

Sl. No	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Clarification Required	IRDAI Response
1	4.6. Eligibility Criteria-->Eligibility Criteria Requirement-->Page No13-->SL. No 4	The Bidder should have a minimum annual turnover of INR Eight Crores per annum for the past 3 financial year.	Requesting to allow Bidders with Avg. Annual Turnover of INR Eight Crores in last 3 Financial years.	No change, As per RFP
2	4.6 Eligibility Criteria , PG 14	The Bidder either should be based at Hyderabad or willing to extend support from Hyderabad.	Kindly remove this clause. We will provide onsite resources as and when required	No change, As per RFP
3	2.SCOPE OF WORK (On Shared Support Model), PG 36	The selected bidder shall ensure that the ERP server and application run un-interruptedly and smoothly.	Kindly Clarify whether Server is on cloud or on premize . Who is responsible for SAP and File System backup , retention. Environment is on HA or not ?	Server is on Premises. Bidder is responsible for SAP & File System Backup, retention. Environment is not on HA.
4	3.Supporting Technical Resource (Consultants/ Technical Resource Persons) – 5 Member team, PG 37	The Bidder / Service Provider should have Support Facility in Hyderabad or willing to extend support from Hyderabad. The support model shall be onsite/off shore model using shared resources.	Please Clarify	One Technical resource (HCM) should be available for atleast 3 days every month end at IRDAI headoffice, Hyderabad for Pay roll activities. However, resources may also be called to be present at IRDAI headoffice as and when required.
5	10. Other Terms & Conditions, PG 45	if any support is required pertaining to SAP applications in DR site, then same shall be extended by the successful bidder to the DISASTER RECOVERY (DR) site without any additional cost.	Please clarify current DR setup , its interval etc	DR setup not available currently.
6	8.Penalty, PG 48	Service Level Criteria (SLC)	SAP Releases new patches time to time for Bugs or new solutions .Clarify if due to bugs and new patches released by SAP then SLA should be considered in line with SAP response. We propose to start the SLA when SAP reverts with its solutions .	Breach in SLC due to SAP patches may be considered for penalty waiver on case-to-case basis provided that the bidder has to substantiate it with relevant facts and figures which shall be approved by IRDAI.

7	6. Fiori Scope of Implementation PG 50	Existing customized Forms to be migrated to FIORI architecture – 60 approximately & development of new forms – 8 approximately	Kindly Clarify following 1. Fiori servers are already installed and working or same need to be installed . 2. Type of Fiori apps implemented (1. Transactional apps., 2. Fact sheets. 3. Analytical apps. 3. How many Z Object has been implemented ? Any Z process implmented ?	FIORI Servers are already installed in Development, not in Production. All modules need to be implemented in FIORI.
8	7. Support Processes and Ticket flow Page no 42 -	Incident Priorities 2 - Major interface error occurs	How many interfaces have been built in the system (Inbound, Outbound, Synchronous, Asynchronous)? Share list of interfaces . Which is the middleware being used for the integration?	No specific interfaces has been built however, integration with external system (eg. Biometric) is handled programetrically. No middleware existis;
9	7. Support Processes and Ticket flow Page no 41 -	Level 2 support	How many number of incidents faced in last 1 year/2 years- split into priority levels- critical/high/medium/low (how many change request)	Approximately 500 incidents per year of "Medium" priority & approximately 50 change requests.
10	7. Support Processes and Ticket flow Page no 41 -	Level 2 support	Do you have any Helpdesk/ticketing tool? will that be extended to Protiviti team or we need to bring our ticketing tool?	Bidder has to configure and use the exisiting SAP Solution Manager as the ticketing tool.
11	9. Deliverable page no 43	The following deliverable should have to be managed by support team	Any specific reporting deliverables you are looking for the AMS? If yes please provide the details	Bidder has to submit SLA report on monthly and quarterly basis.
12	13. Annexure 1 detailed scope of work Page no 50	5. ABAP.	Number of Customizations currently active in Production Environments classified into (Reports, Interfaces, Conversions, Enhancements/Module pool, Forms, Workflows, etc)	Claim forms 46, Background Jobs 8, Custom Reports 118, Interface 22, Custom Tables 50, BADI & Enhancements 43 and Workflow 20.
13	13. Annexure 1 detailed scope of work Page no 48	Detailed scope of work	Whether updated documentation available for all the customizations active in SAP?	Yes
14	13. Annexure 1 detailed scope of work Page no 48	SAP Basis Support and Maintenance	Basis scope including the Routine Administrative Activities, Patch Update, Proactive monitoring schedules, Early watch alert assessments, client refresh from production ?	Yes

