

| Question No. | EOI Section number | EOI page number | Content/Terms provided in EOI  | Query /Clarification/Suggestion posted by Bidder   | Clarifications/Comments provided by IRDAI   |
|--------------|--------------------|-----------------|--|--|---|
| 1            | Part III a)        | 13              | iv). Business intelligence including dash boards for top management.   | Please mention the detailed functionalities to be provided as part of business intelligence?   | Currently the system is merely used for summarizing the data received from Regulated entities even through there are around 30 dashboards already developed. During the transformation, emphasis shall be given more on analytical / BI side for which the requirements will be frozen post selection of bidders.   |
| 2            | b)i                | 14              | Maintain the current system till the new hardware is in place, migrate the entire application into new hardware infrastructure, upgrade the software & incrementally develop the additional business & administrative processes targeted for BAP 2.0 on top of the existing system | In this case, approximately in how many months are the new hardware expected to be in place?   | New hardware shall be provided by the bidder as part of the solution proposed within 3-4 weeks of issuance of PO.<br>Existing hardware should be maintained till the new hardware is up and running   |
| 3            | b)ii               | 14              | or maintain the current system for some period and in parallel rebuild and migrate the entire solution as deemed fit for delivering the services under the scope of BAP 2.0 (including the services of BAP 2.0)  | In this case, what is the expected time period for the current system to be maintained?  | 12 -18 months from the date of award of contract to the bidder.   |
| 4            | Annexure A. b      | 37              | Content Publishing and Authoring - upload/download documents by both the internal and external users of the system   | Please provide the approximate size of documents that will be uploaded each month?   | 4500 documents per month. Average document size is 2.5 MB. Each document maximum upload size of 3 MB.   |
| 5            | Annexure A. b      | 42              | Deployed server and storage hardware for data center (DC) and disaster recovery center (DR) deemed suitable for implementation of BAP as per IRDA's requirements.  | Please let us know the database backup and archival policy? How many years of data has to be kept in live system? How frequently the backup has to be taken? | Data backup is done on daily, weekly and monthly basis. All previous years (7) years data is present in the system. New data for next 7 years also to be maintained in the live system. Minimum 10 years data should be maintained in live system. Data older than 10 years will be archived. Approximately 20 % year on year growth is expected with data. |

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| 6  | 1.1)   | 58 | Chat bot functionality shall be developed as part of the BAP redevelopment work by the IA and including the question bank related to all issues in consultation with the respective departments of IRDAI. | In chatbots, please mention whether the conversations are to be conducted via auditory or via textual method?   | textual method  |
| 7  | <b>Part II</b><br>Scope of Services as per current contract                        | 9  | The major activities of the SI include...   | The assumption is Scope of Work includes the scope of BAP 2.0 over and above the current responsibilities of the SI. Please confirm.  | Yes   |
| 8  | <b>Part III</b><br>Indicative scope of BAP 2.0<br>b) Scope of Services for BAP 2.0 | 14 | Service Provider shall have an option to submit proposal based on either on-premise solution or cloud platform  | Is IRDA open to solutions other than SAP like AWS and Azure?  | Details shall be given in RFP.  |
| 9  | Transition of Business Analytics Project to BAP 2.0<br>Scope of Work               | 59 | The regulated entities should be able to submit the data in XBRL format   | Post the completion of BAP 2.0, is it safe to assume that no submission will be in Excel and PDF and all submissions will be only in XBRL?  | Currently, all filings are in CSV/Excel/XML format. Post BAP 2.0, all submissions will be in XBRL but the change from CSV/excel/XML to XBRL must be carried out in a phased manner to allow insurance companies to adopt to XBRL data provisioning in their IT systems also. Hence, the existing method of collection of data shall continue parallelly with XBRL filing for 6-12 months. |
| 10 | Part 1   | 9  | Total No. of users in BAP   | Peer Regulators, Govt. bodies and others were not the user of BAP1.0, Are we planning to include them in BAP 2.0  | Yes, they can be provided separate access if the need arises for data collaboration directly from BAP.  |
| 11 | Part 1   | 10 | Need for the Expression of Interest:  | The contract of existing service provider is getting over in November 2019 what is the approximate handover period available for smooth transition of current support activities? | This shall be provided in the RFP.  |
| 12 | Part 3   | 14 | Scope of Services for BAP 2.0   | What are the details and deliverables mentioned in handover clauses of existing contract with service provider LTI  | This shall be provided in the RFP.  |

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| 13 | Part 3     | 14 | Scope of Services for BAP 2.0                  | Need more clarity on due diligence opportunity/Process that IRDA will provide to pre-qualified bidders before submission of techno-functional proposal                                  | Half-a-day workshop will be conducted for the shortlisted bidders where-in overview of the BAP system will be provided. Any other information to the extent feasible will be made available to the bidder based on the bidders requirement . |
| 14 | Part 4     | 27 | Transitioning of turnkey project IT Experience | Can we include projects which are still in progress? Is there any geography/legal entity related restriction applicable while identifying relevant projects                             | Only completed projects shall be considered for evaluation . There is no geographical related restrictions however, the implementation in BFSI sector will be preferable   |
| 15 | ANNEXURE-A | 36 | Reporting & Analytics                          | Do we have sufficient information to define scope of "What-If-Analytics" & general analytics requirements?  | Use of business objects to create adhoc reports on the fly as part of the What If and standard reports which shall remain as is over a long period of time form part of general analytics requirements                                       |
| 16 | ANNEXURE-A | 37 | Alerts & Notifications                         | Is IRDA Considering any method other than email, like SMS or IVR etc. for sending alert to external stakeholder?  | SMS is currently being used on a pilot basis for Surveyor module to intimate surveyors about their status of registration.   |
| 17 | ANNEXURE-A | 37 | Content Publishing and Authoring               | Is IRDA Considering ICR/OCR functionality to read and enter data in depository by automatically picking up relevant fields from scanned documents?                                      | No   |
| 18 | ANNEXURE-A | 38 | Collaboration                                  | Has IRDA already identified third party vendors related to -Payment gateway ,E-signing & validation service ,Email relay service etc. or vendor evaluation is yet to be done for BAP2.0 | Payment gateway,Email relay service,SMS,E-signing service is already provisioned in BAP 1.0.<br>BAP 2.0 will have auto e-signing provision for receipts, registration certificates generated through the system.                             |

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| 19 | TRANSITION OF BUSINESS ANALYTICS PROJECT TO BAP 2.0 | 57 | Scope of work                                  | While creating the templates/taxonomy of revised data collection formats does IRDA has any plan to involve key Insurers, Intermediaries and TPAs in order to assess readiness of industry and infrastructure for facilitating XBRL based reporting. | Yes.  |
| 20 | TRANSITION OF BUSINESS ANALYTICS PROJECT TO BAP 2.0 | 59 | I-Chatbot functionality shall be developed ... | Who all are going to be users of chatbot functionality?IRDA employees, regulated entities or end customer?  | IRDAI employees and regulated entities like surveyors, brokers, TPAs.                             |
| 21 | TRANSITION OF BUSINESS ANALYTICS PROJECT TO BAP 2.0 | 59 | P-'Availability of user interface.....         | Use of mobile UI is going to be for enterprise reporting purpose or stakeholders can also initiate process, enter data using mobile app   | Use of mobile UI is going to be only for enterprise reporting purpose. No mobile app is required. |
| 22 | TRANSITION OF BUSINESS ANALYTICS PROJECT TO BAP 2.0 | 61 | Upgrade / re-develop the existing Portal       | More clarity about As-Is process( in BAP 1.0) of e-filing for intermediaries -Web Aggregators, Cross border re-insurance,IMF etc. (for whom new module has been asked for in BAP 2.0  | This shall be provided in RFP.  |
| 23 | Generic Query                                       | NA | NA   | Does IRDA has any plan of establishing a data sharing mechanism with other government bodies to leverage XBRL data that has already being submitted to other government entities like MCA,BSE etc. by Insurers and other stakeholders               | Yes   |
| 24 | Generic Query                                       | NA | NA   | Will IRDA consider industry & accounting standards like ACORD ,IFRS ,Ind-As,US GAAP standards etc. while designing the XBRL Taxonomy? If yes- then what level of competency IRDA expects from bidders in these area?                                | Will be clarified in RFP  |

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| 25 | Generic Query  | NA | NA                  | Are you looking for usage of unstructured data available in web space in near future for enhancing compliance capabilities?  | Will be clarified in RFP   |
| 26 | Generic Query  | NA | NA                  | Does IRDA has any plan of providing a simple utility with built-in validations to all regulated entities for preparing XBRL file that need to be uploaded on SAP portal?   | Yes  |
| 27 | Generic Query  | NA | NA                  | Do you also expect bidder to help IRDA in increasing user adoption of XBRL based reporting by conducting a training program or setting up a change management office?  | Regular training programs are part of existing agreement and shall continue to be part of BAP 2.0 agreement also to the extent required by the stakeholders to get accustomed to XBRL usage.   |
| 28 | Generic Query-Go to market strategy  | NA | NA                  | <ol style="list-style-type: none"> <li>1. What is tentative timeline that IRDA is targeting to make XBRL based reporting mandatory in Industry?</li> <li>2. Before going full fledge live ,does IRDA wants to run a pilot phase with few selected stakeholders?</li> <li>3. Is there any specific order of preferance/priority has been decided yet in terms of industry (Health,life,general)or stakeholders (Insurers, Brokers, Surveyors, and Third Party Administrators) for phase wise implementation of change related to XBRL reporting?</li> </ol> | <ol style="list-style-type: none"> <li>1. 6 months after it gets implemented in BAP 2.0 for respective modules.</li> <li>2. Yes, it should be carried out ina phase-wise manner.</li> <li>3.That can be discussed during RFP finalization and shall be provided as part of RFP.</li> </ol> |
| 29 | <b>ANNEXURE-A</b><br>a) Architectural and Information view of BAP >> Solution Components | 31 | Solution Components | The 'Solution Components' diagram is showing the 'Central Data Store' and 'Subject Area wise Data' components. Do we have these 2 components establish in 2 different database instances or a same database instance?  | In BAP 1.0 it is in the same database instance but it is expected to be in separate database instances in BAP 2.0.   |

