**Dated: 15/12/2025**

| Brief Description of Procurement | Request for Proposal (RFP) - Enterprise Document Management System (EDMS) - 3.0 |
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| **Bid Reference No.** | LIC/CO/ITDT/EDMS3.0/2025-26/RFP Dated: 28/11/2025 |
| **Date and Time of Pre-Bid Meeting** | 08th December, 2025 (Monday) at 11:00 AM |
| **Venue of Pre-Bid Meeting** | LIC of India, Central Office, IT/DT Department, 3rd Floor, North Wing, Jeevan Seva Annexe Building, S. V. Road, Santacruz (W), Mumbai, Maharashtra – 400054. |

## Annexure – Clarifications and Responses to Pre-Bid Queries

Clarification in regards to queries /suggestions received for
Request for Proposal (RFP) For Enterprise Document Management System (EDMS) - 3.0
Ref: LIC/CO/ITDT/EDMS3.0/2025-26/ RFP Dated: 28/11/2025

| SI No | RFP Document Reference(s) | Content of RFP Requiring Clarification | Details / Query in Reference to the Clause | LIC COMMENTS |
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| 1 | 2.2 Time Schedule | | Requesting extension to go through the RFP, as it requires multiple aspects to be considered and would help to propose an optimal solution | Please be guided by the RFP document. |

| 2 | 2. Request for Proposal 2.2 Time Schedule | Last date and time for submission of Bid (Refer Section 3.7 for details) 06/01/2026 & 15:00(IST) | Most of the companies, including KPMG, will observe a year-end break from December 25th to January 4th. In light of this, the current bid submission deadline of January 6th may pose challenges in ensuring a comprehensive and high-quality response. We kindly request confirmation on whether an extension of two weeks (20/01/2026), beyond the current deadline can be granted to facilitate adequate preparation and submission for this RFP | Please be guided by the RFP document. |
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| 3 | 2. Request for Proposal 10 Earnest Money deposit (EMD) | ₹ 3 Crore (Rupees Three Crore Only) (in the form of unconditional and irrevocable Bank Guarantee (BG) as per the format given in Annexure - A8) EMD exemption will be given for Micro and Small Enterprises as defined in (MSEs) order 2012, issued by the Department of MSME or are registered with the Central Purchase Organization or the concerned Ministry or Department. Bidders should submit relevant MSME/NSIC certificate. | Bharat Electronics Limited being the Defence PSU, is there any exemption on the EMD for the PSUs. Request for the calrification on the same. | Please be guided by the RFP document. |
| 4 | 2.3 – Integration with core systems | Integration with e-FEAP, NUA, ANANDA, MSP portals | Kindly specify the integration patterns preferred (REST, MQ, batch files) along with daily API transaction volumes | This will be shared in the second stage of RFP (Technical and commercial Bid) |

| 5 | 2.4 Objective for RFP | EDMS application should be accessible from any Internet-connected devices | Does this imply that the entire solution comprising of DMS and Workflow need to b exposed to internet | As per LIC's requirements, the applicability is limited to internet-based applications only |
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| 6 | 2.4 Objective for RFP | Upgrade and improve the System continuously as an ongoing activity | Request LIC to clarify . Does this apply and Limted to - hardware & applicance patches - bug fixes & patches to the platfroms & application - Minor and Major upgrade of COTS products inlcuding incorporation of LIC specific customization | Yes, Included all Upgrade and improvement in the System continuously as an ongoing activity during the duration of the Contract. |
| 7 | 2.4 – AI/ML with GPU nodes | Dedicated GPU servers required | Kindly confirm the exact number of GPU servers and whether OEMs must propose the AI platform stack or rely on LIC-provided GPU infra | This will be shared in the second stage of RFP (Technical and commercial Bid |
| 8 | Section 2.4 – Private Cloud | Infrastructure as a Private Cloud | Please confirm whether LIC prefers OpenShift-based container deployment for all EDMS components | Bidder to propose a suitable solution. |
| 9 | 2.4 Objective for RFP | Centralized or 4-COLO based architecture basis technical feasibility and high available architecture. | For a multi-COLO architecture, please clarify the intended distribution of data across the sites (equal, region-based)? | Bidder to propose a suitable solution. |
| 10 | 2.4 Objective for RFP | Leverage the new technologies AI /ML solutions with dedicated GPU servers for AI/ML Compute. | The RFP mandates AI/ML solutions and dedicated GPU servers. Please elaborate on the specific mandatory business use cases that the AI/ML component must fulfill (e.g., specific accuracy levels for handwritten recognition, automated classification of which document types, specific data extraction fields). | This will be shared in the second stage of RFP (Technical and commercial Bid |

| 11 | 2.4 Objective for RFP | Centralized or 4-COLO based architecture basis technical feasibility and high available architecture. | The RFP states "Centralized or 4-COLO based" architecture. Please confirm if a pure Centralized setup (one production site and one dedicated DR site) is acceptable, or if a geographically distributed 4-COLO architecture is a mandatory requirement for the Production environment. | Bidder to propose a suitable solution. |
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| 12 | 2.4 Objective for RFP | Centralized or 4-COLO based architecture basis technical feasibility and high available architecture | For a multi-site solution spanning four data centers, does this include both the metro and regional disaster recovery (DR) sites? | Bidder to propose a suitable solution. |
| 13 | 2.4 Objective for RFP | Leverage the new technologies AI /ML solutions with dedicated GPU servers for AI/ML Compute | The RFP mentions the requirement for dedicated GPU servers for AI/ML workloads. Can you please clarify - <br><br> Whether GPU servers are required at Primary, DR and/or IRE sites? Minimum GPU compute expectations (e.g., NVIDIA A100/H100 or equivalent)? | Bidder to propose a suitable solution. |
| 14 | 2.4 Objective for RFP | Leverage the new technologies AI /ML solutions with dedicated GPU servers for AI/ML Compute | Is there a preferred platform of choice that can run, containers, virtual machines and your AI workloads giving a unified experience? | Bidder to propose a suitable solution. |
| 15 | 2.4 Objective for RFP | Upgradation of existing Document based workflows and applications | Is Upgrade + new system required ? | Yes  Up gradation / Migration  of existing Document based workflows and applications |
| 16 | 2.4 Objective for RFP | Migration and Upgradation of all Existing Services to support Anywhere Service and Compliance. | What is the list of all Existing Services | Refer Table - T1 of RFP |

| 17 | 2.4 Objective for RFP | Easy-to-use interface that integrates with existing applications, making it easy for users to share and work on documents | what is the list of existing applications requiring integrations | Refer Table - T1 of RFP |
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| 18 | 2.4 Objective for RFP | EDMS Integration including Workflow with Core Business System and other Systems wherever required | Which are the other systems involved ? | This will be shared in the second stage of RFP (Technical and commercial Bid) |
| 19 | 2.4 Objective for RFP | Leverage the new technologies AI /ML solutions with dedicated GPU servers for AI/ML Compute. | Are there any AI/ML use cases identified? | Instances like Aadhaar masking, bank cheque details extraction, PAN data extraction, but these are only illustrative and not exhaustive. Bidder to propose additional use cases |
| 20 | 2.4 Objective for RFP | 6.2 Detailed Scope of Work Components / Activities 9. Workflow Creation, Management and Integration | Requesting LIC to provide a comprehensive list of:<br><br>• All existing workflows,<br>• Custom workflow rules & business logic,<br>• Third-party integrations & APIs,<br>• Mobile components (e.g., LICdocQ),<br>• Inter-dependency workflow maps.<br><br>This is required for backward compatibility assessment during migration and workflow re-engineering. | This will be shared in the second stage of RFP (Technical and commercial Bid) |

| 21 | 2.4 Objective for RFP | • Ensuring business continuity during switching period from the existing systems to the new platforms | Requesting LIC to clarify:<br><br>• Allowed downtime (if any) for production cutover,<br>• Whether phased migration (COLO-wise / division-wise) is acceptable,<br>• Requirement for parallel run of old & new EDMS,<br>• Constraints on freezing changes during migration.<br><br>This will support bidders in selecting the best-fit migration method, either a one-time migration or a phased rollout, with no impact on service availability. | This will be shared in the second stage of RFP (Technical and commercial Bid) . Bidder to propose a suitable solution. |
| 22 | 2.4 Objective for RFP | Leverage the new technologies AI /ML solutions with dedicated GPU servers for AI/ML Compute. | The RFP mandates AI/ML solutions and dedicated GPU servers. Please elaborate on the specific mandatory business use cases that the AI/ML component must fulfill (e.g., specific accuracy levels for handwritten recognition, automated classification of which document types, specific data extraction fields). | Instances like Aadhaar masking, bank cheque details extraction, PAN data extraction, but these are only illustrative and not exhaustive. Bidder to propose additional use cases |
| 23 | 2.4 Objective for RFP | Centralized or 4-COLO based architecture basis technical feasibility and high available architecture. | The RFP states "Centralized or 4-COLO based" architecture. Please confirm if a pure Centralized setup (one production site and one dedicated DR site) is acceptable, or if a geographically distributed 4-COLO architecture is a mandatory requirement for the Production environment. | Bidder to propose a suitable solution . |

| 24 | 2.4 | LIC reserves the right to evaluate and procure the Category/Components of this RFP either jointly or independently, based on the technical and commercial submissions received. | Request LIC to further clarify this clause | Refer 3.4 (4) of RFP |
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| 25 | 23. Implementation Management | 23. Implementation Management c. Inventory of all hardware and software necessary for the application to support the design, development, testing, training, staging and production environments d. Inventory of all hardware and software necessary for efficient ongoing operation and maintenance of the application | Request a detailed list of existing hardware (Compute, Storage, Network devices) including: – Make/model, configuration, OS version, RDBMS version, storage type and size. | This will be shared in the second stage of RFP (Technical and commercial Bid) . |
| 26 | 4.2 | Pre-Qualification/Eligibility Criteria | For the DMS implementation experience, Bidder requests LIC to consider international projects of similar scale as well including the provision of one live project. | Refer Corrigendum-1 |
| 27 | 4.2 – Pre-Qualification | | Kindly confirm whether OEM product certifications can be submitted jointly with SI or only by SI | Jointly by OEM and SI |
| 28 | 4.3 / A. Solution Architecture | Criteria 2: Metadata Repository: NoSQL (MongoDB-like) repository approach | Leading Enterprise Content Management (ECM) systems utilize robust RDBMS (like DB2/Oracle/PostgreSQL) for metadata to ensure strict ACID compliance and transactional integrity, which is critical for BFSI. Will LIC accept a solution that uses an | LIC may consider an solution provided it meets all functional, performance, scalability, availability, and integration requirements outlined in the RFP |

| | | | RDBMS for metadata instead of NoSQL, provided it meets the performance benchmarks? | |
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| 29 | 4.3 | API-First & Microservices design | Are you looking for an end-to-end API-lifcycle Management solution or a gateway | end-to-end API-lifecycle Management solution |
| 30 | 4.3 | API-First & Microservices design | What is the expected Transaction per second? | Refer Table – T10: Details for Sizing |
| 31 | 4.3 | API-First & Microservices design | Are you looking for both external and internal gateway? | YES |
| 32 | The criteria for detailed technical bid preparation Section E Security Compliance and Governance | Alignment to IRDAI, CERT-In, DPDPA, RBI Cybersecurity Framework. | Does the bidder need to include all the security software to handle Encryption, key management, API security OR will it be re-used from LIC's existing? | YES, the bidder to consider and provision. |
| 33 | The criteria for detailed technical bid preparation Section E Security Compliance and Governance | Alignment to IRDAI, CERT-In, DPDPA, RBI Cybersecurity Framework. | Does the bidder need to include the security hardware like HSM? | YES, the bidder to consider and provision. |
| 34 | The criteria for detailed technical bid preparation Section E Security Compliance and Governance | Alignment to IRDAI, CERT-In, DPDPA, RBI Cybersecurity Framework. | Is the backup software to be included or it has to be integrated with existing? | YES, the bidder to consider and provision. |

| 35 | 4.4 | QCBS model + Reverse Auction | Please confirm price structure: separate cost sheets for Systems & Services and Scanning & Logistics? Will LIC share a standard template for unit rates? | This will be shared in the second stage of RFP (Technical and commercial Bid) |
| 36 | Objective for RFP | 4. LIC intends to select a single Bidder for both cost category i.e.<br>(i) Scanning and Logistics Services and<br>(ii) Systems, Services, Infrastructure and Overall Program Management under this RFP. The Total Cost of Ownership (TCO) quoted by eligible Bidders shall be subjected to a single Reverse Auction process. The Bidder emerging as the Lowest Evaluated Bidder (L1) after the conclusion of the Reverse Auction shall be considered for award of the complete scope. However, in the event that the L1 Bidder is not the lowest (L1) in respect of any one cost category, the L1 Bidder shall be provided the first right of refusal to match the lowest price quoted for such category by other bidders. If the L1 Bidder agrees to match such lowest prices, the entire scope | We request LIC to kindly reconsider the proposed commercial evaluation approach. Since every bidder will submit a holistic techno-commercial proposal covering the entire scope, evaluating cost categories separately or applying a reverse auction at a combined level may not reflect the integrated delivery model and value proposition offered by bidders. | Please be guided by the RFP document. |

| | | of services shall be awarded to the L1 Bidder. | | |
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| 37 | Section | Cloud Enablement | Confirm cloud deployment permissions and allowed models. | Refer Section 3.2 |
| 38 | 2.1 & 5.4 | 7-year contract; escalation terms | Confirm if price hold applies for full 7 years. If escalation allowed, share index (WPI/CPI) and cap for manpower/logistics. | Refer Section-6 Scope of work and price variation will be shared in the later stage of evaluation process |
| 39 | 5.7 Fraud and Corrupt Practices | 5.7 Fraud and Corrupt Practices | There is mention of "conflict of interest" hence we need clarity to what can be regarded as conflict of interest. | Refer Section 5.22 Conflict of Interest |
| 40 | Section 5 ( Terms and conditions ) clause 5.8 ( Subcontracting / Consortiums or Sub-Contractor) Point no 3 | No consortium bidding is allowed. Consortium may be allowed ( minimum two members) | The scope of work under the tender involves specialised skills and diverse technical competencies. A consortium structure allows the lead bidder to collaborate with a partner possessing niche expertise, thereby ensuring a more robust, compliant, and high-quality technical proposal | Please be guided by the RFP document. |
| 41 | 5.8 | Subcontracting/Consortiums | Is there a cap areas of work that can be subcontracted? Are there any restrictions on the type of subcontractors? | Refer Section 5.8 |
| 42 | 5.9 | PBG = The last Performance Bank Guarantee shall be valid for 18 months i.e., 6 months over and above the total contract period. | We suggest validity for last PBG to 3 month instead of 6 month over and above contract period. | Please be guided by the RFP document. |

| 43 | 5.11 | Normalization clause-This clause is not applicable for items where the Bidder has missed out quantities or scope items, in such cases the bidder will have to make good such items or scope at no additional cost to LIC. | Any additional request should be mutually discussed and agreed upon. | Please be guided by the RFP document. |
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| 44 | Objective for RFP | Subject to Indemnity clause 2 below, the successful bidder shall indemnify, protect and save LIC from/against all claims (financial, legal and other), losses, costs, damages, expenses, action suits and other proceeding, resulting from any damage / loss to infrastructure at DC and DR sites, against all losses on account of bodily injury, accidents, death or damage to tangible personal property arising in favour of any person, infringement of any law pertaining to intellectual property, patent, trademarks, copyrights etc., any claims from third party, corporation or other entity (including LIC) attributable to the Vendor's negligence or wilful default in performance or non-performance under the contract, other statutory | We would request for the minor amendment to be made to the clause as follows:<br><br>"Subject to Indemnity clause 2 below, the successful bidder shall indemnify, protect and save LIC from/against all **direct third party** claims (financial, legal and other), losses, costs, damages, expenses, action suits and other proceeding, resulting from any damage / loss to infrastructure at DC and DR sites, against all losses on account of bodily injury, accidents, death or damage to tangible personal property arising in favour of any person, infringement of any law pertaining to intellectual property, patent, trademarks, copyrights etc., any claims from third party, corporation or other entity (including LIC) attributable to the Vendor's **gross** negligence or wilful default in performance or non-performance under the contract, other statutory infringements in respect of the DC/DR sites and services provided by successful bidder. If LIC promptly notifies | Please be guided by the RFP document. |

