GIA ARCM and IPSR System RFP

1. In the pricing schedule excel, Row 7 indicated "Contracted usage period = 3 years from going live + 2 years option". This should read "Contracted usage period = **5 years** from going live + 2 years option"

Questions and Answers 16 June 2021

Observations and Commentary

1. There were some bidders who submitted their clarifications after the cut-off date of 12pm, 11th June 2021. These will not be answered.

2. Most questions with regards to following will not be answered or will be answered with "For the bidder to propose" :
   - GIA's current IT processes (eg patch management process, tools used for support etc)
   - Hosting requirements (eg. how many racks required, what are the power requirements, is HA required etc)
   - Details of GIA's existing infrastructure (eg. what brand of servers/appliances are used, current bandwidth, network diagram etc)
   - Support requirements (eg. current statistics related service level of support calls/emails)

   This is because bidders should not be constraint by how GIA or its vendor manages the current solution. Bidders are given lots of discretion to propose their solution based on the requirements specified. GIA has no preference for a specific solution or delivery model. Hence in their proposals, bidders should state their own assumptions and explain why the proposed solution is suitable to meet GIA's requirements.

3. Questions in which the answers are already in the RFP document(s) or are considered irrelevant will be ignored.

4. We received questions on how the solution should look like. These are for bidders to propose and are a core part of the scoring.

5. There are several questions submitted with regards to information required for infrastructure and support sizing. A separate document containing additional information will be provided to bidders who earlier submitted the signed NDA.

A. Non-Functional Requirement Questions

1. Can we assume we need to take over the existing hosting environment and maintain the application? Or are we expected to migrate to a new infrastructure and have to provide the infrastructure requirements with pricing?7
   Can you please confirm there is no requirement to solution a replacement to the applications in scope as part of the move to a managed service.
   Please refer to section 4 of the RFP doc for the description of the RFP requirements. As required in section 4.1, bidders are to provide a hosting environment. In section 4.3, several suggestions were given to bidders with regards to how the applications are to be delivered. Bidders may proposed alternative solutions other than those suggested.

2. Are the Applications currently hosted on the cloud or on-premise/GIA's data center?
   The applications are currently hosted at AWS

3. Is .NET used for frontend or backend or both? If only the backend is on .NET, what is the frontend built on?
   Please specify the current versions of the .Net and MS SQL database being used for the application stack
   Current .NET version in use is 4.03 for both frontend and backend. Current database used is SQL Server 2016 Enterprise Edition.

4. Can infrastructure support services (administration, remote monitoring, tools) be supported out of Singapore?
   Is there any client confidential data that restricts the support of the application from outside Singapore?
   If the applications have confidential data, would it be feasible to access the data using GIA's internal approval?
   Any DC Tier Standard required? Any DC Security Requirement?
   Are there any conditions for production and DR Hosting in terms of the distance between the Hosting environments?
   Will the development, UAT and production be in one location?
   Do you allow service provider to remotely monitoring and managed your network devices?
   Do you have the monitoring system (Brand/Version), modules to manage current infra? If yes, Please share with us on what monitoring system do you have? If not, do you need the monitoring system proposed?
   Any restriction to for offshore support team?
   Does the Service Desk have to be supported from Singapore?
   The bidder is free to proposed any solution as long as it meets the requirements in Section 5.3 of the RFP Doc

5. Can a demo of the Applications be provided?
   At the moment, there are no plans for a demo of the applications.

6. Any migration requirement for the Hosting?
   Depending on the bidder's proposed solution, data migration may be required.

7. Can we assume that the penetration testing is to be performed only once a year?
   Should it include vulnerability Assessment also or only Penetration Testing is enough?
   Is it expected the external testing company should be CREST certified or any other certification that GIA would prefer?

Can you please share the scope of PenTest and IT & Security Audit performed by GIA?
Are there security vulnerabilities that are currently open with the existing source/object code base?
Penetration tests should be performed annually. Vulnerability tests should be performed for every major release of the applications. These tests can be performed by any recognised external company that performs such services according to industry best practices. The IT & Security Audit is performed every 2 years by an external auditor engaged by GIA.
There are currently no open security vulnerabilities with the existing code base.

8. Is the Vendor required to do load and performance testing?
Vendor may be required to perform load and/or performance testing where necessary in order to have deemed to fulfil such non-functional requirements

9. Please provide more details of the training sessions for members. Who will be recipient of this training?
Members refer to insurers. Regular training (due to turn over of staff) needs to be provided to train them on the usage of the systems.

