



# Institute of Actuaries of India

Statutory body established under an Act of Parliament

Unit No. F-206, 2nd Floor, F Wing, Tower II, Seawoods Grand Central,  
Plot no R-1, Sector 40, Nerul Road, Navi Mumbai - 400706  
+91 22 6243 3333 +91 22 6243 3322

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## REQUEST FOR PROPOSAL (RFP)

APPOINTMENT OF AGENCY

FOR

IT INFRASTRUCTURE MANAGED SERVICES

RFP REF. NO.: IAI/RFP/IT/2023-2024  
DATED: 23<sup>rd</sup> MARCH 2024

Address to:  
Vinod Kumar Kuttierath  
Deputy Director  
Institute of Actuaries of India  
2nd Floor, 'F' wing, Tower II  
Seawoods Grand Central  
Navi Mumbai 400706



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## Disclaimer

This RFP is neither an agreement nor an offer and is only an invitation by IAI to the interested parties for submission of bids. The purpose of this RFP is to provide the Bidder with information to assist the formulation of their proposals.

This RFP does not claim to contain all the information each bidder may require. Bidder(s) should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP and wherever necessary, may obtain independent advice. IAI makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP. IAI may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.

This document is meant to provide information only and with an express understanding that recipients will use it only for the purposes set out above. It does not purport to be all inclusive or contain all the information about the requirement or form basis of any contract. No representation or warranty, expressed or implied, is made regarding reliability, accuracy or the completeness of any of the information contained herein. There may be deviation or change in any of the herein mentioned information.

While this document has been prepared in good faith, neither IAI, nor any of their officers make any representation or warranty or shall have any responsibility or liability whatsoever in respect of any statements or omissions here from. Any liability is accordingly and expressly disclaimed by IAI and any of their officers or subscribers, even if any loss or damage is caused by any act or omission on the part of IAI or any of their officers or subscribers, whether negligent or otherwise.

By acceptance of this document, the recipient agrees that any information herewith will be superseded by any subsequent written information on the same subject made available to the recipient by or on behalf of IAI. IAI and any of their respective officers or subscribers undertake no obligation, among others, to provide the recipient with access to any additional information or to update this document or to correct any inaccuracies therein which may become apparent, and they reserve the right, at any time and without advance notice, to change the procedure for the selection of or any part of the interest or terminate negotiations or the due diligence process prior to the signing of any binding agreement.

This document has not been filed, registered or approved in any Court of Competent jurisdiction. Recipients of this document should inform themselves of and observe any applicable legal requirements.



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## REQUEST FOR PROPOSALS

### APPOINTMENT OF AGENCY FOR IT INFRASTRUCTURE MANAGED SERVICES

RFP Ref No: IAI/RFP/IT/2023-24

Dated: 23.03.2024

Institute of Actuaries of India is a statutory body for the regulation of profession of Actuaries in India. The nodal ministry for the Institute is Department of Financial Services, Ministry of Finance (MoF). Institute of Actuaries of India invites RFPs for APPOINTMENT OF AGENCY FOR IT INFRASTRUCTURE MANAGED SERVICES.

Interested Agencies meeting the eligibility criteria as per terms & conditions RFP document may submit their Proposals complete in all respect.

### THE IMPORTANT INFORMATION AND SCHEDULE RELATED TO RFP:

Date of Issue/Publishing	Date: 23.03.2024
Last Date and Time for Submissions of Bids	Date: 05.04.2024 up to 6 pm
Date and Time of Opening of Bids	Date: 06.04.2024 at 3 pm
Last Date and Time for receipt of queries	Date: 02.04.2024
No. of Covers (Two Bid System)	02
Bid Validity	30 days (From date of opening of Bids)
Contact detail	Deputy Director 022-62433359 <a href="mailto:vinod@actuariesindia.org">vinod@actuariesindia.org</a>
Location	Institute of Actuaries of India 2nd Floor, 'F' wing, Tower II Seawoods Grand Central Navi Mumbai 400706

**Note: The Applicants are requested to read the RFP document carefully and ensure compliance with all specifications/ instructions herein. Non-compliance with specifications/instructions in this document may disqualify the Applicants from selection process.**



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## 1. Background:

- 1.1. IAI is a statutory body established under The Actuaries Act 2006 (35 of 2006) for regulation of profession of Actuaries in India. The nodal ministry for the Institute is Department of Financial Services, Ministry of Finance (MoF). Actuaries are experts in the field of financial modelling, Risk analysis, Statistics, Investments, Information technology & Data science, and Business. One of the main objectives of IAI is to create awareness, knowledge, education & training of Actuarial Science. The head office of the Institute is located in Mumbai. IAI is the apex body for Actuaries in India & currently involved in many activities for members & non-members.
- 1.2. The objective of this project is to engage vendor for end-to-end IT infrastructure managed services. The vendor should ensure that all systemic changes or new requirements necessitated out of Government / other regulatory guidelines or Institute's requirements as per the RFP are made available from day one of the IT infrastructure managed services going live. Any new government/ regulatory requirements that impact the provided IT infrastructure managed to the Institute need to be incorporated as a feature upgrade or an enhancement or a patch and should be provided to the Institute at no additional cost during the period of the contract.

