

(Interested Bidders are requested to get themselves registered at portal <https://www.tenderwizard.com/LIC>)

Corrigendum and Query Responses

Corrigendum to RFP For HANA Cloud Services

Ref: LIC/CO/INVM/IIRMS/RFP/2020-2021/Corr

Date: 18-Feb-2021

Sub: Corrigendum to 'RFP For HANA Cloud Services (migration, hosting and managing of Investment System) for Life Insurance Corporation of India' Ref: **LIC/CO/INVM/IIRMS/RFP/2020-2021/1** dated 08-Feb-2021

1. LIC of India published a Request for Proposal (RFP) on 08-Feb-2021
2. The Bidders are requested to note that LIC of India has tried its best to answer the queries. However, LIC has the right to not to respond to the questions it perceives as non-relevant which were raised by a Bidder or not to provide clarifications if LIC in its sole discretion considered that no reply is necessary.
3. Responses to Bidders Queries are also provided in this document.

Reference in Original RFP	Existing RFP Clause	Corrigendum
Page-7, Point – 2	create a minimum of 50 analytics and reports using Business Object,	create a minimum of 100 analytics and reports using Business Object,
Page-15 (Submission of Bid)	(New Clause)	M. Notwithstanding whatever mentioned in this section, the bidder may choose to get the documents signed by digital signature of the designated authority
Page-15 (Submission of Bid)	(New Clause)	N. Notwithstanding whatever mentioned in this section, the bidder may choose to submit the hard-copies of documents of the bid atleast 2 working days before the initiation of "Reserve Auction". If physical copy of documents are not submitted before due time and / or the hard-copies of documents found to be different from e-tender documents and/or hard-copies of documents do not match requirement of this section, the bid will be rejected and bidder will not be allowed to take part in reverse auction.
Page-22 (Survival)	The following clauses survive the termination and expiry of the contract:	The following clauses survive the termination and expiry of the contract (for Three years after final termination and/or expiry of contract):
Page-25 (MEC Point-3)	Details to be submitted in Annexure-A	Details to be submitted in Annexure-B
Page – 32/33 (Software License)	Existing table	Revised Table given in Table – 1 below.
Annexure-N	Existing Annexure	Revised Annexure-N with additional information marked in document as "Corrigendum".

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Table-1 (Software License: Corrigendum)

Customer Number	Contract	Material Number	Material Description	Metric ID	No. Licensed
402902	6070627	7002721	SAP NetWeaver PI Base Engine	2320	5
402902	6070627	7003012	SAP Professional User	00CB	110
402902	6070627	7003013	SAP Developer User	00CA	1
402902	6070627	7003014	SAP Application Ltd. Prof. User	00CC	200
402902	6070627	7007395	SAP BusObj Mobile (USR)		50
402902	6070627	7018065	SAP HANA RT ed Applic & BW-inst base	2850	1
402902	6070627	7018066	SAP HANA RT ed Applic & BW-inst base	2850	1
402902	6070627	7018538	SAP S/4HANA Ent Mgmt f. ERP customers		1
402902	6070627	7018701	SAP Process Control for SAP S/4HANA	N137	310
402902	6070627	7018703	SAP Access Control for SAP S/4HANA	316X	4
402902	6070627	7019035	SAP S/4HANA Ins fin asset mgmt	N347	1174
402902	6070627	7019164	SAP BW/4HANA up to 16 units	4003	8
402902	6070627	7019216	SAP BusinessObjects Ent Premium (user)	8773	50
402902	6070627	7019217	SAP BusinessObjects Ent Premium (CS)	8774	5

Sd/-

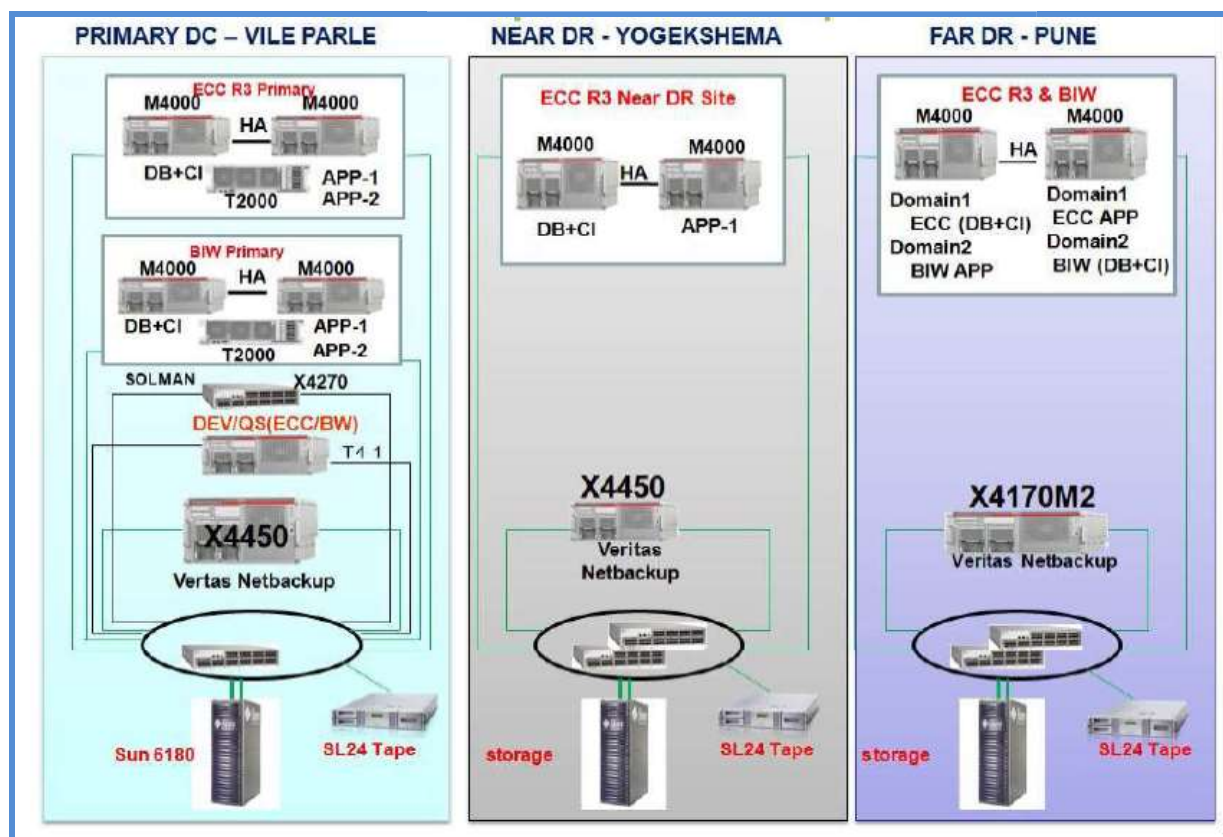
Executive Director (Investment –M&A)

Technical Scope of Work Application Migration

All Phases

Corrigendum is marked as Table A, B & C in Blue

Corrigendum : Table A –Diagrammatic Representation of AS-IS System Landscape :



Application Migration of Existing SAP system into SAP S/4 HANA

Broad level Scope of Work related to application migration which is further divided into 3 phases:

1. SOW for Migration Phase
2. SOW for Development & Maintenance Phase
3. SOW for Support Phase

It is expected that the bidder is already experienced in SAP ERP modules and hence the Broad scope of work for application migration is presented in this document. The bidder through its own experience, expertise and resources need to do a due diligence on the scope of activities needed to complete the project scope to ensure that the project is delivered with due quality, no slippages and in the timeline expected.

The project being classified as one of the mission critical projects, the bidder shall at all times ensure due seriousness while deploying resources for the project execution as well as during the entire contract period.

The Standard to be applied to determine satisfactory completion of the activities mentioned in the SOW (all phases) will be its usage in Production as well as DR environment and obtaining of desired results.

1. Scope of Work for Migration Phase		
(As Is Migration of On Premise SAP ECC Systems to S4 HANA on Cloud platform).		
Sl No	Technical / Functional Area	Major Activities to be Completed
1	SAP ERP	Conversion FROM SAP ECC 6.06 running on Oracle DB 11g, Sun Solaris 10 To latest S4 HANA System on cloud. This includes Migration of all programs, DDICs, code lines to S/4 HANA (technical migration) and Migration of existing data in the dropped tables to the new simplified table structures (functional migration). Readiness Check as performed by SAP for the SAP S4HANA1809 version for existing ECC Systems for HANA Conversion is available below. It also includes new customization and development required in HANA environment to make AS IS functionality available.
2	SAP BW	Conversion of SAP BW 7.0 running on Oracle DB 11g Solaris 10 to BWOH initially, finally to be converted to the BW4HANA platform on cloud in the subsequent phase. Custom code adjustments in CMOD and function modules. Conversion of non-compatible BW objects to make it compatible in BW4HANA. Manual redesign of the data model, existing queries and workbooks. Details as per Table 2

3	SAP Router	New Setup - Latest Version with integration of all Systems
4	Solution manager	SAP Solution manager latest version implementation with the following functions. • Complete and proactive technical monitoring for S4 HANA and BW systems on the cloud • Early Watch Alert setup.
5	SAP Custom Code	SAP Custom code adjustments for making it compatible with HANA. Custom code remediation/ SPAU/SPDD corrections to be performed. Detailed list of Custom Codes bifurcated into SAP Object Wise list as per Table 1.
6	DR Set up	FAR Disaster Recovery systems and procedure to be configured and activated for the entire landscape and the DR shall be an exact replica of the Production/ Primary site. S4H -Development/Quality/Production BWOH-Development/Quality/Production Backup systems – As is in Production All other Application servers and solutions—As is deployed in Production/Primary site.
7	BASIS support	Required BASIS support for Upgrade / Migration activities during Migration Phase, including technical support for activities required to be done at source systems
8	Data Migration	Conversion / migration of all Data available in existing SAP Systems to the latest released version of SAP S4HANA without any data loss or netting.
9	All Infrastructure, Operating system and database related activities	All activities to keep the system updated at all times till the final GO-Live and signoff till the period of Hyper care is over. Activities such as File system creation, partitioning, OS update, database management, application setup, configurations, zoning, GUI conversion, custom code handling, backup, patch management, enabling DR setup and testing DR, etc. and taking care of LICs requirement of Maintaining SAP Login level Uptime of 99.95%.
10	System Performance	To optimally set the parameters of target systems to ensure optimal performance of all the deployed systems with the ultimate aim of Maintaining SAP Login level Uptime of 99.95%.
11	Knowledge Transfer	Knowledge Transfer pertaining to the Migration Phase with complete user as well as Cloud setup, inventory of all systems and system configuration and management documentation to be delivered to the Core Team
12	Network	Provisioning and Setting up of Network links between the cloud data center to LICs own LAN at three locations, Yogakshema, Vile Parle and Bangalore.
13	Compliance Requirement	To comply with various security guidelines : IRDAI's system audit of investment department IRDAI's guidelines on information and cyber security for insurers Other guidelines issued by NCIIPC, Cert-In etc. Provide annual cloud center Audit Report, TIA certificate, MeitY Empanelment validity certificate.

Table 1: R3 Custom Objects to be migrated during Migration Phase

Summary of Custom Objects - (Other than Domains, Data elements, Tables, Structures, Views, Search Helps)

Type of Custom Object	Count of Custom Object	Remarks
Programs / Reports	346	Some of these Programs / Reports may contain multiple "Includes". Total number of such "includes" is around 306
Function Modules	108	Excluding auto generated ones like those generated by Smartforms, Table Maintenance etc.
Enhancements - Individual and Composite	61	
Smartforms	129	
Sapscripts	35	To be migrated as Smartforms
Classes	34	Includes BADI activated in System
BW Function groups	14	

Note: The above numbers of custom objects are best estimates extracted from SAP ECC6 Production Server as on 10.01.2021. The actual numbers that need migration may vary by up to 10 % . The System generated programs / codes / objects from SPRO-configurations, etc. are not considered in the above estimate.

Table 2: List of BW Custom Objects to be migrated during Migration Phase

Name of Custom Object	Count of Custom Object	Remarks
BW Queries	516	Includes queries embedded in Workbooks
BW Workbooks	76	

Summary of BW Custom Objects

Type	Numbers active
Info providers	7
Multi providers	18
DSOs	37
Info areas	5
Info sources	2
Info objects	379

Note: The above numbers are the best estimates extracted from SAP BW Production Server as on 10.01.2021. The actual numbers that need migration may vary by upto 10 %.

2. Scope of Work for Development & Maintenance Phase		
Sl No	Technical / Functional Area	Major Activities to be Completed
1	Solution Manager	Activation and Configuration of CHaRM and ITSM functionalities
2	SAP Fiori	• SAP Fiori Set up (Dev/Quality/Prod) using embedded gateway within S4H • SAP Web-Dispatcher Setup and configuration (for S4H & Fiori landscape). • Gateway and Fiori frontend server configuration / reconfiguration after system upgrade- Standard App activation. • Set up Fiori Launchpad and Launchpad Designer. • Role matrix for the Fiori Role with apps and Catalogs. • Activation of all Standard Fiori Apps and 25 custom apps. • Minimum of 100 FIORI Screen Development • Knowledge transfer to LIC team through onsite training and documentation.
3	BW4HANA Migration from BW on HANA	Upgrade to latest version BW4HANA from BWOH. Do all activities including data modeling, required for migrating and making live the existing reports. Integration with Business Objects for Reporting as well as dashboards.
4	BW Quality	Quality system to be developed for BW4HANA BW Quality to be included in DR setup and landscape ETL connection between S4 Quality and BW4HANA Quality
5	Business Objects and Lumira - latest version	This will be the portal for all reporting needs of the Investment Departments. • Installation and Integration with S4HANA, BW4H. • Landscape setup. • Universe creation • Views Creation for various subject areas • Data Modeling • ETL • Roles and authorizations. • Audit Enablement for reports and usage. • Mobile reporting Development of 10 reports with medium level complexity, 15 reports with high level complexity based on BW4HANA database and creation of minimum of 2 complex dashboards reflecting the entire Investment Universe.
6	Process Integration	SAP PO latest version- New Installation (4 tier) and Mandatory technical activities for new PI interfacing server Development of 15 New Interfaces using PO to replace existing upload / download from Desktop and / or other methods

7	Custom Code Push Down - CDS views	Enabling in-memory/embedded analytics by Optimizing 10 critical Custom Codes as determined by LIC for Code push-down at database level and further generating reports through the same.
8	2 Factor / Biometric Authentication for login	2 Factor Biometric Authentication for login to Systems using LIC's existing biometric solution.
9	New GRC Installation - latest version	DEV/Quality/Production with Full landscape at DR. To be integrated with SAP Router Implementation of Access and Process Controls for TRM, FI, Cash Management and Loans Module. Automate access assignments across SAP and non-SAP systems Details of Access Controls Following components of GRC Access Controls 12.x • Access Risk Analysis (ARA) • Emergency Access Management (EAM) • Business Role Management (BRM) • Access Request Management (ARM) • User Access Review (UAR) Standard GRC SOD rule book to be enabled for SAP S4 Hana system and the same to be modified for any SOD risk not relevant as per business requirement given by LIC team. For Treasury and Loan management custom SOD risk will be created based on the inputs from the process owners for rest of the module standard SOD rule book will be implemented. IRDAI limits/ Exposure triggers and breaches to be implemented in GRC (currently trigger management is handled in ECC using custom code). Create the mitigation controls for certain risks that cannot be remediated, subject to maximum of twenty controls across all modules as per inputs received from business. Two Emergency access management (Firefighter), access request workflow to be configured for assignment of FF id's to the users Firefighter Ids will be created based on information provided. User access management workflows to be configured for user provisioning in all system. Minimum four workflows, as per standard available workflow functionality Standard SAP GRC reports, and dashboards to be configured and enabled Custom automated controls to be configured wherever required
10	Forms	Conversion of all existing SAP Script forms to Smart Forms- Refer Table 2
11	Web Dispatcher	Installation of latest version with integration of S4H and GRC access - Production primary and far DR

12	BASIS support	Support throughout the project duration to assist with end to end cloud management, technical configuration / troubleshooting, system integration, System Integrations Test (SIT) / User Acceptance Test (UAT) support, cutover support and post go-live assistance.
13	Knowledge Transfer	Knowledge Transfer with Complete documentation pertaining to the Development and Maintenance Phase to Core Team
14	Core Team Training	Conduct of workshops with detailed documentation for Core team on • Fiori implementation, design and Deployment(including SAPUI5) • SolMan - covering All utilities which are activated • GRC- all modules, • PO- All processes which are integrated, • CDS Views • End to end Cloud Management for the entire landscape. • Differences in ABAP Development (including tools like Eclipse) between ECC and HANA • BW4HANA modeling and ETL Processes. • Business Objects Data Modelling, ETL as well as Report and Dashboard creation. Management of Data Refresh at the BO level, integration with Analysis Office. • HANA database management & daily monitoring. • Embedded Analytics and Code pushdown- Hands on training. • Backup Training
15	Network	Proactive Provisioning and maintenance of Network links between the cloud data center to LICs own LAN at three locations, Yogakshema, Vile Parle and Bangalore
16	Compliance Requirement	To comply with various security guidelines : IRDAI's system audit of investment department IRDAI's guidelines on information and cyber security for insurers Other guidelines issued by NCIIPC, Cert-In etc. Provide annual cloud center Audit Report, TIA certificate, MeitY Empanelment validity certificate

Corrigendum Table B:

Interfaces for PO							
Sl no	Name of Process	Inward / Outward	Source	How uploaded	Validation	Target	Frequency
1	Rating upload	In	File downloaded from vendor website after giving credentials.	Custom code	Yes - through Custom code	SAP Standard table	Daily

2	Prowess upload	In	File downloaded from desktop application	Custom code	Yes - through Custom code	SAP Custom Table	Daily
3	Capital line upload	In	File downloaded from desktop application	Custom code	Yes - through Custom code	SAP Custom Table	Daily
4	Bank Collection upload	In	File received by email / API	Custom code	Yes - through Custom code	SAP Custom Table	
5	NAV file upload	Out	File generated by custom code on desktop	Custom code	Yes - through Custom code	Another server on LAN	Daily
6	Corporate Action upload	In	File received by email	NEW - to be developed	Yes	SAP Standard table	Weekly / Daily
7	ULIP Units Upload	In	File received on Staging Server	Custom code	Yes	SAP Custom Table with Accounting	Daily
8	Corporate Bond Spread upload	In	File downloaded from vendor website after giving credentials.	Custom code	Yes	SAP Custom Table	Fortnightly / Daily
9	Corporate Event upload	In	File downloaded from vendor website.	Custom code	Yes	SAP Custom Table	Fortnightly
10	E Voting upload	Out	File generated in SAP - downloaded on desktop	Website using credentials	Yes	Website	Weekly
11	Bank RTGS	Out	To be generated from SAP	Website using credentials	Yes	Website	Daily

				als			
12	FIMM DA Base Curve upload	In	File downloaded from vendor website after giving credentials.	Custom code	Yes	SAP Standard table	Weekly
13	STP	In and Out	NSEIT / Financial technology gateway. In files are 515 brokers' execution files. Out files are 541/543 Custodian files	Custom code	Yes	SAP Custom Table	Daily
14	NDS and related CCIL Applications	In	CCIL gateway	Custom code	Yes	SAP Standard T Code	Daily
15	Bank Statement	In	Email - MT940 Format	Standard T code	Yes	SAP Standard Table	Daily

3. Scope of Work for Support Phase (Support and Maintenance of S4 HANA on Cloud).

Sl . No	Technical /Functional Area	Major activities to be completed
1	Daily Activities to be performed on cloud.	Complete Infrastructure management with SLA Management of 99.95% of SAP login level
2	BACKUP	Given in Detail in Annexure Q. Backup restoration to be performed as and when required
3	Switching to/From DR site	Monthly Once -Users will work from the switched system location. All transactions done on the Switched site will be seamlessly replicated to the other site, as if the site was production site, no data loss or data delay shall be permitted.
4	System Refresh	Monthly once (S4H& BW4H) -Quality system will be refreshed with production data.
5	Installation of latest upgrades/patches	Installation of latest upgrades of OS, DB and APPLICATION as and when required atleast Once in a year. High risk/security patches to be proactively monitored and immediately applied.
6	All Documentations relating to BASIS Activities.	To provide all Documentations relating to BASIS Activities.
7	Uptime	Maintain uptime of all systems at 99.95% at SAP user login level.
8	Network	Proactive Provisioning and maintenance of Network links between the cloud data center to LICs own LAN at three locations, Yogakshema, Vile Parle and Bangalore
9	Compliance Requirement	To comply with various security guidelines : IRDAI's system audit of investment department IRDAI's guidelines on information and cyber security for insurers Other guidelines issued by NCIIPC, Cert-In etc. Provide annual cloud center Audit Report, TIA certificate, MeitY Empanelment validity certificate.