10. Can you confirm all the infrastructure (Network, System, DB) are in place today for us to support?
If required, the new vendor will be only be given access to the source code and data. Other infrastructure requirements are for the bidder to propose.

11. Understand Development environment will be provided by GIA. Is that Development environment comes with all the necessary CI/CD tools for static code analysis, code repository, jenkin, etc?
Development environment will not be provided by GIA. For bidder to propose a suitable solution

12. Will your application vendor and/or operation support team continue to support the application if it is moved to the public cloud?
The new vendor is expected to provide all the necessary application support.

13. Do you have Disaster Recovery Plan in place or do you need Disaster Recovery Plan to develop as part of the tender?
It is expected that the new vendor will develop a new DR Plan

B. Functional Requirement Questions

14. What languages are expected to be supported?
English as a minimum. Bidder may propose other languages

15. What are the favourable features in the current system GIA prefers to retain?
On Detailed Requirements, which functions are available in the current system and which ones are the desired ones?
All functional requirements specified in the RFP documents have to be met.

16. Are there any interfaces from the two applications to other internal GIA or external systems that need to be supported on an ongoing basis?

The main interfaces are to the SMTP server and ACRA Authorised Information Service Provider for ARCM and the SMTP server for IPSR.

17. (ARCM) Linkage with ACRA – Is GIA subscribed to the services from ACRA Authorised Information Service Providers? Is the Vendor expected to subscribe on behalf of GIA, or vendor to liaise with GIA's preferred Authorized Information Service Provider on the integration details?
    GIA directly subscribes to the services provided by a ACRA Authorised Information Service Providers. The bidder is free to propose an alternative solution.

18. (ARCM) When an application is rejected, can the member companies do a follow-up (i.e. appeal) or do a fresh application for the same agent?
    If the application is rejected, insurers will have to re-submit a new application.

19. (ARCM) Does the system have to track if all the members (member companies) had uploaded their list of agents owing premium, on time every quarterly?
    Yes

20. (ARCM) Is there requirements to track if the PP/SP had submitted the CPD hours earned by their agents?
    No

21. (ARCM) How long are Terminated Agents kept in the database?
    Terminated Agents records are kept in perpetuity. This is to cater for the scenario where terminated agents reapply in the future.

22. (ARCM) What is the current frequency of API calls to ACRA?
    Once a day

23. (ARCM) Is GIRO currently the only payment method supported? If not, what are the other payment methods supported?
    Cheque Payment is also supported.

24. (ARCM) Report builder. Do you mean a report modeler for user (admin) to create their own report templates, and this modeler will be accessible by which roles?
    The idea of the report builder is to allow the vendor or GIA staff to generate reports based on available data in the database in a more efficient manner.

25. (ARCM) For the public search module, does the user need to log in with Singpass to search or is it public information?
    For public search module, do you require captcha functions?
    It is currently accessible by the public at :
    https://www.arcm.com.sg/App/UI/Common/SearchAgentInfor.aspx?strApplicationType=SearchNominee

26. Is the integration with SingPass already implemented?
    Is SingPass the only mode of authentication, or we have to provide a separate authentication module and users have options to choose which authentication mode to use?
    The system is integrated with SingPass, hence the password created, renewal are handled in SingPass. Do you still emails to be sent "with their password"?
    Do you still need emails to be sent for password changed from the new system?

<u>The current system is currently not integrated with SingPass and should be part of the bidder's proposed solution. Alternative authentication methods may need to be proposed by the bidder in addition in the event user does not have a SingPass. In such a scenario, email notifications may be required.</u>

C. Misc Questions

27. Other than GIRO and ACRA, are there other applications to integrate with such as CRM, Finance, etc?
    Since the IP belongs to GIA, would there be license fees on usage of the IP?
    Are End User computing related issues part of the scope? (e.g. Laptop/Desktop/mobile) If yes, what are the OS installed?
    Is your company having a standard operating environment for all the end user equipment?
    <u>The answer to all the above is No.</u>