| | | infringements in respect of the DC/DR sites and services provided by successful bidder. If LIC promptly notifies Vendor in writing of a third party claim against LIC that any Service provided by the Vendor infringes a copyright, trade secret or Indian patents of any third party, Vendor will defend such claim at its own expense and will pay any costs or damages that may be finally awarded against LIC. | *Vendor in writing of a third party claim against LIC that any Service provided by the Vendor infringes a copyright, trade secret or Indian patents of any third party, Vendor will defend such claim at its own expense and will pay any costs or damages that may be finally awarded against LIC."* | |
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| 45 | 5.17 | Warranty-The warranty shall be comprehensive and the period of warranty shall be 5 years from the date of installation of the Hardware supplied under this RFP. | Warranty shall be as per OEM's terms and condition. | Please be guided by the RFP document. |
| 46 | Objective for RFP | In the event of any replacement of defective system (i.e., the complete system) during the warranty period, the warranty for the replaced system shall be extended to a further period of 5 years. | The bidder requests that, in the case of replacement of a defective system during the warranty period, the warranty for the replaced system will expire along with the rest of the system, as our contract will end at the same time | Please be guided by the RFP document. |

| 47 | 2.4 | Order of Precedence Clause | We would kindly request that the clause be amended as follows because the contract is the document that is signed post mutual discussions and which is eventually finalized:<br><br>"**1. The Contract / Agreement executed with the Selected Bidder.**<br>2. Corrigenda / Addenda issued to this RFP.<br>3. The RFP Document (including all Chapters, Sections, and the Scope of Work).<br>4.Clarifications and Responses to Pre-Bid Queries issued by LIC.<br>5. Commercial Bid submitted by the Bidder.<br>6. Technical Bid submitted by the Bidder.<br>7. Annexures, Schedules, Formats, and Templates attached to the RFP.<br>8. Any other written communication, including emails exchange only through the official communication channels specified in this RFP during the bidding process." | Please be guided by the RFP document. |
| 48 | 2.4 | Order of Precedence Clause | Accordingly, we would also request that the following language be amended to reflect the same:<br><br>"In the event of any conflict between the Contract Agreement and the RFP/Corrigenda, the provisions of the RFP and its Corrigenda **Contract Agreement** shall prevail, unless expressly agreed otherwise in writing by LIC." | Please be guided by the RFP document. |

| 49 | 3.4 | LIC may at its sole discretion and at any time during the evaluation of Proposal, disqualify any Bidder, if the Bidder has Submitted more than one Proposal; | Since RFP allows bidder to submit more than one bid ; request you to clarify on this clause. | The RFP Does not allow a Prime Bidder to submit more than one Proposal. An Original Solution Developer(OSD) / Original Equipment Manufacturer (OEM) and/or Subcontractor may associate with multiple Prime Bidders for the purpose of this RFP. Such participation shall be strictly limited to the role of OEM/OSD and/or Subcontractor only. However, any such OEM/OSD and/or Subcontractor participating in this RFP shall not submit a bid as a Prime Bidder independently for similar requirements. For the sake of absolute clarity, any entity submitting a bid as a Prime Bidder shall be prohibited from participating, in any capacity, as an OEM, OSD, or Subcontractor in the proposal of any other Prime Bidder, thus Prime Bidder shall not act as an OEM, OSD, or Subcontractor in the proposal of any other Prime Bidder. Submission of a bid by such OEM/OSD and/or Subcontractor in the capacity of a Prime Bidder shall be treated as a material conflict of interest. In such an event, bids submitted by the concerned OEM/OSD and/or Subcontractor as a Prime Bidder shall |
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| | | | | be summarily rejected at the eligibility stage. |
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| 50 | 5.24 | Change orders | Bidder will be liable to supply additional quantity upto 5% of the original ordered quantity at same rate. Rate for additional quantity over 5% will be mutually decided at the time of placing order for additional quantity. | This will be shared in the second stage of RFP (Technical and commercial Bid) |
| 51 | 4.4 Stage 3 | Repeat Orders: LIC reserves the right to place repeat orders for additional requirement to fulfill EDMS scope, Hardware, On-site support and services on the same, terms & conditions | The bidder requests that any additional or repeat orders placed during the implementation period will be honored at the same price; however, pricing for orders placed after the implementation period should be mutually discussed | This will be shared in the second stage of RFP (Technical and commercial Bid) |
| 52 | 5.29 | Personnel<br><br>"Provide a replacement... not more than 48 hours" 18 Replacement TAT: 48 hours to replace a specialized resource (e.g., Architect/DBA) is unrealistic. | Request to increase replacement TAT to 15 Days for Key Resources and 7 Days for Support Staff. | Please be guided by the RFP document. |
| 53 | 5.25 Repeat Orders | LIC reserves the right to place repeat orders for additional requirement to fulfill EDMS scope, Hardware, On-site support and services on the same, terms & conditions. | Bidder will be liable to supply additional quantity upto 5% of the original ordered quantity at same rate. Rate for additional quantity over 5% will be mutually decided at the time of placing order for additional quantity. | This will be shared in the second stage of RFP (Technical and commercial Bid) |

| 54 | Section 5 ( Terms and conditions ) clause 5.8 ( Subcontracting / Consortiums or Sub-Contractor) Point no 3 | Termination for Convenience | Considering the scale and complexity of this project, which involves operations across multiple sites, we believe that a minimum notice period of six (6) months for termination of convenience is essential to ensure business continuity and smooth transition. We respectfully request LIC to consider revising the termination clause accordingly. | Please be guided by the RFP document. |
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| 55 | 5.30.3 Termination for Convenience | LIC, by written notice sent to the successful Bidder may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for LIC's convenience, the extent to which performance of the successful Bidder under the Contract is terminated, and the date upon which such termination becomes effective. The notice period shall be 60 days. | Such termination should be mutually discussed with the Bidder and proper notice of termination should be given along with full release of payment for work done and for any loss that the bidder may suffer due to such termination for convenience. | Please be guided by the RFP document. |
| 56 | 5.33 | Exit Clause<br><br>"terminate Scanning and Logistics... with six months' notice." 20<br>CAPEX Recovery: If LIC terminates the 3-year ops contract early (e.g., after 1 year), how will the bidder | Request a Termination Fee equal to the unamortized book value of assets if terminated for convenience. | Please be guided by the RFP document. |

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| | | recover the cost of Scanners/Trucks/IT Infra bought? | | |
| 57 | Section | Asset Unamortized Cost: If LIC terminates early, will the bidder be compensated for the Unamortized Value of assets (Scanners/Vehicles/IT Infra) bought specifically for this project? | Please include a Termination Fee clause to cover unrecovered CAPEX in case of termination for convenience. | Please be guided by the RFP document. |
| 58 | 5.33 | Exit clause-LIC, by written notice sent to the successful Bidder may terminate the Scanning and Logistics Operations, at any time during the Contract period. The Bidder will be given six months' notice for the same. | Although 6 month notice is given, all the investment done in these assets will be fully compensate by LIC. | Please be guided by the RFP document. |

| 59 | 5.15.1 (a) | Except in cases of criminal negligence or willful misconduct and in the case of infringement of Patent, IPR, trademark, copy right or industrial design rights arising from use of the Solution or any part thereof in any of the services supplied by the vendor and used/consumed by LIC pursuant to Conditions of Contract, the successful Bidder shall not be liable to LIC, whether in contract tort or otherwise, for any indirect or consequential loss of damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the Bidder to pay liquidated damages to and the aggregate liability of the successful Bidder to LIC, whether under the Contract, in tort or otherwise, shall not exceed the total Contract Price provided that this limitation shall not apply to the cost of repairing or replacing defective equipment during the applicable warranty period. | We would request clarity on what "Conditions of Contract" refers to. Additionally, we would kindly request that all indirect damages be excluded as these are far too remote for any bidder to assume. And for damages directly out of contract, we would request that the same be capped to the total Contract Price. Accordingly, the clause will read as:<br><br>*"Except in cases of criminal negligence or willful misconduct and in the case of infringement of Patent, IPR, trademark, copy right or industrial design rights arising from use of the Solution or any part thereof in any of the services supplied by the vendor and used/consumed by LIC pursuant to Conditions of Contract, the successful Bidder shall not be liable to LIC, whether in contract tort or otherwise, for any indirect or consequential loss of damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the Bidder to pay liquidated damages to and the aggregate liability of the successful Bidder to LIC, whether under the Contract, in tort or otherwise, shall not exceed the total Contract Price provided that this limitation shall not apply to the cost of repairing or replacing defective equipment during the applicable warranty period."* | Please be guided by the RFP document. |

| 60 | 5.35 | Limitation of Liability | Bidder requests LIC to cap the limitation of liability capped at total contract value | This will be shared in the second stage of RFP (Technical and commercial Bid) |
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| 61 | 5.35 | Limitation of liability | Confirm aggregate cap for SLA penalties + LD+Other at 5% of TCV. | This will be shared in the second stage of RFP (Technical and commercial Bid) |
| 62 | 5.39 | Taxes & GST reimbursement- Vendor shall be entirely responsible for upfront payment is inclusive of all taxes except GST wherever applicable shall be mentioned in the invoices submitted and shall be reimbursed as per actuals on production of the original receipt in proof of having paid the said taxes on behalf of LIC. In case, concrete evidence of having paid the appropriate taxes is not submitted within a maximum period of 2 months from the date of payment of taxes, the Vendor will not be eligible for any reimbursement on this count. | All price must be exclusive of tax. Any regulatory changes or taxes will be levied accordingly. | Please be guided by the RFP document. |
| 63 | 5.48 Digital Personal DATA Protection Act, 2023 (clauses wherever applicable) | The Vendor will adhere to the Digital Personal DATA Protection Act, 2023 as amended from time to time as applicable | What specific compliance certifications or audit reports related to DPDP Act 2023 are expected from the bidder? | The bidder shall self-declare and undertake that the purpose solution shall full complied with DPDP act, 2023 and rules, guidelines and directives issued by relevant authories |

| 64 | Section 6 - Scope of Work | LIC is also having RedHat, JBoss and Netvault enterprise licenses. For the products for which LIC is having licenses, no rate should be quoted | Will this impact the TCO analysis? The TCO should include the cost of H/W, S/W and Services proposed by the bidder. The licenses which LIC has can be discounted AFTER the evaluation phase to maintain parity. | This will be shared in the second stage of RFP (Technical and commercial Bid) |
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| 65 | 10 Data Migration | Migration of ~20 billion scanned images from Newgen Omnidocs' PN-based file structure to Object Store. | Please clarify whether LIC will provide API/decoder utilities for PN format or whether the bidder must build a custom extraction and conversion component. | LIC will make available the standard APIs/utilities provided by Newgen Omnidocs for accessing and reading PN-based file structures. However, the bidder shall be fully responsible for configuring these APIs/utilities as required and for designing, developing, and executing the complete end-to-end migration solution. This includes extraction, decoding, transformation, validation, and ingestion of approximately 20 billion scanned images into the target Object Store. The bidder must ensure accuracy, completeness, performance, and integrity of the migrated data and shall provide all necessary custom components, scripts, and automation required to achieve the migration. |
| 66 | 6.1 Overview of Existing EDMS | In addition LIC have some offices in foreign countries also where the NUA support for underwriting the proposals is provided | Please confirm whether the new EDMS needs to be deployed internationally or only accessible via secure VPN. | The requirement for foreign countries is for the licenses availability. The support for deployment and maintenance when so required will be thru T&M Basis on the infrastructure so provided by such offices. There should not be any license restriction for such offices and the |

| | | | | licenses should be available for use by such offices |
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| 67 | 6.1 Overview of Existing EDMS | 6.1 Overview of Existing EDMS | We assume that our scope end after delivering the documents at RMF | Physical documents management scope is upto delivering the documents at RMF and RMF System update with the document details . However the scope of the Record Management Facility (RMF) software and application shall cover end-to-end management of physical and electronic records, including indexing, storage, retrieval, movement tracking, retention, and secure disposal in compliance with regulatory requirements. The RMF Center is managed by LIC Officials. |
| 68 | 6.1 / 6.2 – Existing EDMS | Centralized or 4-COLO architecture mentioned | Please confirm the preferred architecture: (a) fully centralized EDMS solution, or (b) distributed COLO-based repositories. This is required to size object stores, content engines, and replication | Bidder to propose a suitable solution |

| 69 | 6.1 Overview of Existing EDMS | 6. Scope of Work<br>6.1 Overview of Existing EDMS<br>In addition, Administrative files are stored for all departments of central office in Proprietary Newgen (PN) file format. | Requesting LIC to clarify:<br><br>• Whether metadata embedded inside PN files must also be extracted and migrated.<br>• Whether the new solution must natively support PN file rendering, indexing, and search.<br>• Whether PN decryption or proprietary reader libraries will be provided to the bidder.<br>• Any licensing constraints on using PN format (redistribution, decoding, conversion).<br>• LIC expects the new system to *adopt open, non-proprietary formats* for all newly added documents, OR<br>• The PN file format will continue to be used for new data as well. | The bidder is responsible to provide the complete end-to-end solution. |
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| 70 | 6.2 – Workflow Upgradation | Upgradation of existing Document based workflows and applications | Kindly confirm whether existing workflow process maps (BPMN / detailed steps) will be shared for accurate migration sizing for creating Automation Workflow | LIC will make available the existing 'as-is' process understanding to the extent documented, noting that certain legacy workflows may have limited or incomplete documentation. The bidder shall be responsible for undertaking comprehensive process discovery, gap analysis, and workflow mapping as required for accurate sizing, redesign, and automation. The complete end-to-end responsibility for upgrading, re-engineering, and automating the workflows—including creation of BPMN models or detailed process steps—shall rest with the bidder. |

| 71 | 6.2 – Office Note, Branch, DO/ZO workflows | Multiple workflows referenced without detailing complexity | Please specify approximate number of workflow variants, decision points, and expected SLA thresholds to size workflow engines correctly | This will be shared in the second stage of RFP (Technical and commercial Bid) |
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| 72 | 6.2 – Mobile workflows | EDMS access from mobile devices | Please clarify whether licenses for mobile access must be sized separately, or whether existing apps like LICdocQ will continue to handle mobile submissions. | New Mobile Application/s to be designed and developed by the Bidder . |
| 73 | Section 6 – Metadata | EDMS to store images, PDFs, XML, etc. | Kindly confirm whether LIC will maintain existing metadata structures or expects redesign of metadata models | Bidder to propose a suitable solution |
| 74 | 6.2 | Scope of Work – Architecture | Clarify preferred technology stack and expected redevelopment vs enhancement. | Bidder to propose a suitable solution |
| 75 | 6.2 – Upgradation | | Please confirm whether all historical documents will be migrated in full or only active records | All historical documents are required to be migrated in full. However, LIC distinguishes between active records and old exit/inactive cases. While active and current records must be migrated into the primary (hot) storage layer for regular access, the older exit cases shall be migrated and retained in a cold archival storage tier as per the archival policy. The bidder shall design and implement the migration approach accordingly, ensuring integrity, completeness, and traceability across both hot and cold storage layers. |
| 76 | 6.2 – Auto-classification / AI routing | AI integration with workflows | Please clarify the list of use cases LIC expects for AI (e.g., document classification, tagging, anomaly detection) to scope for model training. | This will be shared in the second stage of RFP (Technical and commercial Bid) |