Readiness Check for S4 HANA on SAP S4HANA version 1809

The following readiness check conducted by SAP is being shared as a part of the RFP, to assist the bidders to define and estimate the correct scope of migration. However bidders to note that the readiness check is done on the S4 HANA version 1809, whereas the version to be implemented in this project shall be the latest released version of S4 HANA.

SAP Readiness Check for SAP S/4HANA version 1809 Covering {\$-SPROD_VERSS\$-}

Customer Name	Life Insurance Corporation of India
Customer Number	0000402902
System ID	RP1
Date of Analysis	07/05/2018

SAP SE
Dietmar-Hopp-Allee 16
D-69190 Walldorf
SAP Digital Business Services

Relevant Contents

1 Introduction

Scope of This Document

1.3 Disclaimers

1.4 Analysis Scope

2 Minimum System and Landscape Requirements for a System Conversion to SAP S/4HANA

2.1 Add-On Compatibility

2.2 Active Business Functions

2.3 Recommended Additional Checks

3 Required Solution Adjustments for a System Conversion to SAP S/4HANA

3.1 SAP S/4HANA Simplification Items

....3.1.1 Relevant Simplification Items

....3.1.2 Simplification Items with Relevance to be Checked

....3.1.3 Relevant Non-Strategic Simplification Items

....3.1.4 Non-Strategic Simplification Items with Relevance to be Checked

3.2 Recommended Additional Checks

4 Required Custom Code Adjustments for a System Conversion to SAP S/4HANA

4.1 Custom Code

5 Required Adjustments for BW Extractors

6 Additional Information for a System Conversion to SAP S/4HANA

6.1 Recommended SAP Fiori Applications for SAP S/4HANA

6.2 Business Process Analytics

6.3 SAP Custom Development Projects

1 Introduction

Scope of This Document

SAP Readiness Check for SAP S/4HANA enables you to better understand the implications of a conversion from an existing SAP ERP system to SAP S/4HANA. The check helps to identify necessary preparations and pre-projects in the current system landscape, long before an SAP S/4HANA system conversion project starts.

The results of SAP Readiness Check for SAP S/4HANA – for the system ID given on the front page – are presented in this document.

For useful transactional data and history, we recommend running SAP Readiness Check for SAP S/4HANA on a production system (or a recent copy of one). SAP Readiness Check for SAP S/4HANA includes system-specific information on adjustments that are mandatory for the conversion to SAP S/HANA

- Add-on compatibility
- Active business functions
- SAP S/4HANA simplification items
- Custom code

In addition, SAP Readiness Check for SAP S/4HANA provides system-specific information regarding:

- SAP Custom Development projects
- SAP HANA sizing and Data Volume Management
- SAP Business Process Analytics
- Required Adjustments for BW Extractors

1.3 Disclaimers

SAP does not guarantee the completeness of SAP Readiness Check for SAP S/4HANA. The readiness check is designed as a first check in system conversion planning.

The simplification list for SAP S/4HANA and its related restrictions continue to evolve, meaning some restrictions may be temporary. Also, a customer may expand the solution. The readiness check's results reflect a specific point in time for the system in scope.

While a customer might not use some installed functions, the SAP Readiness Check for SAP S/4HANA does not in every case differentiate between used and installed components.

SAP recommends that customers carefully read the simplification list's introduction on https://help.sap.com/viewer/p/SAP_S4HANA_ON-PREMISE. The introduction contains important information on how to interpret the simplification items.

SAP also recommends that customers always check the latest release restriction notes which might contain additional restrictions not maintained in the simplification list.

SAP Readiness Check for SAP S/4HANA's custom code analysis identifies mandatory change areas due to the simplified application architecture of SAP S/4HANA. Custom code analysis does not contain a list of all adaptations necessary to support SAP HANA as a database. In addition, the analysis does not include general prerequisite adaptations for SAP HANA database migration. Lastly, the analysis does not include requisite adaptations for future add-ons or for custom code unrelated to SAP S/4HANA.

1.4 Analysis Scope

SID of System of Analysis	Date of Analysis
RP1	07/05/2018

SAPS/4HANA: TARGET PRODUCT VERSION

Product	Product Version
SAP S/4HANA	SAP S/4HANA 1709

INSTALLED PRODUCT VERSION

SID	Installed Product Version
RP1	EHP6 FOR SAP ERP 6.0

CURRENT DATABASE

SID	Database System	DB ID	Unicode
RP1	ORACLE	RP1	Yes

OPERATING SYSTEM / SAP KERNEL

SID	Operating System	OS Version	SAP Kernel Release
RP1	SunOS	5.10	722

2 Minimum System and Landscape Requirements for a System Conversion to SAP S/4HANA

The following section contains information on the compatibility of the installed add-ons and active business functions with SAP S/4HANA. It also provides information on additional important checks that are not provided as part of SAP Readiness Check for SAP S/4HANA.

2.1 Add-On Compatibility

OVERVIEW BY STATUS

Status	Number of Add-Ons
Unknown	1

SAP ADD-ONS ARE NOT (YET) SUPPORTED FOR SAPS/4HANA

None

SOFTWARE COMPONENT VERSIONS NOT ASSIGNED TO ANY INSTALLED PRODUCT VERSION

Software Component	Status	SAP Note
EA-HRCUN 600[0]	Unknown	

3RD PARTY ADD-ONS

None

For 3rd party add-ons, please contact the vendor directly to confirm that the respective add-on is released for SAP S/4HANA in its current version or in a successor version.

If an add-on is no longer required, please check with the vendor if a package for uninstalling the add-on is available.

The following SAP Notes contain more information on SAP and 3rd party add-ons for SAP S/4HANA.

SAP Note	Description
2214409	SAP S/4HANA: Compatible Add-ons

There may be licensing implications regarding the upgrade of an add-on to a compatible SAP S/4HANA version of the add-on. Please check with SAP and the respective vendors of the 3rd party add-ons for potential license implications when converting to SAP S/4HANA.

LINK TO THE COMPLETE LIST OF ADD-ONS

[https://launchpad.support.sap.com/#readiness/TransactionSet\('8987770000010142'\)/ObjectPage/section/addon/Type=S4_HANA](https://launchpad.support.sap.com/#readiness/TransactionSet('8987770000010142')/ObjectPage/section/addon/Type=S4_HANA)

2.2 Active Business Functions

OVERVIEW BY STATUS

None

No business function information available, check maintenance planner for more information.

BUSINESS FUNCTIONS ARE NOT (YET) SUPPORTED FOR SAP S/4HANA

There are no incompatible business functions.

No business function information available, check maintenance planner for more information.

The following SAP Notes contain more information on Business Functions and SAP S/4HANA:

SAP Note	Description
<u>2240359</u>	SAP S/4HANA: Always-Off Business Functions
<u>2240360</u>	SAP S/4HANA: Always-On Business Functions
<u>2333141</u>	SAP S/4HANA 1610: Restriction Note
<u>2491467</u>	SAP S/4HANA 1709: Restriction Note

LINK TO THE COMPLETE LIST OF ACTIVE BUSINESS FUNCTIONS

[https://launchpad.support.sap.com/#readiness/TransactionSet\('8987770000010142'\)/ObjectPage/section/businessfunction/Type=S4_HANA](https://launchpad.support.sap.com/#readiness/TransactionSet('8987770000010142')/ObjectPage/section/businessfunction/Type=S4_HANA)

2.3 Recommended Additional Checks

Please note that in addition to the checks above provided by SAP Readiness Check for SAP S/4HANA, additional restrictions and landscape requirements may be relevant for your system.

Please read the following SAP Notes carefully:

SAP Note	Description
<u>2500467</u>	SAP S/4HANA OP1709, Globalization & Country Versions: Release Information & Restriction Note
<u>2495662</u>	SAP S/4HANA 1709: Process Integration with SAP on-premise Solutions
<u>2251604</u>	Version Interoperability between SAP S/4HANA On Premise Edition and SAP NetWeaver Systems

3 Required Solution Adjustments for a System Conversion to SAP S/4HANA

3.1 SAP S/4HANA Simplification Items

A comprehensive overview of all simplifications for SAP S/4HANA 1709 compared to the SAP Business Suite products – that is, all mandatory solution adjustments in a system conversion project – is captured in the **Simplification List for SAP S/4HANA** at https://help.sap.com/viewer/p/SAP_S4HANA_ON-PREMISE.

This section of the SAP Readiness Check displays those simplification items (out of the overall list of more than 470 items) that are relevant for your specific SAP ERP 6.x system installation. The identification mainly relies on table contents and used transactions. **For accurate results we recommended that you run the SAP Readiness Check for SAP S/4HANA on an SAP ERP 6.x production system with at least a four week-long transaction history.**

GENERAL STATISTICS

Status	Number of Objects
Overall number of Simplification Items	535
Check performed, item is not relevant. No follow-up activity necessary.	491
Check performed, item is relevant (excludes “ <i>non strategic items</i> ”). Check business impact note.	31
Relevance cannot be automatically determined. (excludes “ <i>non strategic items</i> ”). Check business impact note.	6
Check performed, “ <i>non strategic</i> ” item is relevant. Check business impact note.	5
Relevance for “ <i>non strategic</i> ” item cannot be automatically determined. Check business impact note.	2

3.1.1 Relevant Simplification Items

The following table lists simplification items that have been checked and are immediately relevant:

RELEVANT SIMPLIFICATION ITEMS

Application Area	Title	Category	SAP Note	Relevance
Cross Topics	S4TWL - BI Extractors in SAP S/4HANA SI18: CT_BW_EXTRACTORS	Functionality unavailable (equivalent exists)	<u>2500202</u>	Item is relevant. DB table 'ROOSOURCE' based check. Relevant criteria is '>0' and number found is 1 .

Application Area	Title	Category	SAP Note	Relevance
Cross Topics	S4TWL - Business User Management SI21: BUSINESS_USER	Change of existing functionality	<u>2570961</u>	Item is relevant. DB table 'USR02' based check. Relevant criteria is '>0 ' and number found is 1 .
Cross Topics	S4TWL - JOB SCHEDULING SI8:CROSS_BC_CCM-BTC	Change of existing functionality	<u>2318468</u>	Item is relevant. DB table 'CVERS' based check. Relevant criteria is '>0 ' and number found is 1 .
Financials - Cash Management	S4TWL - CASH MANAGEMENT - GENERAL SI1_FIN_CM	Change of existing functionality	<u>2270400</u>	Item is relevant. DB table 'FDSR' based check. Relevant criteria is '>0 ' and number found is 1 .
Financials - Controlling	S4TWL - Profitability Analysis SI9: FIN_CO	Change of existing functionality	<u>2349278</u>	Item is relevant. DB table 'TKA00' based check. Relevant criteria is '>0 ' and number found is 1 .
Financials - Controlling	S4TWL - Summarization Hierarchies in Controlling SI11: FIN_CO	Change of existing functionality	<u>2349282</u>	Item is relevant. DB table 'TKKR1' based check. Relevant criteria is '>0 ' and number found is 1 .
Financials - General	S4TWL - DATA MODEL CHANGES IN FIN SI1_FIN_General	Change of existing functionality	<u>2270333</u>	Item is relevant. DB table 'BKPF' based check. Relevant criteria is '>100 ' and number found is 101 .
Financials - General	S4TWL - REPLACED TRANSACTION CODES AND PROGRAMS IN FIN SI2_FIN_General	Functionality unavailable (equivalent exists)	<u>2270335</u>	Item is relevant. DB table 'BKPF' based check. Relevant criteria is '>0 ' and number found is 1 .
Financials - General Ledger	S4TWL - Currencies in Universal Journal SI6_FIN_GL	Change of existing functionality	<u>2344012</u>	Item is relevant. DB table 'BKPF' based check. Relevant criteria is '>1 ' and number found is 2 .
Financials - General Ledger	S4TWL - GENERAL LEDGER SI1_FIN_GL	Change of existing functionality	<u>2270339</u>	Item is relevant. DB table 'BKPF' based check. Relevant criteria is '>0 ' and number found is 1 .
Financials - International Trade	S4TWL - Determination of default values in Intrastat reporting SI3: FIN_SLL_ISR_DV	Change of existing functionality	<u>2468294</u>	Item is relevant. DB table 'T605Z' based check. Relevant criteria is '>0 ' and number found is 1 .
Financials - Miscellaneous	S4TWL - Credit Management SI1: FIN_MISC_CR	Functionality unavailable (equivalent exists)	<u>2270544</u>	Item is relevant. DB table 'T014' based check. Relevant criteria is '>0 ' and number found is 1 .
Financials - Miscellaneous	S4TWL - SAP Data Aging for SAP S/4HANA Finance SI4: FIN_MISC_ARCH	Change of existing functionality	<u>2170722</u>	Item is relevant. DB table 'BKPF' based check. Relevant criteria is '>1000000 ' and number found is 1000001 .

Application Area	Title	Category	SAP Note	Relevance
Financials - Treasury and Risk Management	S4TWL - Accrual/Deferral of Expenses and Revenues SI3: FIN_TRM	Functionality unavailable (equivalent exists)	2270462	Item is relevant. DB table 'TRDT_TRDBUSTRANS' based check. Relevant criteria is '>0 ' and number found is 1 .
Financials - Treasury and Risk Management	S4TWL - Correspondence Functionality SI1: FIN_TRM	Functionality unavailable (equivalent exists)	2270450	Item is relevant. DB table 'VTBKORES' based check. Relevant criteria is '>0 ' and number found is 1 .
Financials - Treasury and Risk Management	S4TWL - Drilldown Reporting in Treasury and Risk Management SI10: FIN_TRM	Functionality unavailable (equivalent exists)	2270522	Item is relevant. DB table 'VDARL' based check. Relevant criteria is '>0 ' and number found is 1 .
Financials - Treasury and Risk Management	S4TWL - Interest Rate and Yield Curve Functionality SI2: FIN_TRM	Functionality unavailable (equivalent exists)	2270461	Item relevant; business function FIN_TRM_YCF is inactive
Financials - Treasury and Risk Management	S4TWL - Quantity Ledger Always Active for Money Market Transactions SI14: FIN_TRM	Change of existing functionality	2270529	Item is relevant. DB table 'TRDT_TRDBUSTRANS' based check. Relevant criteria is '>0 ' and number found is 1 .
Globalization Financials	S4TWL - Annexing Solution for Israel SI2_GSFIN_LOCIL	Change of existing functionality	2437547	Item is relevant. DB table 'VTBFHA' based check. Relevant criteria is '>0 ' and number found is 1 .
Globalization Logistics	S4TWL - Globalization – Logistics SI1_GSLOG	Functionality unavailable (equivalent exists)	2270312	Item is relevant. DB table 'VARID' based check. Relevant criteria is '>0 ' and number found is 1 .
Human Resources	S4TWL - Java-Based ESS and MSS SI5: HR_JAVA_ESS_MSS	Functionality unavailable (equivalent exists)	2383879	Item is relevant. DB table 'HRP1001' based check. Relevant criteria is '>0 ' and number found is 1 .
Industry Banking	S4TWL - CML-specific functions with regard to collaterals and collateral objects SI2: Loans_CML_Banking	Functionality unavailable (equivalent exists)	2369934	Item is relevant. DB table 'VDLV' based check. Relevant criteria is '>0 ' and number found is 1 .
Logistics - ATP	S4TWL - New advanced ATP in SAP S/4HANA – Table VBBS SI1: Logistics_ATP	Functionality unavailable (equivalent exists)	2267745	Item is relevant. DB table 'TMVF' based check. Relevant criteria is '>0 ' and number found is 1 .
Logistics - Environment, Health & Safety (EHS)	S4TWL - Specification Workbench Adjustments SI14: Logistics_PSS	Change of existing functionality	2439345	Item is relevant. DB table 'TCGENV' based check. Relevant criteria is '>0 ' and number found is 1 .
Logistics - MM-IM	S4TWL - Material Ledger Obligatory for Material Valuation SI3: Logistics_MM-IM	Change of existing functionality	2267834	Item is relevant. DB table 'T001K' based check. Relevant criteria is '>0 ' and number found is 1 .

Application Area	Title	Category	SAP Note	Relevance
Logistics - PP	S4TWL - Planning File SI12: Logistics_PP	Change of existing functionality	2268088	Item is relevant. DB table 'T001W' based check. Relevant criteria is '>0 ' and number found is 1 .
Logistics - PP	S4TWL - Planning Horizon SI35: Logistics_PP	Functionality unavailable (no equivalent)	2270241	Item is relevant. DB table 'T001W' based check. Relevant criteria is '>0 ' and number found is 1 .
Master Data	S4TWL - Business Partner Approach SI2: MasterData_BP	Change of existing functionality	2265093	Item is relevant. DB table 'KNA1' based check. Relevant criteria is '>0 ' and number found is 1 .
Procurement	S4TWL - Output Management Adoption in Purchase Order SI9: PROC_MM_OUTPUT	Change of existing functionality	2267444	Item is relevant. DB table 'NAST' based check. Relevant criteria is '>0 ' and number found is 1 .
Sales & Distribution	S4TWL - Credit Management SI4: SD_CM	Functionality unavailable (equivalent exists)	2270544	Item is relevant. DB table 'T014' based check. Relevant criteria is '>0 ' and number found is 1 .
Sales & Distribution	S4TWL - Data Model Changes in SD Pricing SI2: SD_PRIC	Change of existing functionality	2267308	Item is relevant. DB table 'KONH' based check. Relevant criteria is '>0 ' and number found is 1 .

3.1.2 Simplification Items with Relevance to be Checked

The following simplification items cannot be checked automatically but may be immediately relevant for your SAP S/4HANA system conversion. Please check the relevance of items from used application areas by the provided Business Impact SAP Notes:

SIMPLIFICATION ITEMS WITH RELEVANCE TO BE CHECKED

Application Area	Title	Category	SAP Note	Relevance
Cross Topics	S4TWL - Changed Interfaces SI15: CT_Integration	Change of existing functionality	2259818	Relevance cannot be determined. Run manual check.
Cross Topics	S4TWL - FIORI APPLICATIONS FOR SUITE ON HANA ON-PREMISE SI10: CT_FIORI	Change of existing functionality	2288828	Relevance cannot be determined. Run manual check.
Globalization Financials	S4TWL - Globalization – Financials SI1_GSFIN	Functionality unavailable (equivalent exists)	2270311	Relevance cannot be determined. Run manual check.

Application Area	Title	Category	SAP Note	Relevance
Logistics - PLM	S4TWL - Enterprise Search in SAP Product Lifecycle Management (SAP PLM) SI1: Logistics_PLM	Change of existing functionality	2267836	Relevance cannot be determined. Run manual check.
Procurement	S4TWL - MDM Catalog SI7: PROC_MDM	Functionality unavailable (equivalent exists)	2271184	Relevance cannot be determined. Run manual check.
Sales & Distribution	S4TWL - Webshops by Internet Sales or Web Channel Experience Management SI11: SD_IS	Functionality unavailable (equivalent exists)	2271161	Relevance cannot be determined. Run manual check.