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| 30 | <b>ANNEXURE-A</b><br>a) Architectural and Information view of BAP >> Information view of BAP | 32 | Information view of BAP    | For how many years of historical data available in the 'Transactional Database' and what kind of information it's feeding to the Business Intelligence (BI) which is not coming from the 'Data Warehouse'? | Currently, there are 7 years of historical data available in BAP. These are summary level data (not transaction level data) collected from regulated entities( Insurers, Broker etc)                         |
| 31 | <b>ANNEXURE-A</b><br>a) Architectural and Information view of BAP >> Information view of BAP | 32 | Information view of BAP    | How many ETL flows are defined to transfer data from 'Central Data Store' to 'Subject Area wise Data'.   | 32   |
| 32 | <b>ANNEXURE-A</b><br>a) Architectural and Information view of BAP >> Information view of BAP | 32 | Information view of BAP    | How many years of historical data needs to maintained in the 'Data Warehouse' solution for the reporting?  | At present upto 7 years of old data is available with IRDAI in BAP. The data shall continue to be appended year on year with minimum 10 years of past data to be made available in BAP.                      |
| 33 | <b>ANNEXURE-A</b><br>a) Architectural and Information view of BAP >> Information view of BAP | 32 | Information view of BAP    | Does the 'Business Intelligence' solution not using the master data store in 'Master Data Management' system/DB.   | SAP's standard MDM is not in use rather a customised MDM has been built in java exposing the DB2 tables for display and updation.  |
| 34 | <b>ANNEXURE-A</b><br>a) Architectural and Information view of BAP >> Information view of BAP | 32 | Information view of BAP    | How is the forecasting happening (Manual/through System) in the current setup?   | This is not yet achieved in BAP 1.0 but expected to be implemented in BAP 2.0  |
| 35 | <b>ANNEXURE-A</b><br>b) Business Processes Covered in BAP >> Information view of BAP         | 36 | 2. Reporting and Analytics | How many Reports (General Analytics, Advanced Reports, What-if, Ad-hoc Analysis Reports) and Dashboards are required?  | Existing reports as provided in EOI document shall need to be modified as per the proposed solution with an average of 20 % increase (to the existing reports count)in the reports count per year in BAP 2.0 |
| 36 | <b>ANNEXURE-A</b><br>b) Business Processes Covered in BAP >> Information view of BAP         | 36 | 2. Reporting and Analytics | What percentage of BI reporting is happening/required on real time data?   | 20-30 % is real time data. Rest is one day old data.   |

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| 37 | <b>ANNEXURE-A</b><br>b) Business Processes Covered in BAP >> Information view of BAP                      | 37 | 3. Tracking and Monitoring               | How many programs developed in SAP BO, for periodic monitoring of the applications/forms submitted online by the various stakeholders?  | More than 1200 reports to monitor the data provided by the regulated entities and approx. 20 BO schedules.<br><br>We also have email alerts to remind/intimate the end users about any pending submissions or submissions made.                 |
| 38 | <b>ANNEXURE-A</b><br>b) Business Processes Covered in BAP >> IT landscape for Business Analytics Solution | 45 | 4. SAP BOBJ & Predictive Analysis Server | Kindly confirm the product version details, Licenses etc. for Predictive Analysis application?  | Currently IRDAI doesn't have any predictive analysis tool. BAP has BI reporting tool only.(Web intelligence, Crystal reports and xcelsius dashboards) Predictive analysis tool needs to be included in BAP 2.0 solution proposed by the bidder. |
| 39 | Section 4   | 10 |  | Provide Technical Support and help desk support for a period of 7 Years. Is this period is inclusive of implementation duration.  | Yes   |
| 40 | Section 3   | 14 |  | At Pg 14 of RFP it is indicated that IRDA is open for both On premises and cloud solution ,however contradicting to this on Pg 60 of RFP it is mentioned" 24 X 7 for the infrastructure to be deployed in IRDAI and DR facility." Please confirm if you On-premis or Cloud infra solution | Details shall be given in RFP.  |

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| 41 | Scope of Work ->Point 2 . Expectations from proposed solution:   | 60 |  | a) The bidder must size the components of the proposed solution to meet the throughput, capacity and performance. The bidder shall submit the sizing methodology in response to the EOI." As per this statement we are suppose to submit sizing methodology as part of EOI proposal, however as stated in "Point 8 :EOI PROPOSAL" we need to strictly abide to the desired format. Kindly confirm if we need to submit approach / methodology as part of EOI submission | The shortlisted bidders are expected to provide the complete sizing document for BAP 2.0 based on the information/requirements stated in the RFP and subsequent clarifications. |
| 42 | PART II SCOPE OF SERVICES AS PER CURRENT Contract->5.Need of expression of intreste                              | 12 |  | What will be contract start date for this contract  | From the date of signing of the agreement   |
| 43 | Scope of Work BAP 2.0  | 57 |  | There is a mention of Regression and Automated testing . Does IRDAI possess license of any of these tools?  | Not currently, but the requirement shall be provided in RFP.  |
| 44 | PART III: INDICATIVE SCOPE OF BAP 2.0<br>a) Scope of Application (BAP 2.0)                                       | 13 |  | What is the scope of work - for interfacing with IGMS   | It shall be provided in the RFP.  |
| 45 | Scope of Work BAP 2.0  | 13 |  | What is the scope of work - for interfacing with SAP -ERP.<br>Which SAP Modules need to be integrated.  | No interfacing with SAP-ERP is required.  |
| 46 | PART II: SCOPE OF SERVICES AS PER CURRENT CONTRACT<br>4. Business and Administrative Processes covered under BAP | 11 |  | E-signing and validations (Will IRDAI provide a third party reference for it)   | Payment gateway,Email relay service,SMS is already provisioned. E-signing and validation service provisioning is in progress.   |
| 47 | Scope of Work BAP 2.0  | 57 |  | SAP will support SAP NW 7.5 till 2024.How can the contract be applicable for 7 years  | This shall be clarified in RFP.   |



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| 48 | PART III: INDICATIVE SCOPE OF BAP 2.0<br>a) Scope of Application (BAP 2.0)                   | 13 |  | Upgrading of BAP to the Current Technology Versions of SAP Components including new user Interfaces using UI 5 (SAP current Roadmap is only till 2024 and IRDAI is expecting support for 7 years)                       | This shall be clarified in RFP.   |
| 49 | Annexure A - Solution components   | 31 |  | What are the KPIs IRDAI is looking at in the dashboard?   | This shall be provided in RFP.  |
| 50 | Scope of Work BAP 2.0  | 58 |  | Does IRDAI have any license for any of the advanced Reporting/Dashbard tool. Does IRDAI recommend specific tool for this requirement  | Advanced Reporting/Dashbard tool is not currently available. It is expected that currently available SAP BO amd Xcelsius dashboard utility to be harnessed for providing enhanced dashboard views.  |
| 51 | Scope of Work BAP 2.0->New BAP solution should address the following A-spirations->Section d | 13 |  | There are existing dashboards. Are you expecting new dashboards or modification to existing ones? Do you have documented requirements for the same?   | This shall be provided in RFP.  |
| 52 | Scope of Work ->New BAP solution should address the following A-spirations->Section d        | 57 |  | Does IRDAI have the license for Predictive analysis tool. ?   | Currently IRDAI doesn't have any predictive analysis tool. BAP has BI reporting tool only.(Web intelligence, Crystal reports and xcelsius dashboards) Predictive analysis tool needs to be included in BAP 2.0 solution proposed by the bidder. |
| 53 | Scope of Work ->Expectations from proposed solution->Upgrade redevelop existing Portal       | 61 |  | Expected numbers of users in each module<br>a. Web aggregator<br>b. Cross Border re-insurance<br>c. IMF<br>d. Health module<br>e.Re-Insurers (from Page 10)<br>(Approximate count of users against each propped module) | This shall be provided in RFP.  |
| 54 | Scope of Work ->New BAP solution should address the following Aspirations->Section m         | 58 |  | Cyber security auditor cost is to be borne by IA or IRDAI   | IRDAI shall bear the cost of cyber security auditor. However, the solution should be compliant with all applicable standards.   |

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| 55 | <p>Scope of Services for BAP 2.0</p> <p>Scope of Work -&gt;Expectations from proposed solution-&gt;Upgrade redevelop existing Portal</p> <p>Scope of Services for BAP 2.0 Replacement of existing hardware setup</p> | <p>14</p> <p>61</p> <p>62</p> |  | <p>As per the clauses mentioned in EOI, Cloud Platform can be proposed, but at same time Bidder is expected to use SAN Storages which are currently being replaced. Request IRDAI to be clear and very specific from requirement perspective for uniform understanding of the Bidders. Deployment on Cloud Platform will nullify use of any existing components.</p> <p>Here is the requirement mentioned in EOI Service Provider shall have an option to submit proposal based on either onpremise solution or cloud platform of the approved vendors by MEITY. (any one option only).</p> <p>Replace of existing hardware setup (excluding Storage) to cater the need of increased user base, better user experience and better performance of portal.</p> <p>The existing servers (except SAN storages which are being replaced now) have reached EOL and End-of-Support and</p> | <p>The existing BAP 1.0 shall continue to be used for 12-18 months further from the date of award of contract to the new bidder.</p> <p>Details shall be provided in RFP.</p> |
| 56 | Scope of Services for BAP 2.0  | Page 14                       |  | Please confirm if Public cloud services like AWS and Azure can be proposed  | Details shall be given in RFP.  |
| 57 | Scope of Work ->Expectations from proposed solution->Upgrade/ redevelop existing Portal  | 61                            |  | Please provide complete details of New Storage to be deployed   | Refer to the end of this document   |
| 58 | Business and Administrative Processes covered under BAP->Activities of SI include - 1. Revalidation of Functional Requirements -   | 11                            |  | Query: Do we assume documented functional requirements will be shared with the vendor? What does 'freezing' involve?  | Current documentation explaining the current functionalities of the existing system shall be shared with the shortlisted bidders of EOI.                                      |