15	13. Annexure 1 detailed scope of work Page no 48	SAP Basis Support and Maintenance	DR Monitoring (Do you have DR ?)- Do you use the monitoring tools ? If yes, please provide the details	DR is not available currently
16	13. Annexure 1 detailed scope of work Page no 48	SAP Basis Support and Maintenance	Please let us know the current processes you have configured in Solution Manager do you have all AS IS processes documentation ?	Current processes are configured in Landscape; no AS IS processes documentation available
17	13. Annexure 1 detailed scope of work Page no 48	SAP Basis Support and Maintenance	What is the SAP Kernel management policy and do we need to consider in scope ?	No SAP Kernel management policy available; Bidder may consider the same in scope of work
18	13. Annexure 1 detailed scope of work Page no 48	SAP Basis Support and Maintenance	What is the total Number of SAP Roles (Master, Derive & Enabler)?	To be shared with successful bidder
19	13. Annexure 1 detailed scope of work Page no 48	SAP Basis Support and Maintenance	Do you have SMP License ? For Fiori mobile application development.	No
20	13. Annexure 1 detailed scope of work Page no 48	SAP Basis Support and Maintenance	Do you have SAP Business Application Studio License ?	No
21	13. Annexure 1 detailed scope of work Page no 48	SAP Basis Support and Maintenance	For Oracle 12C - do you have extended vendor support available ? (End of limited vendor support ends by-31st July 2022) Is database upgrade and migration is to considered in scope ?	Extended vendor support not available; Yes database upgrade and migration is part of the scope.
22	13. Annexure 1 detailed scope of work Page no 48	SAP Basis Support and Maintenance	Please provide HA cluster Information.	Not applicable
23	13. Annexure 1 detailed scope of work Page no 48	SAP Basis Support and Maintenance	Please share the details scope Hardware and database administration details	As per RFP
24	13. Annexure 1 detailed scope of work Page no 48	SAP Basis Support and Maintenance	Do we need to consider the cluster Hardware upgrade/config in scope ?	Yes
25	13. Annexure 1 detailed scope of work Page no 48	SAP Basis Support and Maintenance	Please provide SAP Hardware information(Server, Storage etc) and their corresponding vendor information .	Annexure 1 attached
26	13. Annexure 1 detailed scope of work Page no 48	SAP Basis Support and Maintenance	Please provide the detils of SAP components as per the System Details worksheet.	To be shared with successful bidder
27	13. Annexure 1 detailed scope of work Page no 49	SAP Basis Support and Maintenance	Have you configured sap oss backbone?	Yes

28	5.IRDAI SAP - ERP Solution Landscape Page no 39	A) ERP Solution Architecture	Is the Biometric data integrated with SAP or Is the data uploaded manually ?	Yes,integration with external system (eg. Biometric) is handled programetrically.
29	5.IRDAI SAP - ERP Solution Landscape Page no 39	A) ERP Solution Architecture	Is there is option for Timesheet correction available in ESS ?	No
30	13. Annexure 1 detailed scope of work Page no 48	1 HCM including payroll	Is LSO module linked with Training & Event Module ?	No
31	13. Annexure 1 detailed scope of work Page no 48	1 HCM including payroll	If the LSO is active , kindly provide the details of current integration ?	No
32	13. Annexure 1 detailed scope of work Page no 48	1 HCM including payroll	In of LSO module being please confirm where and how the training content is stored ?	Not Applicable; LSO not being used
33	13. Annexure 1 detailed scope of work Page no 48	1 HCM including payroll	Please confirm if the entire recruitment processes used to include E-recruitment, candidate wizard and external job posting ?	Recruitment not in use currently
34	13. Annexure 1 detailed scope of work Page no 48	1 HCM including payroll	Is requisition for new position created through MSS and if there is workflow involved for approval of the requisition ?	No; it is through R3
35	13. Annexure 1 detailed scope of work Page no 48	1 HCM including payroll	While onboarding the candidate is the candidate documents collected online ? If yes, please confirm if the DMS server is used for the same ?	No
36	13. Annexure 1 detailed scope of work Page no 48	1 HCM including payroll	Is probation period evaluation used for pre-confirmation assessment	No
37	13. Annexure 1 detailed scope of work Page no 48	1 HCM including payroll	Is the Compensation planning integrated with MSS for approval ?	No; it is through R3
38	13. Annexure 1 detailed scope of work Page no 48	1 HCM including payroll	Are both Travel request and travel expense module used ?	No
39	13. Annexure 1 detailed scope of work Page no 48	1 HCM including payroll	Which all portal application is active in ESS /MSS from HCM side example : Travel , Training, Payroll , Personal Info, Appraisal etc	All except Training & Recruitments
40	13. Annexure 1 detailed scope of work Page no 50	IV Installation of Fiori in development and production clients / developing mobile app to approve leaves by MSS users	Other then Leave application approval, which other Fiori apps in HCM are planned for implementation? Please provide the details	No Mobile App development is part of the scope. Refer Corrigendum - 1 for details.
41	13. Annexure 1 detailed scope of work Page no 50	Existing customized Form to be migrated to Fiori architecture - 60 approximately & development of new forms - 8 approximately	Have conducted the compatibility & Feasibility analysis done for the selected apps?	Yes, compatibility and feasibility analysis done for some of the apps.