3.1.3 Relevant Non-Strategic Simplification Items

The following table lists non-strategic simplification items that have been checked and are relevant for your SAP S/4HANA system conversion:

RELEVANT NON-STRATEGIC SIMPLIFICATION ITEMS

Application Area	Title	Category	SAP Note	Relevance
Cross Topics	S4TWL - LEGACY SYSTEM MIGRATION WORKBENCH SI9: CT_LSMW	Non-strategic-function (equivalent exists)	2287723	Item is relevant. DB table 'CVERS' based check. Relevant criteria is '>0' and number found is 1 .
Cross Topics	S4TWL - OUTPUT MANAGEMENT SI4: CT_OM	Non-strategic-function (equivalent exists)	2470711	Item is relevant. DB table 'CVERS' based check. Relevant criteria is '>0' and number found is 1 .
Human Resources	S4TWL - General HCM Approach within SAP S/4HANA SI1: HR_OP	Non-strategic-function (equivalent exists)	2273108	Item is relevant. DB table 'HRP1001' based check. Relevant criteria is '>0' and number found is 1 .
Logistics - PP	S4TWL - MRP in HANA SI11: Logistics_PP	Non-strategic-function (equivalent exists)	2268085	Item is relevant. DB table 'T001W' based check. Relevant criteria is '>0' and number found is 1 .
Master Data	S4TWL - Batch Input for Customer Master/Supplier Master SI25: MasterData_BP	Non-strategic-function (equivalent exists)	2492904	Item is relevant. DB table 'KNA1' based check. Relevant criteria is '>0' and number found is 1 .

3.1.4 Non-Strategic Simplification Items with Relevance to be Checked

The following non-strategic simplification items cannot be checked automatically. Please check the relevance of items from used application areas by the provided Business Impact SAP Notes:

NON-STRATEGIC SIMPLIFICATION ITEMS WITH RELEVANCE TO BE CHECKED

Application Area	Title	Category	SAP Note	Relevance
Cross Topics	S4TWL - Custom Fields SI13: CT_Custom-Fields	Non-strategic-function (no equivalent yet)	<u>2320132</u>	Relevance cannot be determined. Run manual check.
Cross Topics	S4TWL - Side Panel functionality in SAP S/4HANA (on-premise) SI14: CT_SIDE_PANELS	Non-strategic-function (no equivalent yet)	<u>2340424</u>	Relevance cannot be determined. Run manual check.

LINK TO THE LIST OF RELEVANT SIMPLIFICATION ITEMS

[https://launchpad.support.sap.com/#readiness/TransactionSet\('8987770000010142'\)/ObjectPage/section/simplification/Type=S4_HANA](https://launchpad.support.sap.com/#readiness/TransactionSet('8987770000010142')/ObjectPage/section/simplification/Type=S4_HANA)

4 Required Custom Code Adjustments for a System Conversion to SAP S/4HANA

Custom Code checks have been performed in system RP1.

4.1 Custom Code

In general, the following changes and respective custom code adjustments are required in a system conversion project to SAP S/4HANA:

- Adjusting the custom code to the simplified data model and simplification list in SAP S/4HANA
- Re-applying modification using SPDD, SPAU – due to software update
- Mandatory changes for SAP HANA – if system is not on SAP HANA already
- Making the custom code Unicode compliant – if the system is not yet on Unicode
- Optimizing performance of custom code

The custom code part of SAP Readiness Check for SAP S/4HANA focuses on identifying areas of mandatory changes, which are required due to the simplified application architecture of SAP S/4HANA (first point in the list above).

The analysis does not contain a list of adaptations necessary to support the other required changes mentioned above.

The following customer namespaces are considered by the custom code checks in SAP Readiness Check for SAP S/4HANA:

ANALYZED CUSTOMER NAMESPACES

Customer Namespaces
/0CUST/

* /0CUST/ represents Y* and Z* namespaces

CUSTOM CODE OVERVIEW

Item	Number of Objects
Total SAP Notes	220
Relevant SAP Notes	14
Non-Relevant SAP Notes	206
Total Custom Code Objects	2581
Total Modifications	162

SIMPLIFICATION ITEMS AFFECTING CUSTOM CODE

SAP Note	Custom Code Topic	Estimated Impact
1976487	Information about adjusting customer-specific programs to the simplified data model in SAP Simple Finance	Medium
2224144	Deprecation / Restricted Availability of IS-Beverage functionalities in S/4HANA	Low
2224144	Deprecation / Restricted Availability of IS-Beverage functionalities in S/4HANA	Low
2228244	SAP S/4HANA Simplification: DIMP Automotive - Dealer portal (DIWI and BSP-based)	Low
2270335	S4TWL - Replaced Transaction Codes and Programs in FIN	Low
2270400	S4TWL - Cash Management - General	Low
2296016	SAP S/4 HANA custom code adaption - removal of orphaned objects	Low
2320132	S4TWL - Custom Fields	Medium
2371602	S4TWL - Retail Order Optimizing: Load Build, Investment Buy	Low
2383997	SAP S/4HANA Simplification : Distributor Reseller Management	Low
2389136	sFIN Data Migration for G/L Accounts and Cost Elements & ALE - Technical Information	Low

SAP Note	Custom Code Topic	Estimated Impact
2431747	General Ledger: Incompatible changes in S/4HANA compared to classic ERP releases	Medium
2438131	Material Number Field Length Extension: Code Adaptions for usages of released RFCs and BAPIs	Low
2445654	S4TWL - Actual labor and costing	Low

5 Required Adjustments for BW Extractors

This section lists all SAP BW Extractors in your ERP system and tells you whether they can still be used in SAP S/4HANA. For example, it shows if an extractor is not available anymore, was replaced by an alternative, or only works with restrictions due to simplifications in the S/4HANA application. Simplification items are listed and can be accessed for more detailed information about changes in SAP S/4HANA that are relevant for a specific extractor.

- DS Working
 - No Restrictions: Data Source is available with SAP S/4HANA and works without any restrictions compared to SAP ERP.
 - Restrictions: Data Source is available with SAP S/4HANA but works with noteworthy restrictions. For example, not all fields are available.
 - Regeneration of Extractor: Because of the nature of the extractors, being generated in the system, we cannot white list those in general. Experience so far shows that they should be working without restrictions.
- DS Not Working
 - Alternative Exists: Data Source is not working with SAP S/4HANA but an alternative exists, such as a new extractor or CDS view.
 - No Alternative Exists: Data Source is not working with SAP S/4HANA and there is no alternative.
 - Alternative Planned: Data Source is not working with SAP S/4HANA but there will be an equivalent available on roadmap for future release.
- DS Obsolete: Data Source is obsolete - legacy extractors
- DS Not Relevant: Data Source is available in ROOSOURCE, however, not to be used for extraction by BW.

The analysis covers all BI content extractors available up to ERP 6.0 EHP8.

For further information please refer to SAP Note [2500202](#).

TOP 20 BUSINESS WAREHOUSE EXTRACTORS

No data available

6 Additional Information for a System Conversion to SAP S/4HANA

6.1 Recommended SAP Fiori Applications for SAP S/4HANA

SAP S/4HANA offers SAP Fiori applications as an alternative to SAP GUI transactions and reports. New applications in SAP S/4HANA are always built with the SAP Fiori user interface.

The following list includes the most relevant SAP Fiori applications, based on the transaction usage history in the evaluated system.

10 MOST RELEVANT SAP FIORI APPS

Name	Role	Description	Relevance
<u>Carry Forward Balances</u>	General Ledger Accountant	With this app, you can carry forward balances from one fiscal year to the next for a specific ledger in General Ledger Accounting. You can then initiate opening balances, update balance sheet data, and view the company's operating results and overall financial situation. You can see the number of posted documents after you have carry forward a specific line item. The system automatically corrects the balance carryforward in case of subsequent postings to the previous year, but allows you to run the application as often as necessary. This app is available for the role General Ledger Accountant.	Relevance based on usage of transaction FAGLVTR (G/L: Balance Carried Forward)
<u>Clear G/L Accounts</u>	General Ledger Accountant	You can use this app to manually clear G/L account open items that did not clear automatically.	Relevance based on usage of transaction F-03 (Clear G/L Account)
<u>Clear Incoming Payments</u>	Accounts Receivable Accountant	You use this app to clear a receivable payment manually, such as an open incoming payment for a customer invoice. The system usually clears these payments automatically. However, sometimes customer information is missing and the system cannot find appropriate open items that match the payment. In this case, you have to clarify this payment, match it to the correct open invoices and credit memos as aligned with your customer, and clear the payment manually.	Relevance based on usage of transaction F-32 (Clear Customer)

Name	Role	Description	Relevance
<u>Controlling Document (S/4HANA)</u>	Controller	This object page displays contextual information about the Controlling Document business object. You can navigate to its related business objects and to related transactional apps, and you can access related transactions in ABAP back-end systems. This app is available for the role Controller.	Relevance based on usage of transaction FB03 (Display Document)
<u>Customer Master Factsheets</u>	Master Data Specialist - Business Partner Data	With this app, you can display an overview of the customer data.	Relevance based on usage of transaction XD03 (Display Customer (Centrally))
<u>Display Customer Summary - China</u>	Accounts Receivable Accountant for China	With this app, you can display a summary of customer account balances: balances at the start and end of a specified period. The summary also shows the credit and debit of the period and those of the current fiscal year. By viewing the summary, you can get a big picture of the balances of customer accounts and make sure that payment from customers are collected and confirmed duly. The app is available for the role Accounts Receivable Accountant.	Relevance based on usage of transaction FBL5N (Customer Line Items)
<u>Display G/L Account Balances</u>	General Ledger Accountant	You can use this app to check and compare the balances, and the credit and debit amounts of a ledger in a company code for each period of a fiscal year. You can restrict the data to a single general ledger account, or use other selection criteria (for example profit center). You can see the balances for the periods in the selected year, but you can click through to other periods by choosing Previous Periods. Note You can scroll between the periods only for the selected year and the previous year. In a further view, you can compare the balances relating to several fiscal years with each other. This app is available for the business role G/L accountant.	Relevance based on usage of transaction F.08 (G/L: Account Balances)
<u>Display Treasury Position Flows</u>	Treasury Risk Manager	With this app you can track the position flows for financial transactions and positions. This app provides a list of flows of selected positions in the treasury sub ledger, as well as detailed information on the flows and navigation possibilities. Note This app does not consider sub-positions, so flows from Hedge Accounting for Positions and value adjustment flows regarding P-GAAP are not selected.	Relevance based on usage of transaction TPM13 (Treasury Ledger: Flow List)
<u>Display Treasury Position Values</u>	Treasury Risk Manager	With this app you can display a list of positions in the treasury subledger and their position component values on any selected key date. Examples of position component values include book value, purchase value, write-up/write-down in valuation, and position currency.	Relevance based on usage of transaction TPM12 (Treasury Ledger: Position List)

Name	Role	Description	Relevance
Display Treasury Position Values for Expected Losses	Other	With this app you can display a list of positions in the treasury subledger and their position component values on any selected key date. Examples of position component values include information about expected losses and the stage assignment of a position. Key features include: - Shows detailed information on selected treasury positions with the possibility of further navigation; for example, navigation to position flows, position indicator, and position management procedure - Enables navigation to master data; for example, Business Partner, Futures Account - Enables sorting, grouping, and subtotals - Provides readily the count of positions in the content area header - Enables triggering of emails and exporting of results to a Microsoft Excel spreadsheet - Displays expected credit losses, FX effects for expected credit losses and the position stage	Relevance based on usage of transaction TPM12 (Treasury Ledger: Position List)

LINK TO THE COMPLETE LIST OF RECOMMENDED SAP FIORI APPS

[https://launchpad.support.sap.com/#readiness/TransactionSet\('8987770000010142'\)/ObjectPage/section/fioriapp/Type=S4_HANA](https://launchpad.support.sap.com/#readiness/TransactionSet('8987770000010142')/ObjectPage/section/fioriapp/Type=S4_HANA)

For details on SAP Fiori for SAP S/4HANA, check out the following information:

Topic	Link
The SAP Fiori apps reference library	https://fioriappslibrary.hana.ondemand.com/sap/fix/externalViewer/
SAP Fiori design guidelines	https://ux.wdf.sap.corp/fiori-design/
SAP Fiori demo video	https://www.youtube.com/watch?v=Io9HfoVkGVU&
SAP Fiori trial	https://www.sapfioritrial.com/

6.2 Business Process Analytics

The result table below shows key figures for the business process improvement for SAP solutions. The figures represent transactional backlog such as open documents overdue for processing. Old backlog documents in the table below should be closed for system archiving. Otherwise, backlog documents are subject to migration and memory consumption in the new SAP S/4HANA environment. For more details, contact your SAP account executive and ask for more information on the service business process improvement for SAP solutions.

BUSINESS PROCESS ANALYTICS KPI

No data available

LINK TO THE LIST OF BUSINESS PROCESS ANALYTICS KPI

[https://launchpad.support.sap.com/#readiness/TransactionSet\('8987770000010142'\)/ObjectPage/section/bpa/Type=S4_HANA](https://launchpad.support.sap.com/#readiness/TransactionSet('8987770000010142')/ObjectPage/section/bpa/Type=S4_HANA)

6.3 SAP Custom Development Projects

With the conversion to SAP S/4HANA, SAP Custom Development projects also need to undergo an SAP S/4HANA compatibility check and a maintenance contract validity check. See below for an overview of SAP Custom Development projects that have been created for your customer number.

PLEASE NOTE: You can view all SAP Custom Development projects that have been delivered to you based on the customer number under which the SAP Readiness Check was created. If you have multiple productive SAP ERP installations under the same customer number, then all of your SAP Custom Development projects will be shown for all systems, even though some might be installed only in one of your productive SAP ERP installations.

SAP CUSTOM DEVELOPMENT PROJECTS

No SAP custom development projects found.

Further Information

See the following links for relevant SAP S/4HANA resources:

Topic	Description
SAP Value Assurance Services	Quick-start your digital transformation with the SAP Value Assurance Service Packages for SAP S/4HANA.
Transition to SAP S/4HANA	The project roadmap gives you a general overview of a SAP S/4HANA project by phase, workstream, or service. The results are presented as activities, deliverables, and tasks and are enriched with corresponding whitepapers and SAP Notes.
SAP S/4HANA Trial	Direct link to the SAP S/4HANA trial where you can explore SAP S/4HANA, our next generation ERP suite, with a 30-day trial utilizing the latest SAP S/4HANA release.
SAP S/4HANA Community	Ask questions, share experiences, and build your knowledge of SAP's next generation business suite.

Corrigendum Table C – BW Readiness Check

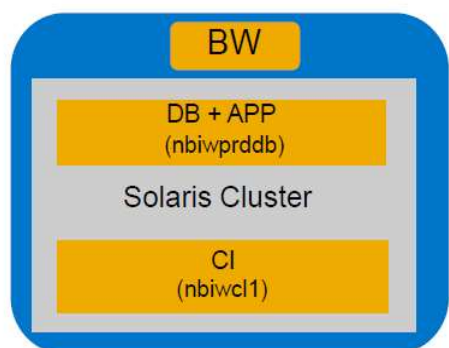
Life Insurance of India's BP1 system is currently on BW 7.0 SP 21 on Oracle 11.2 database. LIC is planning to convert their existing BW on Oracle system to BW/4HANA

Current Landscape	System Name
BD1	Development System
BP1	Production System

After Upgrade	System Name
BD1	Development System
BQ1	Quality System
BP1	Production System

Current Hardware Details

Primary Site - Parle



M400 Server
RAM - 32 GB
CPU – 16
OS - SunOS nbiwprddb 10 Generic_150400-27

M400 Server
RAM - 32 GB
CPU – 16
OS - SunOS nbiwcl1 -1 5.10 Generic_150400-18

DR Site - Bangalore with similar setup

BW4HANA Sizing (BP1) – As-is

Node Type	Memory requirement (Space + dynamic) in GB		Node Size	Memory Allocation
Master	174		0.5 TB	~ 492
Slave	NA		1 TB	~990
			1.5 TB	~1485

MINIMUM MEMORY SIZING RESULTS - CURRENT

=====

	minimum	recomm.
Phys. memory per node:	512 GB	512 GB

Master / Worker Nodes:		
Memory Requirement (Minimum Total):	174 GB	174 GB
Disk Space Requirement - data (Minimum Total):	197 GB	197 GB
Disk Space Requirement - logs (Minimum Total):	87 GB	87 GB
Number of Nodes incl. master (Minimum Total):	1	1

Objects – Compatible & Not Compatible

BW Object Type	Status	Number of Objects	Conversion Mode	Remarks
BW Query	Compatible	1000	NA	Z Reports
BEx Workbook	Not Compatible	130	Manual Re-Design	Check Usage
InfoCube	Not Compatible	27	Tool Available	
Virtual Provider	Not Compatible	1	Manual Re-Design	Check Usage
Analysis Process	Not Compatible	0	Manual Re-Design	Check Usage
MultiProvider	Not Compatible	29	Tool Available	
InfoSet	Not Compatible	33	Tool Available	SAP Note 2479683
DataStore Object (classic)	Not Compatible	70	Tool Available	SAP Note 2451013
DataSource	Not Compatible	241	Tool Available	SAP Note 2470315
DB Connect Source	Not Compatible	0	Manual Re-Design	SDI
SAP Source System	Not Compatible	1	Tool Available	SAP Note 2473145
Data Source 3.x	Not Compatible	8	Tool Available	Check Usage
Open Hub Destination	Not Compatible	6	Tool Available	SAP Note 2469516

Numbers mentioned in Column 3 represent Total number of objects.

Add-Ons

Component	Release	SP Level	Description	Comments
BI_CONT	703	14	Business Intelligence Content	BW/4HANA->(BW4CONTB and BW4CONT
SAP_BASIS	700	19	SAP Basis Component	Supported
SAP_ABA	700	19	Cross-Application Component	Supported
PI_BASIS	2006_1_700	9	Basis Plug-In	Converted to DW4CORE
ST-PI	2008_1_700	22	SAP Solution Tools Plug-In	Supported
SAP_BW	700	21	SAP NetWeaver BI 7.0	Converted to DW4CORE
ST-A/PI	01T_700	3	Servicetools for other App./Netweaver 04	Supported

The Executive Director(INVM),
LIC of India, Central Office, East Wing, 6th Floor,
YOGAKSHEMA,
Mumbai - 400 021

Date:

Dear Sir/Madam,

Sub: 'RFP For HANA Cloud Services (migration, hosting and managing of Investment System) for Life Insurance Corporation of India' Ref:

LIC/CO/INVM/IIRMS/RFP/2020-2021/1 dated 08-Feb-2021

This has reference to the LIC's Tender, Reference mentioned above. We___(name and address of the bidder)___ hereby confirm that we have gone through and understood this RFP including its Scope of Work Document (Annexure-N) along with its annexure/ appendices / clarifications/ addenda/ corrigenda. We agree to deliver services as required in this document.

Dated at___this___day of_2021
Thanking you,

Authorized Signatory of the bidder Name:
Designation: Date:
Place:

Seal of the company

Responses to Queries

Following are the responses to queries towards RFP For HANA Cloud Services (migration, hosting and managing of Investment System) ref: LIC/CO/INVM/IIRMS/RFP/2020-2021/1 dated 08-Feb-2021 and virtual pre-bid meet which was held on 12-Feb-2021.