| 77 | 6.2 Detailed Scope of Work | Workflow Creation, Management and Integration | Please confirm whether the existing workflows will be migrated as-is or if LIC expects re-engineering and modernization of workflows on the new platform.We assume currently there are 10 workflows. Are there any other workflows apart from the 10 workflows : <br>1 New Business Underwriting Workflow (NUA) <br>2 Office Note Workflow <br>3 UDIT Workflow (Disciplinary) <br>4 Administrative Files Workflow <br>5 MSP Medical Report Workflow <br>6 Online Services Workflow (Portal/e-Services/ANANDA/DMKT) <br>7 DMS Mobile App Workflow (LICdocQ) <br>8 Unified Upload Workflow (Staging System) <br>9 Docket Creation & Archival Workflow <br>10 Scanning–QC–Upload Workflow | Bidder to propose a suitable solution |
| --- | --- | --- | --- | --- |
| 78 | 6.2 Detailed Scope of Work, 2. Scanning Activities and Upload: | The service Provider to set up, operate, and maintain scanning centers in identified cities across India. | Any reuse of existing scanning centers required or will they be decommissioned. Any thoughts about [a] scanning or taking pictures in branches and [b] using the digital copies in the branches | This will be discussed and shared in the second stage of RFP (Technical and commercial Bid). Bidder to propose a suitable solution. |
| 79 | 6.2 Detailed Scope of Work, 2. Scanning Activities and Upload: | Quality Checking of Scanned images by Bidder Team/Scanning Service Provider | What quality checks are performed today and what needs to be performed as part of the new system ? | This will be shared in the second stage of RFP (Technical and commercial Bid) |
| 80 | 6.2 Detailed Scope of Work, 2. Scanning Activities and Upload: | Quality Check by LIC | Is this for all documents ? How many Quanlity check users are present in LIC ? | This will be shared in the second stage of RFP (Technical and commercial Bid) |

| 81 | 6.2 Detailed Scope of Work, 2. Scanning Activities and Upload: | Based on the business requirements, some documents needs to be digitized and made available to LIC on an urgent basis. The Bidder shall suggest a procedure for such a requirement. | What % of documents will require digitization ? | Based on Business Requirement |
|---|---|---|---|---|
| 82 | 6.2 Detailed Scope of Work, 2. Scanning Activities and Upload: | Administration of the Scanning Centre for Bidder staff will be the responsibility of the Bidder | What is the operating hours of the scanning center | As per LIC requirement by maintaining the SLA |
| 83 | 6.2 Detailed Scope of Work, 2. Scanning Activities and Upload: | Minimum Production guarantee | what is the expected growth ifor the documents YoY ? | The indicative volumes are already mentioned in Tables Section of RFP. |
| 84 | 6.2 Detailed Scope of Work | Scanning Activities and Upload | whether Barcoding or indexing is provisioned for identifying uniqueness of scanned documents based on document type and its geographical location location | Bidder to propose a suitable solution |
| 85 | 6.2 Detailed Scope of Work | Scanning Activities and Upload | what are the sizes(A3.A4 etc) of documents and its quantity | This will be shared in the second stage of RFP (Technical and commercial Bid) |
| 86 | 6.2 Detailed Scope of Work | Scanning Activities and Upload | What are the third party software provisioned for integration with new EDMS software | Please be guided by the RFP document. |
| 87 | 6.2 Detailed Scope of Work | Scanning Activities and Upload | What are volume od data/size which are required for migration | The indicative volumes are already mentioned in Tables Section of RFP. |
| 88 | 6.2 Detailed Scope of Work | Scanning Activities and Upload | What is the duration for migration of data from old system to new system | Bidder to propose a suitable solution |
| 89 | 6.2 Detailed Scope of Work | Scanning Activities and Upload | What is Proprietary Newgen (PN) file format ? what is the new file format expected by department? | Bidder to propose a suitable solution |
| 90 | 6.2 Detailed Scope of Work | Scanning Activities and Upload | what is the age of these documents? | For Scanning activity, mostly are recent but not limited to. |

| 91 | 6.2 Detailed Scope of Work | Scanning Activities and Upload | how many types of approval process is expected in this project? | This will be shared in the second stage of RFP (Technical and commercial Bid) |
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| 92 | 6.2 Detailed Scope of Work | Scanning Activities and Upload | whether online and offline qc is allowed in this project? | Bidder to propose a suitable solution |
| 93 | 6.2 Detailed Scope of Work | Scanning Activities and Upload | how frequent data will be accessed in Isolated Recovery Environment (IRE) | Bidder to propose a suitable solution |
| 94 | Components List | Scanning & Logistics | Share expected scan volume, list of centers, and hardware ownership. | Please be guided by the RFP document. |
| 95 | Component 3 | System Architecture | Confirm redesign vs reuse of existing architecture; request architecture diagram. | Bidder to propose a suitable solution |
| 96 | Component 4 | Network | Provide network utilization data and clarify WAN optimization responsibility. | Please be guided by the RFP document. |
| 97 | Component 5 | Infrastructure | Request server sizing details and confirm if upgrades allowed. | Bidder to propose a suitable solution |
| 98 | Component 6 | Software Maintenance | Request module list requiring maintenance and source code availability. | Please be guided by the RFP document. |
| 99 | Component 7 | Database Upgradation | Clarify database type and licensing responsibility. | Bidder to propose a suitable solution |
| 100 | Components 9, 11, 12, 13 | Workflow & Integrations | Confirm new workflow engine expectations and provide all integration touchpoints. | Bidder to propose a suitable solution |
| 101 | Component 10 | Data Migration | Request total data size and migration approach expectations. | Please be guided by the RFP document for data size. Bidder to propose a suitable solution |
| 102 | Component 8 | Mobile Access | Clarify mobile framework expectations and required security standards. | Bidder to propose a suitable solution |
| 103 | Component 4 | Network | Provide network utilization data and clarify WAN optimization responsibility. | Please be guided by the RFP document. |
| 104 | Component 7 | Database Upgradation | Clarify database type and licensing responsibility. | Bidder to propose suitable solution |

| 105 | Component 10 | Data Migration | We assume LIC will provide us all data for migration<br>We will not have to connect with source system to extract data for migration<br>Please confirm on the above.<br>Further, Request to share total data size. | This will be shared in the second stage of RFP (Technical and commercial Bid) |
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| 106 | 6.2 (1) | Batch Size | Can this be standard (1000 documents each batch)<br>Should uploading also be in a single zip file for each batch | Bidder to propose a suitable solution |
| 107 | Section | Scanning & Logistics | Share expected scan volume, list of centers, and hardware ownership. | Refer Tables Section of RFP for scan volumes. And the other information required will be shared in later stage. |
| 108 | Section | System Architecture | Confirm redesign vs reuse of existing architecture; request architecture diagram. | Bidder to propose a suitable solution |
| 109 | Section | Network | Provide network utilization data and clarify WAN optimization responsibility. | Please be guided by the RFP document. |
| 110 | Section | Infrastructure | Request server sizing details and confirm if upgrades allowed. | Bidder to propose a suitable solution |
| 111 | Section | Software Maintenance | Request module list requiring maintenance and source code availability. | This will be shared in the second stage of RFP (Technical and commercial Bid) |
| 112 | Section | Database Upgradation | Clarify database type and licensing responsibility. | Bidder to propose a suitable solution |
| 113 | Section | Workflow & Integrations | Confirm new workflow engine expectations and provide all integration touchpoints. | Bidder to propose a suitable solution |
| 114 | Section | Mobile Access | Clarify mobile framework expectations and required security standards. | Bidder to propose a suitable solution |

| 115 | 2 | Scope of work | Please share the locations where the scanning activity needs to be performed | Almost for 68 divisions, the scanning centers are located within the divisional office. For the remaining divisions, the scanning centers are situated at a nearby distance from the respective divisional offices. Detailed data will be provided at a later stage of the bid process |
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| 116 | 2 | Scope of work | Please share the size wise volume split percentage | For, volume details refer RFP Tables. The LIC records majorly are A4 size but, also contains other document sizes (legal, A3, and miscellaneous). |
| 117 | 2 | Scope of work | Please share the age and quality of the paper to be scanned - is it fragile or new/in good condition ? | For Scanning activity, mostly are recent but not limited to. |
| 118 | 2 | Scope of work | Please clarify what is to be done with the video files mentioned. | This will be shared in the second stage of RFP (Technical and Commercial bid) |
| 119 | 2 | Scope of work | What will be the duplex percentage of these pages? | As per Business Requirement |
| 120 | 2 | Scope of work | Selective scanning is to be done in true color. Pls share a generic share in percentage of such documents which are to be scanned in colour. | Color scanning is to be carried out for selective documents, but not limited to these alone |
| 121 | Logistics_Page 67_Para_2 | The secure packaging, barcoding, and transportation to the designated City-based Scanning Centers managed by the Service Provider. | Are Packaging, barcoding, and transportation charges applicable, as storage is not inwarded in system. | Physical records are stored at RMF (Record Management facility) centers maintained by respective Divisional Office. Refer RFP |

| 122 | 6.2 (1) | Pickup Frequency<br><br>"...collected from each Branch/Servicing Centre at regular intervals in Batches." 1<br>Critical Operational Variable: The RFP does not define "regular intervals." Is pickup Daily, Weekly, Bi-weekly, or On-Demand? Frequency directly dictates the number of vehicles and runners required. | Please define pickup frequency tiers (e.g., Divisional Offices: Daily; Branches: Weekly; Satellite Offices: Fortnightly) to allow accurate logistics costing. | This will be shared in the second stage of RFP (Technical and commercial Bid |
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| 123 | 6.2 (1) | Pickup Points<br><br>"...approx 3,000 offices across all divisions, branches, and record units." 2<br>Location Granularity: Do "Record Units" include remote storage godowns or only active office premises? Are all 3,000 locations active pickup points from Day 1? | Please clarify if remote godowns are included. Remote locations often require specialized logistics (higher cost). | Please be guided by the RFP document. |
| 124 | 6.2 (1) | Batch Size<br><br>"Currently one batch consists of 1000 policy dockets. However... may contain less..." 3<br>Minimum Billable Unit: If a Branch hands over only 50 dockets, will the logistics cost | Request a "Minimum Chargeable Trip" or "Minimum Batch Size" clause to cover fixed fuel and labor costs for low-volume pickups. | Please be guided by the RFP document. |

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| | | be reimbursed on a pro-rata basis or a fixed "Trip Cost"? | | |
| 125 | 6.2 (1) | Transit Insurance<br><br>"Bidder is required to provide for transit insurance..." 4 Valuation Basis: Physical papers have no intrinsic market value. What is the Sum Insured basis? Is it the cost of stationery or the liability of lost data? | Please clarify the valuation metric for insurance (e.g., INR 10 per docket vs. INR 1 Lakh per bag). Unlimited liability is uninsurable. | This will be shared in the second stage of RFP (Technical and commercial Bid) |
| 126 | 6.2 (1) | Vehicle Specifications<br><br>"...transported... in dedicated, secured vehicles." 5 Vehicle Exclusivity: Does "dedicated" mean the vehicle cannot carry other clients' cargo (shared logistics)? Can we use 3PL courier networks (e.g., BlueDart/Delhivery) for remote Satellite offices? | Allow shared secure logistics or reliable 3PL couriers for remote/low-volume locations to optimize costs. | Dedicated' means the vehicle must be used exclusively for transporting LIC records during each trip to ensure secure and traceable movement. LIC can discuss alternative and other approach during the 2nd stage of technical proposal. |

| 127 | 6.2 (1) | Return Logistics (RMF)<br><br>"TAT of 6 business days... for moving out the physical records... to RMF." 6<br>RMF Distance: While Table T2 gives Branch-to-DO distance, the distance from Scanning Center to RMF is variable (0-100km). Is the RMF always within the same city as the DO? | Please confirm if RMFs are always co-located or within city limits of the Scanning Center. Inter-city movement to RMF increases costs significantly. | This will be shared in the second stage of RFP (Technical and commercial Bid) |
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| 128 | 6.2 (2) | Scanning Parameters<br><br>"200 DPI Resolution... Compressed..." 12<br>File Size Impact: 200 DPI B&W is standard. However, the RFP mentions "Certain Medical Reports scanned in Colour"13. Colour scans are 10x larger. | Please quantify the % of documents requiring Colour Scanning. This impacts storage sizing and upload bandwidth. | As per Business Requirement |
| 129 | 6.2 Detailed Scope of Work | The service Provider to set up, operate, and maintain scanning centers in identified cities across India. | We understand that the digitization of documents will be done at 4 COLO locations as identified by LIC. | Please be guided by the RFP document. |
| 130 | 2 | Scope of work | Please share the locations where the scanning activity needs to be performed Request list of scanning center locations with address details. | This will be shared in the second stage of RFP (Technical and commercial Bid) |
| 131 | 2 | Scope of work | What is the percentage of pages with double sided infirmation as we have to consider the scanner cost and time required accordingly. | This will be shared in the second stage of RFP (Technical and commercial Bid) |

| 132 | 2 | Scope of work | Selective scanning is to be done in true color. Pls share a approx percentage share of such documents which are to be scanned in colour. | This will be shared in the second stage of RFP (Technical and commercial Bid) |
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| 133 | 6.2 (1) | Packaging Material<br><br>"...movement... in sturdy, safe cartons..." 7<br>Consumable Cost: Is the Bidder responsible for supplying the cartons/bags for every movement? Can reusable bins/crates be used instead of disposable cartons to save costs? | Permit the use of Reusable Plastic Crates with security seals instead of single-use cardboard cartons. | Bidder to propose a suitable solution |
| 134 | 6.2 (1) | Return Logistics (RMF)<br><br>"TAT of 6 business days... for moving out the physical records... to RMF." 6<br>RMF Distance: While Table T2 gives Branch-to-DO distance, the distance from Scanning Center to RMF is variable (0-100km). Is the RMF always within the same city as the DO? | Please confirm if RMFs are always co-located or within city limits of the Scanning Center. Inter-city movement to RMF increases costs significantly. | Please be guided by the RFP document. |

| 135 | 6.2 (1) | Vehicle Specifications<br><br>"...transported... in dedicated, secured vehicles." 5<br>Vehicle Exclusivity: Does "dedicated" mean the vehicle cannot carry other clients' cargo (shared logistics)? Can we use 3PL courier networks (e.g., BlueDart/Delhivery) for remote Satellite offices? | Allow shared secure logistics or reliable 3PL couriers for remote/low-volume locations to optimize costs. | Bidder to propose a suitable solution |
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| 136 | Section 6.2, Point 1 (Logistics) | Batch size and TAT for logistics | Clarify the exact definition of a "batch" for incremental documents. Is it strictly 30 images = 1 docket, or is there flexibility? Also, confirm if the 3-business-day TAT for scanning upload is inclusive of all public holidays or only LIC working days as defined. | Please be guided by the RFP document. |
| 137 | Section 6.2, Points 1 & 2 (Logistics & Scanning) | Insurance and Liability | For transit insurance (logistics) and equipment insurance (scanning), please specify the required insured value basis (e.g., per docket, aggregate value) and any mandatory clauses to be included. Who bears the cost of insurance for documents in transit and equipment at scanning centers? | Please be guided by the RFP document. |
| 138 | Section 6.2, Point 2 (Scanning) | Image Formats and Compression Standards | The RFP mentions .tiff, jpeg, pdf, etc. For the new EDMS 3.0, what is the primary mandated format for archival? Also, please specify the exact "industry standards" for compression to be followed (e.g., CCITT Group 4, JPEG2000). | Please be guided by the RFP document. |