42	4.6 Point 5 Page 13	Bidder should be a SAP Certified Implementation Partner for Implementations in India.	We are not official implementation partners of SAP since we are auditors. Are we still eligible for RFP bid?	No
43	4.6 Point 6 Page 14	The Bidder should provide 5 Members team towards Supporting Technical Resource (Consultants/Technical Resource Persons) for AMC.	As per scope of work IRDA require 240 hours of offshore shared support. Please clarify on having 5 members team towards supporting technical resources.	As per RFP
44	5.3 Point 2 Page 21	Named Technical Profiles in all the given Modules (minimum 5 profiles to be submitted)	As per scope of work IRDA require 240 hours of offshore which will be shared for given moduled and hence we will share indicative profiles. Hope that is fine.	As per RFP
45	13 Point 4 Page 48	Hardware and Database Administration. * Hardware upgrades - adding memory or servers or devices	Scope of work related to BASIS will be restricted to Application and Database. Any task related to Hardware like Adding memory or servers or devices will not be part of scope. Hope that is fine.	Hardware related issues will be attended by Hardware Service Provider. AMC Vendor has to provide necessary support and coordination to the Hardware Vendor as and when required in all such instances.
46	13 Point 4 Page 49	Performance Monitoring and Tuning. • Check database usage and storage capabilities • Dialog response time • Investigate ABAP short dumps • Optimize performance characteristics	Performance Monitoring and Tuning will be done and hours will be consumed from montly 240 hours.	As per RFP
47	13 Point 6 Page 50	Existing customized Forms to be migrated to FIORI architecture – 60 approximately & development of new forms – 8 approximately	Please share – 1.Screenshots and demo of existing 60 processes 2.Process flow of new forms	To be shared with successful bidder

Annexure 1

SAP Hardware Details			
S.No	Items to be insured	Start date	End of support date
1	DELL PowerEdge R740 Server	25-12-2017	28-3-2023
2	DELL PowerEdge R740 Server	25-12-2017	28-3-2023
3	DELL PowerEdge R740 Server	25-12-2017	28-3-2023
4	SAN Storage SC5020 3Ux30 Drive Storage Array	01-01-18	4-1-2023
5	DELL-Brocade 6505, 12Port with 16Gb SW SFPs	27-12-2017	30-12-2022
6	DELL-Brocade 6505, 12Port with 16Gb SW SFPs	27-12-2017	30-12-2022
7	DELL Networking N4032, 24x10GBASE-T Ports	25-12-2017	27-12-2022
8	DELL Networking N4032, 24x10GBASE-T Ports	25-12-2017	27-12-2022
9	SUSE Linux Enterprise Server	11-01-18	
10	SUSE Linux Enterprise Server	11-01-18	
11	SUSE Linux Enterprise Server	11-01-18	
12	Vmware vSphere	29-12-2017	
13	Vmware vSphere	29-12-2017	
14	Vmware vSphere	29-12-2017	
15	Vmware vSphere	29-12-2017	
16	Vmware vSphere	29-12-2017	
17	Vmware vSphere	29-12-2017	
18	Vmware venter	29-12-2017	
19	Server rack 42U with accessories		