## 2. SCOPE OF WORK

The scope mentioned in this document shall include but is not limited to the following:

**Site Location:** IAI Office, Seawoods (Navi Mumbai)

### Tools & Licenses:

Category	Name
Microsoft	Office-M365 A3 Education (Office 365 Platform, Exchange Online, SharePoint Online, Teams, Intune)
Adobe	Document Editing and Locking
Antivirus	MS Defender
Collaboration & Sharing	MS Teams, SharePoint
End Point Management	Intune
Web filter	Intune/ Firewall
Accounting	Tally Cloud

### 1. Project Management:

- Single point of contact (SPOC) for all issues related to the business and operational activities with IAI.
- Planning for establishing, operating and managing the service delivery.
- Responsible for Successful execution of the agreed SLA.
- To handle all critical escalations and ensure their speedy resolution

### 2. Internal IT Audit:

- Periodic IT audits as per the IAI Office Order/ SOPs.
- Ensure that all the audit findings for office/ cloud are closed within given time and providing proofs (that can be shown to the auditor) to the IAI.

### 3. Service Desk Support:

- Service Desk would act as Single Point of Contact (SPOC) for the user support, throughout the lifecycle of incident, problem, service requests and change management calls.
- Maintain Centralized Service Desk at IAI for its users to be able to log calls via phone call, e-mail, and verbal, using web-based application and Chat bot
- Incident Logging, Categorization, and Isolation of incidents.
- Prioritize calls based not just on the call types, but also on their impact on business & number of users affected.



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## 4. Desktop / Laptop Management

To provide support for office users for installation, configuration and troubleshooting of the operating system and other software's deployed at IAI office. Standard software's will include but not limited to:

- (i) Operating Systems
- (ii) Driver software
- (iii) Office Productivity Tools like MS-Office, Adobe Pdf, WinZip, WinRAR etc.
- (iv) Outlook Email
- (v) Other front-end applications used by IAI e.g., Tally Cloud, eSSL attendance system etc.

## 5. Onsite End User Support

- Provide on-going day-to-day management of end-user systems and devices.
- Support for all IAI Users, IT Systems, Applications & Appliances.

## 6. Asset / Configuration/ License Management:

- Maintaining and Updating the asset inventory/ IT registers with identified owners (with tagging). The inventory must account for all systems in IAI.
- To identify and manage the deployed licenses across all systems of the IAI network.

## 7. Email Management

- Manage email services
- Backup / Archival / Anti-Spam management
- Implementation of mail policies as defined, including, but not limited to, user security, access control, encryption, mail box sizes, mail sizes, spam, content filtering, etc.

## 8. Vendor Management

- Act as a single point of contact for IT vendors of client and provide vendor coordination for IAI operations
- Coordination with various 3<sup>rd</sup> party vendors for support services.
- Maintain database of various vendors with details like contact persons, telephone numbers, escalation matrix, SLA Information
- AMC/ Warranty/ Support Tracking/ Preventive Maintenance

## 9. Azure Active Directory/ Domain Services (AAD)

- Provide day-to-day Managed Support for Active Directory and Domain Services.
- Manage directory structures, domains, users, group policies, security policies and DNS records.
- Manage backup and restore.

## 10. Cloud Management:

- Manage Cloud Services which includes security, backup & recovery etc.
- The vendor need to gauge the application workload requirements before provisioning the respective cloud infrastructure / Configuration and Services for the respective applications as per the requirement.



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## 11. Server Management:

- To resolve any problems and issues related to the server.
- Security Hardening of the server.
- Anti-virus Management on server.

## 12. Network Management:

- Preparing the network diagrams & documents and updating it on a continual basis.
- Manage the Wi-Fi settings and Access point devices
- Managing of existing Firewall/ Switches.
- Troubleshooting network issues
- Follow up with ISP for connectivity and performance issues.

## 13. Storage & Backup Management:

- Optimize the use of NAS storage device and check feasibility of storing internal/ external data backup and utilize its capacity.
- Backups of all in-house and external server data.
- Plan and update the Backup Frequency Schedule as per IAI's requirement.

## 14. Security Management:

- Manage configuration of the Anti-virus, Web Filtering, Email Phishing & Firewall to optimize its capability.
- Monitoring outgoing traffic through the proxy, obtain details on user generating traffic, website access and bandwidth consumed.
- Real-time notification/ alerts for newly found vulnerabilities

## 15. Patch Management:

- Maintain an up-to date plan for deploying and managing patch management.
- An isolated device to be maintained that are not patched up/updated.

## 16. Share Point Management:

- Provide Support for Share Point.
- Security and Access Control for Share Point data.
- Manage Share Point data backup.

## 17. Video Conferencing System

- Manage the software and hardware of the system.
- Monitor and recommend the bandwidth utilization of the system.

## 18. Telephone System

- Ensure proper maintenance of telephone system.
- Manage the telephone system for existing and new users.

## 19. UPS System

- Ensure Proper utilization and maintenance of UPS system.