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| 59 | Indicative Scope of Work 2.0->d ->Setting up of maintenance team in IRDAI | 15 |                                | Need details of service to be provided - helpdesk- 9x6?  | Infrastructure support shall be 24*7. Application support shall be 9*6   |
| 60 | General   |    |                                | Don't see any timelines for the implementation   | This shall be provided in the RFP.   |
| 61 | General   |    |                                | What is your proposed Rules Engine?  | IRDAI shall continue with the workflow engine SAP BRE which is currently used in BAP 1.0   |
| 62 | General   |    |                                | Kindly provide approx number of reports? Modifications?  | 1000 plus reports are available in the existing system.<br><br>Development of Reports will be a continuous process subject to modifications and enhancements from time to time throughout the contract period. |
| 63 |   | 15 | c. Payment Model               | a. Request you to kindly share the details of the delivery milestones of the payment terms with the existing vendor.<br><br>b. Kindly let us know details of how the payment towards Annual Technical Support for SAP is being paid currently? | Payment is made on quarterly basis at the end of the quarter for SAP-ATS ,Infrastructure Hosting and Annual maintenance Support heads.   |
| 64 |   | 53 | Ongoing Infrastructure Support | Please provide the details of existing switches, routers, Load balancer, firewall, IPS and other network/security components in the DC, DR and N-DR.   | Refer the information on page 43, 44 and table on page 45 of the EOI document. For network/security components in the DC, DR and NDR refer to the table provided at the bottom of this document                |

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| 65 | 6. PRE-QUALIFICATION CRITERIA<br>Page No. 19 | 19 | iii. The Bidder must have executed transitioning (from an existing operator to the bidder) of 'Turnkey IT Projects' of total contract value of INR 60 Crores or above.                  | For wider participation of Companies having the requisite expertise and relevant experience we would request IRDAI to change the clause as per the suggested alternative:<br><i>The Bidder must have executed 'Turnkey IT Projects' of total contract value of INR 60 Crores or above.</i> | No change   |
| 66 | 6. PRE-QUALIFICATION CRITERIA<br>Page No. 19 | 19 | v. The bidder (Service Provider) must be:<br>a. CMMI level 5 and<br>b. SAP authorized partner in India for Build, Extend and Develop solutions OR SAP Global Strategic Service Partners | Our query is related to the SAP partnership related sub-criteria [v(b)].<br><br>We are a SAP Value Added Reseller (VAR) since May 2013. Please confirm if we are eligible for this opportunity.  | No change.  |
| 67 |  |    | PART III: INDICATIVE SCOPE OF BAP 2.0   | Please confirm if supply of required licenses of SAP and other software is also part of the scope of work.<br>If 'yes' what would be the basis for commercials.  | The existing licenses available with IRDAI are processor based . Refer EOI page no. 52. For any additional component proposed by the bidder, licenses for the same shall be supplied by the bidder. |
| 68 |  |    | PART III: INDICATIVE SCOPE OF BAP 2.0   | Please confirm if IRDA have any suggestions for the implementation of Fiori / UI5 at this point of time or will this be explored during the project execution phase only?  | Its is expected that BAP 2.0 shall be on UI5 which reflects in the scope of work mentioned in EOI   |
| 69 |  |    | PART II: SCOPE OF SERVICES AS PER CURRENT CONTRACT  | Can we know the current team composition supporting BAP?   | This shall be provided in RFP.  |
| 70 |  |    | PART II: SCOPE OF SERVICES AS PER CURRENT CONTRACT  | Can we get issue log (for BAP) with severity and module details?   | On an average 4000 tickets per year. Sample Issue logs will provided to shortlisted bidder if required.   |
| 71 |  |    | PART II: SCOPE OF SERVICES AS PER CURRENT CONTRACT  | What is the timeframe for support window for incumbent vendor? (like 8*5, 16*7, 24*7, etc.)  | Infrastructure support shall be 24*7.<br>Application support shall be 9*6   |

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| 72 |   |    | PART III: INDICATIVE SCOPE OF BAP 2.0 | While upgrading to BAP 2.0 are there any specific enhancements to be done ? If 'yes' then please specify the details.  | Refer to the scope of work section on page 57 of the EOI for broad enhancements to be implemented in BAP 2.0  |
| 73 | Ongoing Infrastructure Support<br>Page 54 | 54 | 4. Database Support: 8 DB2 databases  | <p>We assume all the DBs to be on DB2 platform and running on Linux servers. Please confirm our assumption.</p> <p>Please provide the following details of the existing databases:</p> <ul style="list-style-type: none"> <li>(i) DB size of each of the 8 databases</li> <li>(ii) Count of tables and other custom built DB objects such as triggers, functions, stored procedures etc.</li> <li>(iii) Record count of the table having the maximum number of records.</li> <li>(iv) Information regarding any special data which has been stored such as blob / clob / images etc.</li> <li>(v) Confirm the availability of technical documents describing the details of database objects used such as tables, triggers, procedures etc. which would be made available to the successful bidder.</li> </ul> | <p>Need not be assumed. Details have already been provided in EOI.</p> <p>Details shall be provided in RFP.</p>   |
| 74 |   |    | PART III: INDICATIVE SCOPE OF BAP 2.0 | <p>What is the maximum allowed down time for a planned activity?</p> <p>As per IRDAI's standard guideline please specify if IRDAI has any preferred timeframe (like some long weekend) for the planned downtime (to enable migration to Cloud)?</p>  | <p>Standard downtime for planned activity is maximum 6 hours on non-business days (weekends).</p> <p>Any additional planned downtime is approved base on appropriate justification.</p> |

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| 75 |  |  | PART III: INDICATIVE SCOPE OF BAP 2.0 | <p>(i) Please note that we understand that all necessary technical documentation such as URD, SRS, HLD and LLD of the existing solution is available and the same would be provided to the successful bidder. This is very important for delivering the project as envisaged by IRDAI. Please confirm our understanding.</p> <p>(ii) Please clarify what platform / utility is currently being used for version control of the source code, DB scripts and project documentation. Further, please confirm that un-hindered access to the same would be provided to the successful bidder.</p>                               | <p>(i) This shall form part of the KT / Handshake between the existing service provider and new selected bidder during exit management.</p> <p>(ii) SVN is currently used for maintaining project document repository. Source code is maintained in SAP.</p> <p>(iii) Successful bidder shall be required to maintain the existing BAP 1.0 so they shall have complete access.</p> <p>Half-a-day workshop will be conducted for the shortlisted bidders where-in overview of the BAP system will be provided. Any other information to the extent feasible will be made available to the bidder based on the bidders requirement .</p> |
| 76 |  |  | PART III: INDICATIVE SCOPE OF BAP 2.0 | <p>(i) Please confirm if IRDAI wants the successful bidder to deploy onsite resources for the migration of the existing application and database?</p> <p>(ii) Please confirm if IRDAI will provide the necessary development environment including development work-stations, development &amp; UAT server, desktops, software licenses etc. for the onsite resources.</p> <p>(iii) Please confirm IRDAI will provide the necessary secured connection to the remote development team for accessing the testing, staging and production servers in case development / migration is undertaken from an offsite location.</p> | <p>(i) Yes</p> <p>(ii) Workstations shall be provided by IRDAI for the onsite resources. Rest all to be taken care by the bidder.</p> <p>(iii) Its bidders responsibility</p>  |

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| 77 |  |  | PART II: SCOPE OF SERVICES AS PER CURRENT CONTRACT | What is the current policy and procedure followed for backup / archiving and restoration?  | Data backup is done on daily, weekly and monthly basis. Backup policy shall be provided as part of KT during exit management.   |
| 78 |  |  | PART III: INDICATIVE SCOPE OF BAP 2.0              | (a) Please clarify if training is part of the envisaged scope of work.<br>(b) If answer to point (a) is 'yes' then please clarify if IRDAI would provide all the necessary logistics and setup required for delivering the training such as venue, desktops, projector, connectivity etc. and the Resident Engineer would be responsible for delivering the training only.<br>(c) Please provide an estimate of the count of users that needs to be trained during the contract period.  | (a) Yes<br>(b) Bidder shall provide all the necessary logistics for training set up and trainer.<br>(c) This shall be clarified in the RFP.   |
| 79 |  |  | PART III: INDICATIVE SCOPE OF BAP 2.0              | The EoI request has mentioned both '5 years' and '7 years' in various sections and in multiple context.<br>For clarity please confirm the total term of the Contract Period.   | The total contract is for a period of 7 years and not 5 years.  |
| 80 |  |  | PART III: INDICATIVE SCOPE OF BAP 2.0              | (i) Specifically for the IT infrastructure please confirm if IRDAI requires full time dedicated onsite support team or will it allow shared 'monitoring' and shared 'managed services'.<br>(ii) Please clarify if IRDAI would provide with the necessary setup such as desktops, connectivity, workstation etc. for the onsite team.<br>Please note: In case of shared 'monitoring' and shared 'managed services' the log file will have to necessarily pushed out of IRDAI setup to our central shared support team location. | (i) It should be managed by the bidder. Infrastructure support shall be 24*7. Application support shall be 9*6<br><br>(ii) Workstations shall be provided by IRDAI for the onsite resources. Rest all to be taken care by the bidder. |

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| 81 |  |        | PART II: SCOPE OF SERVICES AS PER CURRENT CONTRACT  | <p>(i) Please provide the details of existing EMS.</p> <p>(ii) Can we assume IRDAI to provide all the server and client agent related licenses of the EMS? Please confirm.</p> <p>(iii) In the existing setup please provide details of the count of users in "approval authority" role and "help desk agent" role.</p> | EMS services would be scoped by the bidder as a part of BAP 2.0 under pay and use model.  |
| 82 | 6. Pre-Qualification Criteria                                | 19     | <p>iii. The Bidder must have executed transitioning (from an existing operator to the bidder) of 'Turnkey IT Projects' of total contract value of INR 60 Crores or above. And</p> <p>Note 5: Only Project Citations completed/started in the last 5 financial years(2014-2019) will be considered for evaluation.</p> | Does the "Turnkey IT Projects" citations performed overseas (Project value converted into INR terms) qualify?   | Yes, but it should have been executed directly by the bidder. Consortium shall not be considered.   |
| 83 | Usage Statistics & Operation and Maintenance                 | 8 & 55 | <p>a. Usage Statistics</p> <p>b. LTI is responsible for operations and maintenance of BAP for a period of 7 Years. As a part of operations and maintenance activities</p>   | What are the current volume of Helpdesk tickets/incidents for each category of operations and maintenance activities for the last 1 year ?  | 4000 tickets per year on average.   |
| 84 | Operation and Maintenance                                    | 55     | The above services provided by LTI are governed by strong SLAs  | Kindly share the details of the current SLAs being adhered at IRDAI by the incumbent vendor and also the expectations going forward? Are there any penalty clause on non-adherence? If yes, kindly share the details of the same?   | This shall be provided in the RFP.  |
| 85 | 1. New BAP solution should address the following Aspirations | 59     | p) Availability of the user interface with latest UI technology on PC, mobile, and tablet platforms and having compatibility with all available browsers.   | Are there any UI technology on PC, mobile and tablet platforms being used in the current environment?   | The application has been developed in Webdynpro java and accessible through IE version 8 and above with JRE version 1.6 and above. No separate UI technology has been used. |