Sl.No	RFP Document Reference(s) Section	Page Number(s)	Content of RFP requiring Clarification(s)	Points for Clarification	Remarks	LIC Response
1		32	Goal of Migration Phase	Migration Phase, covers Migration to S4HANA are Finance, Treasury Management, Loan, BW on HANA along with all peripheral solutions like backup, DR solution etc. Since we are only looking to migrate ECC, (S/4 HANA) and BW on HANA, while Other systems such as PO, BO, Solution Manager would remain in the existing setup, and would be moving into maintenance phase, so i would assume the S/4 HANA, BW on HANA system would be talking to existing setup from integration standpoint?		After go-live on as-is basis, existing system will be no longer available. All the applications which are not existing today, but in scope of the RFP, shall have to be implemented with the requisite integration points.
2		33	Goal of Migration Phase	Are we looking for DR to Only S/4 HANA, BW/4 HANA System , and PRD instance or entire landscape? Any preference for DR Solutions such as HSR etc?		DR should be exactly same landscape of PR. Bidder to propose whatever is required to implement this.
3		33	Goal of Migration Phase	What is the current mechanism used for DR? Is it automatic failover? if not, are u looking for automatic failover?		Not relevant. Bidder to look at the requirements and propose as per the RPO/RTO requirements of the RFP
4		33	Goal of Support Phase	How much % Automation currently in use from SAP Operation standpoint , what % TCO is expected from Automation?		Not relevant. Bidder to look at the requirements and propose as per the scope of the RFP.
5		33	Goal of Support Phase	Could you please provide details of current lifecycle management tool (if any) from Provisioning, Patching, security and Development standpoint?		Not available. Bidder to propose as a part of the overall offering.
6		General	NA	Will LIC supply OperatingSystem for running the S4/HANA,BW4HANA and any other software componenets , or the bidder has to procure and manage the same		Bidder to propose as per their own experience in handling such Infrastructure projects keeping SLA and other requirements envisaged.
7		General	NA	Please provide the details of the current incumbent vendor managing the SAP solution at LIC		Not relevant to current RFP
8	Section-A Objective	6	Through this RFP, LIC of India intends to migrate from the existing SAP ERP systems and implement S4/HANA and BW4HANA on a managed cloud set-up with two instances (Primary and DR), which shall be the exact replica of each other with the cloud setup being operational from Data Centers in India IN TWO DIFFERENT seismic zones.	Suggested Clause: Through this RFP, LIC of India intends to migrate from the existing SAP ERP systems and implement S4/HANA and BW4HANA on a managed cloud set-up with two instances (Primary and DR), which shall be the exact replica of each other with the cloud setup being operational from Data Centers in India IN TWO DIFFERENT Geographical Locations to meet the RPO and RTO requirements		Having DR in two different seismic zone is a regulatory requirement. No change is possible
9	Section-D Required Contraints to be considered	29	Primary and DR Data Centre shall have to be in two different seismic zones as has been demarcated by Government of India	Suggested Clause: Primary and DR Data Centre shall have to be in two different geographical locations to meet the RPO and RTO requirements		Having DR in two different seismic zone is a regulatory requirement. No change is possible
10	NA	NA	NA	Suggested Clause: Request LIC to request for the following certifications from the cloud platform apart from MEITY Empanelment Certificate: ISO 27001, 27017, 27018 SOC 1, 2, 3 Reports	SOC1, SOC2 and SOC3. The basis of SOC is based on how company secures customer data and how efficiently these controls are operating. It provides an independent assessment of security and privacy control environment of a company. The assessment includes the description of controls, the test performed to access them, the results obtained on those tests and overall opinion of design and operational effectiveness of it. SOC 2 compliance is inclined to the overview of the security service organization's (company's) system. It focuses on how to figure out if the design of control meets the benchmark of AICPA Trust Services Principles of Cyber Security. This reports on service organizations control, as on specified date and time.	No change

Sl.No	RFP Document Reference(s) Section	Page Number(s)	Content of RFP requiring Clarification(s)	Points for Clarification	Remarks	LIC Response
11		19	It is agreed by and between the parties that the vendor shall get itself annually audited by external empaneled Auditors appointed by LIC / inspecting official from the IRDAI or any regulatory authority, covering the risk parameters finalized by LIC / such auditors in the areas of products (IT hardware / software) and services etc. provided to LIC and the vendor shall submit such certification by such Auditors to LIC.	Is it ok if the audits happen for the data centers by the auditors appointed by service provider on a periodical basis. Once onboarded, Customers are entitled for SOC 1 TYPE II and SOC 2 TYPE II audits and reports. Hope this would suffice the requirement.		The audit as mentioned in this scope pertains to the system audit carried out by the auditors appointed by LIC as mandated by the regulators. In addition the CSP has to provide the annual data centre audit certification as required by the scope of this RFP.
12		28	As per the system configurations and deployment table, ERP and BW systems are to be installed together in a HANA MDC box.	Due to performance issues and troubleshooting of the same, it is recommended to separate the OLTP and OLAP to run on separate databases. Can we propose ERP and BW to be hosted on different DBs with different servers?		Bidder to propose as per their own experience in handling such HANA projects keeping SLA and other requirements envisaged within the scope of the RFP.
13		30	The RPO during disaster recovery shall be <=30 Minutes and RTO shall be <=2Hours.	Is RTO of 4 hours and RPO 30 mins acceptable?		No change
14		33	Provide minimum 99.95% SAP Application Login Level system availability.	Is Application uptime SLA of 99.9% acceptable?		No change
15		Generic	Payment Terms for Cloud Infrastructure	Requesting LIC to consider advance payment (annual or quarterly) for Cloud Infrastructure as it has associated high costs for vendors from the day of provisioning of these services		No change
16	Terms and Conditions	9	Responding to this RFP and submission of the Bid by the bidder will be deemed as consent from the bidder to all the terms and conditions mentioned in this RFP Document and the contents of the RFP along with the annexure(s), clarifications, corrigendum(s) issued, if any, will be contractually binding on the bidder	What will happen where Bidder submits deviation to the RFP terms and conditions, how LIC will construe such submission.		No changes beyond this document will be entertained. Deviation may result in rejection of bid
17	Limitation of Liability	16	Limitation of Liability: Except in cases of criminal negligence or wilful misconduct, and in the case of infringement pursuant to Conditions of the Contract Clause, the bidder shall not be liable to LIC, whether in contract or otherwise, for any indirect or consequential loss or 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 LIC; and the aggregate liability of the bidder to LIC, whether under the Contract, in tort or otherwise, shall not exceed the total value of purchase order(s) issued to the bidder.	We request LIC that there should be entire exclusion from the RFP for indirect or consequential loss or damage, loss of use, loss of production or loss of profits or interest costs, irrespective of the events. Further the overall liability of Bidder shall in no event be more than the aggregate of twelve month of charges collected by Bidder under the order in which such liability has arisen.		No change
18	Indemnifying LIC	17	Indemnifying LIC	The indemnity claimed by LIC is very broad. The bidder would like to suggest as under: "The bidder shall indemnify LIC for third party claims for damage to tangible property, loss of life or death cause due to bidder's gross negligence or wilful misconduct.		No change
19	Indemnifying LIC (ii)	17	Against all third party claims of infringement of patent, copyright, trademark etc. arising from use of the goods and services, software package or any other part thereof supplied by the vendor provided that this indemnity shall not apply to in the following cases:.....	We request LIC that the Bidder's liability for infringement of intellectual property rights (IPR) should be limited, i.e. As for the deliverables created by Bidder, Bidder's indemnity should be capped to the immediately preceding 12 months of charges collected by Bidder under the order in which the liability has arisen.		No change
20	Right to audit	19	Right to audit			No change.
21	Annexure N	All	What is the mode of SAP BASIS Support LIC needs (8x5, 16x5, 8x7, 16x7, 24x5 or 24x7) Please specify			Support required in such a way that RPO/RTO is maintained. For other BASIS jobs, working-hour support required.
22	Annexure N	All	What is the system downtime acceptable for business to conduct the S4 or other migrations			Non-working day / Weekend Migration or beyond working hours on a working day with zero downtime and zero data-loss
23	Annexure N	All	For the testing of the new systems test cases needs to be presented by LIC key business , what is the timeline and team you have planned for			UAT shall be responsibility of LIC. Mock test will be facilitated by LIC
24	Annexure N	All	After S/4 migration there are other subsequent development works needed for example (FIORI BWOH, BO, PO etc). Do you have any phase wise plan for the same planned for ?			Details provided in Annex-N (Sow for Development & Maintenance Phase). Specific details will be worked out with the mutual consent of LIC and the successful vendor
25	Mandatory Requirement of the solution being proposed	35	Redundancy	Redundancy at DR datacentre level or application level	Is the point applicable to Datacentre or only to LIC set up	DR to be replica of PR and same redundancy as PR landscape.
26	Mandatory Requirement of the solution being proposed	35	Minimum 2(two) VPN Port Connection to be provided for each of the data centers (PR and DR)	Kindly Clarity that VPN will be at Firewall level	Firewall Level VPN	Bidder to Propose

Sl.No	RFP Document Reference(s) Section	Page Number(s)	Content of RFP requiring Clarification(s)	Points for Clarification	Remarks	LIC Response
27	Technical Requirement of the solution being proposed - SaaS Load balancer	37	Load balancer Configurations	No of concurrent Sessions Throughput Details	Only saas is required or can we quote for physical appliance	Bidder to propose as per their own experience in handling such Infrastructure projects keeping SLA requirements envisaged.
28	2FA	Generic	No of System Users for licenses count	- No of Users - No of Mobile Users		Page-28, Point-1 (400 users, 50 concurrent heavy users.) 50 Mobile users
29	DR Service	Generic	Drills	No of Drills	As per the RFP its 12 , kindly confirm	Once a month i.e. Yearly 12 drills when actual work will be done from DR Location (DR swapped with PR) The proposed system landscape shall have DR provisioning for switchover testing. Switchover testing would include: • Switch over of application from DC to DR as per defined RTO and RPO • Switch over applications from DR to DC as predefined RTO and RPO • Complete Data Replication and Reverse Data Replication as per RPO • Data-loss within tolerance threshold • Fully functional application while DR site is operational, taking into consideration the end user experience
30	Migration Phase	Generic	Migration	In-house migration and then ship the necessary HW or looking for remote migration	If remote migration , then do we have to factor separate network link between DC & Existing On Prem	Bidder to factor the appropriate HW/SW/resources required for migration. One instance of the existing landscape shall be used for AS-IS migration. LIC shall not provide any other additional resources.
31	Annex-SOW	Generic	Annex-SOW document is missing	Please share the same	Request to assit with Annex -SOW document as the same is not available in the portal Or else specify the section with the document	Annex-SOW , whereever mentioned in RFP document, should be read as Annex-N
32	Payment Schedule and SLA	43	The total deduction per quarter shall not exceed 20% of the total QP value	Request LIC to Cap any and all forms of penalties at 5% of the total contract value		No change
33	Section – F : Commercial Evaluation & Payment Terms	39	At the time submission of Commercial Bid (Annexure – I), the following aspects are required to be considered	Please share the Commercial Annexure. It is not in the documents currently shared		Refer to Annex-I
34	Annexure F		1.The NDA is one way protecting only confidential information disclosed by LIC.	Since bidders will share confidential technical, pricing and other business information to repond to the RFP . We propose mutual confidentiality obligations so that LIC also maintains confidentiality of bidders Comm's information.		No change
35	Annexure F		bidders Comm will have to indemnify LIC against any loss, damages, claims, liabilities, etc. that may result from the breach, failure, delay, impropriety or irregularity on bidders Comm's part to observe or comply with the terms and conditions of the NDA. Such liability shall be limited to the contract value.	As per our standard policy, we do not agree to indemnity obligations under an NDA and hence, we propose deletion of the indemnity in the NDA.		No change
36	Annexure F		During the term of the NDA (which is the contract period + 6 months) and one year thereafter, bidder shall not solicit directly or indirectly the employees of LIC working in all wings of Central Office Information Technology department.	We propose either deletion of the non-solicitation obligation or at a minimum specify that such non-solicitation obligations do not apply where an employee of LIC seeks employment with bidder independently or in response to any advertisement.		No change
37	Requirement of the bidder		Bidder's experience of Greenfield project implementation in last 4 years in S4/HANA in India (excluding Point-2 above)	As the experience required for migration can be given a global experience, we request a global reference to be considered for Geenfield expansion		No change
38	Technical Query			How many number of custom objects in the current ECC system?		Given in Annex-N

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40	Limitation of Liability	16	Except in cases of criminal negligence or willful misconduct, and in the case of infringement pursuant to Conditions of the Contract Clause, the bidder shall not be liable to LIC, whether in contract or otherwise, for any indirect or consequential loss or 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 LIC; and the aggregate liability of the bidder to LIC, whether under the Contract, in tort or otherwise, shall not exceed the total value of purchase order(s) issued to the bidder.	Except in cases of criminal negligence or willful misconduct, and in the case of infringement pursuant to Conditions of the Contract Clause, the bidder shall not be liable to LIC, whether in contract or otherwise, for any indirect or consequential loss or 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 LIC <u>as mentioned in liquidated damages</u> ; and the aggregate liability of the bidder to LIC, whether under the Contract, in tort or otherwise, shall not exceed the <u>total value of 12 months of the fees received from the LIC under such particular</u> purchase order(s) issued to the bidder.	Bidder requests for language to be reworded in the clause as mentioned in points for clarification	No change
41	Force Majeure	16	The vendor shall be liable for any delay in execution or failure of their respective obligations under this agreement except for delay caused by occurrence of events beyond the control of the vendor, including but not limited to natural calamities, fire, explosions, floods, power shortages, acts of God, hostility, acts of public enemy, wars, riots, strikes, sabotage, order/action or regulations of government, local or other public authorities.	The vendor shall be liable for any delay in execution or failure of their respective obligations under this agreement except for delay caused by occurrence of events beyond the control of the vendor, including but not limited to natural calamities, fire, explosions, floods, power shortages, acts of God, hostility, acts of public enemy, wars, riots, strikes, sabotage, order/action or regulations of government, local or other public authorities <u>and ongoing impact of Novel Coronavirus Disease "COVID-19 including but not limited to any government measures</u> . <u>Bidder requests for language to be added in the clause as below:</u> <u>Any failure or delay by bidder to perform its obligations under the agreement will be excused (bidder will not be liable for), if the failure was caused by any act or omission of LIC, including any failure or delay by LIC to perform its obligations/dependency under the Agreement, bidder will use reasonable commercial efforts to perform the services in such circumstances, and bidder is entitled to additional charges and an extension of time, that is reasonable in the circumstances, for performance of bidder's obligations.</u>	Bidder requests for language to be reworded in the clause as mentioned in points for clarification due to ongoing worldwide pandemic	No change
42	Termination/exit clause	21	Right to terminate: If Vendor fails to comply with the contractual obligations and, if any part of the service does not meet the specifications on three or more occasions, LIC may (in addition to its other remedies) terminate the Contract by giving the Vendor written notice of 30days. Termination and reduction for convenience: i. LIC may, at any time, by a prior written notice of 30 days, terminate the contract or reduce the scope of the Services.	Right to terminate: <u>After receipt of breach notice from LIC after prior written notice of 30 days</u> , If Vendor fails to comply with the contractual obligations and, if any part of the service does not meet the specifications on three or more occasions, LIC may (in addition to its other remedies) terminate the Contract by giving the Vendor written notice of 30days. Termination and reduction <u>for convenience</u> : i. LIC may, <u>at any time</u> , <u>terminate for material breach</u> by a prior written notice of <u>30 90</u> days, terminate the contract or reduce the scope of the Services.	Bidder requests for language to be reworded in the clause as mentioned in points for clarification as there shall be cure period before terminating the contract	No change
43	Termination by LIC for default	21	i. LIC may, without prejudice to any other remedy for breach of contract, by written notice of default sent to the Vendor, terminate the Contract in whole or part if the Vendor fails to deliver any or all of the resources/services within the period(s) specified in Scope of Work of the RFP, or if the Vendor fails to perform any other obligation(s) under the Contract.	i. LIC may, without prejudice to any other remedy for breach of contract, by written notice of default sent to the Vendor <u>as mentioned in Termination/exit clause</u> , terminate the Contract in whole or part if the Vendor fails to deliver any or all of the resources/services within the period(s) specified in Scope of Work of the RFP, or if the Vendor fails to perform any other obligation(s) under the Contract.	Bidder requests for language to be reworded in the clause as mentioned in points for clarification as there shall be cure period before terminating the contract	No change
44	Intellectual Property Rights	22	As Survival clause states that Intellectual Property Rights clause will survive even after the termination/expiry of contract and as per this Agreement there is no specific IP provision in RFP for bidders IP protection and also there is no Third-Party IP protection provision Bidder suggests to new clause as mentioned in points for clarification	<u>Bidder requests for new clause to be added in this Agreement as below:</u> <u>All Intellectual Property Rights "IP" existing on or prior to the Effective Date or any modifications, enhancements and derivative works on such IPs will belong to the party or the third party that owned those rights on that date (Pre-Existing IP).</u> <u>All IP developed or customized by Bidder, its affiliates, subcontractor(s) or third parties, in connection with this Agreement, including deliverable developed for the LIC and/or jointly with LIC except for Pre-Existing IP shall be owned by Bidder.</u> <u>Bidder grants to LIC a limited, non-exclusive, non-transferable, worldwide, royalty free license, license to use the Bidder's IP solely for Bank's internal business purposes and warrants that it has the right to grant such a license.</u> <u>Any third-party IP or product will be provided in accordance with respective third party's terms and conditions.</u>	As Survival clause states that Intellectual Property Rights clause will survive even after the termination/expiry of contract and as per this Agreement there is no specific IP provision in RFP for bidders IP protection and also there is no Third-Party IP protection provision Bidder suggests to new clause as mentioned in points for clarification	No change
45	Renegotiation of agreements	22	No re-negotiation of clauses before/during/after the contract between the parties is allowed except in unavoidable and special cases.	Renegotiation of agreements No re-negotiation of clauses before/during/after the contract between the parties is allowed except in unavoidable and special cases <u>as per change control procedures as agreed by both the parties</u> .	For benefit of both the parties, there shall be change control procedures to deliver which are necessarily required in the project and which are missed or not mentioned in the SOW as such Bidder suggests to reword as mentioned in points for clarification	No change

Sl.No	RFP Document Reference(s) Section	Page Number(s)	Content of RFP requiring Clarification(s)	Points for Clarification	Remarks	LIC Response
46	Performance Guarantee and Contracting	25	LIC shall invoke the unconditional and irrevocable performance guarantee in case the selected Vendor fails to discharge their contractual obligations during the period or LIC incurs any loss due to Vendor's negligence in carrying out the project implementation as per the agreed terms & conditions.	<u>After receipt of breach notice from LIC within prior written notice of 30 days</u> , LIC shall invoke the <u>unconditional and irrevocable</u> performance guarantee in case the selected Vendor fails to discharge their contractual obligations during the period or LIC incurs any loss due to Vendor's negligence in carrying out the project implementation as per the agreed terms & conditions.	Bidder requests for language to be reworded in the clause as mentioned in points for clarification as there shall be cure period before invoking/terminating the contract	No change
52	Annexure O - Performance Bank Guarantee	1	This unconditional and irrevocable guarantee is issued subject to the condition that the Liability of the Bank under this guarantee is limited to a maximum of Rs In words, and the Guarantee shall remain in force for a period upto _____ (date), and cannot be invoked otherwise than by a written demand or claim under this guarantee served on the Bank on or before _____ (date), and cannot be _____ (Bidder's Name) having its head office at _____ has been selected as per terms and conditions mentioned in the tender document/RFP Ref.No.: LIC/CO/INVM/IIRMS/RFP/2020 subsequent modifications/clarifications.	This <u>unconditional and irrevocable</u> guarantee is issued subject to the condition that the Liability of the Bank under this guarantee is limited to a maximum of Rs In words, and the Guarantee shall remain in force for a period upto _____ (date), and cannot be invoked otherwise than by a written demand or claim under this guarantee served on the Bank on or before _____ (date), and cannot be _____ (Bidder's Name) having its head office at _____ has been selected as per terms and conditions mentioned in the tender document/RFP Ref.No.: LIC/CO/INVM/IIRMS/RFP/2020 subsequent modifications/clarifications. <u>Notwithstanding elsewhere in this Agreement, LIC shall be entitled to invoke the Guarantee after providing a cure period of 30 days to remedy the event of failure.</u> NOTWITHSTANDING ANYTHING CONTAINED HERE a. The Bank hereby covenants and declares that the guarantee hereby given <u>is an unconditional and irrevocable one and</u> shall not be revoke	Bidder requests for language to be reworded in the clause as mentioned in points for clarification as there shall be cure period before invoking/terminating the contract	No change
54	Finance			The penalties on Liquidated damages & SLAs should be reasonable & capped at following levels: a) Liquidated damages: should be applicable only in the event of delay in delivery solely attributable to the Bidder and should be computed at the rate of 0.5% of the value of the delayed deliverables per each week of delay, subject to the maximum of 5% of the relevant deliverable values. b) SLA Penalties: Maximum SLA penalties should be capped at 5% of the applicable fees for that month.		No change
55	Finance			Payment Milestones should be defined based on following : A) Hardware / Software - 100% payment should be payable on delivery of Hardware / Software. B) AMC / ATS: - Yearly in advance C) Implementation Phase - No holdbacks. - Payments not to be back loaded and should be equally divided over the implementation period. - There should not be a gap of more than 3 months between two milestones. - Based on various milestones and 100% payment should be made up to User Acceptance. D) Operations and Maintenance Phase - Payment should me made in equal monthly instalments.		No change
56	Finance			a) Customer shall pay within 30 days from the date of invoice. b) Late payment will bear an interest of 2% per month. c) Bidder seeks right to terminate or suspend services in the event of delay in payment of undisputed invoice.		No change
57	Finance			Please modify the clause as: "The prices in the proposal take into account the taxes computed on the basis of the present taxes applicable with present tax rates and tax structure. Any change in applicability of taxes and the tax structure or rates, including but not limited to Goods and Services Tax (GST) that may be introduced in the future, will be to Customer's Account."		No change, it is clarified that the prices to be quoted are exclusive of taxes. Taxes shall be accounted as per actuals.
58	Finance			a) Reprourement from third party only in the event of termination of the contract due to SI's breach; and b) Customer to provide adequate cure period before invocation of this clause. No step in rights to be exercised during the implementation phase. c) SI's liability limited to incremental cost capped at 10% of the cost of the undelivered products/services.		No change
59	Finance			Please have the Fall Clause deleted. It is hard for SI's to furnish, as the price of another contract may be dependent on several factors which may be different from the incumbent RFP. These include legal provisions in contracts, payment terms and exchange rate at the time of procurement.		No change