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## 20. Reporting and Governance

- Reporting of all the Services status with defined schedule
- Defining the Governance architecture and Escalation matrix for IAI
- Key Steps to be taken as a Governing vendor post Quarterly Business Reviews
- Tracking of the commitments made

## 21. Others:

- Manage the Public Announcement System

## 22. Service Levels/ Window

WORKING DAY	TIME FROM	TIME TO
Tuesday to Saturday	9:00 AM	7:00 PM (or as required)
Sunday/ Monday / Holidays	As required	As required

SEVERITY LEVEL	DESCRIPTION	RESPONSE TIME	RESOLUTION TIME
P1	Problem due to which 100 or more users are affected	10 minutes	Within 1 Hour
P2	Problem due to which up to 0 - 100 users are affected	20 minutes	Within 2 Hours

Severity Level Defined -

Severity Level-P1 : Equipment's covered under severity level 1 are as under -

- Core switches/ Building Switches/ Edge Switches Routers
- Firewalls
- Server and Network
- WEB/Application/Data base/other Servers with operating System
- IP EPABX
- UPS
- Internet Leased Lines

Severity Level-P2 : all other equipment's/services not mentioned under Severity level P1.

## SLA Penalty Calculation

Measurement

Target	Penalty
Resolution Time for the Issues being managed by the Vendor 100 % of the calls which are registered under various Severity level to be resolved within the resolution mentioned	No Penalty
Unresolved calls	P1 - 0.1% of the Quarterly Payment for every 30 minutes (or its part) delay. P2 - 0.05% of the Quarterly Payment for every 60 minutes (or its part) delay.
Routing of Non-Vendor supported actions to the appropriate Service Provider on immediate basis or within 10 Minutes	No Penalty

## Compliance and Reporting SLAs

Measurement Frequency of Submission	Target Penalty
Monthly and Quarterly Report for the previous month shall be submitted by the 10th of the next month	NA
Root Cause Analysis Report	After 10th Rs. 5,000 from Quarterly Payment
Infrastructure Utilization	After 15th Rs. 10,000 from Quarterly Payment
Asset Detail Report	After 20th Rs. 15,000 from Quarterly Payment





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## Penalty Capping

The penalty shall be calculated on total quarterly payment. The total quarterly deduction should not exceed 5% of the total applicable payment in a quarter. If in each quarter the penalties computed is more than 10 % for three consecutive quarters on account of any reasons will be deemed to be an event of default and termination.

### 3. TERMS AND CONDITIONS OF CONTRACT:

**3.1 Period of Contract:** The period of the contract initially would be for three years from the date of the issuance of first work order by the Institute. Institute can further extend this at its discretion at mutually agreed terms.

**3.2 Sub-Contracting:** The contractor shall not assign, sub-contract or sub-let the whole or any part of the contract in any manner. In case of an unavoidable circumstance, the contractor shall be able to do it with the approval of the Institute. However, the job shall be sublet only to the party approved by the Institute.

**3.3 Exit Clause:** At any instant contract will be terminated if service of the vendor is not found satisfactory.

**3.4 Budget, Duration, and other related factors** will be based on the requirement of IAI.

**3.5** The rates as per award of contract shall remain same throughout the contract period and shall not be changed in any circumstances.

**3.6** The Institute does not guarantee any minimum business or assignment which will depend on the requirements, financial resources available and your performance.

**3.7** IAI shall have discretion to give any work to any agency/vendor selected through RFP process and the other agency/vendor will not have to claim for the work.

**3.8** IAI reserves the right to cancel the contract at any time without assigning any reasons whatsoever.

### 4 PAYMENTS TERMS:

**4.1** The charges will be paid on quarterly basis at the end of each quarter (Subject to no dispute in bills submitted). Payment of any quarterly bill will be made after deducting TDS/ other taxes. However, for delayed payment, the agency/vendor will not charge any penalty or interest to IAI.

**4.2** The payment under this agreement shall be made on satisfactory completion of job contract services to be certified by IT Department of IAI, through NEFT/RTGS/IMPS (online transfer). The final payment shall, however, be made only after adjusting all the dues / claims of the IAI.

**4.3** The selected agency/ vendor shall solely be responsible for all payments (including any statutory payments) to its employees and / or subcontractors and shall ensure that at no time shall its employees, personnel or agents hold themselves out as employees or agents of Institute, nor seek to be treated as employees of Institute for any purpose, including claims of entitlement to fringe benefits provided by Institute, or for any kind of income or benefits. The selected agency/ vendor alone shall file all applicable tax returns for all of its personnel assigned hereunder in a manner consistent with its status as an independent contractor of services; and the selected agency/ vendor will make all required payments and deposits of taxes in a timely manner.

**4.4** Bill to be made in the name of Institute of Actuaries of India. GST No, Pan No and account details should be clearly mentioned on the bill. Parties mutually agree that, vendor will submit E-invoice to the IAI as applicable under the GST laws in India. Further, if the IAI requires any hard copy of the tax invoice then same shall be provided by the vendor.



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**4.5** The provisions of the Income Tax Act, 1961 regarding deduction of tax at source shall apply. IAI shall deduct the withholding tax (TDS) as per the Income Tax Act, 1961. All the parties to the agreements shall have to complete all the compliance applicable to them as per the Taxation laws prevailing in India.