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| 86 | TRANSITION OF BUSINESS ANALYTICS PROJECT TO BAP 2.0<br>SCOPE OF WORK - 4. Upgrade / re-develop the existing portal          | 61 | ii. Upgrade the portal software to the latest SAP Technology Stack   | Is IRDAI looking at upgrading to SAP HANA environment from application and database perspective?   | No , upgrading to SAP NW 7.5 and front end development using Fiori/ UI5.        |
| 87 | TRANSITION OF BUSINESS ANALYTICS PROJECT TO BAP 2.0<br>SCOPE OF WORK - 5. Maintenance of upgraded / newly developed portal: | 62 | d. The detailed requirements are as follows  | The detailed requirements are not listed. Kindly share the same?   | This may be ignored   |
| 88 | Part IV: Annexure 1 – Response Formats  | 24 | We confirm that the information contained in this response or any part thereof, including its exhibits, and other documents and instruments delivered or to be delivered to IRDAI is true, accurate, verifiable and complete. This response includes all information necessary to ensure that the statements therein do not in whole or in part mislead the department in its short-listing process. We fully understand and agree to comply that on verification, if any of the information provided here is found to be misleading the short listing process, we are liable to be dismissed from the selection process or termination of the contract during the project, if selected to do so, for providing Service Provider Services on BAP 2.0. We agree for unconditional acceptance of all the terms and conditions set out in the EoI document. It is hereby confirmed that I/We are entitled to act on behalf of our company/ corporation/ firm/ organization and empowered to sign this document as well as such other documents, which may be required in this connection. | We confirm that the information contained in this response or any part thereof, including its exhibits, and other documents and instruments delivered or to be delivered to IRDAI is true, accurate, verifiable and complete. This response includes all information necessary to ensure that the statements therein do not in whole or in part mislead the department in its short-listing process. We fully understand and agree to comply that on verification, if any of the information provided here is found to be misleading the short listing process, we are liable to be dismissed from the selection process or termination of the contract during the project, if selected to do so, for providing Service Provider Services on BAP 2.0. <b>Subject to deviations we agree for acceptance</b> of the terms and conditions set out in the EoI document. It is hereby confirmed that I/We are entitled to act on behalf of our company/ corporation/ firm/ organization and empowered to sign this document as well as such other documents, which may be required in this connection | Any deviation in terms and conditions should be part of pre-bid queries of RFP. |

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| 89 | General Queries                              |    |  | (a) Understand that the price to be quoted in the forth coming RFP, should be exclusive of taxes. As applicable taxes to be quoted separately then IRDAI would reimburse the extra tax cost due to change in taxes at time of billing. Kindly Confirm. | The price to be quoted in the forthcoming RFP shall be inclusive of all taxes.  |
| 90 |  |    |  | (b) Whether ownership of the assets if any required to be transferred immediately or at the end of the contract period ?   | All assests (hardware, software, licenses etc.) shall be purchased in the name of IRDAI only.   |
| 91 |  |    |  | (c) Whether any buy back to be made by bidder ?  | Yes for all assets except storage   |
| 92 | Hosting Facility                             | 41 | The support partner provided hosting facilities through Tata Communications Ltd (TCL) at Hyderabad DC for providing co-location services. The support partner has supplied and installed the IT infrastructure for the Business Analytics solution at the Hyderabad DC and also at the DR site at Chennai. The support partner has also provisioned the bandwidth required for connecting these sites to each other as well with IRDAs both internal and external users. | Who Owns the Data Centre Facility at Hyderabad.<br>Who owns the Telecomm links (MPLS and Internet)?  | For current BAP 1.0 it is TCL through current Service provider. For future BAP 2.0 its shall be the bidder;s responsibility.<br><br>MPLS is owned by IRDAI.<br><br>Internet is provided by TCL. |
| 93 | IT landscape for Business Analytics Solution | 44 | The following table illustrates the IT infrastructure that will be supported as part of the BAP environment.   | Can you share the details of Network and Security Infrastructure like make, model, date of purchase (Age)?   | This shall be provided in RFP.  |
| 94 | Logical Storage Solution                     | 51 | No Data Loss Between Primary & Near Site (Synchronous Replication)   | Where is the Near Site?<br>Is it at the same location of Primary DC or different site?   | Currently near site is also present in primary site.  |

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| 95  | Scope of Services for BAP 2.0   | 14 | Service Provider shall have an option to submit proposal based on either onpremise solution or cloud platform of the approved vendors by MEITY. (any one option only)  | Can Service provider who has completed the Meity Audit criterion (STQC Audit for Meity certificate) be qualified for cloud services?   | This shall be clarified in RFP.                |
| 96  | Payment Model   | 15 | For the current operator, payments were made after achieving the milestones of application development & certification and data migration. All the other payments during the operations and maintenance phase are Service Level Agreement based and made on a quarterly basis at the end of the quarter. Similar milestone based payments for milestones (if any) and performance based quarterly payments during the operations and maintenance phase is being considered for the new operator. | Request to finalise on the milestones for application development & certification & data migration only after a joint discusson with TCS & after arriving at a mutual consensus on the same.During operations & maintenance phase TCS would want the payments to be made monthly basis | This shall be provided in RFP.                 |
| 97  | Part IV – Proof of Fulltime IT Professionals in the Bidder’s Organization | 22 | The bidder must enclose certified copy by Statutory Auditor or Company Secretary of the bidder’s organization with the number of full time IT professionals in the bidder’s organization   | Request to allow endorsement of the document by Authorised Signatory or Statutory Auditor or Company Secretary   | No   |
| 98  | FORM III: FINANCIAL DETAILS OF THE ORGANIZATION                           | 22 | c. Certification by the company auditors supporting the revenue break-up for IT Services and System Integration Services   | Request to allow authorization by Authorised Signatory as well.  | No   |
| 99  |   | 52 | Details of Software Licenses for SAP components currently used   | Who owns the software licences as mentioned in page no 52  | IRDAI  |
| 100 |   |    | Change management  | Kindly advise on the number and average size (in person days)of change requests received per month   | 2000 person days per year for the last 3 years |

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| 101 |                            |    |   | Kindly give the count of following for current BAP system:-<br>1) No of processes configured in the BPM engine<br>2) No of screens in Portal(s)<br>3) No of reports and dashboards<br>4) Size and type of content in knowledge management module<br>5) Size of Database of BAP<br>4) No of batch processes<br>5) No of real time integrations<br>6) No of ETL in the data integration layer | This shall be provided in RFP.  |
| 102 |                            | 60 | The bidder must size the components of the proposed solution to meet the throughput, capacity and performance. The bidder shall submit the sizing methodology in response to the EOI. | Kindly elaborate on the response required from the bidder on this point   | The shortlisted bidders are expected to provide the complete sizing document for BAP 2.0 based on the information/requirements stated in the RFP and subsequent clarifications. |
| 103 | Pre qualification criteria | 20 | Only Project Citations completed / started in the last 5 financial years (2014-2019) will be considered for evaluation.   | Request to change to:<br>Only Project Citations completed / started in the last 5 financial years (2014-2019) Or Project Citations in Maintenance, post successful completion of the transition phase in the project and is in maintenance for atleast 5 years till March 2019, will be considered for evaluation   | No change.  |
| 104 | Appendix A                 |    |   | Pl provide Details on Ticket volume for SAP BO like no of incidents , no of enhancement (on an avg)   | On an average 4000 tickets per year.  |
| 105 | Appendix A                 |    |   | No of Stand Reports being used in production  | 423   |
| 106 |                            |    |   | No of Ad-hoc Reports being created/used in Production   | 162   |
| 107 |                            |    |   | No of BO Users (it's mentioned as 12 but this is being BAP Platform Kindly provide total concurrent users)  | 600   |

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| 108 |              |  |  | NO of Dashboards being used in production   | 30  |
| 109 |              |  |  | No of BO Publications if any  | None at present   |
| 110 |              |  |  | No of Jobs created on BODS / DQ/ IS Platform  | 39  |
| 111 | Appendix A / |  |  | What is Data warehouse sizes on DB2   | less than 1 TB  |
| 112 | Appendix A   |  |  | PI Provide current SLA being used by LTI  | This shall be provided in RFP   |
| 113 | Part III     |  |  | How many interfaces are there with SAP-ERP and other systems  | None at present   |
| 114 | Appendix A   |  |  | Are there any mobile users to access reports/dashboards   | None at present   |
| 115 | Part III     |  |  | How many user interfaces are required to be migrated to UI5   | Screens in all 14 modules as mentioned in BAP EOI table on page 8         |
| 116 | Page 7       |  |  | The past paragraph on the page mentions, "...IRDAI has also undertaken substantial Business Process Re-engineering..."<br><br>When was this re-engineering started?<br>What's the roadmap of such re-engineering efforts?           | Re-engineering is expected to be carried out in the BAP 2.0               |
| 117 | Page 8       |  |  | Frequency of Returns: The numbers given in the Table for example, Actuarial Life 41, Are there any further sub-reporting within each of the 'return'? For example, Life will have so many different LOBs like ULIP, WHOLE LIFE etc. | Yes there are sub-reporting.  |
| 118 | Page 9       |  |  | SLA Monitoring - What are those SLAs?   | This shall be provided in the RFP.  |
| 119 | Page 10      |  |  | Business Processes at the IRDAI LEVEL: Help Desk Support requirement - is it 24x7?  | Infrastructure support shall be 24*7.<br>Application support shall be 9*6 |
| 120 | Page 11      |  |  | Are there any types of support and activities that will continue from the incumbent (LTI) beyond November 2019?   | Yes for the KT and exit management  |