| 139 | General | Clarification on Volumes in Tables (T1-T11) | The RFP references multiple tables (T1 to T11) for volumes, distances, and existing setup. Please confirm that these tables will be provided as part of the RFP annexures for accurate costing and planning. | Please be guided by the RFP document. |
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| 140 | Section | Scope of work | Please share the locations where the scanning activity needs to be performed | This will be shared in the second stage of RFP (Technical and commercial Bid) |
| 141 | Section | Minimum Billing Unit: If a packet has only 5 pages, is it billed as a full docket? Logistics costs are fixed (fuel/manpower) regardless of page count. | Please confirm "One Docket" is the Minimum Chargeable Unit for logistics, regardless of actual page count inside. | This will be shared in the second stage of RFP (Technical and commercial Bid) |
| 142 | 2. Scanning Activities and Upload | The Bidder shall be responsible to provide requisite services, resources and equipment throughout the contract period of 7 years wherein Scanning and Logistics is for the first 3 years only. | Please clarify whether LIC expects digitization of historical administrative files since volumes are not specified in Table T4–T9..What is the volume of such files | Please be guided by the RFP document. |
| 143 | 2.0 Scanning Activities and Upload | The scanning of the LIC records include but is not limited to scanning of Policy records, Agency records, Incremental documents (service related documents), health policy records and Administrative records of LIC offices. The records will be picked up by the logistics team of the Bidder and sent for scanning at the designated Scanning Centre. | How many scanning centers are to be created? 113 DO should have individual scanning center? | YES, Currently 113 DO have individual scanning center setup. LIC is open to other approach and suggestion during 2nd stage of technical proposal. |

| 144 | 5.17 | . Bidder needs to scan certain documents in colour or with specific resolutions 300 DPI or higher, based on the business requirements of LIC to maintain quality and clarity of images. | Bidder requests LIC to clarify if it is erroneously written as 300 DPI as else where in the document it is 200 DPI | Please be guided by the RFP document. |
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| 145 | 2 | Scope of work | Who will be responsible for aadhar masking? Is it to be done digitally or manually? | Bidder is responsible for Aadhar masking. It is to be done digitally with option for the Official to do need based Aadhaar Masking in the Application. |
| 146 | | Scope of work:The Bidder is required to bring its own hardware like scanners, servers, PCs, skilled manpower, any other tools, furniture, equipment, accessories, etc., required for setting up of Scanning Centres. Only required space will be provided by LIC for Scanning Centre setup. LIC may provide the raw power supply, if available, on a chargeable basis. However, the Bidder cannot give any excuse for lower output due to non-availability of any of the above. In such cases the Bidder shall make his own arrangement to ensure quality and timely delivery. Insurance for all the equipment provided by the Bidder will be at all times the Bidder's responsibility. The bidder is required to adhere to | How will the bidder decide on the charges for the electricity/power provided? Since its written "may" provide, what happens if power is not provided by LIC? | Please be guided by the RFP document. |

| | | | all statutory rules and regulations regarding safety and maintenance of premises occupied by the bidder. | | |
|---|---|---|---|---|---|
| 147 | 2 | Scope of work | | DPI is 200 or 300 as RFP mentions both - 200 on pg 67 while 300 on pg 68 | Please be guided by the RFP document. |
| 148 | 2 | After the scanned records (Unit to be measured in a Batch (es)) are checked and certified by LIC and uploaded on the Divisional Server, the same have to be made available on EDMS DR Servers. LIC may desire to upload the images over network however Bidder shall propose best and alternate upload approaches in the project plan. The Bidder is responsible to provide scanned data in Media like DVDs or Tapes or on clouds etc., and should ensure availability of sufficient media / storage space. The updation on Divisional server will be over network during off peak hours or it will be through media wherever network upload is not possible. | | Please clarify what will be the handover method for the digital files - via Hard Disk, CD, or upload to server/cloud? If cloud, who will provide the internet/intranet in that case? | Please be guided by the RFP document. |
| 149 | 2 | Scope of work | | Please share the working days and timings | Please be guided by the RFP document. |
| 150 | 2 | Scope of work | | Please share if any document type wise classification /tagging/segregation is to be done while scanning? Or will it be 1 physical file to 1 PDF? | This will be shared in the second stage of RFP (Technical and commercial Bid) |

| 151 | 2 | Scope of work | Please share the data entry fields to be captured per PDF files | Based on Business Requirement. |
|-----|---|---------------|------------------------------------------------------------------|-------------------------------|
| 152 | 2 | Scope of work | what would be the percentage of pages to be process under ADF, Over head and large format scanners? | Based on Business Requirement. |
| 153 | 2 | Scope of work | is there are pagination activity required> | Based on Business Requirement. |
| 154 | 2 | Scope of work | is there any barcoding activity required? If yes, will it be on per PDF file basis? | Bidder to propose a suitable solution |
| 155 | 6.2 (2) | Utilities Scope<br><br>"Only required space will be provided by LIC... raw power supply... on a chargeable basis." 8<br>Utility Rate Card: Since power is chargeable, please provide the Unit Rate (per kWh) and availability of sub-meters. Does LIC provide Generator Backup during power cuts? | If DG backup is not provided, the bidder must factor in UPS/Gen-set costs. Clarify if Furniture (tables/chairs) is provided. | Please be guided by the RFP document. |
| 156 | 6.2 (2) | Network Connectivity<br><br>"The updation on Divisional server will be over network..." 9<br>ISP Responsibility: Who provides the WAN/Internet link at the 113 Scanning Centers? Is it LIC's MPLS or must the Bidder procure commercial broadband? | If Bidder must procure ISPs, we need to know the feasibility/permissions to install lines in LIC premises. | Based on Business Requirement. |

| 157 | 6.2 (2) | QC & Rejection<br><br>"Rescanning/Re-indexing of images reported by LIC QC Team" 11<br>Rejection Cap: Subjective quality rejections (e.g., "too light" on old papers) can lead to infinite rework loops. Is there a cap on rejections (e.g., 2%)? | Define objective acceptance criteria (e.g., FADGI 3-star). Re-scanning due to poor source document condition should be billable. | This will be shared in the second stage of RFP (Technical and commercial Bid) |
|---|---|---|---|---|
| 158 | 6.2 (2) | Staging Period<br><br>"Re-packing... Outwarding... Reconciliation" 14<br>Storage at Scanning Center: How long must physical records be retained at the Scanning Center before moving to RMF? (e.g., pending QC approval). | Define the Maximum Retention Period at the Scanning Center (e.g., 7 days) to size the floor space required. | This will be shared in the second stage of RFP (Technical and commercial Bid) |
| 159 | 2 | Scope of work | Who will be responsible for aadhar masking? Is it to be done digitally or manually? | Bidder is responsible for Aadhar masking. It is to be done digitally with option for the Official to do need based Aadhaar Masking in the Application. |

| 160 | | Scope of work:The Bidder is required to bring its own hardware like scanners, servers, PCs, skilled manpower, any other tools, furniture, equipment, accessories, etc., required for setting up of Scanning Centres. Only required space will be provided by LIC for Scanning Centre setup. LIC may provide the raw power supply, if available, on a chargeable basis. However, the Bidder cannot give any excuse for lower output due to non-availability of any of the above. In such cases the Bidder shall make his own arrangement to ensure quality and timely delivery. Insurance for all the equipment provided by the Bidder will be at all times the Bidder's responsibility. The bidder is required to adhere to all statutory rules and regulations regarding safety and maintenance of premises occupied by the bidder. | How will the bidder decide on the charges for the electricity/power provided? Since its written "may" provide, what happens if power is not provided by LIC? | Please be guided by the RFP document. |
| --- | --- | --- | --- | --- |
| 161 | 2 | Scope of work | Please share if any document type wise classification /tagging/segregation is to be done while scanning? Or will it be 1 physical file to 1 PDF? | This will be shared in the second stage of RFP (Technical and commercial Bid) |
| 162 | 2 | Scope of work | Please share the data entry fields to be captured per PDF files | This will be shared in the second stage of RFP (Technical and commercial Bid) |

| 163 | 2 | Scope of work | is there any barcoding activity required? If yes, will it be on per PDF file basis? | Bidder to propose a suitable solution |
|---|---|---|---|---|
| 164 | 6.2 (2) | Staging Period<br><br>"Re-packing... Outwarding... Reconciliation" 14<br>Storage at Scanning Center: How long must physical records be retained at the Scanning Center before moving to RMF? (e.g., pending QC approval). | Define the Maximum Retention Period at the Scanning Center (e.g., 7 days) to size the floor space required. | This will be shared in the second stage of RFP (Technical and commercial Bid) |
| 165 | 6.2 (2) | Utilities Scope<br><br>"Only required space will be provided by LIC... raw power supply... on a chargeable basis." 8<br>Utility Rate Card: Since power is chargeable, please provide the Unit Rate (per kWh) and availability of sub-meters. Does LIC provide Generator Backup during power cuts? | For the remote location , the bidder is expected to provide the Voltage stabilizer. If there is scheduled power shut down will there be any SLA relaxation for that period. | This will be shared in the second stage of RFP (Technical and commercial Bid) |
| 166 | Section 6.2, Point 2 (Scanning) | "Urgent Scanning" Procedure | The RFP asks the bidder to suggest a procedure for urgent digitization. Can LIC provide examples of typical urgent scenarios and the expected maximum Turnaround Time (TAT) for such requests to guide our proposed procedure? | Please be guided by the RFP document. |
| 167 | 6.2 (2.F) | QC | Timeline for confirmation from LIC representative | Please be guided by the RFP document. |
| 168 | 6.2 (2.FK) | Media Cutting | please elaborate | Please be guided by the RFP document. |

| 169 | 6.2 (2) | Minimum Production<br><br>"Minimum production per day per scanning centre will be either 2 batches..." 10<br>Input Dependency: If LIC fails to provide the minimum dockets (input) for scanning, will the bidder be paid for the Idle Manpower/Infrastructure? | Include a "Minimum Guaranteed Billing" clause if input volumes drop below the minimum production threshold due to LIC delays. | This will be shared in the second stage of RFP (Technical and commercial Bid) |
|---|---|---|---|---|
| 170 | 6.2 (2) | Minimum Production<br><br>"Minimum production per day per scanning centre will be either 2 batches..." 10<br>Input Dependency: If LIC fails to provide the minimum dockets (input) for scanning, will the bidder be paid for the Idle Manpower/Infrastructure? | Include a "Minimum Guaranteed Billing" clause if input volumes drop below the minimum production threshold due to LIC delays. | Please be guided by the RFP document. |
| 171 | 6.2.3 | System Architecture – Private Cloud & Object Storage | Please specify if there is a preferred object storage technology (e.g., S3-compatible, vendor-specific) or if the bidder is free to propose any? | Bidder to propose a suitable solution |
| 172 | 6.2 – Environments | No. of environments not specified | Kindly specify number of required environments (Dev, Test, UAT, Pre-Prod, DR, Prod) so OEM sizing can be accurate | Bidder to propose a suitable solution |
| 173 | 6.2 – Scanning & Logistics | Pan-India scanning + indexing | Please confirm the number of scanning centers and peak daily scanning throughput expected to size for document processing correctly | Number of scanning centers are 113. Bidder to propose a suitable solution. |
| 174 | 6.2 – OCR / QC Requirements | OCR/ICR auto-classification | Kindly clarify if LIC expects 100% automated classification or a hybrid | Bidder to propose a suitable solution |

| | | | human-QC model, as this impacts the workflow design | |
|---|---|---|---|---|
| 175 | 6.2 – Integration with EDMS | AI must integrate seamlessly | Kindly confirm if AI outputs (tags, predictions) must be written back into EDMS metadata or only used for routing inside workflows. | This will be shared in the second stage of RFP (Technical and commercial Bid) |
| 176 | The Staging System | | Does Staging needs its own DR? | Bidder to propose a suitable solution |
| 177 | The Disaster Recovery (DR) system | | DR is Active-Passive or Active-Active? | LIC Preference is for Active-Active . Bidder to suggest technical feasible solution. |
| 178 | 3.2 Proposed Architecture Overview (Indicative) – | Storage Layer - Object Store for image repository (high durability, erasure coding, versioning, immutability) | Please clarify whether the proposed Object storage solution should provide single global namespace across all sites/COLOs? | Please be guided by the RFP document. |
| 179 | 3.2 Proposed Architecture Overview (Indicative) – | The new solution shall be implemented On-Premise in a Private Cloud–like Environment, with 5 PB usable Object Storage and 500 TB Block Storage at each Primary and Disaster Recovery (DR) sites, | Please share the expected throughput and latency requirements for Object Storage? | The Bidder shall suggest suitably. |
| 180 | 3.2 Proposed Architecture Overview (Indicative) – | The new solution shall be implemented On-Premise in a Private Cloud–like Environment, with 5 PB usable Object Storage and 500 TB Block Storage at each Primary and Disaster Recovery (DR) sites, | Please share the expected IOPS, Block Size, Read/Write Ratio latency requirements for Database Block Storage? | The Bidder shall suggest suitably. |

| 181 | 3.2 Proposed Architecture Overview (Indicative) | To design, deploy, and migrate to a Next Generation Enterprise Document Management System. (EDMS) with a modern, cloud-native, open-architecture platform. The new solution shall be implemented On-Premise in a Private Cloud–like Environment. | We are assuming that EDMS will be hosted in LIC's data centre only and in private cloud setup and bidder has to provide OS, database, app servers, clustering tool, backup tool, server infra, object storage, load balancer, switches | Please be guided by RFP Requirement and for the solution design, components, architecture etc the Bidder to suggest suitably. |
|---|---|---|---|---|
| 182 | 3.2 Proposed Architecture Overview (Indicative) | The new solution shall be implemented On-Premise in a Private Cloud–like Environment, with 5 PB usable Object Storage and 500 TB Block Storage at each Primary and Disaster Recovery (DR) sites, along with an Isolated Recovery Environment (IRE) for cyber-resilient recovery. | We are assuming the instances to be provided by the bidder such as Production (Active-Active Clustering), DR (Active-Active Clustering), IRE, UAT & Development. Apart from any other instances, please specify. | The Bidder shall suggest suitably. |
| 183 | Infrastructure Layer | Virtualization/Private Cloud platform for compute, network, and storage abstraction | Is LIC also open for running proposed container solution (multi-tier, micro-services-based, API-driven architecture) either directly on Bare Metal without any virtualization platform or Hybrid mix of Baremetal and Virtualization platform? | The Bidder shall suggest suitably. |
| 184 | Proposed Architecture Overview | To design, deploy, and migrate to a Next Generation Enterprise Document Management System (EDMS) with a modern, cloud-native, open-architecture platform | Since the proposed architecture is to have cloud native architecture, is there a OpenSource Enterprise grade Kubernetes platform of choice to be considered? | The Bidder shall suggest suitably. |

| 185 | Section 6.2, Point 3.2 (Proposed Architecture) | Micro-services and API Specifications | The architecture mentions micro-services and API-driven design. Are there specific API standards (OpenAPI/Swagger) and message formats (JSON/XML) mandated? Should all internal micro-services communicate via API gateway, or is direct service-to-service communication permitted? | Bidder to propose a suitable solution |
|---|---|---|---|---|
| 186 | Section 6.2, Point 3.2 (Proposed Architecture) | Object Storage – S3 Compatibility & Immutability | For the 5 PB Object Store, is S3 API compatibility a mandatory requirement? Also, regarding "immutability," are Object Lock (with Governance/Compliance mode) or WORM (Write Once Read Many) capabilities required for regulatory/audit purposes? | Please be guided by the RFP document. |
| 187 | General (Scope) | Scope of "Other Business Applications" on EDMS Infra | The infrastructure is stated to be an "Enterprise Capability" for other apps. Can LIC provide examples of potential other business applications that might be hosted later? This is critical for sizing redundancy and capacity buffers. | The proposed Enterprise Document Management System (EDMS) is intended to function as a shared 'Document-as-a-Service' capability for the organisation. While the immediate scope pertains to the applications listed in the RFP, the infrastructure must be designed to support onboarding of additional enterprise applications in the future. Illustrative examples may include customer onboarding systems, policy servicing platforms, claims management, internal workflow applications, and compliance/record-keeping systems, partners applications , Call center requirement for documents storage and retrieval, audio and video  of |