**4.6** Goods and Service Tax (GST) shall be paid as per the existing GST laws or amendments in the same from time to time applicable in India.

## **5. FORCE MAJEURE:**

**5.1** If at any time, during the continuance of this contract, the performance in whole or in part by either party, of any obligation under this contract, shall be prevented or delayed by Force Majeure situation. The Agency/ Agency/vendor shall not be liable for liquidated damages or termination for default, if and to the extent that, it's delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.

**5.2** For purposes of this Clause, "Force Majeure" means an event beyond the control of the Agency/vendor and not involving the Agency/vendor's fault or negligence and not foreseeable. Such events may include, but are not limited to, acts of the Institute either in its sovereign or contractual capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.

**5.3** If a Force Majeure situation arises, the Agency/vendor shall promptly notify the Institute in writing of such conditions and the cause within 7 days from the date of occurrence thereof. Unless otherwise directed by the Institute in writing, the Agency/vendor shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

**5.4** Neither party shall be due to reason of such event be entitled to terminate this contract nor shall either party have any such claim for damages against the other in respect of such non-performance or delay in performance.

**5.5** The decision of IAI in regard to interpretation of the Terms & Conditions and the Agreement shall be final and binding on the Agency.

**5.6** With mutual consent between the IAI and the Contractor, any other point can be included in the agreement at the time of its execution.

**5.7** In case of any disputes on execution of the work during the period of contract, the decision of the Executive Director, IAI shall be binding and final, agreeable in full by both the parties.

## **6. ARBITRATION CLAUSE:**

**6.1** In the event of any dispute or difference(s) between the vendee Institute (IAI) and the vendor(s) arising out of non-supply of material or supplies not found according to specifications or any other cause whatsoever relating to the supply or purchase order before or after the supply has been executed, shall be referred to "The Executive Director, IAI", who may decide the matter himself or may appoint arbitrator(s) under the Arbitration and Conciliation Act, 1996. The decision of the arbitrator shall be final and binding on both the parties.

**6.2** The venue of the arbitration shall be the place from where the order is issued.

**6.3** The place of arbitration and the language to be used in arbitral proceedings shall be decided by the arbitrator.

**6.4** Further, any legal dispute arising out of any breach of contract shall be settled in the court of competent jurisdiction located within the local limits of IAI.



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## 7. ELIGIBILITY CRITERIA

- 7.1 The agency/vendor should be registered as a Company as per the Companies Act. Appropriate documents/certificates issued from appropriate authorities should be enclosed to support this and if it is a partnership agency/vendor, a certified copy of the Partnership Deed.
- 7.2 The net worth of the agency/ vendor in the last financial year, i.e. 2022-2023 should be positive.
- 7.3 The Agency/vendor should have PAN Number and GST Registration.
- 7.4 The Agency/ vendor should have at least one Office located in Mumbai with Address Proof.
- 7.5 The agency/vendor should have at least 3 years' experience in providing Managed IT Services to BFSI companies in India. Copy of Purchase Order to be enclosed.
- 7.6 The Agency/vendor should have not been debarred / black listed / terminated / ceased without completing the entire duration of contract period by any Central/State Govt. Department, Public Sector Undertaking, Autonomous Bodies, Academic Institutions, CFTIs or any other Regulatory body in India. Self-Declaration to be enclosed.

## 8. PREPARATION OF BIDS:

### 8.1 POINTS FOR BID PREPARATION

- i. Agency/vendor should consider any corrigendum published on the RFP before submitting their bids.
- ii. Agency/vendor, in advance, should get ready the bid documents to be submitted as indicated in the RFP / schedule
- iii. Each agency/vendor acknowledges and accepts that IAI may, in its sole discretion, apply whatever criteria it deems appropriate in the selection, not limited to those selection criteria set out in this document.
- iv. The bids shall contain no overwriting, except where necessary to correct errors made by the Agency officials and should be authenticated by the official who has signed the bid.
- v. An authorized representative of the Agency/vendor shall authenticate/sign all pages of the original bid proposal. The authorization of such a representative shall be in the form of a letter or in any other form demonstrating that the representative has been duly authorized to sign and submit the proposal and shall be enclosed to the Proposal.
- vi. The signed proposal shall be marked "ORIGINAL". The agencies should adhere to all instructions and submit relevant documents which have been specified in the RFP. Submission of applications without complying with the instructions will result in their rejection. Please submit the signed copies of the Technical Bid (Cover A) and Financial Bid (Cover B) in 2 separate sealed envelopes only which will be used as basis for the legally binding offer. The bids should be accompanied by the documents specified in the Annexures to this RFP.
- vii. The Financial Bid should be quoted and presented in a separate sealed cover. The Financial Bid should not include any conditions attached to it and any such conditional Financial Bid shall be liable for rejection. The Agency/vendor shall express the fee in Indian Rupees only.
- viii. The signed original bid be placed in a sealed envelope clearly marked "TECHNICAL. Similarly, the signed original Financial/Commercial Bid shall be placed in a sealed envelope clearly marked "Financial Bid" followed by the name of the Assignment/job i.e., Appointment of Agency for IT Infrastructure Managed Services. The envelopes containing the Technical Bid and the Financial Bid must be placed in an outer envelope and sealed. This outer envelope shall be super scribed "Proposal for Appointment of Agency for IT Infrastructure Managed Services"
- ix. The Financial Bid shall contain the documents to be submitted in the standard formats given in this RFP Document
- x. IAI shall not be responsible for misplacement, losing or premature opening, if the outer envelope is not sealed and/or marked as stipulated. This circumstance may be a cause for rejection of Proposal and no communication will be entertained in this regard.