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| 121 | Page 12    |  |  | What happens to the changes that are more than 10 man days of effort?                             | This should be handled by the new bidder as per BAP 2.0 RFP.  |
| 122 | Part II    |  |  | How these following third-party applications are currently integrated                             | Payment gateway,Email relay service,SMS is already provisioned. E-signing and validation service provisioning is in progress. |
| 123 |            |  |  | • Payment Gateway (Bill desk)   |   |
| 124 |            |  |  | • E-signing and validations   |   |
| 125 |            |  |  | • E-mail relay services   |   |
| 126 |            |  |  | • SMS gateway integration   |   |
| 127 | ANNEXURE-A |  |  | How many active applications are running on Enterprise portal viz ESS, MSS etc.                   | 15  |
| 128 | ANNEXURE-A |  |  | How many scenarios are there using NWBPM  | 50 workflows configured in BPM  |
| 129 | ANNEXURE-A |  |  | Do you have Standalone gateway server for FIORI   | No  |
| 130 | Part III   |  |  | Are you looking for any custom FIORI apps to be developed in BAP2.0                               | No  |
| 131 | ANNEXURE-A |  |  | What Business packages are there in Enterprise Portal   | SAP business packages are not used in BAP 1.0.  |
| 132 | ANNEXURE-A |  |  | List of custom FIORI apps, if any   | Not applicable to the current EOI.  |
| 133 | ANNEXURE-A |  |  | Please provide the details of SAP-ERP system too-   | ERP not implemented in BAP. ERP is implemented separately.  |
| 134 |            |  |  | 1) What all Functional Modules implemented  | Not applicable to the current EOI.  |
| 135 |            |  |  | 2) User count Module wise   | Not applicable to the current EOI.  |
| 136 |            |  |  | 3) Server specification in terms of RAM/CPU/HDD for ERP landscape                                 | Not applicable to the current EOI.  |
| 137 |            |  |  | 4) What is version of ERP system along with DB & OS   | Not applicable to the current EOI.  |
| 138 | ANNEXURE-A |  |  | Is Near Site hosted in same Hyderabad DC or if any guidelines exist to choose the Near site       | Yes Near site is located in DC hyderabad  |
| 139 | ANNEXURE-A |  |  | Is IRDAI looking to continue the existing TCL DC/DR or wanted to migrate to some new DC/DR vendor | as proposed by bidders.   |

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| 140 | ANNEXURE-A |  |  | Please provide the ticket dump for last 1 year for the systems in scope.  | On an average 4000 tickets per year. Sample Issue logs will provided to shortlisted bidder if required.   |
| 141 | ANNEXURE-A |  |  | What is Support/Helpdesk/ITSM tool used by LTI/IRDAI for support, Is same tool will be used by new vendor?  | SAP Solution manager 7.1. Yes it shall be continued to be used in BAP 2.0 with timely updated latest versions.  |
| 142 | ANNEXURE-A |  |  | Is auditing with Cert-in agency will be part of this scope or IRDAI will coordinate with them   | No  |
| 143 | ANNEXURE-A |  |  | Is Network connectivity from IRDAI office to TCL Hyderabad/Chennai DC/DR supposed to be provided by SI, What redundancy needs to consider?  | yes, to be provided by SI .   |
| 144 | ANNEXURE-A |  |  | SAP Systems are running on older version and some of them are not supported by SAP, Please confirm if any upgrade is happening currently.   | It is expected by the new bidder to upgrade the existing technology stack to the latest available versions as part of BAP 2.0 RFP.  |
| 145 | ANNEXURE-A |  |  | Is SAP major version upgrade will be part of this 7 year maintenance support eg NW 7.3 to 7.5 upgrade or Solman 7.1 to 7.2 Upgrade? If yes How many times Upgrade needs to plan during 7 years maintenance. | Yes , upgrades need to be done periodically as and when released by the OEM.  |
| 146 | ANNEXURE-A |  |  | Is all support team needs to deploy onsite Hyderabad location or onsite-offshore model is acceptable and specify if any other onsite location?  | This shall be provided in RFP.  |
| 147 | ANNEXURE-A |  |  | Please provide the details for additional Change request requirement and criteria?  | This shall be provided in RFP.  |
| 148 | ANNEXURE-A |  |  | As per EOI, SI needs to consider the 7 year SAP sizing, Please specify the monthly growth in terms of transaction/database size and users ?   | The shortlisted bidders are expected to provide the complete sizing document for BAP 2.0 based on the information/requirements stated in the RFP and subsequent clarifications. |

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| 149 | TRANSITION OF BUSINESS ANALYTICS PROJECT |  |  | Is IRDAI wants to setup On-prem DC in Hyderabad office and SI needs to consider only DR Infrastructure only as per point 9, Will IRDAI procure the servers through SI or direct from OEM to consider on this scope?   | Procurement shall be through SI only.   |
| 150 | ANNEXURE-A                               |  |  | Please confirm if Support is require for 9*6 and rest 24*7 will be only for P1 issues or if 24*7 helpdesk support is require?   | Infrastructure support shall be 24*7. Application support shall be 9*6  |
| 151 | General                                  |  |  | Please confirm if any plan to migrate to HANA Database and assuming that migration will not be part of the managed services and separate Change Request will be awarded by IRDAI.   | No  |
| 152 | General                                  |  |  | Please confirm if SAP and Database license will be on BYOL while new license for OS/Infra needs to consider.  | This shall be provided in RFP.  |
| 153 | General                                  |  |  | Please provide the backup policy of IRDAI for SAP systems   | Data backup is done on daily,weekly and monthly basis.Backup policy shall be provided as part of KT during exit management.   |
| 154 | General                                  |  |  | Is current system implemented with SAP high availability on OS cluster?   | Yes   |
| 155 | General                                  |  |  | Sizing needs to be revised to considered the environment for next 7 years and Benchmark for new version of SAP system and require more detail to perform Throughput based sizing from quick sizer, Please confirm if IRDAI will provide the required details. | The shortlisted bidders are expected to provide the complete sizing document for BAP 2.0 based on the information/requirements stated in the RFP and subsequent clarifications. |
| 156 | General                                  |  |  | Is SAP Security part of the scope too   | Yes   |
| 157 | Sec 8 Page 63                            |  |  | Kindly share the future service availability SLAs expected from the new SI in terms of infra  | This shall be provided in RFP.  |



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| 158 | Sec 6a        |  |  | Please provide the exact dates with existing hardware going End-Of-Life (7yrs out of warranty, support), if the hardware is already crossed EOL will there be any OEM support available.   | November 2019 , This should be handled by the new bidder either through OEM support or through third party support.                          |
| 159 | Page 60 of 63 |  |  | Please let us know if there's a tool already identified, procured to carry out application, server migration along with migration methodology or plan(timeline). If yes, kindly confirm the access privileges (e.g. Administrator, Power User etc.) that will be extended to the supplier resources. | No, This shall be taken care by the bidder.  |
| 160 | Page 60 of 63 |  |  | Please share Ticket Dump for last 6 months including the following Information (monthly data):   | On an average 4000 tickets per year. It is the responsibility of the new bidder to handle the tickets, change requests for all environments. |
| 161 |               |  |  | 1. Number of tickets received by server team and bifurcations of the tickets like (Wintel, Unix, P1, P2 etc.)  |  |
| 162 |               |  |  | 2. Number of Change requests   |  |
| 163 |               |  |  | 3. No of IMAC's /month   |  |
| 164 |               |  |  | 4.No. of tickets mapped to application support (Prod. Vs Non.Prod.)  |  |
| 165 | Appendix A    |  |  | Please share the current testing challenges that you face with the existing vendor / set-up.   | UAT enviroment also needs to be in place for testing on similar to production enviroment for better test results .                           |
| 166 | Appendix A    |  |  | We understand that Functional, Performance, Security, Data and UX testing are in scope? Please confirm.  | This shall be provided in RFP.   |
| 167 | Appendix A    |  |  | Which tools are being used for test management, defect tracking and test automation?   | No tools used currently.   |

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| 168 | Appendix A |  |  | What is your expectation from functional regression automation (ROI, Turn Around Time, % automation coverage etc.)?  | This shall be provided in RFP.   |
| 169 | Appendix A |  |  | How many regression test cycles are executed per release on an average?<br>What is the execution time (cycle time) of your regression (manual) on this application?                            | Regression testing is not currently in scope of existing BAP contract. |
| 170 | Appendix A |  |  | Can you please provide the existing regression test cases / scripts?   | Regression testing is not currently in scope of existing BAP contract. |
| 171 | Appendix A |  |  | Please provide the list of browsers supported by your applications and in scope for regression automation?   | Regression testing is not currently in scope of existing BAP contract. |
| 172 | Appendix A |  |  | It is mentioned that a new Mobile UI will be developed. Will it be a native app or the Responsive Web App? Please provide the list of mobile devices (and OS) supported by these applications? | This shall be provided in RFP.   |
| 173 | Appendix A |  |  | Can you share the challenges you foresee in this regression automation?  | Regression testing is not currently in scope of existing BAP contract. |
| 174 | Appendix A |  |  | Do you have any preferred tool/framework for automated functional testing?   | None at present  |
| 175 | Appendix A |  |  | Could you please provide list of technologies that you want the Test Automation tool to support in near future?  | No such requirement at present   |
| 176 | Appendix A |  |  | Are there any pre-existing automated testing scripts available? If yes, will these be made available to check the reusability in-part or in-full?  | No   |
| 177 | Appendix A |  |  | Is API testing in Scope? At what level?<br>Which services are currently accessed via APIs?   | No   |

