INVITATION FOR REQUEST FOR PROPOSAL FOR DEVELOPMENT OF DATA, REPORTING AND ANALYTICS SOLUTIONS FOR LIFE INSURANCE CORPORATION OF INDIA

(Ref No. LIC/CO/IT/DT/2024/RFP/01 Dated 14.05.2024)

Pre-Bid Query Responses - 4

S. No.	RFP Document Reference (Section & Page Number)	Clause(in brief) of RFP requiring clarification(s)	Query in reference to the clause	LIC Response / Clarification
1			Please provide the latency requirements in different layers contributing to the SLA of 100 ms (% at network level, % at DB level, % at API Gate way level). Also provide the indicative volume size to be handled at the API level for these performance levels.	The 100ms response is required for the master data services that are exposed for consumption by the digital platform. This data size is not expected to be more than 50GB. The hot zone of the data lake / lake house will need to have a < 2sec response / processing time.
2			In the response to query #12 of corrigendum 3 it is recommended to reuse "Logging and monitoring". Request LIC to confirm whether bidder can reuse existing EMS (Enterprise Monitoring System) to monitor uptime of systems (Server, storage, etc) and APM (Application performance monitoring) to monitor application-level SLAs.	Logging, audit trail capture and application / database / host & infrastructure monitoring we will reuse the existing ELK stack.
3			On the Data base level encryption which has both table level encryption and column wise encryption Can we use the existing tools of LIC	Please refer corrigenda.
4	Pre-Bid query response 3 Page 2 Point 5 Data Encryption	Standard encryption/decryption techniques / policies should be implemented for this activity. Encryption should be possible at both overall	1. No Database, Table or Column level encryption is required ? 2. Disk level Encryption is required for data at rest 3. Network communication (TLS) Encryption is required for data at motion	Please refer corrigenda.

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		database level and at finergrained column / parameter level. This should be easily defined and implemented.	4. No integration with HSM or any Key Management	
5	Corrigendum3 Page 5 Point 12	Form T-17: Checklist for consumption of OEM Tools/Core & Other Enterprise Systems Page 194	Which Logging and Monitoring tool we will reuse , please specify the make and model. Is it capable for monitoring all application, Network and Hardware Can we assume that we need not to bring in any of such tools	Logging, audit trail capture and application / database / host & infrastructure monitoring we will reuse the existing ELK stack.
6			1. Does LIC expects bidder team to do report rationalization from existing implementation 2. Do we need to remove any duplicate reports from existing 3000 reports and implement them in new platform 3. Has LIC team identified metrics / KPIs for mentioned reports in RFP document 4. What all documents we can expect from LIC before starting of the engagement 5. Are you expecting bidder team do identify metrics and KPIs from existing implementation and implement same on new platform 6. Do we need to match new metrics & KPIs with existing implementation	1. Yes - reports will need to be reduced from current 9000+ to 3500 2. The entire report set needs to be rationalised. 3. Yes. These will be shared with the selected bidder. 4. Documents such as current reports, metrics with their definitions, etc will be provided. 5. The related metrics and definitions will be provided. 6. The reports will have acceptance criteria defined and will be tested as per the pre-defined acceptance criteria. 7. Designing of the reports will need to be done by the selected bidder.

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			7. For all the reports and dashboards, has LIC team finalize wireframe. Are you expecting bidder team to create these wireframes	

Note: All other terms and conditions, forms of the RFP document remain unchanged. In case of any ambiguity, the RFP document will stand.

Date: 8ᵗʰ August 2024
Place: Mumbai

Executive Director
(IT & Digital Transformation)