Sl.No	RFP Document Reference(s) Section	Page Number(s)	Content of RFP requiring Clarification(s)	Points for Clarification	Remarks	LIC Response
60	Finance			Please modify the clause as: a) Considering the scale and complexity of the project, it is submitted that Customer should not exercise the termination for convenience rights during the implementation period. b) Customer shall provide a written notice of atleast 90 days to the SI. c) In case of termination of this Agreement due to convenience, Customer shall pay to SI for the services rendered up to the point of termination, hardware and software delivered up to date of termination and the like. d) Customer shall also pay the SI reasonable termination charges taking into account reasonable shutdown costs, transition charges and unamortized startup costs, including termination costs of third party contracts and employee costs.		No change
61	Finance			a) Bidder seeks PBG to be provided at 10% of annual contract value and shall be renewed yearly at 10% of relevant subsequent year's contract value. b) Customer shall invoke the PBG only on occurrence of material breach and after the Bank provides a 30 days cure period to the bidder to rectify the material breach for which the PBG is sought to be invoked.		No change
62	Data Center Tier Requirements Page 36	36		As Tier 3 Data Centers also are able to meet the RTO and RPO required, there is no reasoning for providing 6 marks to Tier 4 v/s 2 marks for Tier 3 Data Centres. it provide 1 Data Center favour over other 99% are Tier 3 bidders in the RFP. The RFP should not use the points system for Tier comparison. We request to use other parameters for the Points evaluation.		No change
63	Page 38 in the Main RFP doc	38		SAP customers running Tresury Products should be Global instead of Regional India. This condition is also favouring 1 or 2 bidders and need fair playing ground for all parties involved		No Change
64	Page 6	6		Is the Bidder allowed to migrate the existing hardware to another facility to start the migration to S/4 HANA and BW. The document is unclear about the As-Is migration to the solution bidder.		No. Bidder to factor the appropriate HW/SW/resources required for migration. One instance of the existing landscape shall be used for AS-IS migration. LIC shall not provide any other additional resources.
65	Document name: RFP For HANA Cloud Services (migration, hosting and managing of Investment System) Section Name: Activity Schedule	5	Last date & time for submission of bids	Request LIC to allow us to submit the physical bid two days after the online submission		Physical submission required only before reverse auction
66	Document name: "RFP For HANA Cloud Services (migration, hosting and managing of Investment System" Section Name: Section A: Objective, Point 2	7	Create a minimum of 50 analytics and reports using Business Object	Can you clarify this requirement and its scope, what kind of reports of what complexity		Refer page 4 of Annex- N
67	Document name: "RFP For HANA Cloud Services (migration, hosting and managing of Investment System" Section Name: Stakeholder Role & responsibility	9	Provide quality manpower (at-least five) who will be performing Phase-2 SoW development and implementation within defined timeline	What is the profile of these resources & are there any minimum requirement in terms of qualification & experience of these resources		Bidder to Propose certified resources in respective technologies and relavant work experiences to ensure implementation of complete SoW within project timelines
68	Document name: "RFP For HANA Cloud Services (migration, hosting and managing of Investment System" Section Name: Right to Audit	19	It is agreed by and between the parties that the vendor shall get itself annually audited by external empanelled Auditors appointed by LIC/ inspecting official from the IRDAI or any regulatory authority, covering the risk parameters finalized by LIC/ such auditors in the areas of products (IT hardware/ software) and services etc. provided to LIC and the vendor shall submit such certification by such Auditors to LIC.	We assume that this audit will be restricted to this project of LIC and not of the overall audit of the bidder's business as we have confidentiality obligations to other clients. Also we assume that the fees for such audit shall be paid for by LIC. Kindly confirm.		The audit as mentioned in this scope pertains to the system audit carried out by the auditors appointed by LIC as mandated by the regulators. In addition the CSP has to provide the annual data centre audit certification as required by the scope of this RFP.
69	Document name: "RFP For HANA Cloud Services (migration, hosting and managing of Investment System" Section Name: Bid Selection Process	23	Reverse Auction: This will be the fourth and final stage of the procedure. Qualified bidders in Section A,B and C shall have to take part in this segment.	Taking into consideration the strategic nature of this SAP project of LIC for the overall Indian financial market, we request LIC to have techno-commercial selection criteria with 80/20 weightage to technical & commercial sections respectively and not L1 through reverse auction		No change.

Sl.No	RFP Document Reference(s) Section	Page Number(s)	Content of RFP requiring Clarification(s)	Points for Clarification	Remarks	LIC Response
70	Document name: "RFP For HANA Cloud Services (migration, hosting and managing of Investment System" Section Name: MINIMUM ELIGIBILITY	25	Eligibility criteria no.5 : Bidder should have managed or is managing IT infrastructure for cloud services to atleast 3 clients	We specialise in SAP treasury platforms in insurance sector in India but are not a cloud platform provider. Hence we request that this criteria be removed or we request LIC to allow this clause to be met by the sub contracting partner of the prime bidder		The prime bidder who may be a system integrator or a cloud service provider need to meet the respective eligibility criteria on their own.
71	Document name: "RFP For HANA Cloud Services (migration, hosting and managing of Investment System" Section Name: MINIMUM ELIGIBILITY	25	2) No consortium is permitted for this RFP. All such consortium bids will be summarily rejected.	We request LIC to allow sub-contracting as no single bidder can fulfil all the requirements of this bid on its own		Consortium is not permitted. However the prime bidder may propose requisite partners subject to back to back arrangements on its own so as to enable end to end delivery of the project. The bidder identified as the prime bidder shall be solely responsible for the resulting contract/deliverables under this project.
72	Document name: "RFP For HANA Cloud Services (migration, hosting and managing of Investment System" Section Name: MINIMUM ELIGIBILITY	26	Bidder must have undertaken 3 projects for supply /upgradation in last 4 Financial years for the IT systems with PO Value of above 10Crores. [2016-2017,2017-2018, 2018-2019, 2019-2020] Bidder must have undertaken at least one project for implementation of HANA in India in last 4 years from the date of RFP [2016-2017,2017-2018, 2018-2019, 2019-2020] with PO Value of above 3 Crore.	We request LIC to allow this clause to be met by the sub contracting partner of the prime bidder		The Bidder shall have to qualify either as SI or CSP. However the prime bidder may propose requisite partners subject to back to back arrangements on its own so as to enable end to end delivery of the project. The bidder identified as the prime bidder shall be solely responsible for the resulting contract/deliverables under this project.
73	Document name: "RFP For HANA Cloud Services (migration, hosting and managing of Investment System" Section Name: MINIMUM ELIGIBILITY	26	The Bidder must have strength of at least 50 IT Professionals (networking/system administration/cloud services professionals/cloud security experts/SAP) on their payroll as on date of submission of this bid. At least 20 of these professionals must have experience (of minimum 3 years) in maintenance of cloud solution/ virtual server administration/system administration, Virtualization, security, database etc). Minimum 20 SAP certified ABAP and BASIS resources must be on payroll.	We request LIC to allow this clause to be met by the sub contracting partner of the prime bidder		The Bidder shall have to qualify either as SI or CSP. However the prime bidder may propose requisite partners subject to back to back arrangements on its own so as to enable end to end delivery of the project. The bidder identified as the prime bidder shall be solely responsible for the resulting contract/deliverables under this project.
74	Document name: "RFP For HANA Cloud Services (migration, hosting and managing of Investment System" Section Name: Software Licenses	32	7018701 SAP Process s Control for SAP S/4HANA N137 310 7018703 SAP Access s Control Å for SAP S/4HANA 316X 4	LIC to confirm the number of licenses? Access Control licenses are only 4?		Details as per RFP
75	Document name: RFP For HANA Cloud Services (migration, hosting and managing of Investment System) Section Name: Section D	32	Project Scope and Deliverables; Goal of Migration Phase	Please provide details on functional scope to be covered during migration. i.e. various modules in SAP (Treasury, FI etc)		End to end migration of the entire landscape as is mentioned in Annex-N page 2
76	Document name: RFP For HANA Cloud Services (migration, hosting and managing of Investment System) Section Name: Section D	32	Project Scope and Deliverables; Goal of Migration Phase	Does LIC use any Loan Management system in SAP. If yes, please provide details of customizations performed to assess migration effort		Refer Annex- N
77	Document name: RFP For HANA Cloud Services (migration, hosting and managing of Investment System) Section Name: Section D	32	Project Scope and Deliverables; Goal of Migration Phase	Please provide details of available interfaces: a- Batch processes b- API based		No batch processes other than BW refresh batches. No API based integration.

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78	Document name: RFP For HANA Cloud Services (migration, hosting and managing of Investment System) Section Name: Section D	32	Project Scope and Deliverables; Goal of Migration Phase	Please provide details of workflows configured (standard and customized)		Standard : 2 Business partner and Loans Custom: 1 Security master
79	Document name: RFP For HANA Cloud Services (migration, hosting and managing of Investment System) Section Name: Section D	32	Project Scope and Deliverables; Goal of Migration Phase	Please provide details of customized reports to be migrated		Details will be shared with the successful bidder.
80	Document name: RFP For HANA Cloud Services (migration, hosting and managing of Investment System) Section Name: Section D	32	Project Scope and Deliverables; Goal of Migration Phase	Please provide details of activated ledgers and valuation areas		activated ledgers : 1 valuation areas : 1
81	Document name: RFP For HANA Cloud Services (migration, hosting and managing of Investment System) Section Name: Section D	32	Project Scope and Deliverables; Goal of Migration Phase	Does LIC uses standard amortization process provided by SAP or a custom module		Standard amortization Process
82	Document name: RFP For HANA Cloud Services (migration, hosting and managing of Investment System) Section Name: Section D	32	Project Scope and Deliverables; Goal of Migration Phase	Is standard SAP Cash Management module covered in the migration scope.		Yes
83	Document name: RFP For HANA Cloud Services (migration, hosting and managing of Investment System) Section Name: Section D	33	Project Scope and Deliverables; Goal of Support Phase	Is SAP application support (functional and technical) covered in the support phase for 2 years. The RFP is not specifically asking for application support of treasury application while the infra support is asked for in detail, hence we wish to get a clarification.		Refer Table 3 of Annex-N
84	Document name: RFP For HANA Cloud Services (migration, hosting and managing of Investment System)	36	Technical Requirement of the Solution being proposed	If the prime bidder is an authorised service provider of SAP, then can it sub contract the infrastructure portion of the work to a specialized company? In the above scenario, whose credentials (Prime bidder/sub contractor) will be considered for marking?		The Bidder shall have to qualify either as SI or CSP. However the prime bidder may propose requisite partners subject to back to back arrangements on its own so as to enable end to end delivery of the project. The bidder identified as the prime bidder shall be solely responsible for the resulting contract/deliverables under this project.
85	Document name: RFP For HANA Cloud Services (migration, hosting and managing of Investment System)	37	In this segment, scoring of the bidder based on details mentioned below shall be done. Total score will be 50 and to qualify, bidder shall have to score a minimum of 30 marks.	If the prime bidder is an infrastructure services providing company, then can it sub contract the SAP application portion of the work to an authorised service provider of SAP? In the above scenario, whose credentials (Prime bidder/sub contractor) will be considered for marking?		The Bidder shall have to qualify either as SI or CSP. However the prime bidder may propose requisite partners subject to back to back arrangements on its own so as to enable end to end delivery of the project. The bidder identified as the prime bidder shall be solely responsible for the resulting contract/deliverables under this project.
86	Document name: RFP For HANA Cloud Services (migration, hosting and managing of Investment System)	41	Table: Payment Schedule and SLA	As per our understanding, the maximum penalty is capped at 10% of the project value. Kindly confirm.		For each line item of SLA, it is 10% of QP. However, same QP may attract multiple penalties. Overall penalty is capped at 20% of QP.

Sl.No	RFP Document Reference(s) Section	Page Number(s)	Content of RFP requiring Clarification(s)	Points for Clarification	Remarks	LIC Response
87	Document name: "ANNEXURE - N " Section Name: "Scope of Work for Development & Maintenance Phase"		BWHANA Migration from BW on HANA and Business objects & Lumira - Latest version	SAP BW 1. Please share architecture diagram 2. If the landscape is using heterogeneous databases, please specify for each system. 3. Existing DB Size (in GB) per system of the landscape 4. Total No. Of Users planned on SAP BW 5. Total No. Of Analytic Applications running on SAP BW 6. Do you actively make use of BI authorization concept? 7. Are there any BO reports/dashboards running on SAP BW? If yes, how many? 8. Have you used user exits for transaction data, master data, text or hierarchies? 9. Have you made any modifications to SAP standard data source function modules? If so to what extent? 10. Do you have non-SAP source systems feeds into BW? If yes, which ones? 11. Do you actively make use of BW statistics? 12. How many hierarchies have been created? 13. Do you report directly on the DSO object? Please explain the reporting needs 14. Do you make extensive use of start routines and routines using ABAP code? 15. Number of Process Chains to be adjusted 16. Are you using still the BW 3.X data flow? 17. How many APDs have been created? SAP BO 1. Do you expect directly BO reporting from S4H? 2. Do you need Auto emailer of Dashboard/WEBI report? 3. No. of reports to be deployed on Mobile ?		SAP BW 1. Corrigendum to Annexure N 2. No 3. 550GB per system 4. Same as R3 5. Nil 6. No 7. No 8. Yes 9. No 10. No 11.: No 12. 10 13. Yes. There are 10 DSOs which are directly used for reporting. 14. Yes, wherever necessary 15. 60 – 70 approx. 16. There are 8 Data source 3.x 17. Nil SAP BO 1. Yes 2. Both required 3. Max. 25
88	Document name: "ANNEXURE - N " Section Name: "Scope of Work for Development & Maintenance Phase"	5	Activation of all standard FIORI apps	As per our understanding all FIORI apps for Treasury Module will be activated		All related FIORI apps for all modules in scope of RFP.
89	Document name: "ANNEXURE - N " Section Name: "Scope of Work for Development & Maintenance Phase"	5	for SAP FIORI - Minimum of 100 Screen Developments is specified part of scope	What is the max number of screen development expected part of scope? We understand the 100 Screens specified are part of the 25 Custom apps specified in scope.		Yes
90	Document name: "ANNEXURE - N " Section Name: "Scope of Work for Development & Maintenance Phase"	5	SAP PO - Development of 15 New interfaces using PO to replace existing upload/download from Desktop and/or methods	Please share further details of the existing interface functionalities and new interfaces required		List of 15 Interfaces to be taken on PO is provided in Corrigendum to Annexure-N
91	Document name: "ANNEXURE - N " Section Name: "Scope of Work for Development & Maintenance Phase"	6	Major Activities to be Completed for area "New GRC Installation - latest version"	Which all sap applications are to be integrated with GRC AC		All systems / applications to be deployed under the Scope of Work of this RFP are within scope of GRC.
92	Document name: "ANNEXURE - N " Section Name: "Scope of Work for Development & Maintenance Phase"	6	Major Activities to be Completed for area "New GRC Installation - latest version"	Which all non-sap applications are to be integrated with GRC AC		All systems / applications to be deployed under the Scope of Work of this RFP are within scope of GRC.
93	Document name: "ANNEXURE - N " Section Name: "Scope of Work for Development & Maintenance Phase"	6	Major Activities to be Completed for area "New GRC Installation - latest version"	For non-sap application, are all 5 sub-modules of GRC AC in scope i.e. ARA, ARM, BRM, EAM, UAR?		Yes
94	Document name: "ANNEXURE - N " Section Name: "Scope of Work for Development & Maintenance Phase"	6	Major Activities to be Completed for area "New GRC Installation - latest version"	Do LIC have license (or planning to buy it) for SAP Greenlight solution which acts as middleware to integrate GRC AC with non-sap application?		No. Bidder to factor in if required.
95	Document name: "ANNEXURE - N " Section Name: "Scope of Work for Development & Maintenance Phase"	6	Major Activities to be Completed for area "New GRC Installation - latest version"	Do LIC have the Process Control Library that will be used for GRC PC work? If yes what is the number of controls and there breakup as automated, semi-automated and manual controls?		No.
96	Document name: "ANNEXURE - N " Section Name: "Scope of Work for Development & Maintenance Phase"	6	Major Activities to be Completed for area "New GRC Installation - latest version"	What all control evaluations LIC want to perform using Process control (Control Design Assessment, Control Self Assessment, Manual Test of Effectiveness and Automated monitoring)		All.

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97	Document name: "ANNEXURE - N " Section Name: "Scope of Work for Development & Maintenance Phase"	6	Major Activities to be Completed for area "New GRC Installation - latest version"	Do LIC have the Test Plans for Manual Controls?		No.
98	Document name: "ANNEXURE - N " Section Name: "Scope of Work for Development & Maintenance Phase"	6	Major Activities to be Completed for area "New GRC Installation - latest version"	Do LIC have any requirement for regulatory reporting of Controls?		Regulatory Requirement reports as required by several auditors from time to time with relation to the investment risk management system.
99	Document name: "ANNEXURE - N " Section Name: "Scope of Work for Development & Maintenance Phase"	9	Readiness check Report for S4HANA version 1809 is shared which was executed in May 2018	We request LIC to share the latest Readiness check report in case available		Through out the RFP it has been clearly mentioned that the latest version of all software/database has to be implemented. Readiness check report of 1809 has been given to assess the efforts involved in AS-IS migration.
100	Section F	Buy-Back of existing Hardware - page no. 42	Buy-Back of existing Hardware: The bidder shall offer price quote against Buy Back of existing hardware (database, application and backup servers) which are being replaced by the bidder and would be handed over. The servers are presently in functional condition and contain live data and applications. Bidder shall have to make arrangement for lifting of old hardware their own cost. The lifting shall happen one year after go-live. All data and applications shall have to be erased and have to brought at the irrecoverable state. No system shall be sold to any third party and disposal shall have to be done as per e-waste management policy of Government of India. The Buy-Back price thus quoted shall form part of bid value calculation for arriving at L1.	(a) for any asset procured by Bidder under buyback scheme, LIC has to issue tax invoice as per GST law. Clarification required whether LIC shall be issuing any tax invoice ? Or It shall be treated as supply free of charge ? (b) As per GST law Bidder required to charge GST on Gross value excluding buy back value accepted by LIC. Thus, Bidder shall be issuing tax invoice for whole bidder value excluding buyback value		Law of the Land shall be applicable with respect to GST. GST Invoice shall be issued by LIC in case of Buyback systems.
101	Section B	Compliance with Information Security (IS) Policy of LIC - Page	Responsibilities in carrying out background verification of personnel deployed from vendor side regularly and submit the report as and when needed by LIC;	Request to let us know if LIC has any specific ask and requirement that the Bidder may have to follow, as Bidder has its own BGC process which will be followed.		Bidder to follow own Background Check mechanism.
102	Section B	Terms of Assignment (Survival) page 22	The following clauses survive the termination and expiry of the contract: i. Intellectual Property Rights; ii. Indemnity; iii. Confidentiality and privacy; iv. Protection of personal information; v. Security; vi. Knowledge transfer; vii. Warranty;	Pl. let us know for how much duration? Please let us know your expectations and more details related to this aspect		Three years after final termination and/or expiry of contract
103	Section D	Page 33	Adherence to security aspect	Request to let us know if you have any specific requirement		Page-18 provides list. These are general and standard policies. Successful bidder will be provided the policies.
104	Section D	Page 34	Regular Back-up of Data and Application	Request that the Back-up to be on a mutual agreed schedule and documented		No change
105	Section C & Section E	Page 25 & Page 38	Minimum Eligibility (Page 25): Bidder must have undertaken 3 projects for supply/upgrade in last 4 Financial years for the IT systems with PO Value of above 10Crores. [2016-2017, 2017-2018, 2018-2019, 2019-2020] Bidder must have undertaken atleast one project for implementation of HANA in India in last 4 years from the date of RFP (2016-2017, 2017-2018, 2018-2019, 2019-2020) with PO Value of above 3 Crores. Requirement from Bidder (Page 38) Bidder's experience of managing migration activity in last 4 years from SAP ECC to S4HANA in India or Globally Self-Certified Copy of Client certificate, work order, completion certificate or extract from the contract mentioning the scope of work. 5 or more Clients = 8 Marks, 4 Clients = 7 Marks, 3 Clients= 6 Marks Bidder's experience of Greenfield project Implementation in last 4 years in S4HANA in India (excluding Point-2 above) Self-Certified Copy of Client certificate, work order, completion certificate or extract from the contract mentioning the scope of work. 5 or more Clients = 7 Marks, 4 Clients = 6 Marks, 3 Clients = 5 Marks	Please clarify that in Minimum eligibility you have mentioned 1 project for implementation of HANA in last 4 years and under 'Requirement from Bidder' the ask is for minimum 3 clients. Which one to be taken as correct? Secondly the ask if for minimum 3 clients where migration activity is been done in last 4 years and additionally also for the greenfield project where minimum 3 client experience are required, so the total experience to be shown is for 6 clients. We would request to allow to showcase as under:- 1) Allow 'Greenfield' and 'migration project' together, as migration activity can be common to any green field project as well, the same client can be shown under the two different parameters 2) Allow more than one green field + migration projects to be shown together as Common clients 3) limit the client to 3 across migration and green field project experience, with provision of show casing common or stand alone client experience 4) Please allow international client references along with India 5) Please allow for last 7 years instead of 4 years towards client references 6) Please allow self declaration towards client references, as producing WO/PO/Contract document etc. will not be possible due to existing NDA with the respective clients		Page-25 is MEC. While page 38 is about additional point scoring. They are different. No Change in other conditions.