|     |                                    |  |  |  |                                       |
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| 178 | Appendix A                         |  |  | Please specify automation testing tools used for web services / API testing.   | No tools used currently.              |
| 179 | Appendix A                         |  |  | Are there any preferred tools for Performance testing?   | No                                    |
| 180 | Appendix A                         |  |  | Along with the provided metrics for load, are there any other performance metrics related to the time the APIs take or any other NFRs?             | No                                    |
| 181 | Appendix A                         |  |  | What are the requirements for Security testing? What is the level of penetration expected?   | This shall be provided in RFP.        |
| 182 | Appendix A                         |  |  | Are there any preferred tools for Security Testing?  | No                                    |
| 183 | Transition to BAP 2.0 page 59      |  |  | Testing – Security Testing Pls specify security testing types – SAST, DAST, VPAT and tools being used for these security testing types.            | Not using any testing type currently. |
| 184 | Transition to BAP 2.0 page 59      |  |  | Pls specify current headcount of security engineers across locations and applications.   | Not relevant to this EOI              |
| 185 | Transition to BAP 2.0 page 59      |  |  | Pls specify if compliance testing is in scope. If yes, outline the various compliance tests currently done   | No                                    |
| 186 | Transition to BAP 2.0 page 59      |  |  | Does IRDAI expect vendor/supplier to do the needful for CERT-IN certification<br>When was last certification obtained and what is current validity | No                                    |
| 187 | Operations and Maintenance page 56 |  |  | Testing – Service Testing<br>1. Pls elaborate on Service Testing activities as per current scope   | Not relevant to this EOI              |
| 188 |                                    |  |  | 2. Pls specify SLAs tracked and monitored for Service Testing  | Not relevant to this EOI              |
| 189 | Annexure A                         |  |  | Infrastructure Testing   | Not relevant to this EOI              |
| 190 |                                    |  |  | 1. Pls specify the current headcount of infra testing resources and distribution across locations  | Not relevant to this EOI              |

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| 191 |                       |  |  | 2. Pls specify the current test skill sets of infra testing roles as per current scope  | Not relevant to this EOI   |
| 192 |                       |  |  | 3. Pls specify types of testing performed and tools used if any   | Not relevant to this EOI   |
| 193 |                       |  |  | Please specify current headcount and distribution of testing resources across applications/modules/streams as per scope of this RFP | Not relevant to this EOI   |
| 194 |                       |  |  | Please specify the skill sets of testing roles of current scope across various business processes                                   | Not relevant to this EOI   |
| 195 |                       |  |  | Please specify if there are any testing specific SLAs. If yes, please specify   | Not relevant to this EOI   |
| 196 | Application Landscape |  |  | Can you please share Landscape details along with versions and third party integrations?  | Refer to the diagram on page 43 of BAP EOI   |
| 197 | Scope                 |  |  | whether SAP ERP in scope? If yes what are the modules in scope?   | No   |
| 198 | Customization         |  |  | Can you please share number of custom objects? E.g Reports, Interfaces, Enhancements etc.   | This shall be provided in RFP.   |
| 199 | Current Support Model |  |  | Can you please share current Support model and the team size supporting SAP?  | This shall be provided in RFP.   |
| 200 |                       |  |  | What is the support hours coverage expected?  | Infrastructure support shall be 24*7. Application support shall be 9*6                                     |
| 201 | Ticket Volumes        |  |  | Is it possible to have baseline of ticket volumes average per month application wise?   | On an average 4000 tickets per year. Sample Issue logs will be provided to shortlisted bidder if required. |
| 202 | Users                 |  |  | Can you provide number of SAP users bifurcated into Key users and Casual users?   | Refer to the table on page 9 of EOI document.  |
| 203 |                       |  |  | Can you please provide no of users per module?  | This shall be provided in RFP.   |
| 204 | Monitoring            |  |  | Please elaborate on monitoring requirements. Is it 24x7?  | Infrastructure support shall be 24*7. Application support shall be 9*6                                     |

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| 205 | Documentation          |  |  | What is the maturity level of documentation for business processes?<br>Are they update with the current business processes? | Yes   |
| 206 | Company info           |  |  | How many legal entities are in scope?   | All regulated entities are stakeholders in the project. |
| 207 |                        |  |  | How many company codes, Plants, Mfg Sites, Warehouses are in scope?   | Not relevant to this EOI                                |
| 208 | Company info           |  |  | In how many currencies does the company operate in?   | INR   |
| 209 | Reporting Requirements |  |  | What are the reporting requirements of the company? (Statutory or otherwise)  | Regulatory reporting                                    |
| 210 | In flight Projects     |  |  | Are there any in flight projects running or planned in near future.   | Not relevant to this EOI                                |
| 211 | Batch job Monitoring   |  |  | How many critical batch jobs need to be monitored?  | This shall be provided in RFP.                          |
| 212 |                        |  |  | Is there any tool being used for batch job monitoring currently?  | No. Scripts are being used for batch jobs monitoring.   |
| 213 | Audit Support          |  |  | Can you please elaborate on the Audit support requirement?  | This shall be provided in RFP.                          |
| 214 | Testing                |  |  | Is there any tool being used for testing?   | No  |
| 215 | Future Roadmap         |  |  | Will you be able to share future Roadmap for IT?  | Not relevant to this EOI                                |
| 216 | Training               |  |  | Is user training in scope?  | Yes   |
| 217 | Innovation             |  |  | IRDAI has already invested or planning to invest in automation tools for productivity improvements and value addition?      | No  |
| 218 | SLAs and KPIs          |  |  | IRDAI has any specific expectations on SLAs and KPIs?   | Yes. This shall be provided in the RFP.                 |
| 219 | Support Model          |  |  | IRDAI has any specific expectations on Onsite and offshore requirements of roles?   | Yes   |

|     |  |    |  |  |   |
|-----|--|----|--|--|---|
| 220 |  | 13 |  | For modernization of the existing system required any software upgrade, is it required to considered additional license cost as a part of proposal. Example migration from DB2 to HANA DB, Fiori for UI etc. | This shall be provided by the bidder as part of their solution for BAP 2.0 if additional license are to be incurred over and above those mentioned in BAP EOI on page 52. |
| 221 |  | 13 |  | Changing in Master Data Template as per current requirement may required change in backend system. It is required to be considered as a part of BAP transformation scope?                                    | Yes   |
| 222 |  | 55 |  | At support stage incident management can existing application be used or bidder should consider own application for incident management.   | SAP Solution manager 7.1. Yes it shall be continued to be used in BAP 2.0 with timely updated latest versions.  |
| 223 |  | 60 |  | Current users license is for 500 users, is it required for bidder to additional 500 license to address future need of 1000   | Its CPU based license and no of users is not limited per license. More information shall be provided in RFP.  |
| 224 |  |    |  | Transaction time line planned from the existing service provider?  | This shall be provided in the RFP.  |
| 225 |  | 58 |  | Testing automation required additional software license, shall it be considered or existing license can be leverage  | No existing license in current contract   |
| 226 |  | 61 |  | New module development, is it required to develop in SAP or other product can be implemented and interfaced with SAP. Or new SAP product can be suggested.   | Only SAP technology with latest versions.   |
| 227 |  |    |  | During maintenance phase, is it mandatory all the resources should be on site or it can be mixed model onsite/offshore   | This shall be provided in RFP.  |
| 228 |  | 59 |  | Security, is it required to leverage existing application and infrastructure security or it can be freshly relooked into.  | This shall be provided by the bidder as part of their solution for BAP 2.0  |

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|-----|--|----|--|--|---|
| 229 |  | 62 |  | Maintenance , SLA period will be applicable from the day one of the takeover from existing service provider or post deployment of the BAP 2.0. What is the present SLA and expectation | This shall be provided in the RFP             |
| 230 |  |    |  | Is it mandatory that Existing DB2 to be used by the bidder or can the bidder suggest database which can be procured by IRDA.   | Existing DB2 shall be used in BAP 2.0         |
| 231 |  |    |  | Security - Any of EOS / EOL Will IRDA take care or bidder to plan for the same   | Bidder to plan and provide                    |
| 232 |  |    |  | Current SLA's to be Shared and the expected SLA's to be shared   | This shall be provided in the RFP             |
| 233 |  |    |  | Is IRDA having the full source code of the existing system   | Yes   |
| 234 |  |    |  | AMC to Existing Application will IRDA Take care  | No, it has to be taken care by the new bidder |
| 235 |  |    |  | SMS integration to how many modules to be done to be shared in RFP   | All modules of BAP.                           |
| 236 |  |    |  | The finer details presented during Pre-bid can the same be updated in the proposed RFP   | Yes   |
| 237 |  |    |  | Hosting can it on premise or cloud clarity to be given by IRDA   | Details shall be given in RFP.                |
| 238 |  |    |  | How is the transition planned between the existing vendor and the new Vendor and the planned transition timelines to be updated in the RFP   | Details shall be given in RFP.                |
| 239 |  |    |  | What modules of SAP are customized in the existing System  | All   |
| 240 |  |    |  | List of EOS and EOL HW to be provided in RFP   | Yes   |
| 241 |  |    |  | Specify the details of the SAP tools used for Automation   | No automation tools used.                     |

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|-----|--------------------------|--|---|---|--|
| 242 |                          |  |   | Since IRDA procured Storage , should the bidder plan for storage augumation of the same or can they suggest new storage.  | The newly procured storage is to be used for BAP 2.0 |
| 243 |                          |  |   | How many number of development team is required as per IRDA to be provided during the life time of the project  | To be proposed by the bidder                         |
| 244 |                          |  |   | Is it compulsory that DC ,NDR and DR should be in Hyderabad and Chennai   | No   |
| 245 |                          |  |   | What version of the SAP is currently used and what is planned for the upgrade   | Refer page 40 of BAP EOI                             |
| 246 |                          |  |   | List of formats of the various data elements can it be shared   | This shall be provided in RFP.                       |
| 247 |                          |  |   | To plan for impact on backup details of the current backup system and the methodology implemented to be made known thru RFP.  | Yes  |
| 248 |                          |  |   | Current helpdesk flow and escalation matrix to be updated in RFP  | Yes  |
| 249 | 7. RESPONSE REQUIREMENTS |  | v) A board resolution / Authorization letter from CEO of bidding Company authorizing the Bidder to sign/ execute the proposal as a binding document and also to execute all relevant agreements forming part of Eoi shall be included in the proposal | We request the clause to be modified as below:<br><br>A board resolution / Authorization letter from CEO <b>or Authorized Signatory</b> of bidding Company authorizing the Bidder to sign/ execute the proposal as a binding document and also to execute all relevant agreements forming part of Eoi shall be included in the proposal | No change  |



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| 250 | 3. FORM III: FINANCIAL DETAILS OF THE ORGANIZATION |    | Mandatory Supporting Documents: c. Certification by the company auditors supporting the revenue break-up for IT Services and System Integration Services | We request the clause to be modified as below:<br><br>Certification by the company auditors / <b>Company Secretary / Authorized Signatory / CA</b> supporting the revenue break-up for IT Services and System Integration Services | No change  |
| 251 |  | 7  |  | Are there any solution gaps between the previous scope of work and the actual delivered solution by LTI in terms of functionality and business processes?  | No   |
| 252 |  | 7  |  | What do you mean by "Automation of branch office opening?"   | It means making branch opening process from offline to online.           |
| 253 |  | 8  |  | What is the solution inception date or Go-Live date like month and year?   | This shall be provided in RFP.   |
| 254 |  | 9  |  | Is BAP Portal in SAP EP? Or for External users of IRDAI is it in PHP/MySQL?  | SAP Enterprise Portal and front end screens developed in web dynpro java |
| 255 |  | 9  |  | What do you mean by "client side locations" network connectivity?  | IRDAI Head Office Hyderabad, New Delhi and Mumbai regional offices       |
| 256 |  | 9  |  | What is your existing "change management process"?   | This shall be provided in RFP.   |
| 257 |  | 9  |  | What is your current system of SLA Monitoring and SLA Management ?   | This shall be provided in the RFP.                                       |
| 258 |  | 11 |  | Is SAP PI used for all 3 <sup>rd</sup> party application integration or have you used any custom developed APIs?   | SAP PI only  |
| 259 |  | 11 |  | Are your existing H/W in warranty or out of warranty? If in warranty, when the warranty is ending?   | Its on extended warranty through third party support                     |
| 260 |  | 11 |  | Is your existing S/W Licenses up to date? (both SAP & non SAP)   | Yes  |
| 261 |  | 11 |  | Can you share latest SAP software license audit reports?   | No   |

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| 262 |  | 11 |  | Do you have on premise or Cloud or Hybrid solutions at present?  | On premise   |
| 263 |  | 12 |  | "..... BAP Portal for a period of 5 years"?<br>Is it 5 or 7 years?   | The total contract is for a period of 7 years and not 5 years.   |
| 264 |  | 13 |  | What are the additional business and administrative processes likely to be included in BAP2.0?   | This shall be provided in RFP.   |
| 265 |  | 13 |  | Which interfaces you intend to revamp?   | This shall be provided in RFP.   |
| 266 |  | 13 |  | When can we study the "current method of submission of data"?  | Half-a-day workshop will be conducted for the shortlisted bidders where-in overview of the BAP system will be provided. Any other information to the extent feasible will be made available to the bidder based on the bidders requirement . |
| 267 |  | 13 |  | We need details of existing operation systems like "IGMS and SAP ERP" like version, modules implemented, integration with BAP modules etc.?  | This shall be provided in RFP.   |
| 268 |  | 14 |  | When can we have due diligence & for how many days maximum?  | Half-a-day workshop will be conducted for the shortlisted bidders where-in overview of the BAP system will be provided. Any other information to the extent feasible will be made available to the bidder based on the bidders requirement . |
| 269 |  | 14 |  | As part of due diligence exercise before submitting our proposal can we get access to BBP, Change requests, WRICEFs, Authorization Matrix, Project Closing report, SAP system audit reports, Risk and issue management reports etc.? | Half-a-day workshop will be conducted for the shortlisted bidders where-in overview of the BAP system will be provided. Any other information to the extent feasible will be made available to the bidder based on the bidders requirement . |
| 270 |  | 14 |  | What is "MEITY"?   | Ministry of Electronics and Information Technology   |
| 271 |  | 14 |  | Can we propose "HYBRID" Solution?  | Details shall be given in RFP.   |

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| 272 |                                       | 15 |  | Can we propose T&M or fixed monthly payment terms for the total duration of engagement?  | No  |
| 273 |                                       | 15 |  | Can we propose an exclusive need base scalable COE in your Premises for BAP2.0?  | Details shall be given in RFP.  |
| 274 | PART III: INDICATIVE SCOPE OF BAP 2.0 | 14 | Service Provider shall have an option to submit proposal based on either on premise solution or cloud platform of the approved vendors by MEITY. (any one option only)   | 1) Can Bidder provide both option for Cloud and On_premise<br>2) Since the data is from all Insurers, data service on cloud is OK for IRDA   | Details shall be given in RFP.  |
| 275 | 8. EOI PROPOSAL                       | 22 | 3. Part III – Relevant Project Experience for Transitioning of Turnkey IT Projects - <b>The projects mentioned here should match with the projects quoted by the respondent in order to satisfy the qualification requirements. Enclose the mandatory supporting documents listed in format.</b> | 1) Bidder need to provide Turn Key projects on in SAP or any other technology to showcase the manage capability of such type Turn Key projects ?<br>2) Bidder need to provide citation and work order or only Citation | 1) Turn Key projects on SAP technology<br>2) Citation and work order both are required for the projects proposed by the bidder. |
| 276 | General                               |    | On scope of technology   | Since the objective of this project is of data analytics , can bidder suggest other than SAP component solutions   | No  |
| 277 | Takeover Portal Operations            | 61 | b) Shifting the portal operations to the identified hosting services providers (Primary, DR and NDR) and make the portal operational from new hosting service provider   | Who is the current Hosting Partner for Portal ?  | L& T Infotech Pvt. Ltd.   |

|     |                                       |    |   |   |                                   |
|-----|---------------------------------------|----|---|---|-----------------------------------|
| 278 | 8. EOI PROPOSAL                       | 21 | Bidders are requested to submit their responses for the Pre-Qualification Requirements in five (5) parts, clearly labelled according to the following categories  | As we understand from the section bidder has to propose 5 parts 1) Covering Letter and Board Resolution / Authorization letter from CEO 2) Details of the Organization 3) Part III – Relevant Project Experience for Transitioning of Turnkey IT Projects 4) Part IV – Proof of Fulltime IT Professionals in the Bidder’s Organization 5) Part V – Proof of Certification (a. Assessment and Certification of the required certification (CMMi Level 5). So we understand technical solution/BOM etc not required | Yes , understanding is correct.   |
| 279 | 1. Background                         | 11 | Revalidation of Functional Requirements Specifications and freezing the requirements  | Does IRDAI expect the new SI to revalidate all requirements or a gap baseline is already available with IRDAI   | This shall be provided in RFP.    |
| 280 | PART III: INDICATIVE SCOPE OF BAP 2.0 | 13 | With the contract with the current support partner ending in November 2019, the IRDAI has initiated the process of selection of Service Provider who would be responsible for providing end-to-end services on BAP for an expected period of about 7 years beyond the contract period of the current operator | Will IRDAI ensure a phase for transition of knowledge and support?<br>This activity will take atleast 4 months post new team deployment from new SI. This will help ensure documentation sufficiency.   | This shall be provided in RFP.    |
| 281 | PART III: INDICATIVE SCOPE OF BAP 2.0 | 14 | BAP2.0 requiements  | Does IRDAI have any preference on retaining or changing current software product stack?   | Current stack has to be retained. |

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| 282 | PART III: INDICATIVE SCOPE OF BAP 2.0 | 14 | The Service Provider has to ensure continuity and performance of the operations. The pre-qualified bidders, to whom the RFP will be released, will be provided with opportunity for due-diligence before the submission of their techno-commercial proposal during the RFP bid process. The pre-qualified bidders will have to send the requests beforehand for required documentation on the current business processes, applications, infrastructure and operations & services, so that the same can be provided by IRDAI to the bidders during the due-diligence process. | What is the expectation from due-diligence phase? Does it expect an onsite team for all levels of support and operation included in maintenance scope?   | Half-a-day workshop will be conducted for the shortlisted bidders where-in overview of the BAP system will be provided. Any other information to the extent feasible will be made available to the bidder based on the bidders requirement . |
| 283 | ANNEXURE-A                            | 35 | DB2 - Master data management   | What percentage of reports are generated directly from SAP database and what percent of reports generated from DB2?  | All reports are generated from SAP BO  |
| 284 |                                       | 62 | Maintenance of upgraded / newly developed portal:  | What is current SLA adherence performance? How many of the tickets are application centric(Functional) and how many are infrastructure centric(non functional)?                                    | This shall be provided in the RFP.   |
| 285 |                                       | 58 | The upgraded solution should be supported by the respective OEMs for another 7 years.  | Will IRDAI agree to a limit on number of upgrades based on absolute need and after compatibility resolution in entire stack? i.e. twice during 7 years' contract term                              | Upgrades need to be done periodically as and when released by the OEM of all technologies involved.  |
| 286 | Solutions components                  | 31 | External Data cleansing and validation   | What is considered as external data , is there any data enrichment process using third party data. How is the data cleansing currently done and how is this supported by existing solution partner | No data enrichment is done in current solution. Cleansing is done through validations at various stages.   |

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|-----|---|---|--|--|--|
| 287 | Information view of BAP                                 | 32  | Master Data Management   | Please explain the MDM process, is SAP MDG used . How is data stewardship maintained - how is this supported by the existing partner | SAP Information Steward is neither in use or been configured.          |
| 288 | Application and Systems Management                      | 39  | Metadata Management  | How is metadata & data lineage managed , is SAP Information Steward configured   | This shall be provided in RFP.   |
| 289 | Operation and Maintenance                               | 55  | The above services provided by LTI are governed by strong SLAs   | Please mention the SLA's   | This shall be provided in the RFP.                                     |
| 290 | Business and Administrative Processes covered under BAP | 10  | Re-Insurers yet to be implemented(Part of Non-Life as of now)  | Plz clarify if it will be a part of Non-Life implementation in BAP-2   | This shall be provided in RFP.   |
| 291 | a)Scope of Application (BAP 2.0)                        | 13  | iii) Develop & implement new software modules for the following functionalities  | Kindly specify the functionalities.  | Kindly ignore the statement  |
| 292 | 1. Scope of Work BAP(2.0)                               | 57  | c) Better User experience for different levels of users  | Kindly specify if the users are internal /external/both & the current pain areas in UX   | Please refer to Table 3 on page 9 Pain areas shall be provided in RFP. |
| 293 |   |   | d) Trends & Predictive analysis  | Kindly specify the current usage of Predictive analysis  | No predictive analysis used in current contract                        |
| 294 |   |   | e) More elaborative visualization  | Kindly elaborate on the expectation  | This shall be provided in RFP.   |
| 295 |   |   | j)Exhaustive regression & Automation testing of all existing BAP modules & all the newly created & redeveloped modules to be done by bidder. Existing gaps will be identified & opportunities to streamline processes to be explicitly mentioned in report | How many new modules & functionalities are expected to be included in scope.   | This shall be provided in RFP.   |
| 296 |   |   | 4. Upgrade/redevelop existing portal   | 61   | iii) Development of new modules of the intermediaries                  |
| 297 |   | iv) Enhanced helpdesk supports operations.. | Kindly specify the activities involved & presume that these are the only 3 sources of communication.   |  | This shall be provided in RFP.   |
| 298 |   |   |  | Where is BAP application currently hosted?   | Data Center Hyderabad Madhapur   |

|     |  |  |  |   |  |
|-----|--|--|--|---|--|
| 299 |  |  |  | We understand that BAP 2.0 is focused on Technology upgrades and providing business intelligence based dashboards for top management. Is there a document that details the requirements for technical and functional enhancements in scope for BAP 2.0? If not, is the vendor expected to conduct the discovery workshops to elicit and document the complete requirements? | This shall be provided in RFP.   |
| 300 |  |  |  | What is the current vendor team size and the size of IRDA team supporting the BAU activities for BAP? Please provide details of the FTEs involved by activity (Maintenance, production support, Helpdesk etc)   | This shall be provided in RFP.   |
| 301 |  |  |  | Please provide volumetrics in terms of the incident/tickets handled by the vendor for the past 2 years, by category (L1,L2,L3)  | On an average 4000 tickets per year.   |
| 302 |  |  |  | Is there a current state assessment vs future requirements of the infrastructure conducted by the incumbent vendor or is it required to be carried out by the new vendor?   | It shall be carried out by the new bidder.                                       |
| 303 |  |  |  | Till which dates are the Firewall solution supported.   | All Cisco products are End of Life & End of Sale., We having support up to Dec19 |

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| 304 | Annex-A                                     | 38 | User Authentication & SSO  | We understand IRDAI uses native Authentication and SSO portal of SAP. Do the bidder need to propose new external SSO and external Authentication using LDAP with multi factor authentication with Identity and Access Management (IDAM) solution to integrate application outside SAP landscape? | This shall be provided in RFP.                                      |
| 305 | IT Landscape of Business Analytics Solution | 43 | System Landscape   | There are existing Firewall, SLB, IPS, GSLB. How old are these devices? Do bidder need to leverage the existing security infrastructure. Or bidder need to prepare a new architecture with advance security solutions based on current threats.  | This shall be provided in RFP.                                      |
| 306 | Annex-A                                     | 54 | Security Administration - Periodic review of security logs   | Do bidder need to propose Log Management and Log Correlation solution for Security Incident and Event Management?  | This shall be provided in RFP.                                      |
| 307 | Scope of Work                               | 59 | Portal should be highly secure without vulnerabilities like duplicate login session and should be SSL supported and encrypted. | Is there any existing Vulnerability Assessment being carried out on scheduled frequency or Do bidder needs to propose VA and PT for the proposed BAS?  | VAPT is not yet done for BAP. It shall be separately done by IRDAI. |

| Network and Firewall details |           |             |                     |               |
|------------------------------|-----------|-------------|---------------------|---------------|
| Equipment Type-Name          | Location  | Model       | Make                | Serial Number |
| Switch                       | Chennai   | 3750 G      | Cisco Systems, Inc. | FDO1543X1A8   |
| Switch                       | Chennai   | 2900 Series | Cisco Systems, Inc. | FCQ1601X0NF   |
| Switch                       | Chennai   | 2900 Series | Cisco Systems, Inc. | FCQ1601X0N8   |
| Switch                       | Hyderabad | 3750 G      | Cisco Systems, Inc. | FDO1543X19X   |
| Switch                       | Hyderabad | 3750 G      | Cisco Systems, Inc. | FDO1543X1A9   |



|               |                    |             |                     |                                |
|---------------|--------------------|-------------|---------------------|--------------------------------|
| Switch        | Hyderabad          | 2900 Series | Cisco Systems, Inc. | FCQ1601X0MD                    |
| Switch        | Hyderabad          | 2900 Series | Cisco Systems, Inc. | FCQ1601X0GE                    |
| Firewall      | LTCHNIN<br>D_FW01  | ASA 5520    | Cisco Systems, Inc. | JMX1601X182                    |
| Load Balancer | CHN-LNT-<br>LB01   | APV 1600    | Array               | 1149G1025901600002262030675170 |
| Firewall      | LTHYDIN<br>D_FW01  | ASA 5520    | Cisco Systems, Inc. | JMX1601X09U                    |
| Firewall      | LTHYDIN<br>D_FW02  | ASA 5520    | Cisco Systems, Inc. | JMX1601X09T                    |
| IDS/IPS       | INDHYDL<br>TIPS002 | AIP SSM 20  | Cisco Systems, Inc. | JAF1549BMCP                    |
| IDS/IPS       | INDHYDL<br>TIPS001 | AIP SSM 20  | Cisco Systems, Inc. | JAF1549BLTT                    |
| Load Balancer | HYD-LNT-<br>LB01   | AVP 1600    | Array               | 1149G1035901600002262030675370 |
| Load Balancer | HYD-LNT-<br>LB02   | AVP 1600    | Array               | 1149G1039901600002262030674150 |

| New Storage details: |                |                                       |          |
|----------------------|----------------|---------------------------------------|----------|
| SR. No.              | Part Code      | IRDA DC Site Unity-400 Description    | Quantity |
| 1                    | D32D32AF25     | UNITY 400 2U DPE 25X2.5 DRIVE FLD RCK | 1        |
| 2                    | D3-2S12FX-1600 | UNITY 1.6TB FLASH 25X2.5 DRIVE        | 7        |

|                |                  |  |                 |
|----------------|------------------|--|-----------------|
| 3              | D3-2S10-1800     | UNITY 1.8TB 10K SAS 25X2.5 DRIVE           | 23              |
| 4              | D3122F           | UNITY 2U 25X2.5 DRIVE DAE FLD RCK          | 1               |
| 5              | D3SL16F          | UNITY 2X4 PORT 16G FC IO                   | 1               |
| 6              | D3SFP16F         | UNITY 4X16 GB SFP FC CONNECTION            | 1               |
| 7              | D3SP-S6X1800-10K | UNITY SYSPACK 6X1.8 TB 10K SAS<br>25X2.5   | 1               |
| 8              | D31EMCCK25KIT    | UNITY 25 DRIVE EMC DPE FLD INST KIT        | 1               |
| 9              | C13-PWR-15       | 2 C13 POWER CORDS WITH IN6SA3<br>PLUGS     | 2               |
| 10             | 458-001-841      | UNITY 400 BASE SOFTWARE +<br>D@RE=IC       | 1               |
|                |                  |  |                 |
| <b>SR. No.</b> | <b>Part Code</b> | <b>IRDA NDR Site Unity-300 Description</b> | <b>Quantity</b> |
| 1              | D31D24AF25       | UNITY 300 2U DPE 25X2.5 DRIVE FLD<br>RCK   | 1               |
| 2              | D3-2S12FX-1600   | UNITY 1.6TB FLASH 25X2.5 DRIVE             | 7               |
| 3              | D3-2S10-1800     | UNITY 1.8TB 10K SAS 25X2.5 DRIVE           | 15              |
| 4              | D3122F           | UNITY 2U 25X2.5 DRIVE DAE FLD RCK          | 1               |
| 5              | D3SL16F          | UNITY 2X4 PORT 16G FC IO                   | 1               |
| 6              | D3SFP16F         | UNITY 4X16 GB SFP FC CONNECTION            | 1               |
| 7              | D3SP-S6X1800-10K | UNITY SYSPACK 6X1.8 TB 10K SAS<br>25X2.5   | 1               |
| 8              | D31EMCCK25KIT    | UNITY 25 DRIVE EMC DPE FLD INST KIT        | 1               |
| 9              | C13-PWR-15       | 2 C13 POWER CORDS WITH IN6SA3<br>PLUGS     | 2               |
| 10             | 458-001-839      | UNITY 300 BASE SOFTWARE +<br>D@RE=IC       | 1               |
|                |                  |  |                 |

| SR. No. | Part Code        | IRDA DR Site Unity-400 Description    | Quantity |
|---------|------------------|---------------------------------------|----------|
| 1       | D32D32AF25       | UNITY 400 2U DPE 25X2.5 DRIVE FLD RCK | 1        |
| 2       | D3-2S12FX-1600   | UNITY 1.6TB FLASH 25X2.5 DRIVE        | 7        |
| 3       | D3-2S10-1800     | UNITY 1.8TB 10K SAS 25X2.5 DRIVE      | 15       |
| 4       | D3122F           | UNITY 2U 25X2.5 DRIVE DAE FLD RCK     | 1        |
| 5       | D3SL16F          | UNITY 2X4 PORT 16G FC IO              | 1        |
| 6       | D3SFP16F         | UNITY 4X16 GB SFP FC CONNECTION       | 1        |
| 7       | D3SP-S6X1800-10K | UNITY SYSPACK 6X1.8 TB 10K SAS 25X2.5 | 1        |
| 8       | D31EMCCK25KIT    | UNITY 25 DRIVE EMC DPE FLD INST KIT   | 1        |
| 9       | C13-PWR-15       | 2 C13 POWER CORDS WITH IN6SA3 PLUGS   | 2        |
| 10      | 458-001-841      | UNITY 400 BASE SOFTWARE + D@RE=IC     | 1        |