28. In the current business model, the intellectual property of the system is the property of GIA.
    For the Hosting of the solution, does GIA requires on-premise or hosting on the cloud.
    Can we propose tools like Application Performance Monitoring (APM) and Security information and event management (SIEM) as a part of the monitoring tools?
    Do we need to provision the support also to be 24x7?
    Does GIA have a Security Operations Center (SOC) in place, or should we propose the same?"
    Will Cloud Subscription be owned and paid by GIA directly?
    How many instances of OS, databases are running for both ARCM System and IPSR System in Development, UAT, Live (Production) and DR environments?
    Please provide Network connectivity diagram for both ARCM System and IPSR System?
    Is your application using any CI/CD pipeline for automated provisioning and code release management?
    Can you please share the CI/CD tool that currently you use ?
    Are you planning to migrate some of your application to PaaS/SaaS on cloud ? For example RDS for replacing your MS SQL Server, Cognito User Pool for user management
    Does your application depend on shared storage for High Availability (HA) clustering ?
    Is there any data replication between production and Disaster Recovery (DR) sites using a shared storage feature or through network replication?
    Is your application running behind a load balancer using an algorithm of Weighted Round-Robin or Least Connection to distribute incoming requests to backend targets?
    Does your application require a load balancer for direct manipulation of the HTTP header?
    How currently you performing backup & restore on your application & data (including database) ?
    How currently you monitor your application (including database) & infrastructure ?
    Can GIA share how currently securing the data on the application & DB ? For data in-transit & data at-rest
    Does your application adopting layering architecture ? If yes can you please share the layering ? Please specify the application/software name for each layer
    Does your application currently running on VM ?
    Is there an existing support ticketing tool that GIA has bought licenses for and would prefer as part of the Helpdesk solution?
    Can information about the current support model (onshore/offshore) be shared including incumbent vendors, team sizes etc.

Do you require the video to be streamed/played over the internet? Do you have estimated file size of such video files?

Do we use email services (SMTP) hosted/provided by GIA?

What are the reporting and analytics tools used?

What is the current bandwidth for both inbound and outbound traffic?

What is the Applications' architecture – monolith, microservices, etc?

What is the current DR model – hot site, warm site or cold site?

How many racks do you need?

What is the power (KW) required for the hosting?

Any plans to grow your DC footprint?

What is the type and speed of internet bandwidth required?

How many internet links required? HA? Active - Active?

How do you connect your production and DR?

Any internal Rack cabling required? If yes, How many cables and type of cables required?

Describe your requirement for supporting your current managed Network, System, Storage and DB operation?

Please share current network diagram that map to these asset.

Do you have IT Service Management System in Place. If yes, Please share your current IT service management tool use by your operation team for service delivery and support? E.g. Incident, Change, Problem, etc. If not, do you want us to propose IT Service Management System to manage the ITSM?

Do you have the patch management system to do the patching of your devices? If not, do you want us to propose the patch management tool?

Please share your current central authentication devices in place for access to your network/security devices?

Is there any tools used for security Management?

Describe and provide policies and procedures (startup/shutdown, backup/recovery, contact list etc)

Your requirement on Network/System/Storage/DB Recovery / Continuity?

How many days per Recovery exercise?

Do your equipment covers under hardware and software maintenance? Is this part of the scope to be covered?

Can you please elaborate on type of Helpdesk support required? (e.g. Support over phone/email/WhatsApp to attend customer's queries)

Please provide details on Tools used for support activities

Are the Vendor's support personnel's to be stationed at GIA or Vendor premises to support the application?

What is current AMS practices and process in GIA

Is the medium of contact between your company and provider only Phone and Email?

Are the callers using a local Singapore number to contact the current service desk?

Are the callers using a toll free number to contact the current service desk?

For callers within your company offices, are they calling extension to reach the current Service desk?

For callers outside your company offices, Is the current telephone number which your company users calling a Singapore local toll free number?

Is there a current telephony menu which the callers will hear when they dial through?

For Service Desk, what are the types of incidents which will go into service desk for this project?

Can the resolvers be escalated using the ticketing tool?

Is the survey of callers to Service Desk for project required? If yes, what is the current method of survey and its frequency?

Is a knowledge base available and extendable to Service desk over internet?
How are the tools for troubleshooting the applications be accessible by Service Desk?
What ITSM Processes are needed?
Please indicate the processes has been established.
Please also indicate which processes that is to be provided by the vendor to cover
What ITSM tool is in use? (the current tool)
Are there any integrations needed? (with monitoring tools, e-mail, sms, etc)
<u>For the questions above, the bidder is free to propose and no further information from GIA is required.</u>