| | | | | interactions , files from Bank/MIS statements, Cheque Images , Bank Payin Slips, Reconciliation files etc . |
|---|---|---|---|---|
| 188 | 6.2.3.2 | Proposed Architecture Overview | Is there a requirement for specific virtualization or container orchestration platforms (e.g., VMware, OpenStack, Kubernetes)? | Bidder to propose a suitable solution |
| 189 | 3.2 Proposed Architecture Overview (Indicative) - Page 72 | 3.2 Proposed Architecture Overview (Indicative) – | What are the existing and possible future formats of Documents -> PDF / Word / Text / Video / Audio etc? | Please be guided by the RFP document. |
| 190 | 3.2 Proposed Architecture Overview (Indicative) - Page 72 | 3.2 Proposed Architecture Overview (Indicative) – | What are the purposes of Different Document Types? Policy Docs / Claims Docs / Financial Summary / Compliance Docs….etc | This will be shared in the second stage of RFP (Technical and commercial Bid) |
| 191 | 3.2 Proposed Architecture Overview (Indicative) - Page 72 | 3.2 Proposed Architecture Overview (Indicative) – | What is the Lifecycle of Different Document Types? Creation -> Approval -> Usage -> Retention -> Archiving & Purging | This will be shared in the second stage of RFP (Technical and commercial Bid) |
| 192 | 3.2 Proposed Architecture Overview (Indicative) - Page 72 | 3.2 Proposed Architecture Overview (Indicative) – | What is the frequency of usage for each document type? | This will be shared in the second stage of RFP (Technical and commercial Bid) |
| 193 | 3.2 Proposed Architecture Overview (Indicative) - Page 72 | 3.2 Proposed Architecture Overview (Indicative) – | What are the known workloads on the Document Systems? | This will be shared in the second stage of RFP (Technical and commercial Bid) |
| 194 | 3.2 Proposed Architecture Overview (Indicative) - Page 72 | 3.2 Proposed Architecture Overview (Indicative) – | Frequency of Execution? Batch vs Mini Batch vs Micro Batch | Bidder to propose a suitable solution |
| 195 | 3.2 Proposed Architecture Overview (Indicative) - Page 72 | 3.2 Proposed Architecture Overview (Indicative) – | Guidance on Cataloging & Tagging Documents? Based on Business Function & Process VS Consumption Scenario VS Source / Creation? | This will be shared in the second stage of RFP (Technical and commercial Bid) |

| 196 | 3.2 Proposed Architecture Overview (Indicative) - Page 72 | 3.2 Proposed Architecture Overview (Indicative) – | What are the current hardware and server specifications, including total capacity, available capacity, and used capacity (RAM, storage, processor)? | Refer RFP for inputs. Further details will be shared in the second stage of RFP . |
|-----|----------|----------|----------|----------|
| 197 | 3.2 Proposed Architecture Overview (Indicative) - Page 72 | 3.2 Proposed Architecture Overview (Indicative) – | What is the current network bandwidth, and is it sufficient for the existing workloads? | Please be guided by the RFP document. |
| 198 | 3.2 Proposed Architecture Overview (Indicative) - Page 72 | 3.2 Proposed Architecture Overview (Indicative) – | What are the backup and disaster recovery requirements for the DMS solution? | Refer RFP for inputs. Further details will be shared in the second stage of RFP . |
| 199 | 3.2 Proposed Architecture Overview (Indicative) - Page 72 | 3.2 Proposed Architecture Overview (Indicative) – | What is the RTO and RPO requirements for the DMS solution? | Please be guided by the RFP document. |
| 200 | 3.2 Proposed Architecture Overview (Indicative) - Page 72 | 3.2 Proposed Architecture Overview (Indicative) – | What is growth % YOY for both the unstructured and Metadata Store? | Please be guided by the RFP document. |
| 201 | 3.2 Proposed Architecture Overview (Indicative) - Page 72 | 3.2 Proposed Architecture Overview (Indicative) – | Parent Child Relationship of the folder structure that Document currently follow? | This will be shared in the second stage of RFP (Technical and commercial Bid) |
| 202 | 3.2 Proposed Architecture Overview (Indicative) - Page 72 | 3.2 Proposed Architecture Overview (Indicative) – | Document Metadata Current Use Cases? | This will be shared in the second stage of RFP (Technical and commercial Bid) |
| 203 | 3.2 Proposed Architecture Overview (Indicative) - Page 72 | 3.2 Proposed Architecture Overview (Indicative) – | Current DMS Upload / Integration pattern currently exists and its frequency? | Please be guided by the RFP document. |
| 204 | 6.2 Detailed Scope of Work, 3.2 Proposed Architecture Overview (Indicative) – | The Infra environment will not be limited for use of EDMS and Workflow, but will be an Enterprise Capability available and supported by the Service Provider for other business applications and usages as decided by LIC. | What other applications will be /planned to be hosted on this environment ? | Please be guided by the RFP document. |

| 205 | 3.2 | API Layer | We assume you are expected to evaluate API gateway other than mentioned as example | Bidder to propose a suitable solution |
|-----|-----|-----------|-----------------------------------|-------------------------------------|
| 206 | 3.2 Proposed Architecture Overview (Indicative) | Database Layer - MongoDB (NoSQL) for document metadata | We request that the preferred databases be MS SQL, Oracle, or PostgreSQL, as these consistently deliver stronger product performance compared to options such as MongoDB or other NoSQL databases. We request your consideration for this requirement. | The Bidder shall suggest suitably. |
| 207 | 3.2 Proposed Architecture Overview (Indicative) – | Storage Layer - 5 PB usable Object Storage (S3-compatible)<br>- 500 TB usable Block Storage Object Store for image repository (high durability, erasure | Please clarify whether the 5 PB is per site (DC + DR = 10 PB total) or combined. Also confirm retention period assumptions and annual data growth considered by LIC. | Storage Layer - 5 PB usable Object Storage (S3- compatible)<br><br>And - 500 TB usable Block Storage is per site. Please be guided by the RFP document for requirements. |
| 208 | 3.2 Proposed Architecture Overview (Indicative) – | The facility to upload images via mobile/TAB/Other Systems of LIC to EDMS image repository, flow of the images to external entities such as IRDAI, Reinsurers, Government Portals, Banks, RTI, Portal Systems, Integration with e-FEAP, callable routines for image uploading and acceptance individually or as a batch, mailing provisions etc., is to be included in this exercise. | Please confirm if LIC expects the bidder to develop new mobile apps or integrate with existing LICdocQ. | New Mobile Application/s to be designed and developed by the Bidder . |

| 209 | 3.2 Database Layer | "MongoDB (NoSQL) for document metadata" | Request LIC to clarify whether the use of MongoDB for metadata storage is mandatory or if bidders may propose a relational database such as PostgreSQL for storing and managing document metadata. | The Bidder shall suggest suitably. |
| --- | --- | --- | --- | --- |
| 210 | Section 6.2, Point 27 (Security) & NFR (6.4) | Specific Security Standards & Certifications | Is certification of the proposed EDMS platform itself under these standards required? | Query not Clear |
| 211 | Section 6.2, Point 3.2 & 3.3 (Architecture & Data Center) | IRE (Isolated Recovery Environment) Connectivity & Refresh | The IRE is described as "air-gapped." What is the approved method for periodically refreshing data into the IRE (e.g., portable media, one-way network diode)? What is the required refresh frequency (daily, weekly)? | Bidder to suggest as per Industry best practices and standards as per RBI/IRDAI for regulated entities. |
| 212 | 6.2 Detailed Scope of Work, 3.2 Proposed Architecture Overview (Indicative) – | Application Layer: JBoss / WildFly / Equivalent Java Application Server, Containerized microservices hosting document APIs, workflow logic, and business rules | Any specific Containerized platform being prioritized/used ? | Bidder to propose a suitable solution |
| 213 | 3.3 Data Center Architecture | The RPO required is 15 minutes and RTO required is 30 minutes. | Please confirm whether asynchronous replication is acceptable or if LIC mandates synchronous replication for specific components. | The Bidder shall suggest suitably. |
| 214 | Network | DC-DR-COLO | What is the existing network connectivity available between DC-DR & COLOs and what is the latency ? Is it a Dark fiber connectivity between them? | Please be guided by the RFP document. |

| 215 | Section 6.3 & 6.4 (DR, IRE, Backup) | Recovery Point/Time Objectives (RPO/RTO) Clarification | The RPO is stated as ≤15 mins and RTO ≤30 mins for DR. Are these objectives applicable for the entire EDMS system (including all object stores and databases) or for specific critical components? Also, clarify the testing frequency required for DR and IRE drills. | YES |
|---|---|---|---|---|
| 216 | Section 6.2, Point 4 (Network) | Network Assumptions for Solution Design | The bidder is not responsible for network upgrades. Can LIC confirm the minimum available bandwidth for upload from scanning centers to COLOs that the solution must be designed to work with? Also, are there any QoS (Quality of Service) policies or firewall/Proxy configurations that will impact data transfer? | Please be guided by the RFP document. |
| 217 | General (Implied from Scale) | Disaster Recovery (DR) Activation – Decision Process | In the event of a disaster requiring failover to DR, what is the defined process and authority (who in LIC declares the disaster)? What is the expected involvement of the bidder's team during the failover and failback processes? | Please be guided by the RFP document. |
| 218 | 6.2.4 | Network Bandwidth | Are there any constraints or requirements for network bandwidth utilization during peak operations, especially for DR replication? | Please be guided by the RFP document. |
| 219 | 6.2 / Point 5.1 | Hardware: ...specifications for object-oriented GPU servers. | To size the GPU servers accurately, can LIC provide the expected volume of pages per day that will require AI-intensive processing (like handwritten extraction or fraud detection) versus standard processing? | This will be shared in the second stage of RFP (Technical and commercial Bid) |

| 220 | Section 6.2, Point 5.1 (Infrastructure - Hardware) | Hardware End-of-Sale/Life Replacement | Does the no-cost replacement obligation extend for the entire 7-year contract if EOL is declared in, e.g., year 6? | YES |
|---|---|---|---|---|
| 221 | Section 6.2, Point 5.1 & 3.2 (Infrastructure & Architecture) | GPU Requirements for AI/OCR | The requirement for "object-oriented GPU servers" is mentioned. Should GPUs be provisioned as part of the core infrastructure (for on-premise AI/OCR processing), or is cloud-based AI/OCR processing an acceptable alternative? If on-premise, what are the performance expectations (e.g., pages processed per hour per GPU)? | The infrastructure required is On Premise cloud like environment with GPU also provisioned On Premise. Bidder to propose a suitable solution |
| 222 | 5.44 & 6.2.5 | Hardware Provisioning – GPU Servers | Is the responsibility for provisioning GPU servers for AI/ML compute with bidder or will LIC provide them? | Bidder's responsibility |
| 223 | 6.2.5 | Hardware Ownership | Will the hardware remain LIC property post-contract or is it bidder-owned with buyback provisions? | This will be shared in the second stage of RFP (Technical and commercial Bid) |
| 224 | 6.2 Detailed Scope of Work, 5.2 System Installation: | The Bidder is responsible for all unpacking, assembling, wiring, installing, cabling between hardware units and connecting to power supplies and network switches | How about space required for servers ?Where the infra needs to be provisioned for DC and DR ? | Please be guided by the RFP document. |
| 225 | Section 6.2, Point 6 (Software Maintenance) & Point 5.3 (Software) | Use of Existing Newgen Licenses | LIC has enterprise licenses for OmniDocs suite. Clarify if the bidder is mandatorily required to use/build upon the existing Newgen platform for EDMS 3.0, or is a complete migration to a new, different technology stack (e.g., Open Source) acceptable and considered? | Bidder to propose a suitable solution |

| 226 | 6.2 Detailed scope of work : 5.3 Software: | The Bidder has to clearly mention the software required for the End-to-End Solution of the EDMS 3.0 project along with the details of the licenses. | Given the advancement and usage of Hybrid cloud and AI , Both a strong containerized platform such as Open shift and AI platform needs to be added to the software list | Bidder to propose a suitable solution |
|---|---|---|---|---|
| 227 | 5.4 Scalability | Various workflows like note and disciplinary cases workflows are already in use. Service related workflows like New Business underwriting, Policy services and claims decision workflow, Offices services workflows (granting of leave, advances etc.)., change request workflows need to be considered in future. | Are Service related workflows in scope for this RFP for migration/rewriting? Can we get different list for workflows which needs rewrite and workflows which need integration with EDMS 3.0? | This will be shared in the second stage of RFP (Technical and commercial Bid) |
| 228 | 6.2.6 | Software Maintenance and Support | Is there a minimum on-site support team size or skillset required at LIC locations during the contract period? | Based on Business Requirement. |
| 229 | 9 | Workflow creation, Management and Integration | Are you looking for anything other than app and api led integration | Bidder to propose a suitable solution . |
| 230 | Section 6.2, Point 6 (Software Maintenance) | Customization Scope – "On-going Basis" Definition | The scope includes customization "on an ongoing basis... at no extra cost." Could LIC provide an estimated annual volume or complexity of change requests (e.g., number of new workflows, major enhancements) to help size the required development team? Is there a change control process definition? | This will be shared in the second stage of RFP (Technical and commercial Bid) |
| 231 | 6.2.7 | Upgradation of Database | Is there a preferred RDBMS for the upgraded solution (e.g., PostgreSQL, MySQL, Oracle), or is the bidder free to propose? | Bidder to propose a suitable solution . |

| 232 | | Security Requirements | Specify mandatory audits and SIEM requirement. | This will be shared in the second stage of RFP (Technical and commercial Bid) |
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| 233 | 7. Upgradation of Database | 7. Upgradation of Database DB (Database) upgradation scope encompasses the process of updating a database system to a newer version, including the necessary steps, tools, and considerations to ensure a smooth and successful transition ensuring the business continuity. The upgradation should be compatible with running upgraded application and infrastructure, ensuring that the upgraded database complies with relevant industry standards and regulations. | Kindly provide the detailed current architecture diagram of the existing EDMS deployment, including:<br><br>• Database architecture (logical & physical),<br>• Application server roles,<br>• Integration touchpoints with e-FEAP, ANANDA, NUA, RMS, and other systems.<br><br>This will help the bidder assess migration complexity and plan the transition approach. | This will be shared in the second stage of RFP (Technical and commercial Bid) |
| 234 | 6.2 / Point 10 | Migration Scope: Migration of ~20 billion scanned images... | Does the scope of Full Text OCR apply to the entire migration backlog of 20 billion legacy images, or is it required only for specific document types/Day-Forward documents? OCRing the entire legacy repository has significant compute sizing and licensing implications. | This will be shared in the second stage of RFP (Technical and commercial Bid) |
| 235 | 6.2 / Point 9 | Workflow Migration: Re-model existing Omniflow workflows using BPMN 2.0. | To accurately estimate the services and license effort for the Workflow/BPM migration, could LIC please provide the total number of active process definitions (workflows) and an approximate complexity mix (Simple/Medium/Complex) of the existing processes? | This will be shared in the second stage of RFP (Technical and commercial Bid) |