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106	Annexure I	Annexure_I_PricebidFinal.xls		We would request for a separate 2 hrs session, so that our understanding would be clear on the 'commercials 'sheet		Online session will be held on 22-Feb-2021 at 15:00 Hrs. Interested bidders are requested to join. Email to co_invmssac@licindia.com to be sent on or before 11:00 Hrs on 22-Feb-2021
107	Section F	Page no 39	1.Issuance of PO 2.Set-up of Cloud infrastructure 3.Migration of AsIs Solution 4.Set-up of DR facility 5.Go-Live 6.Hyper-care Period 7.Maintenance of Deployed Solution 8.Development/d eployment of New solutions 9.Enhancing and Maintenance of Cloud upto SAP Login Level	2.Set-up of Cloud infrastructure - Request to release this payment on set up of infrastructure 3.Migration of As Is Solution - Request LIC to release 100% on Go live . 4.Set-up of DR facility - Request LIC to release 100% on Go live . 6.Hyper-care Period - Request payment on monthly basis 7.Maintenance of Deployed Solution - Request payment on monthly basis		No change
108	Section F -SLA Penalties	Page no 43 - Point no 6 - The total deduction per quarter shall not exceed 20% of the total QP value	Page no 43 - Point no 6 - The total deduction per quarter shall not exceed 20% of the total QP value	Request LIC that all Penalties and LD under this RFP shall not exceed 10% of PO value .Toptu maximum cap of 10%.		No change
109	Section F	Page no 43 Point no 7	Two consecutive quarterly deductions amounting to more than 20% of the QPs on account of any reasons will be deemed to be an event of default and termination	Request to remove this condition		No change
110	Section B	Submission pf Bid- age 13	All documents are to be scanned and uploaded.	Request use of Digital Signature on any and all documents wherever signatures are required, as physical signature is not possible as office is not operational		Yes, Accepted.
111	Section B	Submission n pf Bid- age 13	Along with the online submission, bidder will be required to submit the hardcopy (physical submission) of the entire uploaded document without the price Bid.	Request to allow submission on-line only, as off line / physical submission is very difficult as ouroffices are not operational yet.		Physical submission required only before reverse auction.
112	Section B - Limitation of Liability	Pge 16	Except in cases of criminal negligence or willful misconduct, and in the case of infringement pursuant to Conditions of the Contract Clause, the bidder shall not be liable to LIC, whether in contract or otherwise, for any indirect or consequential loss or 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 LIC; and the aggregate liability of the bidder to LIC, whether under the Contract, in tort or otherwise, shall not exceed the total value of purchase order(s) issued to the bidder.	Request to modify the clause by adding the underlined and removing the strike through portion of the clause as under:- <u>Except in cases of criminal negligence or willful misconduct, and in the case of infringement pursuant to Conditions of the Contract Clause, the bidder shall not be liable to LIC, whether in contract or otherwise, for any indirect, special, punitive, exemplary, incidental, speculative or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs-loss of data, loss of goodwill or reputation whether in contract, tort or other theories of law, even if the party has been advised of the possibility of such damage, provided that this exclusion shall not apply to any obligation of the bidder to pay liquidated damages to LIC; and the aggregate liability of the bidder to LIC, whether under the Contract, in tort or otherwise, shall not exceed the total value of purchase order(s) issued to the bidder in the preceding twelve months under that applicable work that gives rise to such liability (as of the date the liability arose); provided, however, that this limitation shall not apply to any liability for damages arising from (a) willful misconduct or (b) indemnification against third party claims for infringement.</u> <u>Bidder shall be excused and not be liable or responsible for any delay or failure to perform the services or failure of the services or a deliverable under this Agreement, to the extent that such delay or failure has arisen as a result of any delay or failure by LIC or its employees or agents or third party service providers to perform any of its duties and obligations as set out in this Agreement. In the event that Bidder is delayed or prevented from performing its obligations due to such failure or delay on the part of or on behalf of LIC, then Bidder shall be allowed an additional period of time to perform its obligations and unless otherwise agreed the additional period shall be equal to the amount of time for which Bidder is delayed or prevented from performing its obligations due to such failure or delay on the part of or on behalf of LIC. Such failures or delays shall be brought to the notice of LIC and subject to mutual agreement with LIC, then Bidder shall take such actions as may be necessary to correct or remedy the failures or delays. Bidder shall be entitled to invoice LIC for additional costs incurred in connection with correction or remedy as above at time & material rate card as agreed upon between the parties.</u>		No change
113	Section B - Force Majeure	Page 16	The vendor shall be liable for any delay in execution or failure of their respective obligations under this agreement except for delay caused by occurrence of events beyond the control of the vendor, including but not limited to natural calamities, fire, explosions, floods, power shortages, acts of God, hostility, acts of public enemy, wars, riots, strikes, sabotage, order/cancellation or regulations of government, local or other public authorities. • If a Force Majeure situation arises, the vendor shall promptly notify LIC in writing of such conditions and the cause thereof within 7 calendar days of such event and prove that such a situation is beyond their control and will affect the implementation of the agreement. • Unless otherwise directed by LIC in writing, the vendor shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event. • Notwithstanding the above, the decision of LIC shall be final and binding on the Vendor.	Request to modify the clause by adding the underlined and removing the strike through portion of the clause as under:- The vendor shall be liable for any delay in execution or failure of their respective obligations under this agreement except for delay caused by occurrence of events beyond the control of the vendor, including but not limited to natural calamities, fire, explosions, floods, power shortages, acts of God, hostility, acts of public enemy, wars, riots, strikes, sabotage, <u>epidemics, pandemics, quarantine restrictions</u> , order/cancellation or regulations of government, local or other public authorities. • If a Force Majeure situation arises, the vendor shall promptly notify LIC in writing of such conditions and the cause thereof within 7 calendar days of such event and <u>prove that such a situation is beyond their control and will affect the implementation of the agreement.</u> In such a case, the time for performance shall be extended by a period(s) not less than the duration of such delay • Unless otherwise directed by LIC in writing, the vendor shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event. • <u>Such an event lasts for a continuous period of thirty (30) days, then either party may at any time thereafter while such performance continues to be excused, terminate the Agreement without liability, by notice in writing to the other party. However, Bidder shall be entitled to receive payments for all services rendered by it under the Agreement.</u> <u>Notwithstanding the above, the decision of LIC shall be final and binding on the Vendor.</u>		No change

Sl.No	RFP Document Reference(s) Section	Page Number(s)	Content of RFP requiring Clarification(s)	Points for Clarification	Remarks	LIC Response
114	Indemnifying LIC	Page 17	1. The Vendor shall indemnify LIC: i) Against all actions, proceedings, claims, demands, costs and expenses which may be made against LIC by a third party arising out of sale of vendor's services to LIC. ii) Against all third party claims of infringement of patent, copyright, trademark etc. arising from use of the goods and services, software package or any other part thereof supplied by the vendor provided that this indemnity shall not apply to in the following cases: (1) the modification of the Vendor's deliverables provided hereunder by any person other than the Vendor or its personnel (2) LIC's failure to use of any modification to the Vendor's deliverables made available by Vendor where use of such modification would have avoided the infringement; (3) Information, materials instructions or specifications that are themselves infringing which are provided by or on behalf of LIC or which LIC requests or requires Vendor to use; (4) the use of the Vendor's deliverables in a manner not agreed to. iii) Against all demands or responsibilities arising from accidents or loss of life as a result of vendor's negligence. 2) If the vendor fails to indemnify LIC against above events and if LIC is required to pay compensation to a third party resulting from such events, the vendor shall be responsible for the compensation including all other expenses (court costs, lawyer fees etc.) LIC will give notice to the vendor of such claim.	Request to modify the clause by adding the underlined and removing the strike through portion of the clause as under:- 1. The Vendor shall indemnify LIC: i) Against all actions, proceedings, claims, demands, costs and expenses which may be made against LIC by a third party arising out of use sale of vendor's services to by LIC. ii) ~~Against all third party claims of infringement of patent, copyright, trademark etc. arising from use of the goods and services, software package or any other part thereof supplied by the vendor~~ provided that this indemnity shall not apply to in the following cases: (1) the modification of the Vendor's deliverables provided hereunder by any person other than the Vendor or its personnel (2) LIC's failure to use of any modification to the Vendor's deliverables made available by Vendor where use of such modification would have avoided the infringement; (3) Information, materials instructions or specifications that are themselves infringing which are provided by or on behalf of LIC or which LIC requests or requires Vendor to use; (4) the use of the Vendor's deliverables in a manner not agreed to. (5) ~~operation or use of some or all of the Deliverable in combination with products, information, specification, instructions, data, materials not provided by Bidder.~~ iii) Against all demands or responsibilities arising from accidents or loss of life as a result of vendor's negligence. <u>In the event that Purchaser is enjoined or otherwise prohibited, or is reasonably likely to be enjoined or otherwise prohibited, from using any Deliverable as a result of or in connection with any claim for which Bidder is required to indemnify Purchaser under this section according to a final decision of the courts or in the view of Bidder, Bidder, may at its own expense and option: (i) procure for Purchaser the right to continue using such Deliverable; (ii) modify the Deliverable so that it becomes non-infringing without materially altering its capacity or performance; (iii) replace the Deliverable with work product that is equal in capacity and performance but is non-infringing; or (iv) if such measures do not achieve the desired result and if the infringement is established by a final decision of the courts or a judicial or extrajudicial settlement, the Bidder, shall refund the Purchaser the fees effectively paid for that Deliverable by the Purchaser subject to depreciation for the period of Use, on a straight line depreciation over a</u>		No change
115	Right to Audit	Page 19	1. It is agreed by and between the parties that the vendor shall get itself annually audited by external empanelled Auditors appointed by LIC/inspecting official from the IRDAI or any regulatory authority, covering the risk parameters finalized by LIC such auditors in the areas of products (IT hardware/software) and services etc. provided to LIC and the vendor shall submit such certification by such Auditors to LIC. The vendor and or his / their outsourced agents/sub-contractors (if allowed by LIC) shall facilitate the same. LIC can make its expert assessment on the efficiency and effectiveness of the security, control, risk management, governance system and process created by the Vendor. The Vendor shall, whenever required by such Auditors, furnish all relevant information, records/data to them. All costs for such audit shall be borne by LIC. 2. Where any deficiency has been observed during audit of the vendor on the risk parameters finalized by LIC or in the certification submitted by the Auditors, it is agreed upon by the vendor that it shall correct/ resolve the same at the earliest and shall provide all necessary documents related to resolution thereof and the auditor shall further certify in respect of resolution of the deficiencies. It is also agreed that the Vendor shall provide certification of the auditor to LIC regarding compliance of the observations made by the auditors covering the respective risk parameters against which such deficiencies were observed. All costs for such audit shall be borne by the service provider/vendor. However, the travel and stay cost for LIC officials will be borne by LIC.	Request to modify the clause by adding the underlined and removing the strike through portion of the clause as under:- 1. It is agreed by and between the parties that the vendor shall get itself annually audited by external empanelled Auditors appointed by LIC/inspecting official from the IRDAI or any regulatory authority, covering the risk parameters finalized by LIC such auditors in the areas of products (IT hardware/software) and services etc. provided to LIC and the vendor shall submit such certification by such Auditors to LIC. The vendor and or his / their outsourced agents/sub-contractors (if allowed by LIC) shall facilitate the same. LIC can make its expert assessment on the efficiency and effectiveness of the security, control, risk management, governance system and process created by the Vendor. The Vendor shall, whenever required by such Auditors, furnish all relevant information, records/data to them. All costs for such audit shall be borne by LIC. 2. Where any deficiency has been observed during audit of the vendor on the risk parameters finalized by LIC or in the certification submitted by the Auditors, it is agreed upon by the vendor that it shall correct/ resolve the same at the earliest and shall provide all necessary documents related to resolution thereof and the auditor shall further certify in respect of resolution of the deficiencies. It is also agreed that the Vendor shall provide certification of the auditor to LIC regarding compliance of the observations made by the auditors covering the respective risk parameters against which such deficiencies were observed. All costs for such audit shall be borne by the service provider/vendor. However, the travel and stay cost for LIC officials will be borne by LIC. 3. Vendor further agrees that whenever required by LIC, it will furnish all relevant information, records/data to such auditors and/or inspecting officials of the LIC/IRDAI and or any Regulatory authority required for conducting the audit. LIC reserves the right to call and/or retain for any relevant material information / reports including audit or review reports undertaken by the Vendor (e.g., ~~financial~~ internal control and security reviews) & findings made on the Vendor in conjunction with the services provided to LIC. <u>LIC should provide notice of atleast 10 days before undertaking such audit. LIC shall not have access to the proprietary data of or relating to, any other customer of Bidder, or a third party or Bidder's cost, profit, discount and pricing data. The audit shall not be permitted if it interferes with Bidder's ability to perform the services in accordance with the service levels, unless LIC relieves Bidder from meeting the applicable service levels.</u>		No change
116	Rights reserved by LIC	Page 19-20	LIC reserves absolute and unconditional right to: 8. to debar the bidder from bidding and take any other action as may be deemed necessary prospectively for a period to be decided by LIC if it is found at any future point of time that the bidder had made a statement which is factually incorrect,	Request to delete this clause		No change
117	Termination/exit clause	Page 21	Right to terminate: If Vendor fails to comply with the contractual obligations and, if any part of the service does not meet the specifications on three or more occasions, LIC may (in addition to its other remedies) terminate the Contract by giving the Vendor written notice of 30days.	Request to add the underlined matter to the clause as under:- Right to terminate: If Vendor fails to comply with the contractual obligations and, if any part of the service does not meet the specifications on three or more occasions, LIC may (in addition to its other remedies) terminate the Contract by giving the Vendor written notice of 30days <u>provided the failure is for reasons solely and directly attributable to the Bidder.</u>		No change
118	Termination and reduction for convenience	Page 21	i. LIC may, at any time, by a prior written notice of 30 days, terminate the contract or reduce the scope of the Services. ii. On receipt of a notice of termination or reduction of scope, the Vendor must stop work as specified in the notice, take all available steps to minimize loss resulting from that termination and to protect LIC Material and Contract Material; and continue work on any part of the Services not affected by the notice. iii. If the contract is terminated, LIC is liable to make payment only for Services rendered before the effective date of termination; iv. If the scope of the Services is reduced, LIC's liability to pay the Service Charges or to provide LIC Material abates in accordance with the reduction in the Services. v. LIC is not liable to pay compensation under clause ii. above for an amount which would, in addition to any amounts paid or due, or becoming due, to the Vendor under the contract, exceeds the total Service Charges payable under the contract. The Vendor is not entitled to compensation for loss of prospective profits.	Request to remove the strike through portion of the clause as under: LIC may, at any time, by a prior written notice of 30 days, terminate the contract ~~or reduce the scope of the Services~~: ii. On receipt of a notice of termination ~~or reduction of scope~~, the Vendor must stop work as specified in the notice; take all available steps to minimize loss resulting from that termination and to protect LIC Material and Contract Material; and continue work on any part of the Services not affected by the notice. iii. If the contract is terminated, LIC is liable to make payment only for Services rendered before the effective date of termination; ~~iv. If the scope of the Services is reduced, LIC's liability to pay the Service Charges or to provide LIC Material abates in accordance with the reduction in the Services.~~ v. LIC is not liable to pay compensation under clause iii. above for an amount which would, in addition to any amounts paid or due, or becoming due, to the Vendor under the contract, exceeds the total Service Charges payable under the contract. The Vendor is not entitled to compensation for loss of prospective profits.		No change

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119	Termination by LIC for default	Page 21-22	i. LIC may, without prejudice to any other remedy for breach of contract, by written notice of default sent to the Vendor, terminate the Contract in whole or part if the Vendor fails to deliver any or all of the resources/services within the period(s) specified in Scope of Work of the RFP, or if the Vendor fails to perform any other obligation(s) under the Contract. ii. In the event of LIC terminating the Contract in whole or in part, LIC may procure, upon such terms and in such manner as it deems appropriate, Systems or Services similar to those undelivered, and the Vendor shall be liable to LIC for any excess costs for such similar resources or Services. However, the Vendor shall continue the performance of the Contract to the extent not terminated.	Request to add the underlined matter to the clause as under:- LIC may, without prejudice to any other remedy for breach of contract, by written notice of default sent to the Vendor, terminate the Contract in whole or part if the Vendor fails to deliver any or all of the resources/services within the period(s) specified in Scope of Work of the RFP, or if the Vendor fails to perform any other <u>material obligation(s)</u> under the Contract <u>provided the failure is for the reasons which are solely and entirely attributable to the Bidder and not due to reasons attributable to LIC and/or its other vendors or due to reasons of Force Majeure.</u> <u>Prior to providing a written notice of termination to Bidder, LIC shall provide Bidder with a written notice of 30 (thirty) days to cure such breach of the Agreement. If the breach continues or remains unrectified after expiry of cure period, LIC shall have right to initiate action in accordance with above clause.</u> <u>In the event of this agreement being terminated, LIC shall be liable to make payments of all the amount due under this agreement for which services have been rendered by the Bidder to LIC till the date of termination.</u> <u>Bidder shall also have the right to terminate the agreement if LIC commits a breach of the terms and conditions of the agreement and, where such breach is curable, fails to cure the same within 30 days provided for curing such breach.</u> ii. In the event of LIC terminating the Contract in whole or in part, LIC may procure, upon such terms and in such manner as it deems appropriate, Systems or Services similar to those undelivered, and the Vendor shall be liable to LIC for any excess costs for such similar resources or Services. However, any such increase in should be limited to 5% of the costs of undelivered goods or services. The Vendor shall		No change
120	RFP_for_HANA_INVM_Intro duction Section-A : Invitation for Request for Proposal	6	Cloud Based SAP HANA solution which will replace its existing IIRMS system	We understand that IIRMS system refers to SAP ECC system alone. Kindly confirm and elaborate in detail in case you have other applications as well part of IIRMS?		IIRMS (Integrated Investment risk management System) consists of SAP ECC and BW system landscape .
121	RFP_for_HANA_INVM_Background Section-A : Invitation for Request for Proposal	6	The system consists of Treasury, Loans and Financial Modules (Annexure N)	Please explain what all sub-modules/functionalities of these modules are being used currently. E.g. - Finance - Account Receivable, Account Payable, Asset Accounting, Treasury - Investments /Borrowings, Loan Management, Cash & Liquidity Management, Forex etc		Other than Derivatives, currency and commodities, currently we are using all other functionalities of the treasury system
122	RFP_for_HANA_INVM_Objective Section-A : Invitation for Request for Proposal	6	Cloud setup being operational from Data Centers in India in two different seismic zones	Have you finalized two different seismic zones for managed cloud setup ? If Yes, please mention.		Currently we are operating out of Mumbai and Bangalore which are two different seismic zones. Bidder is free to propose data centres in two different seismic zones.
123	Annexure N :2. Scope of Work for Development & Maintenance Phase	6	2 Factor / Biometric Authentication for login	Kindly provide insights about existing Biometric functionality and confirm if any existing licenses/services can be reused		Biometrics (finger impressions) of all employees are already stored in centralized biometric system, 3M Cogent CSD200 scanners are made available for each user for internal application authentication and the same to be used for SAP 2FA
124	RFP_for_HANA_INVM_Objective Development and Maintenance Phase & Annexure N	7	Migration Phase - BO and BW	1. We understand that LIC is using SAP BW 7.0 on Oracle and wanted to move to BW on HANA during migration phase and move to BW/4HANA during Development and Maintenance Phase. Is BW upgrade from 7.0 to latest version also to be taken-up as part of Migration Phase? 2. What is the BO version which is currently being used and is BO upgrade to BO 4.3 also to be taken-up as part of migration phase? 3. Kindly share the no. of BO reports & Dashboards which exist in the current ECC landscape?		1. Bidder is free to propose migration plan with the ultimate aim of migrating to BW4HANA 2. BO not being used now 3. Not Applicable
125	RFP_for_HANA_INVM_Objective Development and Maintenance Phase	7	Develop minimum 100 FIORI Screens and create a minimum of 50 analytics and reports using Business Object (Annexure N)	1. As mentioned in Annexure N for 25 custom apps, does it included in overall 100 FIORI screen development ? 2. Maximum number of FIORI apps and analytical reports expected for implementation in Phase-2 ?		1. yes 2. 100
126	RFP_for_HANA_INVM_Objective Support Phase	7	Support Phase	During Support Phase does LIC expect support resources to be 100% onsite (Mumbai / Bangalore) or is open for other support models viz Hybrid (Onsite / Offshore), 100% Offshore models, Shared Service Model, as well.		LIC does not require on-site resources in support phase, however resources should be available in respective data centres for providing support 24*7.
127	RFP_for_HANA_INVM_Objective Support Phase	7	Support Phase	What are the Services to be considered in Scope (Eg., Incidents , Change Request , Training etc.). Kindly share the expectations		All support services.
128	RFP_for_HANA_INVM_Objective Support Phase	7	Support Phase	We assume LIC uses Solman as the ticketing tool. Kindly confirm		No.
129	RFP_for_HANA_INVM_Objective Support Phase	7	Support Phase	Are all the tickets logged in any Helpdesk tool?		No.
130	RFP_for_HANA_INVM_Objective Support Phase	7	Support Phase	What is the backup tool used for SAP Systems?		Presently using Net Veritas Backup Solution Version 7.5; bidder to propose appropriate backup tool for new system
131	RFP_for_HANA_INVM_Objective Support Phase	7	Support Phase	What are the tools deployed for monitoring the server hardware, OS, network, databases etc.?		Native Oracle hardware monitoring utility.
132	RFP_for_HANA_INVM_Objective Support Phase	7	Support Phase	Are the tools integrated with your ticketing tool? Do all the alerts lead to trouble tickets?Are the support calls for basis support logged in any Helpdesk tool.		No.
133	RFP_for_HANA_INVM_Objective Support Phase	7	Support Phase	What is the current strategy and approach for applying support packs (Annual, Quarterly and so on)?		Based on recommendation of SAP
134	RFP_for_HANA_INVM_Objective Support Phase	7	Support Phase	We assume that LIC will provide VPN connectivity for laptops to partners associates to work remotely (after office hours for critical issues). Kindly confirm		No.

Sl.No	RFP Document Reference(s) Section	Page Number(s)	Content of RFP requiring Clarification(s)	Points for Clarification	Remarks	LIC Response
135	RFP_for_HANA_INVMain Objective Support Phase	7	Support Phase	Please specify any Inflight Projects and the expectations around the same .		None.
136	RFP_for_HANA_INVMain Design, provisioning of IT infrastructure and setup of Cloud Section-D : Project Scope and Deliverables	31	xvi. In Migration Phase, the bidder shall be responsible for migration of the existing ECC6 and BW application on the Cloud infrastructure (S4HANA and BWonHANA) on "As-Is" basis	a. Please provide the existing technical architecture with all interfaces b.Kindly provide the interface details as detailed out in the "Interface Details" Tab		Refer ANNEXURE-N- Corrigendum
137	RFP_for_HANA_INVMain Goal of Development and Maintenance Phase Section-D : Project Scope and Deliverables	33	Create a minimum of 100 analytics and reporting using Business Object	In Objective section (Pg. 7), number of minimum objects required for analytics and reporting in BO is 50 compare to 100 mentioned in Section-D. Please confirm.		Correction: 50 to be read as 100 Reports.
138	RFP_for_HANA_INVMain Section E: Technical Evaluation-Requirements of the Bidder and Solution Proposed Requirement of the Bidder	38	Bidder's experience of managing Treasury or FI Modules of SAP (either ECC6 or S4/HANA) in India or Globally (in last 4 years) Bidder's experience of managing Treasury or FI Modules (other than SAP) in India or Globally (in last 4 years)	Kindly clarify the criteria for marking would consider managing Treasury Module of SAP (ECC6.0 or S4HANA) only or even managing FI module , would be considered?		Either Treasury or FI. Either ECC6 or S4HANA.
139	Annexure N : SAP Readiness Check for SAP S/4HANA version 1809 ((As Is Migration of On Premise SAP ECC Systems to S4 HANA on Cloudplatform)	2	SAP BW	Kindly confirm if BW system is unicode Compliant.		Current BW version deployed is 7.0 Unicode Compliant
140	Annexure N : Scope of Work for Development and Maintenance Phase	6	New GRC Installation	DO we have Active Directory application in landscape? If so, we assume we would need to integrate the same with GRC		yes. LIC has Active Directory. Bidder has to propose its integration in GRC
141	Annexure N : Scope of Work for Development and Maintenance Phase	6	New GRC Installation	Is there an identity management application at corporate level that we need GRC to integrate with? If so, please provide details		Active Directory and Biometric
142	Annexure N : Scope of Work for Development and Maintenance Phase	6	New GRC Installation	We understand that SOD risk analysis functionality needs to be implemented for TRM, FI, Cash Management and Loan management module. There are no other modules / systems in scope. Please confirm the same		All systems / applications to be deployed under the Scope of Work of this RFP are within scope of GRC.
143	Annexure N : Scope of Work for Development and Maintenance Phase	6	New GRC Installation	As stated in the Annexure, the access management to be implemented across SAP and non- SAP applications. Please provide the list of non sap applications and the details of the same (OS, type of application etc.)		All systems / applications to be deployed under the Scope of Work of this RFP are within scope of GRC.
144	Annexure N : Scope of Work for Development and Maintenance Phase	6	New GRC Installation	Custom automated controls – Have we already decided on what controls are required? If so, please provide the details		Shall be shared with the selected implementation partner.
145	Annexure N : Scope of Work for Development and Maintenance Phase	6	New GRC Installation	Do you have cloud applications in the landscape? Does GRC need to integrate with Cloud applications?		This RFP pertains to migrating to cloud based solution including GRC.
146	Annexure N : Scope of Work for Development and Maintenance Phase	6	New GRC Installation	Do you have SOD audits today? How often SOD audits happen in a year?		SOD audit done once in a year
147	Annexure N : SAP Readiness Check for SAP S/4HANA version 1809 3.1.1 Relevant Simplification Items	17	Application Area such as : Logistics - Logistics - Procurement, Sales & Distribution	As per SAP Readiness Check report, other application area such as MM, SD are mentioned in the relevant simplification items list. Do you use these functionalities ? Please confirm.		No
148	Annexure N : SAP Readiness Check for SAP S/4HANA version 1809	17	Readiness Check Report	Kindly confirm if latest Readiness Check analysis Report for Target version S/4HANA 2020 can be shared.		Through out the RFP it has been clearly mentioned that the latest version of all software/database has to be implemented. Readiness check report of 1809 has been given to assess the efforts involved in AS-IS migration.
149	Annexure N : SAP Readiness Check for SAP S/4HANA version 1809	17	Database details	Kindly provide existing databases,versions,Size and Growth rate(per year) for entire Production Landscape.		Minimum HW sizing as provided in the RFP has been arrived at after taking into consideration the future growth in transactions/database. Bidder may propose accordingly.
150	ANNEXURE Q.pdf	1	Back-up requirements of LIC	What is the HANA DB backup policy and data retention policy? Please confirm whether Backups required for only Prod or also for Non-Prod?		Backup requirement given in RFP. Backup required for entire solution.
151	RFP_for_HANA_INVMain.pdf	28	Section-D: Project Scope and Deliverables	HA setup is not considered in Sizing sheet provided by LIC, Kindly confirm if HA setup to be included. If HA setup is to be included,For auto-Failover requires additional license from Hardware vendor.		Bidder to propose as per their own experience in handling such Infrastructure projects keeping RTO and RPO requirements envisaged.

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152	RFP_for_HANA_INVm.pdf	18	Compliance with Information Security (IS) Policy of LIC	Are there any specific security requirements ?(IPS/IDS etc)		Page-18 of RFP provides list of applicable policies. These are general and standard policies. Successful bidder will be provided the policies. However the bidder with its own experience in cloud projects should propose an appropriate cloud policy and procedure document for this specific project.
153	RFP_for_HANA_INVm.pdf	36	Technical Requirement of the Solution being proposed	Do we also need to consider Sandbox environment in scope?		Bidder to factor the appropriate HW/SW/resources required for migration. One instance of the existing landscape shall be used for AS-IS migration. LIC shall not provide any other additional resources.
154	RFP_for_HANA_INVm.pdf	36	Technical Requirement of the Solution being proposed	Please confirm the expected usage for DEV/QA systems to be considered.		The DEV/QA shall be used for Development and Quality/Testing
155	RFP_for_HANA_INVm.pdf	18	Compliance with Information Security (IS) Policy of LIC	What is the current SAP authentication mechanism. Is it thru Windows active directory OR LDAP OR directly database?		Application Level
156	RFP_for_HANA_INVm.pdf	30	The Bidder shall provision monitoring tools for measuring the service levels, application performance and utilization, server performance and utilization, storage performance and utilization and network performance and utilization. The tool shall be capable of providing the exact utilization of servers and shall be able to generate per-day, per-month and per-quarter utilization reports.	What are the current tools LIC has in the existing DC for the following purposes? 1. System Monitoring 2. Backup & Archive 3. Vulnerability & Threat Management 5. Anti Virus 6. SIEM 7. Operating System (Windows and Linux) Patching 8. System Configuration management 9. ITSM (Service Desk) 10. DevOps Which of these tools can be extended for the new SAP environment?		Bidder to propose as per their own experience in handling such Infrastructure projects keeping SLA requirements envisaged.
157	RFP_for_HANA_INVm.pdf	28	Considerations for Sizing	How will LIC internal users (employees/associates) access the S/4 HANA environment, through MPLS connectivity or through Internet ?		Both are required
158	RFP_for_HANA_INVm.pdf	28	Considerations for Sizing	From where will be the end user access the SAP applications? Only India or other geographies also?		Only India
159	RFP_for_HANA_INVm : Design, provisioning of IT infrastructure and setup of Cloud Point iii	30	The application software, the necessary licenses for deploying the applications ecosystem comprising of the above work streams is available with LIC. List of such licenses as available with LIC are provided in this document. Any additional licenses required, shall have to be factored in by the bidder as a part of the solution which will then pass on to LIC	While we understand that any component licenses other than SAP will have to be factored by the bidder, If any additional licenses are required for SAP components will it be procured directly by LIC		No
160	RFP_for_HANA_INVm : Design, provisioning of IT infrastructure and setup of Cloud Point xvii.	31	In Support Phase, which will be for a five year period from "Go Live" of the solution, maintenance of the entire infrastructure (up-to SAP Login Level) as per SLA requirement, on an ongoing basis shall be provisioned and provide	Is Support Phase for 5 years after Go Live Or 5.5 years as mentioned in the table in page 7		Five years (60 months) from go-live
161	RFP_for_HANA_INVm : Goal of Support Phase	33	Support of the system	Is a separate helpdesk & L1 support also expected to be provided (in addition to L2 & L3 support)		Bidder to propose.
162	RFP_for_HANA_INVm : Solution/Services/Work/Systems	11	Means all services, scope of work and deliverables to be provided by the Bidder as described in the RFP and includes services ancillary to the implementation/ development of the solution, such as installation, commissioning, integration with existing systems, provision of technical assistance, training and other obligations of the Supplier covered under this RFP	Please provide details of integration to existing other applications, if any		not Applicable
163	RFP_for_HANA_INVm	40	7.Maintenance of Deployed Solution	Is the billing based on TnM or Fixed Price for the Scope / SLA mentioned in the RFP		Enhancement beyond SoW shall be on Time and material basis depending on actual utilization of resources; for activities within SoW, payment will be as per Annex-I and SLA
164	RFP_for_HANA_INVm	40	9.Enhancing and Maintenance of Cloud upto SAP Login Level To be quoted by bidder (Payable on a monthly basis for five years)	Is this for 5 years of 3 years		Five years (60 months) from go-live. LIC may, at its discretion, extend for 3 more years.

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165	RFP_for_HANA_INVM	48	Additional Manpower Requirement - LIC shall send its requirement for and resource(s) shall be provided within next 2 working days	Is this over and above 1000 Mdays considere in commercials?		1000 Mdays in Annex-I is for normalization purpose. Actual payment shall be based on TrnM usage
166	RFP_for_HANA_INVM	48	For normalization purpose, 1000 (one thousand) such man-days shall be considered during the project period to arrive at notional-TCO NPV. However, actual requirements can be more or less than this number.	1000 Man Days of efforts to be considered in commercials?		1000 Mdays in Annex-I is for normalization purpose. Actual payment shall be based on TrnM usage
167	RFP_for_HANA_INVM	41	Payment Schedule and SLA - Hyper-Care period	Is it applicable for Severity 1 issues?		for all issues as mentioned in SLA
168	RFP_for_HANA_INVM : Overview of RFP: Roles and Responsibility	9	Provide testing reports, sign-offs and approvals;	Can we assume Except Unit testing , rest of test ing with perform by LIC Project team>		UAT shall be responsibility of LIC. Mock test will be facilitated by LIC
169	Annexure N - 2. Scope of Work for Development & Maintenance Phase	5	Knowledge transfer to LIC team through onsite training and documentation.	we assume Phase 1 (How to use System) and Phase 2 (New feature and usabilities) training will be seprately provided to Core And End users under TTT. Please confirm?		All core members to be trained exhaustively on all the technologies used and as per Annex-N. Users to be trained on Train the trainer model. However the number of trainers shall be minimum of 40. Documentation for both the system as well as the users/functionalities is in scope to be delivered by the bidder.
170	Goal of Development and Maintenance Phase	33	PI/PO Integration	Could you please let us know what are systems (with functions) need to be intergated with S/4HANA system?		List of 15 Interfaces to be taken on PO is provided in Corrigendum to Annexure-N
171	Goal of Migration Phase	33	Provide adequate sizing with auto-scaling / provisioning to suffice LIC's requirement for next 5-8years.	Do you have any document management system? Which is integrated with SAP ECC system?		Not within scope of current RFP.
172	Goal of Migration Phase	33	Provide adequate sizing with auto-scaling / provisioning to suffice LIC's requirement for next 5-8years.	Please clarify whether SAP Data Archiving is implemented and used in the current SAP environment. If yes please provide details.		Complete migration without any data-loss is required. No archival strategy is required
173	Overview of RFP: Roles and Responsibility	9	Provide testing reports, sign-offs and approvals;	are you using any exisiting tools for testing or Training for end users ? If yes , please let us know the details		no
174	Goal of Development and Maintenance Phase	33	In this Phase, in addition to maintaining the solution deployed in Migration Phase, new developments/Re-engineering of processes and deployments shall be done which include, Loan, GRC, Solution manager, Business Objects, along with all peripheral solutions like backup, DR solution etc. Target version of S4/HANA will be Release 2020. LIC intends the following activities to be carried out by the bidder.	How extensive is your current documentation? Do you have detailed documentation for various business processes? Is the expectation to provide documentation only for the S/4 HANA delta changes?		User Documentation as available shall be provided to the selected bidder. Complete documentation of the new system/developments , user interfaces , cloud deployment architecture etc., shall be provided by the bidder as a part of the scope of the project.
175	Goal of Support Phase	33	In this phase, the management of hardware, infrastructure, Operating System, ERP solution shall be done by the selected bidder. This shall be for a period of 5(five) years which may be extended by LIC for another 3 years after initial five years.	we assume Support phase will consist of Infra (Cloud hosting) and SAP Administration support? No functional support is on scope? Please cofnirm?		Yes
176	Goal of Support Phase	33	This Phase shall be a continuous process for the duration of the project. In this phase, the management of hardware, infrastructure, Operating System, ERP solution shall be done by the selected bidder. This shall be for a period of 5(five) years which may be extended by LIC for another 3 years after initial five years	Please confirm on the Operational hours requirements for the Service Desk / Support ?		24*7 support is expected
177	Annexure N : Section 1 Scope of Work - Migration Phase	Page 2.	Readiness Check as performed by SAP for the SAP S4HANA1809 version for existing ECC Systems for HANA Conversion is available below. It also includes new customization and development required in HANA environment to make AS IS functionality available.	Is there a Readiness Check Report available for S4HANA 2020		No
178	Annexure N : Section 1 Scope of Work - Migration Phase	Page 12	EA-HRCUN 600[0] - Addon installed	Please share details of the addons implemented in the SAP ERP system. Is SAP HCM implemented in the system?		None implemented in current system

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179	-Annexure N : Section 1 Scope of Work - Migration Phase	Page 3	SAP Solution manager latest version implementation with the following functions. -complete and proactive technical monitoring for S4 HANA and BW systems on the cloud -Early Watch Alert setup.	What are the functionalities implemented currently in Solution Manager?		Ver 7.2 installed, basic functions of EWA used. The current scope envisages complete implementation of Solman for functionalities mentioned in Annex-N
180	Annexure N : Section 2 : Scope of Work - Migration Phase	Page 5	Activation and Configuration of CHaRM and ITSM fu	What is the ITSM toll used enterprisewide. Solution Manager ITSM is expected to be used as ITSM tool for the entire landscape of SAP or for the SAP system for Investment management		Only for users of Investment Management System
181	RFP_for_HANA_INVM : Section-D: Project Scope and Deliverables	Page 28	SAP ERP - AS IS	What are the modules implemented in SAP ERP? Is there a process list that can be shared? Business Function details not available as part of BSR.		Treasury, loan Module, FI and cash management along with BW are a part of AS-IS migration and bidder is expected to have experience of treasury management system which may be used for scoping
182	Force Majeure	16	-	We propose addition of following clause: Either Party can terminate this Agreement if the force majeure persist for more than thirty (30) days.		No change
183	Indemnifying LIC	17	1. 1 The vendor shall indemnify LIC: i) Against all actions, proceedings, claims, demands, costs and expenses which may be made against LIC by a third party arising out of sale of vendor's services to LIC.	We propose deletion of following clause i). Against all actions, proceedings, claims, demands, costs and expenses which may be made against LIC by a third party arising out of sale of vendor's services to LIC.		No change
184	Termination	21	If Vendor fails to comply with the contractual obligations and, if any part of the service does not meet the specifications on three or more occasions, LIC may (in addition to its other remedies) terminate the Contract by giving the Vendor written notice of 30days.	We propose mutual termination rights for both parties.		No change
185	Termination and reduction for convenience	21	LIC may, at any time, by a prior written notice of 30 days, terminate the contract or reduce the scope of the Services	We propose written notice period to be ninety (90) days. Customer shall pay all the cost of work done till that day and cost for committed work.		No change
186	Payment Term			We propose addition of following clause: •Payments of the undisputed invoices - 30 days from the date of the receipt of the invoices. •Delayed Payment Interest (Administrative Charges) – 1% per month from due date for undisputed invoices •Disputed Invoice - Customer should notify within minimum 15 days from the date of the receipt of the invoices failing which deemed undisputed. •Any taxes relating to the services such as the VAT, GST, etc. shall be borne by the Customer. •Incidental services should be paid extra.		No change
187	Non Solicitation			We propose addition of following clause: The Corporation agrees, during the term of this Agreement and for a period of one (1) year following its termination, not to solicit or hire for employment any officer, employee, agent of the bidder.		No change.
188	Deemed Acceptance			We propose addition of following clause: If bidder does not receive any feedback on the deliverable after fifteen (15) days the acceptance such deliverable shall be considered as deemed accepted.		No change. Since this is mission critical system no deemed acceptance for any functionality shall be acceptable, however LIC shall make every effort to get the UAT/Sign-Offs promptly.
189	Objective	Pg 7	Set-up Cloud : 6 weeks from PO As-is Migration: 180 days from PO Set-up of entire infrastructure for all 3 phases	Request bank to reconsider the Cloud set-up period to 8-10 weeks and subsequent addition for Migration		May be considered with overall time limit of 6 months for go-live migration
190	Objective	Pg 7	Optimal utilization by sharing of IT infrastructure resources to meet individual peak loads	Request LIC to confirm whether Public cloud is acceptable, however the data will reside in India itself		LIC is agnostic to the type of cloud setup, provided that the setup so proposed meets the security and SLA requirements in addition to the other criteria mentioned in the RFP. Bidder to propose accordingly.
191	RFP	Pg 9	Provisioning and Setting up of Network links between the cloud data center to LICs own LAN at three locations, Yogakshema - Mumbai, Vile Parle - Mumbai and Bangalore;	Request LIC to confirm whether the links required from Cloud to LIC's own LAN at DC, NDR & DR is it to be P2P or MPLS		MPLS and Internet interface (for redundancy) as well
192	RFP	Pg 9	Provisioning and Setting up of Network links between the cloud data center to LICs own LAN at three locations, Yogakshema - Mumbai, Vile Parle - Mumbai and Bangalore;	Are we required to propose Redudnat links for each location		yes
193	RFP	Pg 9	Migration Phase & Development Phase Support	During the Migration Phase and Development Phase, bidder will need to provide support for the implemented cloud infra, please confirm whether the support be measured on SLA or will it be on best effort basis		Yes, SLA
194	RFP	Pg 9	Migration Phase & Development Phase Support	If support is to be provided during thises phases, is the bidder required to provide 24x7 support		24*7 support is expected

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195	RFP:Required Constraints to be considered	Pg 29	Bidder will have to provision for providing physical copy of backup of data and applications once every three months (quarterly backup) and one set of such yearly backup, along with complete documentation	Request LIC to confirm whether the backup needs to be provided in Tapes / Disks then request to share the address as well or we have to implement a new a solution at LIC premise		Yes offline tape media as per Annexure- Q to be provided.
196	RFP:Design, provisioning of IT infrastructure and setup of Cloud	Pg 30	Bidder will have to provision for providing physical copy of backup of data and applications once every three months (quarterly backup) and one set of such yearly backup, along with complete documentation	If bidder has to propose backup solution at LIC premise then which location would we have to implement the solution please share the address		not applicable
197	RFP:Design, provisioning of IT infrastructure and setup of Cloud	Pg 30	The bidder shall provide backup solution at both the sites (both PR and DR).	Request LIC to confirm whether we can propose Native backup solution offered from CSP or we have to propose capex solution in name of LIC		Bidder to propose. Entire project in on OPEX model.
198	RFP:Design, provisioning of IT infrastructure and setup of Cloud	Pg 30	The Bidder shall provision monitoring tools for measuring the service levels, application performance and utilization, server performance and utilization, storage performance and utilization and network performance and utilization. The tool shall be capable of providing the exact utilization of servers and shall be able to generate per-day,per-monthandper-quarter utilization reports.	Can the bidder propose Opensource tool to meet the requirement or we have to propose Enterprise Grade Tools itself		Bidder to propose as per their own experience in handling such Infrastructure projects keeping RTO and RPO requirements envisaged.
199	RFP:Design, provisioning of IT infrastructure and setup of Cloud	Pg 30	The Bidder shall provision monitoring tools for measuring the service levels, application performance and utilization, server performance and utilization, storage performance and utilization and network performance and utilization. The tool shall be capable of providing the exact utilization of servers and shall be able to generate per-day,per-monthandper-quarter utilization reports.	There is no specification mentioned for Monitoring Tool request you to please share for uniformity of solution from all bidders		Bidder to propose as per their own experience in handling such Infrastructure projects keeping RTO and RPO requirements envisaged.
200	RFP:Design, provisioning of IT infrastructure and setup of Cloud	Pg 30	The Bidder shall provision monitoring tools for measuring the service levels, application performance and utilization, server performance and utilization, storage performance and utilization and network performance and utilization. The tool shall be capable of providing the exact utilization of servers and shall be able to generate per-day,per-monthandper-quarter utilization reports.	Application Performance is mentioned, is the bidder expected to propose Application Management Tool(APM) which will monitor the user level transactions, will monitor the interfaces of application, URL, page loading, etc, please confirm		Bidder to propose as per their own experience in handling such Infrastructure projects keeping RTO and RPO requirements envisaged.
201	RFP:Design, provisioning of IT infrastructure and setup of Cloud	Pg 30	The Bidder shall provision monitoring tools for measuring the service levels, application performance and utilization, server performance and utilization, storage performance and utilization and network performance and utilization. The tool shall be capable of providing the exact utilization of servers and shall be able to generate per-day,per-monthandper-quarter utilization reports.	Do we have to carry out Synthetic Monitoring as well		Bidder to propose as per their own experience in handling such Infrastructure projects keeping RTO and RPO requirements envisaged.
202	RFP:Design, provisioning of IT infrastructure and setup of Cloud	Pg 30	ITSM / Ticketing Tool	Which ticketing tool is implemented currently at LIC for Ticket Tracking, SLA Management, Incident Management, please share the make and version of same		Not Available.
203	RFP:Design, provisioning of IT infrastructure and setup of Cloud	Pg 30	ITSM / Ticketing Tool	Can the bidder leverage LIC's existing ITSM / Ticketing tool or we have to propose a new tool considering bidder has to provide operations for 5 years, please confirm		Not Available.
204	RFP:Design, provisioning of IT infrastructure and setup of Cloud	Pg 30	The infrastructure provisioned by the Bidder must be scalable and shall allow LIC to add/reduce cloud resources on demand basis.	Is LIC looking for Pay-Per-Use model or the entire Infra required for 5yrs as per data provided need to be factored in the first year itself		Bidder to abide by the minimum requirement mentioned in RFP document.
205	Overview of RFP: Roles and Responsibility	Pg 9	Network Links	LIC expecting the bidder to provide connectivity between the DCs and the 3 sites. Is LIC looking for MPLS circuits		Yes in Redundancy.

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206	Overview of RFP: Roles and Responsibility	Pg 9	Network Links	Can we have the details addresses of the 3 LIC locations		Addresses of LIC Investment Work locations: 1. LIC OF INDIA , CENTRAL OFFICE , INVESTMENT DEPARTMENT , 6TH FLOOR , YOGAKSHEMA , JB MARG , MUMBAI - 400021 2. LIC OF INDIA , 3RD FLOOR , JEEVAN SEVA ANNEX , VILE PARLE , MUMBAI - 400054 3. LIC OF INDIA , 3RD FLOOR , JEEVAN SAMPIGE , MALLESHWARAM , BANGALORE - 560003
207	Overview of RFP: Roles and Responsibility	Pg 9	Network Links	Do they need segmentation in the DC LAN for applications		Bidder to propose as per their own experience in handling such Infrastructure projects keeping RTO and RPO requirements envisaged.
208	Overview of RFP: Roles and Responsibility	Pg 9	Network Links	What is the CMP layer they are provisioning		Bidder to propose as per their own experience in handling such Infrastructure projects keeping RTO and RPO requirements envisaged.
209	Overview of RFP: Roles and Responsibility	Pg 9	Network Links	Do we need to provide any automation layer for Network, Compute & Storage provisioning or it will be simple infrastructure with definite growth over the years		Bidder to propose as per their own experience in handling such Infrastructure projects keeping RTO and RPO requirements envisaged.
210	Overview of RFP: Roles and Responsibility	Pg 9	Network Links	What are the addresses of the existing DC, NDR and DR, this is required for provisioning connectivity		Refer Page 27 of RFP
211	Overview of RFP: Roles and Responsibility	Pg 31	24x7 Support during Migration Phase, Development & Maintenance Phase and Support Phase	Our understanding is that the once the required infrastructure is implemented by the Bidder during the Migration phase, they have to also provide the support on 24x7 basis for S3ervers, OS, Database, Backup, Storage, etc. during all the three phases, please confirm		Yes
212	Overview of RFP: Roles and Responsibility	Pg 33	OS update, patch management as and when required	Which Patch Management tool is currently implemented at LIC request you to share the name of the tool		Not Available for this project.
213	Overview of RFP: Roles and Responsibility	Pg 33	OS update, patch management as and when required	Can the bidder leverage / use the existing patch management tool for patching OS, or does the bidder need to propose a new tool		not applicable
214	RFP: SLA	Pg 43	The total deduction per quarter shall not exceed 20% of the total QP value	Request LIC to limit the payout to Max 5% of QP value		No Change
215	RFP: Payment Schedule & SLA	Pg 45	Provisioning and Deprovisioning of Virtual Machines: 15mins	Request LIC to reconsider the same to 30min as there are process which takes time and require that much time		No Change
216	RFP: Payment Schedule & SLA	Pg 45	Cloud NetworkAvailability: >= 99.95%	Uptime can be achieved through redundant links, but to provide uptime of 99.95% we will have to build 3 links each at DC & DR, request LIC to whether they are looking for Dual Redundancy or does the bidder also propose tertiary links as well		not applicable
217	Main RFP - Section-D: Project Scope and deliverables	28, Considerations for Sizing	The proposed Cloud Based HANA architecture shall be having Production, Quality and Development environment at both the DC as well as DR, with the following application components:	Referring this clause, is LIC looking to have Quality and Development environment to be present at both DC as well as DR location? Will the HANA DB/Data replication between DC & DR is also required for Quality and Development Environment? If the answer to above is Yes, is the RPO & RTO same for Quality and Development Environment? if not, then kindly provide expected RPO & RTO for these Environment too.		Yes for all the 3 points.
218	Main RFP - Section-D: Project Scope and deliverables	29, Required Constraints to be considered	Bidder will have to provision for providing physical copy of backup of data and applications once every three months (quarterly backup) and one set of such yearly backup, along with complete documentation.	Request to clarify whether the required Physical Copy has to be provided in an offline Tape Media (Cartridges) as per periodicity mentioned? or An On-premise Backup Solution has to be provided in current LIC Data Center as a remote copy of cloud Backups?		Yes offline tape media as per Annexure- Q to be provided.
219	Main RFP - Section-D: Project Scope and deliverables	30, Design, provisioning of IT infrastructure and setup of Cloud	vi. The bidder shall provide backup solution at both the sites (both PR and DR).	Pls confirm whether backup solution in PR & DR referred here is on Cloud IaaS Infrastructure or LIC PR & DR location?		Both are required
220	Main RFP - Section – E : Technical Evaluation- Requirements of the Bidder and Solution Proposed	35, Mandatory Requirement of the Solution being proposed	The cloud centers being proposed as primary and D.R. must be hosting minimum 1 (one) Live HANA instance each as on the date of this RFP Both Primary and DR Data centre must be Telecommunications Industry Association (TIA) certified Tier-3 or above	Pls. clarify the Cloud Center mentioned here is Public Cloud solution (shared Multi-Tenant or dedicated Virtual Private Cloud Solution in a Cloud Service Provider in India or dedicated hosted Private Cloud solution in a hosting provider which are having TIA certified Tier-3 Data Centers in India?		LIC is agnostic to the type of cloud setup , provided that the setup so proposed meets the security and SLA requirements in addition to the other criteria mentioned in the RFP. Bidder to propose accordingly.
221	Annexure_N - 1. Scope of Work for Migration Phase	2, Major Activities to be Completed	6. DR Setup - FAR Disaster Recovery systems and procedure to be configured and activated for the entire landscape and the DR shall be an exact replica of the Production/ Primary site.	Is exact Replica of Primary & DR refers to Production Environment only or it refers to Quality & Development Environment also? Does it mean all supporting modules such as Solution Manager, SAP router, Fiori, Web dispatcher etc also to be hosted in DR with same size as well?		Entire system landscape

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222	ANNEXURE Q Back-up requirements of LIC	1	Generic	What is the current backup solution in existing LIC setup since migration to HANA may require backup from existing setup to target setup? What is the existing ECC & BW data size?		Presently using Net Veritas Backup Solution Version 7.5; bidder to propose appropriate backup tool for new system Existing ECC data size 800GB Existing BW data size 550GB
223	Section-A: Invitation for Request for Proposal : Objective : 2	7	The second phase (herein after referred to as Development and Maintenance Phase) shall start after Migration Phase "Go-Live" happens and in conjunction with "Hypercare" period.	Recommended Second phase shall start after Migration Phase UAT acceptance.		Migration Phase Go-Live will happen after UAT acceptance. Hence, post go-live, Development and Maintenance Phase shall start
224	Section-A: Invitation for Request for Proposal : Objective : 3	7	The third phase (herein after referred to as Support Phase) shall continue with for a period of 5 years from Go-Live (which may be extended to another 3 years i.e. total 8 years based on LIC's requirement).	Recommended Third phase period of 5 years to start from Migration phase UAT acceptance.		Migration Phase Go-Live will happen after UAT acceptance. Hence, post go-live, Support Phase shall start
225	Force Majeure	16		Request to add below statement at the end of the clause If the Force Majeure situation continues beyond 30 (thirty) days, either Party shall have the right to terminate the Agreement by giving a notice to the other Party. Neither Party shall have any penal liability to the other in respect of the termination of this Agreement as a result of an event of Force Majeure. However, Service Provider shall be entitled to receive payments for all services actually rendered up to the date of the termination of this Agreement.		No Change
226	Termination and reduction for convenience	21	i. LIC may, at any time, by a prior written notice of 30 days, terminate the contract or reduce the scope of the Services.	Recommended a prior written notice of 90 days for the termination for convenience / reduction.		No change
227	Termination by LIC for default	21	i. LIC may, without prejudice to any other remedy for breach of contract, by written notice of default sent to the Vendor, terminate the Contract in whole or part if the Vendor fails to deliver any or all of the resources/services within the period(s) specified in Scope of Work of the RFP, or if the Vendor fails to perform any other obligation(s) under the Contract.	Recommended a prior written notice of 30 days before for the termination for default along with 30 days cure period.		No Change
228	Service Level Agreements Entire Infrastructure : Note: 6	43	The total deduction per quarter shall not exceed 20%	Recommended overall cumulative penalty shall be capped at maximum 5% of respective year Support services related cost.		no change
229	Service Level Agreements Entire Infrastructure : Note: 7	43	Two consecutive quarterly deductions amounting to more than 20% of the QPs on account of any reasons will be deemed to be an event of default and termination	Propose removal of this clause, as application of penalty shall be sole remedy for SLA non-compliance.		no change
230	Exit Management / Transition-Out Responsibilities - 1	47	Provide necessary handholding and transition support to ensure the continuity and performance of the Services to the complete satisfaction of LIC.	Proposed transition period of 1 month from the expiry of the Agreement / termination of agreement.		RFP provides for upto 50 mandays efforts for this activity.
231	Annexure_P	12	The readiness check report shared is for S4hana 1709. The requirement is to upgrade to latest version which is S4hana2020	Can you please share readiness report for S4hana2020		Through out the RFP it has been clearly mentioned that the latest version of all software/database has to be implemented. Readiness check report of 1809 has been given to assess the efforts involved in AS-IS migration.
232	Annexure N Scope of Work	Page 2	Scope of Work	List of interfaces with 3rd party systems, Banks, Markets		List of 15 Interfaces to be taken on PO is provided in Corrigendum to Annexure-N
233	Section D	Page 32	Goal of Development and Maintenance Phase	Loan - new developments/Re-engineering -Kindly provide more details on Loan developments /re-engineering expected		This will be taken up time and material basis under additional manpower requirements. Details will be shared with selected vendor.
234	Section D	Page 32	Goal of Support Phase	Request you to provide the Modulewise support data provided for the last 1 year, so that the support efforts can be arrived better.		Not available.
235	Section D	Page 32	Goal of Support Phase	Is there any major enhancements planned or in the discussion for the next 5 years?		This will be taken up time and material basis under additional manpower requirements. Details will be shared with selected vendor.
236	Section D	Page 32	Goal of Support Phase	Kindly provide the Change Requests / Enhancements done in the last 1 year. Is there any specific number of CR's envisaged for the coming years? If yes, kindly share the number of CR's/year		CRs are done on regular basis based on user requests. No major enhancements done in last one year.

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237	Section A	6	Through this RFP, LIC of India intends to migrate from the existing SAP ERP systems and implement S4/HANA and BW4HANA on a managed cloud set-up with two instances (Primary and DR), which shall be the exact replica of each other with the cloud setup being operational from Data Centers in India IN TWO DIFFERENT seismic zones.	Please LMK whether seismic zones clauses can be modified to fit the public cloud like Azure,AWS and GCP.		It's a regulatory requirement . No Change.
238	Stakeholder Role & responsibility	9	Provisioning and Setting up of Network links between the cloud data center to LICs own LAN at three locations, Yogakshema - Mumbai, Vile Parle - Mumbai and Bangalore;	All three locations, Yogakshema - Mumbai, Vile Parle - Mumbai and Bangalore already have the VPN devices exists on premises. Only the Network link to be configured at the Cloud Data Center. Please Clarify		work areas have dedicated user PCs with internet/intranet connectivity
239	Stakeholder Role & responsibility	9	Set-up of DR System as per SoW requirement	Please elaborate the DR requirement		Given in RFP
240	Stakeholder Role & responsibility	9	Live DR Drill by performing operations by accessing DR Location	How many DR Drill is required on a yearly basis.Please Clarify		Once a month i.e. Yearly 12 drills when actual work will be done from DR Location (DR swapped with PR) The proposed system landscape shall have DR provisioning for switchover testing. Switchover testing would include: • Switch over of application from DC to DR as per defined RTO and RPO • Switch over applications from DR to DC as predefined RTO and RPO • Complete Data Replication and Reverse Data Replication as per RPO • Data-loss within tolerance threshold • Fully functional application while DR site is operational, taking into consideration the end user experience
241	Goal of Support Phase	33	This Phase shall be a continuous process for the duration of the project. In this phase, the management of hardware, infrastructure, Operating System, ERP solution shall be done by the selected bidder. This shall be for a period of 5(five) years which may be extended by LIC for another 3 years after initial five years. The Goal of this phase are as given below: 1. Provide minimum 99.95% SAP Application Login level system availability 2. DR switching (all jobs being done from DR location) once in a month 3. OS update, patch management as and when required 4. CA , VA updations once in every six months on the deployed infrastructure 5. ERP update, patch management as and when required 6. Adherence to security aspects 7. Maintenance of compliance of all Ministry of Electronics and Information technology (MEITY) guidelines and requirements for cloud center	DR switching (all jobs being done from DR location) once in a month.Please elaborate this requirement. CA , VA updations once in every six months on the deployed infrastructure. Please explain.		Once a month i.e. Yearly 12 drills when actual work will be done from DR Location (DR swapped with PR) The proposed system landscape shall have DR provisioning for switchover testing. Switchover testing would include: • Switch over of application from DC to DR as per defined RTO and RPO • