Disk?

m. Documentation

Please list the various documentation that will be delivered.

User manuals

System Administration manual

On-line Help

How many copies of related software user documentation are provided?
How many copies of related software technical documentation are provided?

n. Hardware

In this section, the precise configuration of hardware and OS version required to operate the system should be provided. This should include the estimated storage requirement for program files, data files and available free space for efficient processing.

o. Delivery schedule

Overall delivery schedule with delivery lead times for the software solution proposed.

p. Implementation Approach

Describe the phases of application delivery. What are the average time frames for each phase for clients similar to GBIC?

Describe how the software will be installed initially. Who will be responsible?

How will the databases be sized and populated? Who will be responsible?

Describe how data conversion is handled. What utilities are available?

What assistance will you provide?

What additional technical support will be provided during implementation?

What implementation services do you provide? On-site?

The proposal submitted should contain a list of what the vendor regards as the main milestone activities which constitute the implementation of the proposed systems, from finalisation of contract to system going live. The expected duration of each activity should be shown along with the estimated completion dates for each activity, based on any stated time constraint criteria, such as a date by which a system must be live.

The proposal must show, clearly and unambiguously, which activity completion dates are critically dependent on previous activity completion dates being met. The proposed approach the vendor intends to adopt for systems implementation must be clearly stated.

q. Implementation

Particular information should be provided regarding:

Proposed delivery and installation timetable,

Details of the training programmes that are necessary should be included
Recommendations for the appointment of client personnel to the project team for implementation

Project controls proposed

Expected customisation time, including testing time

System testing:

When to take place
Responsibility for formulation of test data
Responsibility for checking test results
Agreement required from client before system amendments can be started
Proposed method and timing for system set-up
Systems sign-off procedures for application package acceptance.
Similar set of activities need to be given for the backup strategy and UAT signoff for the same.

r. Support

Details of the support that will be given to GBIC are to be specified in this section of the proposal.

Please describe the problem reporting and resolution mechanism that would be used if GBIC identifies a problem with the package.

Helpdesk numbers & escalation matrix.

Availability of Helpdesk: hours/day (specify time in) - Does this include weekends?

Specify service outside the normal office hours and at weekends.

What is the maximum response time?

From which locations in India are support facilities available?

How many releases of your product are currently supported? Please identify

Do you provide support for system customization?

What is the change management policy?

Please discuss your policy regarding releasing future application software versions to users who have modified software. In case modifications/customisations are carried-out by yourself for GBIC, please indicate your policy regarding supporting these modifications/customisations in subsequent versions/enhancements.

What facilities do you have for clients to test sample data while reviewing the product?

What kinds of benchmark performance testing are available? What are the procedures?

Is web-based support available? What features are supported?

s. Implementation Support:

The vendor is required to provide the following information and the costs associated with regard to each item in terms of person month efforts and cost:

Number of man-days support provided free of charge and the form, which this support will take. The cost of additional support should also be specified (in the commercial section);

The vendor should define the degree of responsibility, level and cost of support in the following areas:

Software Support

Installation

On-site loading of application software, testing of databases and initial file sizing

Online help Evaluation of existing facilities, inspection of site preparations, placing and connecting of equipment and diagnostics testing

Training

Functional and technical training to business & IT staff / contractors in operating the application software

Documentation

Manuals. Implementation and operation manuals and user manuals for each application licensed

Technical manuals concerning equipment operations and programming prior to delivery of any equipment

Modifications/Change requests.

Provide design, development, and testing of custom modifications, as needed. Also support custom modifications in all future releases

Perform compatibility and performance testing of custom modifications, as needed

Testing (Acceptance & performance)

Provide on-site functional and technical support for acceptance testing and performance testing under load conditions

Initial diagnostics, performance benchmarking, and configuration validation

Conversion

Loading system tables, developing conversion programs, data conversion, data entry, and technical support

Additional time, if needed

Initial Operations Enhanced on-site and telephonic support

Vendors should be able to provide on-site support, administration and management, for the first six months, and provide details of the same.

The commercial details should be given in Part **F** of this document with the relevant heading.

t. On-going Support / Software Maintenance

Warranty period should be for at least 1 year from the date the solution goes live. During this period, the vendor is expected to maintain and upgrade the software (including any modifications suggested by GBIC).

Information should be provided covering the items listed below. If the operating systems software and the applications software are maintained by different organizations, the questions should be answered for all organizations:

Who will provide the software maintenance-System Integrator/Principal vendor. In case Software maintenance is from Principal vendor, please

mention the quantum of direct involvement of the principal vendor till the end of the warranty.

Levels of software maintenance offered

Cost of each level of maintenance

Cost of support outside normal working hours (specify normal working hours)

What is the guaranteed response time to fault calls?

The vendor must have the capability to provide single and multi-point support to the GBIC offices.

The vendors must state their ability for compliance with the following levels of support desired by GBIC or propose comparable alternatives if any:

1.) Support Requirements during the Warranty period.

Software Support (Application Software)

Full support: 8AM to 8PM IST/ Monday—Saturday, depending on the working days at the different sites.

Limited Emergency support: 24 hr/ Sunday

Immediate telephonic response and support for usage related and other minor problems.

Dial-in support for corruption handling, minor bug-fix, etc.

On-site support within 24 hours for major problems.

Immediate on-site support for database recovery and data synchronisation after crash, performance tuning, etc.

Bug-fix or update within 48 hours for all critical functions.

Guaranteed Operations : Vendor will provide all technical support necessary to meet all critical processing cycles

2.) Training

Follow-up training for major changes in system releases

3.) Software and Documentation

As part of ongoing support, automatically upgrade the system on any new releases and provide any updates of technical and functional manuals

4.) Post Implementation

Indicate the type of post implementation support (hand holding) that will be provided

Does the Vendor provide any on-site Vendor personnel support (full-time)?

If so for what period? Please provide the details of the cost for this as a separate section in the commercial bid.

GBIC reserves the right to change the support requirements, subject to negotiations, depending on business needs.

If the support contract requires multiple vendors, vendors should clearly delineate the commitments and responsibilities of each vendor, for each area of support. However, the overall responsibility would still remain with the primary vendor.

u. User Training

The vendor should provide the following information:

What amount of training is included with the acquisition of the proposed systems, in terms of number of people, type of course/agenda and number of man-days?

v. Technical Constraints/Limitations of the Solution

Please list out any and all the technical constraints or limitations of your solution. Describe, also, the risks, if any, associated with proposed system implementation.

w. Contractual terms

GBIC reserves the right to customise the contract to meet its requirements. It should be noted that all disputes will be subject to Government of India laws and jurisdiction in courts situated in Mumbai.

5.) Project Management Methodology including following

- a. Responsibilities of the Service Provider
- b. Project Planning
- c. Project Monitoring and Control
- d. Change Management

6.) Deliverables and acceptances (The definitions of deliverables by the Service provider must be quantified as much as possible)

- a. GBIC responsibilities
- b. Service Provider deliverables
- c. Delivery and Acceptance methodology.

Note : The resources required from the GBIC for the Study, Design, Development, Customization, Integration, Testing, Training, Implementation, maintenance and support shall be indicated by the bidder in the Technical Proposal.

Annexure A

Bid Application Letter

Ref:

Date:

To,
The Secretary General
Office of the Governing Body of Insurance Council
3rd Floor, Jeevan Seva Annex
S V Road,
Santacruz West
Mumbai-400054

Madam,

Having examined the IVR Documents (Ref : GBIC/CMS/dated 01/12/2010), the receipt of which is hereby duly acknowledged, we, the undersigned, offer comprehensive solution for Installation, Commissioning and Maintenance of Complaint Management Software Solution along with associated peripherals, accessories and services including , development of website, renting of servers space for hosting of website and the software solution, as detailed in the Scope of Work.

We hereby undertake that we accept all the conditions of the contract of the Bidding Document and will supply the complete systems as per the Technical Specifications and requirements of the bidding documents. In addition to this, the particulars of our organization such as legal status, principal place of business, details of experience and past performance, service support details, capability statement are furnished with this bid form.

We further undertake, if our bid is accepted, to provide comprehensive solution for Installation, Commissioning and maintenance of Complaint Management Software Solution along with associated peripherals, accessories and services, development of website and renting server space for hosting the website and the software solution as detailed in the Scope of Work in accordance with the requirements and the delivery schedule discussed and agreed and as mentioned in the Schedule of Requirements.