| 236 | 6.2 Detailed Scope of Work | Workflow Creation, Management and Integration | Can any workflow detail be provided for better estimations | The Bidder shall suggest suitably. |
|---|---|---|---|---|
| 237 | 10. Data Migration | Migration performance must sustain ≥ 10 TB/day throughput during transition phase. | Will LIC provide network, bandwidth for migration of 10TB documents per day? | The Bidder shall suggest suitably. |
| 238 | 10 Data Migration | Migration of all existing documents (~20 billion scanned images) and metadata from legacy omnidocs platform to new platform. All and every activity required for the Migration is in the scope of the Service Provider. | Please confirm whether the migration is expected to be: (a) parallel run (b) big bang cutover or (c) phased COLO-wise / DO-wise migration. | The Bidder shall suggest suitably. |
| 239 | Section 6.2, Point 10 (Data Migration) | Legacy PN Format Extraction and Responsibility | It states, "Existing vendor will coordinate with extraction of image data into open format." Please confirm the role and cost responsibility. Will the existing vendor provide extracted open-format images to the new bidder at no cost to the new bidder, or will the new bidder need to handle PN conversion? | Please be guided by the RFP document. |
| 240 | Section 6.2, Point 10 (Data Migration) | Migration Performance SLA | The requirement is "≥ 10 TB/day throughput." Is this the minimum acceptable throughput for the migration window? Should the bidder plan for this rate continuously, or are there specific timeframes (e.g., off-peak hours) when this rate must be achieved? | Please be guided by the RFP document. |

| 241 | Section 6.2, Point 9 (Workflow) | Workflow Engine Compatibility & Migration Depth | The requirement is to migrate from Newgen iBPS to a modern BPM engine. Does LIC require 100% feature-parity and UI similarity, or is a functional re-implementation with improved UX acceptable? Are there complex, business-critical workflows (e.g., NUA, Disciplinary) that must be prioritized for identical replication? | Please be guided by the RFP document. |
| --- | --- | --- | --- | --- |
| 242 | Section 6.2, Point 9 & 25 (Workflow & Customization) | Workflow Designer and Administration Tools | Will LIC administrators require a low-code/no-code workflow designer tool to create or modify simple workflows in the future, or will all changes be implemented by the bidder's development team? If a tool is required, what skill level is expected of the LIC admin users? | Please be guided by the RFP document. |
| 243 | 6.2.9 | Workflow Creation, Management and Integration | Should the workflow engine support BPMN 2.0 standard natively, or are custom workflow definitions acceptable? | Bidder to propose a suitable solution |
| 244 | 10. Data Migration | The masking of Aadhaar Number is also a part of the migration. | Currently the Aadhar data is masked? | Yes, the activity is in process. |
| 245 | 10. Data Migration | 10. Data Migration Data ,igration reference details for old data | 10. Data Migration For migration of old documents from existing Newgen OmniDocs, will LIC provide us extracted old documents with document reference details or is the bidder expected to extract document reference from some DB and extracting document from OmniDocs using the doc reference? | The Bidder has to propose the migration plan |

| 246 | 10. Data Migration | i. The Bidder has to carry out the migration activity in a minimum of one selected Division per Zone as a Pilot run. The issues faced should be recorded and the solution for the same should become part of the Migration Plan. | (a) For pilot migration, how much data (number of images and records) must be migrated to get approval for the selected Division of a Zone? Please specify the size in GB/TB. (b) Do you want to get the pilot to be done for one division of every zone. As this should be done only if there is a change in structure for documents being stored in division of different zones. (c) Is there any change in structure for documents being stored divisionwise. | The Bidder shall suggest suitably. |
|---|---|---|---|---|
| 247 | Section 6.2, Point 11 & 12 (Integration) | Access to APIs/Interfaces of Core Systems | For proposing integration approaches with e-FEAP and other LIC systems (Portal, CADW, etc.), will shortlisted bidders be granted access to current API documentation, interface specifications, or environments during the bidding/POC stage? | This will be shared in the second stage of RFP (Technical and commercial Bid) |
| 248 | 6.2.10 | Data Migration – Zero Downtime | Please clarify if there are any allowed maintenance windows for data migration, or if strict zero downtime is required? | Please be guided by the RFP document. |
| 249 | 6.2.10 | Data Migration – Throughput | The RFP mentions a migration throughput of ≥ 10 TB/day. Is there an expected concurrency level or window for this throughput? | This will be shared in the second stage of RFP (Technical and commercial Bid) |
| 250 | 6.2.10 | Data Migration – Validation | What are the acceptable methods for checksum validation (MD5/SHA256) and will LIC provide reference values for verification? | Bidder to propose a suitable solution |

| 251 | 11. Integration with Core Business System of LIC | The Core Business Application of LIC is e-FEAP System. Currently, e-FEAP is connected with EDMS through connectors as well web services. | We understand for integration with e-FEAP and other applications, LIC will provide modern protocols for integration like webservices, etc. | Please be guided by the RFP document. |
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| 252 | Section 6.2, Point 10 (Data Migration) | Parallel Run Duration and Scope | The requirement for a parallel run during migration is mentioned. What is the expected minimum duration for parallel running of the old and new systems for a division? Does parallel run require full functional parity including all integrations, or is it limited to core document access and workflow completion? | This will be shared in the second stage of RFP (Technical and commercial Bid) |
| 253 | 6.2.11 | Integration with Core Business System (e-FEAP) | Will LIC provide APIs and documentation for integration with e-FEAP, or is the bidder expected to develop connectors independently? | YES |
| 254 | 13. Integration with Third Party Software | To integrate with third party software like DigiLocker, Aadhaar Vault, SIEM tools, PAMS etc. The Bidder shall suggest this aspect considering security. | We understand that LIC will provide the APIs for integration with these applications. | The Bidder shall suggest suitably. |
| 255 | Section 6.2, Point 14 (User & System Admin) | Integration with LIC's LDAP/AD – Attribute Mapping | The system must use LIC's LDAP for authentication. Please specify the specific user attributes (e.g., employeeID, department, location) that must be consumed from LDAP for auto-provisioning and role-based access control within EDMS. | This will be shared in the second stage of RFP (Technical and commercial Bid) |

| 256 | 6.2.14 | User and System Administration | Is there a preferred identity management system (e.g., Active Directory, LDAP) for user authentication and SSO? | Bidder to propose suitable solution. The Bidder's solution shall mandatorily integrate with LIC's existing Identity Provider infrastructure, including Microsoft Active Directory (AD) and/or LDAP, eMudhra IAM , for centralized authentication and authorization |
| --- | --- | --- | --- | --- |
| 257 | Section 6.2, Point 15 (Testing) & 6.5 (Benchmarking) | Test Data Provision for UAT and Benchmarking | For User Acceptance Testing (UAT), Performance, and Benchmarking, will LIC provide sanitized production-grade data (volume and variety), or is the bidder responsible for generating synthetic test data that mimics production characteristics? | This will be shared in the second stage of RFP (Technical and commercial Bid) |
| 258 | 6.2.13 | Integration with Third Party Software | Are there any mandatory third-party integrations (e.g., DigiLocker, Aadhaar Vault) that must be demonstrated during implementation? | Please be guided by the RFP document. |
| 259 | 16. Pilot run | The Bidder will be responsible to migrate all Work Flow data. | Are there any long running workflow and inflight instances/cases are required to be migrated? | Both are applicable. |
| 260 | 17. Roll-Out and Deliverables | The Bidder needs to roll-out the EDMS 3.0 project deliverables (Hardware as well as Software) as specified in the RFP across LIC. Any new Office opened by LIC would also be considered for roll-out as and when intimated by LIC. The Bidder has to submit a detailed roll-out plan incorporating all learning | Does LIC has envisaged timelines for Pilot, Warranty and AMC? Does LIC has any EOL or contractual dependency on OmniDoc | This will be shared in the second stage of RFP (Technical and commercial Bid) |

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| | | observed during the pilot within reasonable timelines. | | |
| 261 | 6.2 (18) | Team Structure<br><br>"Project Director, Project Manager... Onsite Development team..." 16<br>Minimum Deployment: The RFP lists roles but not quantities. What is the Minimum Manpower Count required for the Project Management Office (PMO) at Central Office? | Define minimum headcount (e.g., 1 PD, 4 PMs, 10 Support Engineers) to ensure a level playing field for commercial bidding. | This will be shared in the second stage of RFP (Technical and commercial Bid) |
| 262 | 6.2 (18) | Support Locations<br><br>"Senior Support Engineers... at all the offices." 17<br>Zonal vs. Divisional Presence: Does the bidder need to place Support Engineers at every Divisional Office (113 locations) or only at Zonal Offices (8 locations)? | Deploying engineers at 113 locations is a massive cost. Suggest Zonal Hub & Spoke support model. Please clarify. | Please be guided by the RFP document. |

| 263 | 6.2 Detailed Scope of Work | 19. Complaint Management System | Does this module can be ticketing tool provided by OEM ora a custom tool as per requirement is required | The Bidder shall suggest suitably. |
|---|---|---|---|---|
| 264 | 6.2 (18) | Team Structure<br><br>"Project Director, Project Manager... Onsite Development team..." 16<br>Minimum Deployment: The RFP lists roles but not quantities. What is the Minimum Manpower Count required for the Project Management Office (PMO) at Central Office? | Define minimum headcount (e.g., 1 PD, 4 PMs, 10 Support Engineers) to ensure a level playing field for commercial bidding. | This will be shared in the second stage of RFP (Technical and commercial Bid) |
| 265 | Section 6.2, Point 18 & 19 (Key Personnel, CMS) | Manpower Deployment and SLAs | For Key Personnel and Support Personnel, what are the minimum experience criteria and certification requirements? For the Complaint Management System (CMS), please share the detailed SLA matrix (response & resolution times for different severity levels) if available. | This will be shared in the second stage of RFP (Technical and commercial Bid) |
| 266 | Section 6.2, Point 20 (Requirement Module) | Integration with MASCOT – Technical Details | If integration with LIC's existing MASCOT system is needed in the future, can LIC share the technical interface specifications or APIs of MASCOT to assess the integration effort during the bidding stage? | This will be shared in the second stage of RFP (Technical and commercial Bid) |
| 267 | | Project Management | Clarify if separate PM tool required and integration expectations. | Bidder to propose a suitable solution |
| 268 | Section 6 (General) | Cloud Enablement | Confirm cloud deployment permissions and allowed models. | This will be shared in the second stage of RFP (Technical and commercial Bid) |

| 269 | Section 6.2, Point 21 (Project Management) | Post-Project Migration Plan (Annexure A11) | The requirement for a post-project migration plan and declaration (Annexure A11) is mentioned. Could you please provide the template/content of Annexure A11 for reference to understand the exact commitment being sought? | Please be guided by the RFP document. |
|---|---|---|---|---|
| 270 | 6.2.22 | Scalability Planning | Is there a minimum expected number of concurrent users or transactions per second that the system must support under peak load? | Please be guided by the RFP document. |
| 271 | Section | Project Management | Clarify if separate PM tool required and integration expectations. | YES |
| 272 | Section | Cloud Enablement | Confirm cloud deployment permissions and allowed models. | This will be shared in the second stage of RFP (Technical and commercial Bid) |
| 273 | 6.2 / Point 23 | Implementation Management: ...training, staging and production environments | Apart from the Production and DR environments, exactly how many non-production environments (e.g., Development, SIT, UAT, Pre-Prod) does LIC mandate? This is required to determine the exact number of non-production software licenses. | This will be shared in the second stage of RFP (Technical and commercial Bid) |
| 274 | Commercial/Contractual (Implied from Scope) | Payment Milestones and Acceptance | The scope mentions acceptance certificates for Logistics/Scanning/Upload. Can LIC provide the draft payment schedule linked to project milestones, deliverables, and acceptance criteria? | This will be shared in the second stage of RFP (Technical and commercial Bid) |
| 275 | 25 | Customization & Personalization options | ° | This will be shared in the second stage of RFP (Technical and commercial Bid) |

| 276 | 6.2 (26) | Training<br><br>"End user training... once in a year in all 8 ZTCs." 19 Trainer Expenses: Who bears the cost of travel, lodging, and boarding for the Bidder's trainers visiting 8 ZTCs annually? | Confirm if LIC provides accommodation at ZTCs for trainers or if this is a bidder cost. | YES |
|---|---|---|---|---|
| 277 | Section 6.2, Point 24 (MIS & Analytics) | Analytics and Reporting Tools – Customization | The requirement is for real-time MIS and analytics. Are there specific business intelligence or reporting tools (e.g., Power BI, Tableau) that LIC uses enterprise-wide, and should the EDMS data be made available to these tools via connectors, or will a built-in reporting module suffice? | Bidder is to proposed suitable solution. |
| 278 | Section 6.2, Point 26 (Training) | Training Material Development & Ownership | The bidder is responsible for training material. Will LIC provide subject matter experts (SMEs) for each module (Policy, Agency, Workflows) to validate the accuracy of training content? Does LIC require the source files (e.g., PowerPoint, videos) of all training material to be handed over? | YES |
| 279 | 6.2 (29) | Specialized Services<br><br>"identify and mask all Personally Identifiable Information (PII)..." 15 Automated vs Manual: Is the masking of Aadhaar/PII expected to be fully automated | Manual masking verification is extremely labor-intensive. Please confirm if Automated Redaction with 95%+ accuracy is acceptable. | Bidder is responsible for Aadhar masking. It has to be done digitally with option for the Official to do need based Aadhaar Masking in the Application. |

| | | (software-based) or does it require manual verification? | | |
|---|---|---|---|---|
| 280 | 29. Specialized services like masking | The system shall automatically identify and mask all Personally Identifiable Information (PII) such as Aadhaar and other LIC-defined identifiers across all document types, including multi-page PDFs and Form 60, during both migration and ongoing uploads. | Please specify the volume for masking of documents. | Please be guided by the RFP document. |
| 281 | 29. Specialized services like masking | The system shall automatically identify and mask all Personally Identifiable Information (PII) such as Aadhaar and other LIC-defined identifiers across all document types, including multi-page PDFs and Form 60, during both migration and ongoing uploads. | Apart from Aadhaar number, please specify other PII data that needs to be masked. Also, specify the volumes. | Please be guided by the RFP document. |

| 282 | 29. Specialized services like masking | The system shall automatically identify and mask all Personally Identifiable Information (PII) such as Aadhaar and other LIC-defined identifiers across all document types, including multi-page PDFs and Form 60, during both migration and ongoing uploads. | Please confirm whether LIC requires real-time masking for uploads or background masking and whether masking must also apply to migrated legacy images. | Please be guided by the RFP document. |
|---|---|---|---|---|
| 283 | 30. Creation of old data/eFeap-purged data repository | The destruction of policy related physical records is a continuous activity based on LIC's discretion. The archived data pertaining to these policy records need to be separated from running partitions and Database/s and stored in a separate system and should be available as and when required. The retrieval methodology should be available to retrieve a single record also if required. | Please confirm whether bidder is expected to supply the archival system (hardware + software).Current and annual size of data for purging | Please be guided by the RFP document. |
| 284 | 29 Specialized services like masking | 29 Specialized services like masking | It is mentioned in the section that PII data to be masked however if all PII data is masked then the image will be unusable so pls clarify if only aadhar no to be masked ? Pls clarify. | Please be guided by the RFP document. |

| 285 | 6.2 (29) | Specialized Services<br><br>"identify and mask all Personally Identifiable Information (PII)..." 15 Automated vs Manual: Is the masking of Aadhaar/PII expected to be fully automated (software-based) or does it require manual verification? | Is masking required for physical Aadhar documents as well.This will involve manual masking verification which is extremely labor-intensive. | Aadhar to be masked only digitally |
|---|---|---|---|---|
| 286 | Section 6.2, Point 29 (Masking) | Masking Logic for Varied Document Types | Masking of Aadhaar and other PII is required. Documents are varied (forms, letters, scanned IDs). Will LIC provide a comprehensive list of all PII data types and their common locations/formats across documents, or is the bidder expected to derive this via AI/pattern recognition? | Currently for Aadhaar Masking but, not limited to. |
| 287 | Section 6.2, Point 30 (Old Data Repository) | Access Mechanism for Archived/Purged Data | For the separate repository for eFeap-purged data, what is the expected performance SLA for retrieval (e.g., retrieve a single policy record from archive within X minutes)? Should this repository be online (tape/cloud) or nearline? | Bidder to propose a suitable solution |
| 288 | 6.2.27 | Security Requirements | Are there any specific security certifications (e.g., ISO 27001, PCI DSS) required for the proposed solution components? | Please be guided by the RFP document. |
| 289 | 6.2.29 | Specialized Services like Masking | Is real-time masking required for all document types, or only for specific fields/documents (e.g., Aadhaar, PAN)? | Based on Business Requirement. |
| 290 | 6.2.27 | Security – Encryption Standards | Please confirm if AES-256 for data-at-rest and TLS 1.3 for data-in-transit are | Bidder to propose a suitable solution |