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## 8.2 BID SUBMISSION PROCESS:

The offer/bid should be submitted in two bid systems (i.e.) Technical bid and financial bid. The technical bid should consist of all technical details along with commercial terms and conditions. Financial bid should indicate item wise price for the items mentioned in the technical bid. Financial Bids to be submitted in BOQ format only.

### 8.2.1 TECHNICAL BID SUBMISSION:

- i. Agency/vendor should number the pages submitted in form of Technical Bid and provide an INDEX/ COMPLIANCE SHEET (As per Annexure-I) indicating the page number of each document submitted. The index should be placed on the top of the Technical Bid, without which the RFP will be considered incomplete and hence, summarily rejected.
- ii. The Technical Bid should be accompanied by the relevant documents, duly signed and stamped by Authorised Signatory on each page of Technical Bid & relevant documents and all supportive documents to be attached with related annexure only, without which the RFP will be considered incomplete and hence, summarily rejected.
- iii. Due date: The RFP has to be submitted on or before the due date. The offers received after the due date and time will not be considered.
- iv. The Technical Bid should be accompanied by a copy of this RFP with each page duly signed by the authorized signatory of the agency/vendors, who has signed the bid, as taken of having read, understood and complied with RFP, the terms, and conditions contained herein. Bids not accompanied by a duly signed copy of the RFP will not be considered.
- v. The bid should be precise, complete in all respect and in the prescribed format as per the requirement of the bid document. Failure to furnish all information required through the bidding document or submission of a bid not responsive to the bidding documents in every respect will be at the Agency/vendor's risk and may result in rejection of the bid.
- vi. The bid should be clear and without any condition. Conditional bids shall be summarily rejected.
- vii. The signed bid should be placed in a sealed envelope clearly marked "TECHNICAL".
- viii. Any change/corrigendum/extension of closing/ opening dates in respect of this RFP shall be issued through IAI website only and no press notification will be issued in this regard. Agency/vendors are therefore requested to regularly visit IAI website for updates.

### 8.2.2 FINANCIAL BID SUBMISSION:

- i. A standard BOQ format has been provided with the RFP to be filled by all the agency/vendors. Agency/vendor to note that they should necessarily submit their financial bids in the prescribed format and no other format is acceptable.
- ii. The Financial Bid (Price Bid) shall be submitted in IAI Office by the time & date as specified in RFP.
- iii. The financial cover shall contain price bid in the enclosed "Price Bid format" i.e. in BOQ format. Submission of the Financial Bid (Price Bid) by any other means shall not be accepted by the Institute in any circumstances.
- iv. The Agency/vendor shall not tamper/modify Financial Bid Format in any manner. In case, if the same is found to be tempered/modified in any manner, RFP will be completely rejected.
- v. All duties, taxes and other levies payable by the vendor shall be included in the total price. However, GST will be paid extra as actual.
- vi. Online submission of the bid will not be permitted
- vii. The agency/vendors are required to quote their rates in Indian Rupees (INR) only.
- viii. BIDS SUBMISSION: The bids (complete in all respect) must be submitted to IAI office in two covers i.e Cover A (Technical Bid) and Cover B (Financial Bid) as explained below:



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COVER - A (TECHNICAL BID)		
Sr. No	Document	Content
1.	Technical Bid	Index (As per Annexure-I) indicating the page number of each document submitted
2.		Technical Bid As per Annexure - II
3.		Acceptance of Terms & Conditions of RFP as per Annexure-III.
4.		Copy of Permanent Account Number (PAN) in the name of the agency/vendor, if not proprietorship agency/vendor.
5.		Copy of GST Registration Certificate.
6.		MANDATE FORM FOR Electronic Fund Transfer/ RTGS TRANSFER As per Annexure- IV.
7.		Self-Declaration about Non Black Listing as per Annexure-VI.
8.		Certificate of Conformity/ No Deviation
9.		Duly signed and stamped of the entire RFP document along with its addendum/corrigendum, if any
10.		All other documents, as required in terms of the RFP, to claim eligibility.
Note: Institute may ask the vendor to submit any other certificate/document as it may deem fit.		
COVER - B FINANCIAL BID (PRICE-BID)		
11.	Financial Bid	Price Bid in given format BOQ only. (Annexure VIII)

### 8.3 ASSISTANCE TO AGENCY/VENDORS:

Any queries relating to the RFP and the terms and conditions contained therein should be addressed to the relevant contact person indicated in the RFP.

### 8.4 Bid Validity:

- i. The bids shall remain valid for a period of 30 days from the date of opening of financial bid. In case the Agency/vendor withdraws, modifies or changes his offer during the validity period, bid is liable to be rejected. The Agency/vendor should also be ready to extend the validity, if required, without changing any terms, conditions etc. of their original RFP.
- ii. The Submission of bids does not entitle any Agency for automatic grant of award.
- iii. Any enquiry after submission of the proposal will not be entertained.

### 8.5 BIDS OPENING & EVALUATION:

- i. The bids will be opened by a committee duly constituted for this purpose.
- ii. Technical Bid containing commercial details or Revelation of Prices in any form or by any reason before opening the Financial Proposal shall not be considered.
- iii. The Technical Proposal will be opened first and evaluated. The Financial Proposal of only those Agencies whose technical bid is found to be technically responsive by the Committee will be opened. The Financial Proposals of ineligible Agencies will not be opened.
- iv. IAI reserves the right to negotiate the quoted price with the successful Agency to arrive at the fair and reasonable price.
- v. IAI is not bound to award contract at the lowest price received in the RFP and reserves the right to decide on fair and reasonable price of the services of the RFP for any counter offer the same to the agency/vendors. All other terms and conditions of the RFP shall remain operative even if a counter offer rate is offered to the agency/vendors.
- vi. The institute reserves the right to seek clarifications or additional information/ documents from any Agency regarding its technical Proposal. Such clarification(s) or additional information/document(s) shall be provided within the time specified for the purpose. Any request and response thereto shall be in writing. If the Agency does not furnish the clarification(s) or additional information/document(s) within the prescribed date and time, the proposal shall be liable to be rejected.
- vii. In case the day of opening of proposals is declared as a Public Holiday or there is nonfunctioning of the Institute due to any unavoidable reason, the next working day will be treated as a day for the purpose. No separate intimation will be given.



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- viii. Any act on the part of the agency/vendor to influence anybody in the institute is liable to rejection of his bid.
- ix. Failure of the Institute to select an agency/ vendor shall not result in any claim whatsoever against the Institute and the Institute reserves the right to reject any or all bids in part or in full, without assigning any reason whatsoever.
- x. IAI reserves the right to reject any application without assigning any reason.
- xi. IAI reserves the right to relax/amend/add/withdraw any of the terms and conditions contained in the RFP without assigning any reason thereof.
- xii. The decision of Competent Authority, IAI will be final in all matters relating.
- xiii. An eligible agency/ vendor will be invited to IAI office to make an exclusive presentation detailing the proposed assignment, assignment execution approach, strategy, team expertise etc. for the assignment.
- xiv. The presentation will be evaluated based on the following parameters:
  - ✓ Agency/vendor's Understanding of the requirement.
  - ✓ Implementation Methodology for delivering the requirements
  - ✓ Technical & Transition Plan Presentation
  - ✓ Capability of managing the Equipment/ Tools Proposed

## 9. AWARD OF CONTRACT:

- i. The selection criteria will encompass various factors such as expertise, past experience, team capabilities, pricing, track record, and the ability to meet our specific requirements. We believe in ensuring transparency, fairness, and a level playing field for all potential agency/ vendors. While we appreciate the interest and efforts from all participating vendors, it's crucial to emphasize that the IAI's decision will be made in the best interest of the project's success.
- ii. IAI reserves the right to select an agency/ vendor who demonstrates exceptional value, reliability, and a commitment to delivering results. The final decision will be communicated promptly to the chosen agency/ vendor.
- iii. The Successful Agency/vendor should accept the offer within 10 days from the date of receipt of "Letter of Offer", failing which the offer will be cancelled.
- iv. IAI reserves the right to empanel more than one agency through this RFP process or to engage one or more agencies at a time.
- v. It is clearly understood by the parties that no financial liability of any type is created by issuance of work order. The Institute does not guarantee any minimum business or assignment which will depend on the requirements, financial resources available and your performance.

## 10 OTHER CONDITIONS

### 10.1 DATA SECURITY AND PREVENTION OF FRAUD

The agency/vendor will undertake that all process and standards are being followed to ensure that the data is secure and is immune to any fraudulent activity.

### 10.2 CONFIDENTIALITY:

Both parties agree to maintain the confidentiality of all information obtained during the course of this engagement. Any breach of this confidentiality will be subject to legal action.

### 10.3 INDEMNIFICATION:

The agency agrees to indemnify and hold harmless the Institute from any claims, damages, or legal actions arising out of the agency's negligence, misconduct, or breach of this agreement.

### 10.4 AMENDMENTS:

Any changes or modifications to this agreement must be in writing and signed by both parties



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## 10.5 WARRANTIES AND REPRESENTATIONS

The agency represents and warrants that all services provided under this agreement will be of professional quality and free from any defects

## 10.6 TERMINATION CLAUSE:

The Institute reserves the right to terminate the contract at any point, with a 30-day written notice, in case of unsatisfactory performance or breach of any terms of this agreement by the agency.

## 10.7 IAI TEAM

In order to enhance project accountability and ensure a streamlined progression toward successful completion, we are instituting a clear framework for the assignment of a Project Team from IAI.

For a comprehensive and in-depth understanding of our inventory processes, practices, and management, we will conduct an in-depth, on-site discussion. This meeting aims to provide all participants a firsthand view of the inventory lifecycle. This approach ensures a clearer and more effective understanding, fostering a collaborative atmosphere where insights and strategies can be directly applied and evaluated.

### Project In-Charge:

Name: Vinod Kumar Kuttierath

### Team Members:

Name: Larry Barretto & Sumit Patil

10.8 IAI reserves its rights to add some additional work or delete/modify existing work apart from whatever is mentioned in this document.

**Deputy Director**  
**Institute of Actuaries of India**

Name, Signature and Seal of Authorized Signatory of Agency



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## ANNEXURE 1

Sr no.	Document	Compliance (Yes / No)	Page No		Remarks
			From	To	
1	Technical Bid As per Annexure - II				
2	Acceptance of Terms & Conditions of RFP as per Annexure-III.				
3	Copy of Permanent Account Number (PAN) in the name of the agency/vendor, if not proprietorship agency/vendor.				
4	Copy of GST Registration Certificate				
5	MANDATE FORM FOR Electronic Fund Transfer/ RTGS TRANSFER As per Annexure- IV.				
6	Team Composition as per Annexure- V				
7	Proof of Experience: PO/ WO/ Agreement/ Experience Certificate/ Performance certificate from the clients.				
8	Self-Declaration about Non-Black Listing as per Annexure-VI				
9	Certificate of Conformity / No Deviation as per Annexure -VII				
10	Duly signed and stamped of the entire RFP document along with its addendum/corrigendum, if any				
11	All other documents, as required to claim eligibility				
12	Financial Bid as per Annexure VIII				

Place:

Date:

(Signature with stamp of the Agency)





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ANNEXURE II

## TECHNICAL BID

(To be submitted on the letterhead of the Agency/ Agency/vendor)

### TECHNICAL PROPOSAL SUBMISSION FORM

Date.....

To:

The Deputy Director  
Institute of Actuaries of India  
Unit No. F-206, 2<sup>nd</sup> Floor,  
F Wing, Tower II,  
Seawoods Grand Central  
Plot No R-1, Sector 40, Nerul Road  
Navi Mumbai 400706

Dear Sir,

#### TECHNICAL PROPOSAL REQUEST FOR APPOINTMENT OF AGENCY FOR IT INFRASTRUCTURE MANAGED SERVICES

We, the undersigned, offer to provide the services for the above mentioned in accordance with your request for proposals dated [insert date]. We are hereby submitting our Technical Proposal, in response to your invitation to us to submit a technical proposal and a financial proposal.

We hereby declare that

- a) All the information and statements made in this Technical Proposal are true and we accept that any misinterpretation or misrepresentation contained in this Proposal may lead to our disqualification by the IAI.
- b) Our Proposal shall be valid and remain binding upon us for the period of 30 days from the date of RFP/proposal opening.
- c) We have no conflict of interest.
- d) In competing for (and, if the award is made to us, in executing) the Contract, we undertake to observe the laws against fraud and corruption, including bribery, in force in India
- e) We undertake to negotiate a Contract on the basis of the technical proposal to carry out the assignment.
- f) We accept that there will be no substitution of key personnel for reasons which may lead to the termination of Contract negotiations and even the contract itself.
- g) Our Proposal is binding upon us and it is subject to any modifications resulting from the Contract negotiations.

We undertake, if our Proposal is accepted and the Contract is signed, to initiate the Services related to the assignment no later than the date indicated in the negotiated contract. We understand that IAI is not bound to accept any Proposal that it receives.

We remain, Yours Sincerely,

Authorized Signature



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## ANNEXURE III

### ACCEPTANCE OF TERMS & CONDITIONS OF RFP (On the letter head of the Agency/ Agency/vendor)

Date:

To  
The Deputy Director  
Institute of Actuaries of India

Sub: Acceptance of Terms & Conditions of RFP for 'APPOINTMENT OF AGENCY FOR IT INFRASTRUCTURE MANAGED SERVICES' vide RFP Ref No: IAI/RFP/IT/2023-24

Dear Sir,

I/We have downloaded / obtained the RFP document(s) for the above mentioned "Work" from the web site(s) namely as per your notice given in the above-mentioned website(s).

1. I/We hereby certify that I / we have read the entire terms and conditions of the RFP documents (including all documents like annexure(s), schedule(s), etc.), which form part of the contract and I / we shall abide hereby by the terms / conditions / clauses contained therein.

2. The corrigendum(s) issued from time to time by your department/ organization with this RFP has also been taken into consideration, while submitting this acceptance letter.

3. I/We hereby unconditionally accept the terms and conditions of above-mentioned RFP document(s) / corrigendum(s) in its totality / entirely.

4. I / We do hereby declare that our Agency/vendor has not been blacklisted/ debarred by any Govt. Department/Public sector undertaking.

5. No employee or direct relation of any employee of IAI is in way connected as Partner/Shareholder/Director/Advisor/Consultant/Employee etc. with the Agency / Agency/vendor / Company.

6. I/We certify that all information and data furnished and attachments submitted with the application by our Agency / Agency/vendor / Company are true & correct.

7. I/We are aware that if any information is found to be incorrect/untrue or found violated, then your department/ organization shall without giving any notice or reason thereof summarily reject our Proposal or terminate our contract, without prejudice to any other rights.

Yours Faithfully,

(Signature of the Agency, with Official Seal)



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## ANNEXURE IV

(On the letterhead of the Agency duly stamped and signed)

### MANDATE FORM FOR ELECTRONIC FUND TRANSFER/RTGS TRANSFER

The Deputy Director  
Institute of Actuaries of India

Sub: Authorization for release of payment / dues from Institute of Actuaries of India through Electronic Fund Transfer/RTGS Transfer.

1. Name of the Agency/vendor/Company/Institute:

2. Address of the Agency/vendor/Company/Institute:

City\_\_\_\_\_

Pin Code\_\_\_\_\_

E-Mail ID\_\_\_\_\_

Mob No:\_\_\_\_\_

Permanent Account Number\_\_\_\_\_

Bank Name		Branch Name	
Branch Place		Branch City	
PIN Code		Branch Code	
MICR No.			
9 Digit number appearing on the MICR Bank of the Cheque supplied by the Bank, Please attach a Xerox copy of a cheque of your bank for ensuring accuracy of the bank name , branch name and code number)			
IFS Code:(11 digit alphanumeric code)	<input type="text"/>		
Account Type	Saving	Current	Cash Credit
Account Number	<input type="text"/>		

#### DECLARATION:

I hereby declare that the particulars given above are correct and complete. If any transaction delayed and not effected for reasons of incomplete or incorrect information I shall not hold Deputy Director, Institute of Actuaries of India responsible. I also undertake to advise any change in the particulars of my account to facilitate updating of records for purpose of credit of amount through NEFT/RTGS Transfer.

Place: \_\_\_\_\_

Date: \_\_\_\_\_

Signature & Seal of the Authorized Signatory of the Agency/vendor/Company/Institute:

Certified that particulars furnished above are correct as per our records

Bankers Stamp: Date: \_\_\_\_\_ Signature of the Authorized Official from the Bank

N.B: Please fill in the information in CAPITAL LETTERS, computer typed; please TICK wherever it is applicable.



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## ANNEXURE V

### TEAM COMPOSITION AND TASK ASSIGNMENTS STAFFING FORM

Sr.No	Name of Personnel	Position/ Expertise	Task	Nos
1.				
2.				
3.				

## ANNEXURE VI

### SELF-DECLARATION ABOUT NON BLACK-LISTING (To be submitted on the letterhead of the Agency/ Agency/vendor)

To  
Deputy Director  
Institute of Actuaries of India

Date:

Subject: Self Declaration About Non Black-Listing for APPOINTMENT OF AGENCY FOR IT INFRASTRUCTURE  
MANAGED SERVICES vide RFP Ref No: IAI/RFP/IT/2023-24

Sir,

In response to RFP under reference, I/ We hereby declare that presently our agency/vendor/ agency/  
company is having unblemished record and is not declared ineligible for corrupt & fraudulent practices either  
indefinitely or for a particular period of time by any Central/ State Govt. Department, Public Sector  
Undertakings, Autonomous Bodies, Academic Institutions and Commercial Organizations.

We further declare that presently our agency / agency/vendor / company is also not blacklisted/ debarred  
and not declared ineligible for any reason other than corrupt & fraudulent practices by any Central/ State  
Govt. Department, Public Sector Undertakings, Autonomous Bodies, Academic Institutions and Commercial  
Organizations in last five years from the last date of submission of Proposal.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken and  
the proposal if any to the extent accepted may be cancelled.

Yours faithfully,

(Name & signature with stamp of the Agency)



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ANNEXURE VII

## CERTIFICATE OF CONFORMITY/ NO DEVIATION

To  
Deputy Director  
Institute of Actuaries of India

### CERTIFICATE

This is to certify that, I/ We shall supply/provide support to the mentioned scope of work if I/ We am/ are awarded with the work, and that there are no deviations of any kind from the requirements.

Also, I/ we have thoroughly read the tender/ bidding document and by signing this certificate, we hereby submit our token of acceptance to all the tender terms & conditions without any deviations.

I/ We also certify that the price I/ we have quoted is inclusive of all the cost factors involved in the end-to-end implementation and execution of the project, to meet the desired Standards set out in the Tender/bidding Document.

Thanking you,

Name of the Bidder: -  
Authorised Signatory: -  
Seal of the Organization: -  
Date:  
Place:



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## ANNEXURE VIII

(On the letterhead of the Agency duly stamped and signed by authorised person)

### Financial Bid

#	Activity/Particulars	Qty	Unit Rate (INR) For 1 Year	Rate (INR) For 3 Years	GST (INR)	Total Amount (INR)
1						
2						

Note:

1. All agency/agency/vendors must mention in detail what all work/task will be undertaken under each activity head mentioned in the above table. Without the detailing of each activity the financial bid will not be accepted.
2. The Agency/vendors are required to quote their rate in Indian rupees only.
3. The rate quoted shall be inclusive of all the charges like Service Charges, Insurances, overheads, profit etc. However, GST will be extra and will be paid as actual.

Place:

Date:

(Signature with stamp of the Agency)