We declare that all the services shall be performed strictly in accordance with the IVR documents except for the variations, assumptions and deviations, all of which have been detailed out exhaustively in the following statements, irrespective of whatever has been stated to the contrary and where else in our bid :

GBIC CMS TENDER

- (a) Statement of deviations from Schedule of Requirements (Annexure .C) ;
 - (b) Statement of deviations from IVR Terms and Conditions (Annexure .D);
- Further we agree that additional conditions, assumptions if any, found in the bid document, other than those stated in deviation schedule, shall not be given effect to.

We agree to provide fresh bid security as specified.

We agree to abide by this IVR for the Bid validity period specified in Clause D.14 of the ITB and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

Until a formal contract is prepared and executed, this bid, together with your written acceptance thereof and your notification of award shall constitute a binding Contract between us.

We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1998".

We understand that you are not bound to accept the lowest or any bid you may receive.

Dated this day of 20.....

(Signature) (In the capacity of)
Duly authorized to sign Bid for and

on behalf of

Name, Designation, Address
Date.....

Seal
Date, Place
Business Address:

Witness:

Bidder :

Signature

Signature:

Name
Address
Date

Name
Designation
Company
Seal

Date:

Annexure B**Minimum Eligibility Criteria**

1	Name of the Bidder		
2	Address of the Bidder		
3	Name of the Person to whom all references shall be made regarding this bid.		
4	Designation of the authorized person		
5	Address of the person to whom all references shall be made regarding this bid		
6	Telephone No (with Std code)		
7	E-mail of the contact Person		
8	Fax No (with Std Code)		
9	Compliance to Minimum Eligibility Criteria		
	Criteria	Compliance (Yes/No)	Reference Documents
10	Bidder Should be a company incorporated under Indian Companies Act, 1956 or a Government i.e. it should be an existing Indian legal entity		Certified Copy of incorporation under Indian Companies Act, 1956
11	Bidder must have a registered office with a legal presence in India. Bidder should have a branch/office in Mumbai Details of the Registered office		

GBIC CMS TENDER

	address and Mumbai office address		
12	The bidder should have at least 5(five) years of proven experience of I.T. Web base application development, design, implementation and system integration in India.		Copies of the Complition certificate.
13	Bidder should have made profits during at least 2 of the last three accounting years i.e. F.Y. 2007-08, 2008-09, 2009-2010.	Revenue Figures for 2007-2008 2008-2009 2009-2010	Extract of audited profit and loss statements and balance sheets duly certified by a Chartered Accountant.
14	The bidder should not have been blacklisted by any Govt./PSU/Reputed Listed company for corrupt or fraudulent practices or non delivery, non performance in the last three years. The bidder must warrant that there is no legal action being taken against it for any cause in any legal jurisdiction. If such an action exists and the bidder considers that it does not affect its ability to deliver the requirements as per the Tender, it shall provide details of the action(s).		Undertaking from the authorised person.
15	Certification	CMM/CMMi/ISO etc	Copies of the Certificates.
17	No of Clients for last		Year wise list

GBIC CMS TENDER

	three years.		
18.	Service Tax Regn Details	Service Tax Number Date of issue	Copy of the certificate
19.	Sales Tax Regn. Details	Sales tax Number Date	Copy of certificate
20	PAN Card details	PAN Card No Date	Copy of the Pan Card

Witness:
Signature:
Name and Address:

Date:

Bidder:
Signature:
Name and Address:
Seal:

Date:

Annexure C

Statement of Deviation from schedule of Requirements:

Ref:

Date:

**To,
The
Secretary General
Office of Governing Body of Insurance Council
3rd Floor, Jeevan Seva Annex
S V Road Santacruz West
Mumbai-400054**

Madam,

Following are the technical deviations, variations and assumptions and from the requirements for the Request for Proposals for Installation, Integration, Commissioning and Maintenance of Complaint Management Software solution for Governing Body of Insurance Council, Ref : GBIC/CMS/ dated 01/12/2010

These deviations, variations and assumptions are exhaustive. Except these deviations, assumptions and variations, the entire work shall be performed as per IVR requirements and documents.

Clause No.	Brief Narration	Specific deviation, assumption, variations

Witness:
Signature:
Name and Address:

Bidder:
Signature
Name & Address:

Date

Date:

Annexure D

Statement of Deviation from BID terms and Conditions

Ref:

Date:

**To,
The
Secretary General
Office of Governing Body of Insurance Council
3rd Floor, Jeevan Seva Annex
S V Road Santacruz West
Mumbai-400054**

Madam,

Following are the deviations from the Terms and Conditions in the Request for Proposals For Installation, Integration, Commissioning and Maintenance of Complaint Management Software Solution for Governing Body of Insurance Council ref: GBIC/CMS dated 01/12/2010.

These deviations, assumptions and variations are exhaustive. Except these deviations, assumptions and variations, all other Terms and Conditions of the IVR are acceptable to us.

Sr.No.	Page No	Clause No	Brief narration	Statement of Deviations and variations, assumptions	Remarks

Witness:
Signature:
Name and Address:

Bidder:
Signature
Name & Address:

Date

Date:

Scoring Methodology for Annexure C and D

Sr. No.	Parameters	Rating			
		0	2	4	6
	List all deviations for Annexure C and D Separately	Major deviation	Significant deviation	Minor deviation	No deviation

Annexure E

Commercial Bid Particulars

Bid particulars for BID ref: GBIC/CMS dated 01/12/2010

1	Name of the Bidder	
2	Address of the Bidder	
3	Name of the Person to whom all references shall be made regarding this bid.	
4	Designation of the authorized person	
5	Address of the person to whom all references shall be made regarding this bid	
6	Telephone No (with Std code)	
7	E-mail of the contact Person	
8	Fax No (with Std Code)	

**Witness:
Signature:
Name and Address:**

Date:

**Bidder:
Signature:
Name and Address:
Seal:**

Date:

Annexure F

Commercial Bid Letter.

Ref:

Date:

To,
The Secretary General
Office of the Governing Body of Insurance Council
3rd Floor, Jeevan Seva Annex
S V Road,
Santacruz West
Mumbai-400054

Madam,

Having examined the Bidding Documents (Ref : GBIC/CMS/dated 01/12/2010) , the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide comprehensive solution for Installation, Integration, Commissioning and Maintenance of Complaint Management Software solution and also offer to develop the GBIC web site , further hire the required server space for the above work for Governing Body of Insurance Council in conformity with the said Bidding Documents for the sum of(*Total bid amount in words and figures*) or such other sums as may be ascertained in accordance with the Schedule of Prices attached herewith and made part of this bid, and hereby undertake that we accept all the conditions of the contract of the Bidding Document and will supply, implement and commission the systems as per the Technical Specifications of the bidding documents.

In addition to this, the particulars of our organization such as legal status, principal place of business, details of experience and past performance, service support details, capability statement are furnished with this bid form.

We further undertake, if our bid is accepted, to deliver the goods in accordance with the delivery schedule finalized.

We agree to abide by this bid for the Bid validity period specified in the ITB and it shall remain binding upon us and may be accepted at any time before the expiration of that period. Until a formal contract is prepared and executed, this bid, together with your written acceptance thereof and your notification of award shall constitute a binding Contract between us.

We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1998".

GBIC CMS TENDER

We understand that you are not bound to accept the lowest or any bid you may receive.

Dated this day of 20.....

on behalf of

(Signature) (In the capacity of)
Duly authorized to sign Bid for and

Name, Designation, Address
Date.....

Seal
Date, Place
Business Address:

Witness:

Signature

Name
Address
Date

Bidder :

Signature:

Name
Designation
Company
Seal

Annexure G

Statement of Commercial Deviation from Bid Terms and Conditions.

Ref:

Date:

**To,
The
Secretary General
Office of Governing Body of Insurance Council
3rd Floor, Jeevan Seva Annex
S V Road Santacruz West
Mumbai-400054**

Madam,

Following are the deviations from commercial Terms and Conditions in the Request for Proposals For Installation, Integration, Commissioning and Maintenance of Complaint Management Software Solution for Governing Body of Insurance Council ref: GBIC/CMS dated 01/12/2010.

These deviations, assumptions and variations are exhaustive. Except these deviations, assumptions and variations, all other Terms and Conditions of the IVR are acceptable to us.

Sr.No.	Page No	Clause No	Brief narration	Statement of Deviations and variations, assumptions	Remarks

Witness:
Signature:
Name and Address:

Date

Bidder:
Signature
Name & Address:

Date:

Annexure H

Financial Bid Format.

Sr No	Item	Cost per person-day	Estimated number of days	Total Cost
1	Application Software Cost			
2	Database Management System/ License Cost			
3	Implementation Cost			
4	Training Cost			
5	Documentation Cost			
6	Website Beautification cost			
7	Server Rent Cost (per year)			
8	Cost for Migration of old data			
9	Any other cost			
10	Cost of the source code			
11	Cost for change orders (per man day)			
10	Total Project Cost (Total of 1 to 9)			
11	AMC Cost from 2nd year onwards till 5 years.			
12	Total Solution Cost (10+ 11)			

Witness:
Signature:
Name and Address:

Date

Bidder:
Signature
Name & Address:

Date:

Annexure I

Non-Disclosure Agreement

WHEREAS, we the undersigned Bidder ,
_____, having our principal place of business/
registered office at _____, hereinafter referred to as
the **BIDDER**, are desirous of bidding for Bid No. _____ dated
_____ covering **IVR to provide comprehensive solution for Installation,
Integration, Commissioning and Maintenance of Complaint Management Software
solution for Governing Body of Insurance Council, Ref : GBIC/CMS dated
23/11/2009 (hereinafter called the said 'Bid') to the Governing Body of Insurance
Council hereinafter referred to as GBIC or Council and ,**

WHEREAS, the Bidder is aware and confirms that the GBIC's business/ operations
information, Application/software, hardware, business data, architecture schematics,
designs, storage, media and other information / documents made available by GBIC in
the Bid documents during the bidding process and thereafter, or otherwise (**confidential
information** for short) is privileged and strictly confidential and/or proprietary to GBIC,
NOW THEREFORE, in consideration of the foregoing, the Bidder agrees to all of the
following conditions, in order to induce GBIC to grant the Bidder specific access to
GBIC's confidential information, property, information systems, network, databases and
other data.

IT IS HEREBY AGREED AS UNDER:

- a) The Bidder agrees to hold in trust any confidential information received by the Bidder,
as part of the Biding process or otherwise, and the Bidder shall maintain strictest of
confidence in respect of such confidential information. The Bidder also agrees:
- (i) to maintain and use the confidential information only for the purposes of bidding for
this Bid and thereafter only as permitted herein;
 - (ii) to only make copies as specifically authorized by the prior written consent of GBIC
and with the same confidential or proprietary notices as may be printed or displayed on
the original;
 - (iii) to restrict access and disclosure of confidential information to such of their
employees, agents, consultants and representatives strictly on a "need to know" basis, to
maintain confidentiality of the confidential information disclosed to them in accordance
with this clause; and
 - (iv) to treat confidential information as confidential unless and until GBIC notifies the
Bidder of release of its obligations in relation to the said confidential information.
- b) Confidential information does not include information which:
- (i) the Bidder knew or had in its possession, prior to disclosure, without limitation on its
confidentiality;

GBIC CMS TENDER

(ii) is independently developed by the Bidder without breach of conditions under this Bid;

(iii) information in the public domain as a matter of law;

(iv) is received from a third party not subject to the obligation of confidentiality with respect to such information;

(v) is released from confidentiality with the written consent of GBIC. The Bidder shall have the burden of proving hereinabove as applicable to the information in the possession of the Bidder.

c) Notwithstanding the foregoing, the Bidder acknowledges that the nature of activities to be performed as part of the Bidding process or thereafter may require the Bidder's personnel to be present on premises of GBIC or OIO or may require the Bidder's personnel to have access to software, hardware, computer networks, databases and storage media of GBIC and OIO while on or off premises of GBIC. It is understood that it would be impractical for GBIC and OIO to monitor all information made available to the Bidder's personnel under such circumstances and to provide notice to the Bidder of the confidentiality of all such information.

Therefore, the Bidder agrees that any technical or business or other information of GBIC that the Bidder's personnel, representatives or agents acquire while on GBIC or OIO premises, or through access to GBIC computer systems or databases while on or off GBIC and OIO premises, shall be deemed confidential information.

d) Confidential information shall at all times remain the sole and exclusive property of GBIC. Upon completion of the Bidding process and/or termination of the contract, confidential information shall be returned to GBIC or destroyed, if incapable of return. The destruction shall be witnessed and so recorded, in writing, by an authorized representative of GBIC. Nothing contained herein shall in any manner impair rights of GBIC in respect of the confidential information.

e) In the event that the Bidder hereto becomes legally compelled to disclose any confidential information, the Bidder shall give sufficient notice to GBIC to enable GBIC to prevent or minimize to the extent possible, such disclosure. Bidder shall not disclose to a third party any confidential information or the contents of this Bid without the prior written consent of GBIC. The obligations of this Clause shall be satisfied by handling Confidential Information with the same degree of care, which the Bidder applies to its own similar confidential information but in no event less than reasonable care.

f) The obligations herein shall survive the completion or cancellation of the Bidding process.

For and on behalf of: _____ (BIDDER)

Authorised Signatory

Name: _____

Designation: _____

Office Seal: _____

Place: _____

Date: _____

Performance Security Form

Annexure J

To
The Secretary General,
Governing Body of Insurance Council
3rd Floor Jeevan Seva Annex,
S.V. Road Santacruz (West)
Mumbai-400054

WHEREAS _____ (Name of Vendor)
Hereinafter called "the Vendor" having its registered office at _____
has undertaken, in
pursuance of Contract No: _____ dated _____ 20 __, hereinafter called "the
Contract", to supply the Complaint Management Software Solution. AND WHEREAS it
has been stipulated in the said Contract that the Vendor shall furnish you with a Bank
Guarantee by a recognised commercial bank for the sum specified therein as security for
compliance with the Vendor's performance obligations in accordance with the Contract.

AND WHEREAS we have agreed to give the Vendor a Guarantee:

THEREFORE WE hereby affirm that we are Guarantors and responsible to you, on
behalf of the Vendor, up to a total of INR. _____ (Amount of
the Guarantee in Words and Figures) and we undertake to pay you, upon your first
written demand declaring the Vendor to be in default under the Contract and without
cavil or argument, any sums within the limit of INR _____
(Amount of the _____ Guarantee) as
aforesaid, without your needing to prove or to show grounds or reasons for your demand
or the sum specified therein. The guarantee shall not be affected by any change in the
constitution of the Bank.

This guarantee is valid until the _____ day of _____ 20 _____

Signature and Seal of Guarantors

References:

Annexure K

Relevant Services Carried out in the Insurance Sector / Regulatory Sector/ PSUs/ Government Sector in India for value of over Rs 10 lakhs each 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:

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:		
Copy of the completion Certificate:		

Profile of the IT Company / IT Firm

Annexure L

Schedule A

Sr. No	Parameters	Rating				Vendors Response
		0	2	4	6	
1	Revenue of the Company in F.Y. 2010 (Rs. Lakhs)	<25	25-50	50-100	>100	
2	Total No of Employees	<25	25-50	50-75	>75	
3	Total No of Developers	<10	10-25	25-50	>50	
4	No of new Customers acquired in last five years	<5	5-10	10-15	>15	
5	No. of IT professionals leaving the organisation as % of total IT professional at the start of Year (2010)	>50%	40-50%	30-40%	<30%	
6	No of PSU/Government / Insurance Customers acquired in past five years	0-2	3	4	≥5	

Schedule B

Please provide the information about the top 5 customer and customer from insurance industry or PSU or Government (max 5)

Sr.No	Name of Customer	Year of Award of Contract	Value of Contract	Name of Customer reference	Email address and phone number of contact

Team Structure

Annexure M

Please provide information about the resources that will be deployed for proposed implementation as per the schedule below.

Details	Response
Total number of man-month to be deployed during the project (during implementation and post-go live stabilization period)	
Total no of professionals to be deployed	
Man month of resources with less than 5 years of experience	
Man month of resources with greater than 5 years of experience	
Name of the full time project manager of the implementation team for the CMS implementation for GBIC	

Please attach the CV of the project Manager.

Rating for the implementation team will be as under.

Sr.No.	Parameters	Rating			
		0	2	4	6
1	Man month of resources with greater than 5 years of experience out of total resources to be deployed.	0%	0-20%	20-30%	>30%
2	Total experience of the full time project manager	<3	3-6	6-9	>9
3	Other qualifications of the project manager.	Insignificant	Average	Good	Excellent

END of Document