| | | | mandatory or if alternatives are acceptable? | |
|---|---|---|---|---|
| 291 | 6.2.27 | Security – Audit Logging | What is the retention period for audit logs and should they be immutable as per CERT-In guidelines? | This will be shared in the second stage of RFP (Technical and commercial Bid) |
| 292 | 6.2 / Point 33 | Advanced AI / OCR / ICR / OMR capabilities: ...AI/ML-based tampering detection mechanisms... | Could LIC clarify the specific AI/ML use cases envisaged beyond standard classification? For example, is there a requirement for Generative AI capabilities (e.g., summarization of case files, Q&A on policy documents) to justify the sizing of the "dedicated GPU servers" mentioned in the RFP? | This will be shared in the second stage of RFP (Technical and commercial Bid) |
| 293 | 33. Advanced AI / OCR / ICR / OMR capabilities with data extraction and validation | The system shall incorporate advanced OCR, ICR, and OMR technologies to ensure high-accuracy data extraction and validation across all document types. | Please specify the volume of extraction for document classification, ICR and OCR and kindly specify the use case for ICR extraction. | The Bidder shall suggest suitably. |
| 294 | 34. Functional and Non-Functional Requirements | Security AES-256 encryption at rest, TLS 1.3 in transit, secure API auth (OAuth2/OpenID) | Do we need to apply encryption on all the documents while migrating? We are assuming encrption tools and certificate will be provided by the LIC. | Please be guided by the RFP document. |
| 295 | Section 6.2, Point 33 (Advanced OCR/ICR) | AI/ML Tampering Detection Acceptability Criteria | The requirement includes AI/ML-based tampering detection. Can LIC define the minimum acceptable accuracy rate or confidence threshold for this detection mechanism and provide examples of tampering types that must be detected? | This will be shared in the second stage of RFP (Technical and commercial Bid) |

| 296 | Section 6.2, Point 33 (Advanced OCR/ICR) | Confidence Thresholds and Human-in-the-Loop | For OCR/ICR data extraction, what is the acceptable confidence level (e.g., 95%) before data is auto-committed? For lower confidence results, what is the preferred workflow – auto-route to a LIC validation queue, or flag for bidder's operator review? | This will be shared in the second stage of RFP (Technical and commercial Bid) |
|---|---|---|---|---|
| 297 | 6.2.33 | Advanced OCR/ICR/OMR Capabilities | Is there a preferred OCR/ICR engine or technology stack, or is the bidder free to propose any solution? | Bidder to propose a suitable solution |
| 298 | 6.2.33 | AI/ML-based Document Classification | Is there a preference for open-source vs. proprietary AI/ML frameworks for document classification and tampering detection? | Bidder to propose a suitable solution |
| 299 | 6.2.32 | Documentation and Knowledge Base | Is there a preferred platform or format for delivering the knowledge base (e.g., Confluence, SharePoint, HTML portal)? | This will be shared in the second stage of RFP (Technical and commercial Bid) |
| 300 | 6.2.33 | AI/ML Explainability | Does LIC mandate explainable AI for ML models used in document classification and fraud detection? | Bidder to propose a suitable solution |
| 301 | 6.2.33 | AI/ML Accuracy Benchmarks | Is there a minimum accuracy benchmark for OCR/ICR and AI-based classification models? | This will be shared in the second stage of RFP (Technical and commercial Bid) |

| 302 | Sec 33. Advanced AI / OCR / ICR / OMR capabilities with data extraction and validatio | Sec 33. Advanced AI / OCR / ICR / OMR capabilities with data extraction and validatio | Would like to understand if the data entry of the proposal form and all other fields is performed at branch office level based on the physical document and then the physical document is dispatched for the scanning OR The dcuments are first get scanned and basis the scanned documents through the workflow the data entry is performed at branch office Pls clarify so we will propose our solution accordingly. Advanced AI / OCR / ICR / OMR capabilities with data extraction and validation- Pls clarify this is just required as capability to be available. | Please be guided by the RFP document. |
|---|---|---|---|---|
| 303 | Section 6.2, Point 3.2 (Proposed Architecture) | "Make-in-India" Preference & OEM Approval | Does "Make-in-India preference for OEMs" apply to all hardware? What is the approval process for proposed OEMs? | The solution must comply with Government of India's Make in India policy (Class I or II Local Supplier as per DPIIT Order). |
| 304 | 6.4 – DR & Isolated Recovery | DR architecture expected | Please clarify RTO/RPO targets for EDMS, AI models, workflow databases, and object stores | This will be shared in the second stage of RFP (Technical and commercial Bid) |
| 305 | Section 6.4 | DR, Backups & IRE | Provide existing DR architecture details and IRE expectations. | Please be guided by the RFP document. |
| 306 | Section 6.4 (Data Backup) | Backup Window and Impact on Performance | The requirement is for minimal/zero downtime during backup. Can LIC specify the daily backup window (e.g., 2 AM - 6 AM) and the maximum allowable performance impact (e.g., <5% increase in response time) during this activity? | This will be shared in the second stage of RFP (Technical and commercial Bid) |

| 307 | Section 6.5 | Performance Benchmarks | Clarify expected performance benchmarks and testing responsibility. | This will be shared in the second stage of RFP (Technical and commercial Bid) |
|---|---|---|---|---|
| 308 | Performance Benchmarking | The selected Bidder will have to perform the benchmark exercises | The section talks about detailed benchmarking excercise. Does this also require us to consider Perforemnce Testiing Environment sepearately or this needs to be carried out on Staging or other environment and accomadte hardware requirement accordingly? | The Bidder shall suggest suitably. |
| 309 | Section 6.5 (Performance Benchmarking) | Independent Third-Party for Benchmark Validation | The benchmark report must be validated by a "reputed independent third party." Does LIC have a pre-approved list of such agencies, or can the bidder propose, subject to LIC's acceptance? Who bears the cost of this third party? | Bidders responsibility. |
| 310 | Section 6.5 (Performance Benchmarking) | Concurrent User Load for Benchmarking | For performance benchmarking, please specify the number of concurrent users to simulate for each major user type (Branch user, DO Underwriter, CO Admin) and the mix of transactions (search, view, upload, workflow initiation) to be included in the load test. | Please be guided by the RFP document. |
| 311 | Section | Performance Benchmarks | Clarify expected performance benchmarks and testing responsibility. | This will be shared in the second stage of RFP (Technical and commercial Bid) |
| 312 | Section 6.6 | Documentation | Confirm documentation standards expected (IEEE/LIC templates). | Documentation shall follow industry standards, with templates prepared by the Bidder and approved by LIC. All documents must be in English and kept updated throughout the project. LIC templates, wherever provided, will take precedence. |

| 313 | 6.6 Project Documentation | The bidder shall create and maintain all project documents that shall be passed on to LIC as deliverables as per the agreed project timelines. | Kindly specify the project timelines for the mentioned RFP scope | The Bidder shall suggest suitably. |
|---|---|---|---|---|
| 314 | Section 6.6 (Project Documentation) | Documentation Format and Delivery | Beyond English, are there specific electronic formats required for deliverables (e.g., Confluence wiki, PDF, MS Word)? Is a dedicated knowledge base portal with search capability part of the deliverable, or is static documentation sufficient? | This will be shared in the second stage of RFP (Technical and commercial Bid) |
| 315 | Section | Documentation | Confirm documentation standards expected (IEEE/LIC templates). | Based on Business Requirement. |
| 316 | Section 6.7 | Acceptance Criteria | Request UAT checklist and test data availability. | This will be shared in the second stage of RFP (Technical and commercial Bid) |
| 317 | Section 6.6 (Project Documentation) | Ownership of Custom Scripts & Tools | It states scripts developed (e.g., migration, QC) will be LIC's property. Does this include proprietary tools/scripts the bidder uses as part of their standard methodology? Will source code for all custom developments need to be escrowed? | YES |
| 318 | 6.7 & 5.16 | Payment milestones | Please provide clarity on payment term milestone, Credit period. | This will be shared in the second stage of RFP (Technical and commercial Bid) |
| 319 | 7.2 <br><br> Scanning SLA <br><br> "Scanning accuracy >99.95%." 21 <br> Measurement Methodology: How is 99.95% accuracy measured? Is it per field (metadata) or per image quality? | | Please define the sampling method (e.g., AQL 2.5) for accuracy verification. | Bidder to propose a suitable solution. |

| 320 | 7.2 | Turnaround SLA<br><br>"Document-to-availability turnaround SLA: <= 72 hours from pickup." 22<br>Distance Exception: 72 hours TAT is impossible for remote/hilly branches (e.g., North East, J&K) where logistics alone takes 3-4 days. | Request SLA relaxation (e.g., T+5 days) for defined "Remote/Difficult Areas". | Please be guided by the RFP document. |
|---|---|---|---|---|
| 321 | 7.2 | SLA for Scanning Accuracy | What is the process for dispute resolution if there is a disagreement on scanning accuracy between LIC and the bidder? | Please be guided by the RFP document. |
| 322 | 7.2–7.6 | SLA metrics | Provide SLA penalty/credit schedule, monthly cap, and exclusion rules for delays due to LIC QC, power/network issues. | This will be shared in the second stage of RFP (Technical and commercial Bid) |
| 323 | 7.7 | Application Implementation | To facilitate an accurate migration plan and effort estimation, please provide the following details regarding the existing EDMS 2.0:<br>a) The current version/platform (vendor and product name).<br>b) The existing document taxonomy and data model used. | Please be guided by the RFP document. |
| 324 | Table – T1: EDMS Existing Application Details | API enabled for other Digital Applications and are in Scope for Upgradation and Integration in this<br>RFP by the Selected Solution Provider. | Please confirm whether existing system will expose API's for integrations? | Please be guided by the RFP document. |
| 325 | Section 6 – Volumes Tables T4–T10 (107–125) | Document volumes provided but retention periods not mentioned | Please specify retention policies for policy, service, and agency documents to size long-term EDMS storage and archival tiers | This will be shared in the second stage of RFP (Technical and commercial Bid) |

| 326 | Table – T4: Estimated Volumes of Policy Dockets (New Business) | Table – T4: Estimated Volumes of Policy Dockets (New Business)Table – T5: Estimated Volumes of Incremental Papers (Service)Table – T6: Estimated Volumes of Agency DocketsTable – T7: Estimated Volumes of Images for Policy Dockets (New Business)Table – T8: Estimated Volumes of Images for Incremental Papers (Service Requests)Table – T9: Estimated Volumes of Images for Agency Dockets Number | Request LIC to confirm the expected annual scanning volumes for New Business Incremental Papers Agency Dockets and Health Records during the contract period. Are the volumes in Tables T4–T9 to be considered as annual volumes historical totals or indicative projections? | Please be guided by the RFP document. |
|---|---|---|---|---|
| 327 | Table T4 note | Volumes indicative only; no minimum guarantee | Provide minimum monthly commitment on volumetric part for better pricing. | Please be guided by the RFP document. |
| 328 | Table – T7: Estimated Volumes of Images for Policy Dockets (New Business) | The volumes mentioned in the RFP are indicative only and not guaranteed. The Payments will be made based on the actual scanning and logistics work. No minimum volumes are guaranteed. | How cost of Logistic work done will be calculated? The bidder need to submit Logistic work cost separatly? | Please be guided by the RFP document. |
| 329 | Table – T10: Details for Sizing | Table – T10: Details for Sizing | RFP specifies 5 DMS users and 10 Workflow users per Branch as well as separate user counts for Divisions Zones and Central Office. Total users across LIC exceed approx 33000+ (Branch + Division + Zonal + CO).Request LIC to confirm whether the bidder should consider the entire LIC-wide user base for licensing access management and user provisioning. | Please be guided by the RFP document. |

| | | | What is the expected growth yoy in terms of user bases. | |
|---|---|---|---|---|
| 330 | 8 / Table T10 | Total Concurrent Users | Table T10 lists "Total Concurrent Users". Does this count represent users performing heavy Workflow/Case Management operations, or does it also include casual users performing simple Document Retrieval/Viewing? This distinction is vital for optimizing the license mix. | Table T10 contains both type of users and giving a definite bifurcation is not feasible. |

| 331 | 9 – Annexure | 9 – Annexure<br>Annexure - A1: Bidder / System Integrator Details<br>Annexure - A2: Pre-Qualification/Eligibility Criteria<br>Annexure - A2(a): Initial Scoring (T1) for Technical Proposal<br>Annexure - A3: Format for Performance Bank Guarantee<br>Annexure - A4: Non-Disclosure Agreement Format<br>Annexure - A5: Service Support Details<br>Annexure - A6: References<br>Annexure - A7: Pre Contract Integrity Pact<br>Annexure - A8: Bank Guarantee Format for EMD<br>Annexure - A9: LIC Bank Account Details<br>Annexure - A10: Schedule of Assumption and Deviations from RFP<br>Annexure - A11: Declaration of Post-Project Migration Plan<br>Annexure - A12: Bid Securing Declaration Form<br>Annexure – A13: Land Border Declaration<br>Annexure – A14: Mandatory Information Security Requirement Criteria | The mentioned annexures are required to be submitted as part of the Bid submission, however in 8th Dec 2025, pre bid meeting it was mentioned that the current submission is only for<br>Stage 1: Pre-Qualification/Eligibility Criteria and Initial Scoring (T1) for Technical Proposal Eligibility and Shortlisting (Without Technical Bid and indicative Commercial Bid)<br> Required clarification that which annexures to be submitted on 6th Jan 2026 submission date. | Refer Checklist |
|---|---|---|---|---|

| 332 | 5.22.1 | Annexure – A2: Pre-Qualification/Eligibility Criteria Criteria #9<br>The Bidder should possess valid CMMi Level 5 certificate AND any one of ISO 27001:2005 / ISO 20000 or later certificate valid as on the date of submission of the bid. | CMMI Level 5 primarily applies to organizations engaged in core software development with highly mature process optimization practices.<br><br>System Integrators (SIs), who specialize in platform integration, including Hardware, Software, and solution deployment, typically operate under different quality frameworks such as ISO 27001, ISO 20000, which are more relevant for integration and managed services.<br><br>Retaining this clause may inadvertently exclude capable SIs with proven expertise in implementing large-scale data platforms.<br><br>We request LIC to consider the following alternate clause.<br><br>Bidders needs to have any 3 of the following certifications ; valid as on date of bid submission.<br>ISO 9001<br>ISO 20000<br>ISO 27001<br>CMMI Level 5 | Refer Corrigendum-1 . |
| --- | --- | --- | --- | --- |
| 333 | Annexure – A2: Pre-Qualification/Eligibility Criteria | The solution must comply with Government of India's Make in India policy (Class I or II Local Supplier as per DPIIT Order). | Request to please relax this clause as we are Global company and our solution comes under non-local supplier. Our solution are deployed at many Indian Governmnet firms and PSU along wth LIC | Please be guided by the RFP document. |

| 334 | Annexure – A2+B65:E68: Pre-Qualification/Eligibility Criteria | Make in India Compliance | As a System Integrator, our MII certification will be based on overall solution. As we are not expected to submit a final technical proposal and commercials, we will not be able to submit a specific MII compliance. We request you to confirm that a self declaration that the bidder will submit a MII compliant solution without a commitment on it being Class I or Class II. | Bidders may provide a self-declaration stating their commitment to supply a Make in India–compliant solution. |
|---|---|---|---|---|
| 335 | 4.2 / Annexure – A2 | Criteria 6a: The prime bidder should have successfully implemented... at least one (1) Document Management System project in India handling ≥ 1 billion documents... | In a joint bid where a System Integrator (SI) partners with an OEM, can the OEM's credentials be cited to meet this specific technical experience criterion (1 Billion docs / 1 PB storage), provided that the specific OEM's solution is being proposed for this project? | As per the RFP, the experience requirement under Criteria 6a must be fulfilled solely by the Prime Bidder in its individual capacity. The experience of the OEM, partner entities, group companies, or any other consortium member shall not be considered for meeting this criterion.

While the OEM's product capabilities will be evaluated as part of the proposed solution, the mandatory experience of having successfully implemented at least one Document Management System handling ≥1 billion documents / ≥1 PB storage must be demonstrably owned and executed by the Prime Bidder itself.

This requirement is retained to ensure that the Prime Bidder possesses the proven execution capability and delivery experience needed for a programme of this scale. |

| 336 | Annexure – A2: Pre-Qualification/Eligibility Criteria | a. At least 1 (One) such projects(as above) of Total Contract Value (TCV) of ₹ 200 (Two Hundred) Crore or more OR<br>b. At least 2 (Two ) such projects each of TCV of ₹ 100 (One Hundred) Cr or More OR<br>c. At least 4 (Four) such projects each of TCV of ₹ 50 (Fifty) Crore or more | Can OEM experience be considered for this clause rather SI | As per the RFP, the requirement under this Criteria must be fulfilled solely by the Prime Bidder in its individual capacity. The experience of the OEM, partner entities, group companies, or any other consortium member shall not be considered for meeting this criterion. |
|---|---|---|---|---|
| 337 | Annexure – A2: Pre-Qualification/Eligibility Criteria | The Bidder should possess valid CMMi Level 5 certificate AND any one of ISO 27001:2005 / ISO 20000 or later certificate valid as on the date of submission of the bid. | The clause requires CMMI Level 5. Newgen is currently CMMI Level 3 and follows strong engineering, delivery, and governance practices aligned with higher maturity levels.<br><br>Newgen holds the following certifications and assessments:<br>• ISO 9001:2015<br>• ISO 27001:2022<br>• CMMI V2.0 Dev ML-3 (valid till Feb 2025; next multi-domain assessment planned for Jun 2025; renewal in Jan 2026)<br>• SOC 1 Type 2 and SOC 2 Type 2<br>• Compliance with ISO 27017, ISO 27018, PCI-DSS and related frameworks<br><br>We request revision of the eligibility to permit OEMs with CMMI Level 3. | Refer Corrigendum-1 . |

| 338 | Annexure A2-6A | The prime bidder should have successfully implemented and maintained at least one (1) Document Management System project in India handling ≥ 1 billion documents or ≥ 1 PB of image storage in the last 7 years. | We seek relaxation on Solution to be capable to ≥ 1 PB of image storage OR Implementing | Please be guided by the RFP document. |
|---|---|---|---|---|
| 339 | Annexure A2-6B | At least 4 (Four) such projects each of TCV of ₹ 50 (Fifty) Crore or more | Relaxation to have executed Scanning or DMS projects for Rs.50Cr value. | Please be guided by the RFP document. |
| 340 | Annexure – A2: Pre-Qualification/Eligibility Criteria | Large-Scale DMS Implementation Experience (6a and 6b) | We request you to remove the demand for it to be a DMS implementation experience. We as a system integrator have experience of implementing large complex platforms where we are creating, storing and managing an enormous amount of documents using other systems. | Please be guided by the RFP document. |
| 341 | Annexure – A2: Pre-Qualification/Eligibility Criteria | Large-Scale DMS Implementation Experience (6a) The prime bidder should have successfully implemented and maintained at least one (1) Document Management System project in India handling ≥ 1 billion documents or ≥ 1 PB of image storage in the last 7 years. | We request the below update: Large-Scale DMS Implementation Experience (6a) The prime bidder/OEM should have successfully implemented and maintained at least one (1) Document Management System project in India/Globally handling ≥ 50 Million documents or ≥ 20TB of image storage in the last 10 years. If the OEM experience is to be utilized for satisfying this criteria, the bidder is to ensure OEM involvement is present in implementation. | Refer Corrigendum-1 |

| 342 | Annexure – A2: Pre-Qualification/Eligibility Criteria | Large-Scale DMS Implementation Experience (6b) a. At least 1 (One) such projects(as above) of Total Contract Value (TCV) of ₹ 200 (Two Hundred) Crore or more OR b. At least 2 (Two ) such projects each of TCV of ₹ 100 (One Hundred) Cr or More OR c. At least 4 (Four) such projects each of TCV of ₹ 50 (Fifty) Crore or more | We request to update as below: Large-Scal Program Implementation Experience Involving Digitization of Physical documents and/or Management of Digital documents and images (6b) a. At least 1 (One) such projects(as above) of Total Contract Value (TCV) of ₹ 200 (Two Hundred) Crore or more OR b. At least 2 (Two ) such projects each of TCV of ₹ 100 (One Hundred) Cr or More OR c. At least 4 (Four) such projects each of TCV of ₹ 50 (Fifty) Crore or more | Please be guided by the RFP document. |
|---|---|---|---|---|
| 343 | Annexure – A2: Pre-Qualification/Eligibility Criteria Technical Capability and Experience  6a | Large-Scale DMS Implementation Experience The prime bidder should have successfully implemented and maintained at least one (1) Document Management System project in India handling ≥ 1 billion documents or ≥ 1 PB of image storage in the last 7 years. | **Changes requested:** The prime bidder should have successfully implemented and maintained at least one (1) Document Management System project in India handling ≥ 20 Million documents or ≥ 100 TB of image storage in the **last 10 years.** | Refer Corrigendum-1 |

| 344 | Annexure – A2: Pre-Qualification/Eligibility Criteria Technical Capability and Experience   6b | Large-Scale DMS Implementation Experience a. At least 1 (One) such projects(as above) of Total Contract Value (TCV) of ₹ 200 (Two Hundred) Crore or more OR b. At least 2 (Two ) such projects each of TCV of ₹ 100 (One Hundred) Cr or More OR c. At least 4 (Four) such projects each of TCV of ₹ 50 (Fifty) Crore or more | Experience a. At least 1 (One) such projects(as above) of Total Contract Value (TCV) of ₹ 100 (Two Hundred) Crore or more OR b. At least 2 (Two ) such projects each of TCV of ₹ 30 (Thirty Crore) Cr or More OR c. At least 4 (Four) such projects each of TCV of ₹ 25 (Twenty five) Crore or more | Please be guided by the RFP document. |
|---|---|---|---|---|
| 345 | A.2 | The prime bidder should have successfully implemented and maintained at least one (1) Document Management System project in India handling ≥ 1 billion documents or ≥ 1 PB of image storage in the last 7 years.

and

At least 1 project handling ≥ 1 billion documents or ≥ 1 PB of image storage in the last 7 years meeting scale requirement | Request if LIC can also allow projects carried out by bidders in the last 10 years to be quoted under reference. | Refer Corrigendum-1 |

| 346 | 6 (a) | Implemented one DMS 1 billion documents in the last 7 years | Will this be for SI or DMS Vendor? | As per the RFP, the requirement under this Criteria must be fulfilled solely by the Prime Bidder in its individual capacity. The experience of the OEM, partner entities, group companies, or any other consortium member shall not be considered for meeting this criterion. |
|---|---|---|---|---|
| 347 | 8 | CMMI level 5 | Will this be for SI or DMS Vendor? | As per the RFP, the requirement under this Criteria must be fulfilled solely by the Prime Bidder in its individual capacity. The experience of the OEM, partner entities, group companies, or any other consortium member shall not be considered for meeting this criterion. |
| 348 | Credentials | Eligibility & technical Scoring Criteria | We believe that the nature of RFP is revolving around Scanning & Logistics more and Hardware supply. Would it be correct for us to understand that we can leverage our Partners credentials for EC & TC evaluation & scoring as well. Kindly confirm | Please be guided by the RFP document. |
| 349 | Timelines of submission | The T1 eligibility criteria is expected to be submitted before the Technical and Indicative Commercial proposal. | Request confirmaiton on the expected timelines for submission of Technical and Commercial post the eligibility submission. | This will be shared in the second stage of RFP (Technical and commercial Bid) |

| 350 | 5.22.1 | The Respondent herein agrees and undertakes to indemnify and hold LIC harmless from any loss, damage, claims, liabilities, charges, costs, or expense (including attorneys' fees), that may arise or be caused or result from or be paid/incurred/suffered or caused to be paid/incurred/ suffered by reason of any breach, failure, delay, impropriety or irregularity on its part to honour, observe, adhere to, abide by or comply with any of the terms and conditions of this Agreement. | We request that the indemnification be restricted to confidentiality clauses alone, since the NDA contains other language as well such as non-solicitation and accordingly read as:<br><br>*"The Respondent herein agrees and undertakes to indemnify and hold LIC harmless from any **direct third party** loss, damage, claims, liabilities, charges, costs, or expense (including attorneys' fees), that may arise or be caused or result from or be paid/incurred/suffered or caused to be paid/incurred/ suffered by reason of any **wilful** breach, failure, delay, impropriety or irregularity on its part to honour, observe, adhere to, abide by or comply with any of the **Confidentiality Information** terms and conditions of this Agreement."* | Please be guided by the RFP document. |
|---|---|---|---|---|
| 351 | Annexure – A14: Mandatory Information Security Requirement Criteria | 26. Cloud Computing Services With respect to the use of cloud computing services, integration of logs, and events from the Cloud Service Provider (CSP) into the SOC of the LICI/MSSP of LICI wherever applicable and/ or retention of relevant logs in the cloud for incident handling and reporting must be ensured | All the SOC operations needs to be conduted in an cloud enviorment. If so do we need to propose the required Secuiry Component and Cloud enviorment for the same. Requested to clarifiy on the same. | Being an on premise requirement , the bidder scope is to integrate with LIC's SOC.  Further details will be shared during  Stage 2 of Technical Proposal with eligible bidders. |
| 352 | 10 – Checklist | 10 – Checklist | Pls Suggest if all checklist points are required in stage 1 submission, Pls suggest | YES |

| 353 | General | BGV Requirements: Does LIC require Police Verification for every scanner operator/courier boy? | Police verification for high-attrition operational roles causes delays. Is Third-Party BGV acceptable? | YES |
|---|---|---|---|---|
| 354 | Section | Payment Terms | We would appreciate LIC to clarify if Bidder can propose it's payments terms schedule or any specific Payments Terms Schedule has to be followed which is approved by LIC. We were not able to locate the same in the RFP document | Please be guided by RFP, Further discussion can happen with the eligible bidders during stage 2 . |
| 355 | Section | Commercial Bid Format | We would appreciate LIC to clarify if Bidder can propose it's Commercial Bid Format or any specific Commercial Bid Format has to be followed which is approved by LIC. We were not able to locate the same in the RFP document | Please be guided by RFP, Further discussion can happen with the eligible bidders during stage 2 . |
| 356 | Section | Bill of Material | We would appreciate LIC to clarify if Bidder can propose it's Bill of Material or any specific Bill of Material has to be followed which is approved by LIC. We were not able to locate the same in the RFP document | Please be guided by RFP, Further discussion can happen with the eligible bidders during stage 2 . |
| 357 | General | Logistics and in transit and storage related | Can we assume the security of document inside LIC premise be LIC's responsibility or do we need to bring in cupboards with lock and key to store documents? | Bidder's responsibility |
| 358 | General | Logistics and in transit and storage related | When the team come to collect the documents from LIC branch for scanning, The same will be kept in order or bidder has to arrage all the documents before pick up | Please be guided by the RFP document. |

| 359 | General | Statutory Compliance: Scanning/Logistics relies on unskilled/semi-skilled labor. Who bears the cost of Minimum Wage Revisions during the 3-year contract? | Please confirm that price escalation will be allowed if Government Minimum Wages increase by >5% annually. | Please be guided by the RFP document. |
|---|---|---|---|---|
| 360 | General (Scope) | AI Model | Is it permissible to use a third-party API for the AI model, or is it mandatory for the model to be hosted in-house on the LIC server? | The Bidder to propose a suitable solution |
| 361 | General (Contract) | Software License Model for New Components | For any new commercial software components proposed (DB, middleware, etc.), please clarify the preferred licensing model – perpetual license for 7 years, subscription/annual, or open source only? Who will own the licenses? | Bidder to proposed , LIC Preference is for Licenses to be perpetual , LIC will own the licenses. |
| 362 | NA | NA | Could you please share the payment term | This will be shared in the second stage of RFP (Technical and commercial Bid) |
| 363 | | 5.3 Contract Finalization and Signing of the Contract / 9 | What is the notice period in case of cancellation of contract? | Please be guided by the RFP document. |
| 364 | General | Minimum Wages Statutory Compliance: Scanning/Logistics relies on unskilled/semi-skilled labor. Who bears the cost of Minimum Wage Revisions during the 3-year contract? | Please confirm that price escalation will be allowed if Government Minimum Wages increase by >5% annually. | Please be guided by the RFP document. |
| 365 | General | Background Verification BGV Requirements: Does LIC require Police Verification for every scanner operator/courier boy? | Police verification for high-attrition operational roles causes delays. Is Third-Party BGV acceptable? | BGV is mandatory for all project staff. The bidder is responsible for BGV requirement. |

| 366 | General | General | Please specify the total user profiles for DMS and Workflow solution. | Refer Tables |
|-----|---------|---------|------------------------------------------------------------------------|--------------|
| 367 | General | General | Please specify the user concurrency for DMS and Workflow solution. | Refer Tables |
| 368 | General | General | Kindly specify the concurrency for accessing the documents from the 3rd party applications like e-FEAP and others. | Refer Tables |
| 369 | General | General | Please specify the total user expected to capture the documents from the mobile device | Refer Tables |
| 370 | General | General | We understand the servers/storage/network/bandwidth which are required for migration activity shall be provided by LIC. | The Bidder shall suggest suitably. |
| 371 | General | General | All central applications (workflows) will be on a single server at the single location. | Please be guided by the RFP document. |
| 372 | General | General | The RFP does not mention any requirement for an OEM Manufacturer Authorization Form (MAF). We request that this requirement be included as part of the submission and that the template for the MAF be shared. | The Bidder shall suggest suitably. |
| 373 | General | There is no mention of product to be used | Pls include a qualification for DMS products to be used which are consistently rated in leader quadrant by leading analyst agencies like Gartner/Forrester/IDC reports for a period of 5 + years | The Bidder shall suggest suitably. |
| 374 | Penalty | | Bidder requests to clarify terms and conditions related to LD and Penalities etc (if any ) | This will be shared in the second stage of RFP (Technical and commercial Bid) |

| 375 | Liquidated Damage | | Bidder requests to clarify terms and conditions related to LD and Penalities etc (if any ) | This will be shared in the second stage of RFP (Technical and commercial Bid) |
|---|---|---|---|---|
| 376 | Payment Terms | | Payment term not clearly mentioned in the proposal. Request to clarify the payment terms | This will be shared in the second stage of RFP (Technical and commercial Bid) |
| 377 | General | | As per the the RFP there are three Stage i.e T1, T2 and T3. Request for clarifications what all the documents need to be submitted for each and every stage of the RFP that has been published. | In First stage, refer Checklist of RFP |
| 378 | General | | As per the RFP the DC and DR to be established. Request for the Clarifications/input on:<br>1. Specfiy the Data Center location and Data Center Location where need to be established on prem solution in an hybird enviornment.<br>2. Difffernt Zones that has been proposed as per the RFP. The bidder to establish the DC at each location or the data will be accessed by each zone from the Single Data Center (DC). | 1. Refer Tables of RFP<br>2. Bidder to propose a suitable solution. |

**Sd/-**

**Secretary (IT/DT)**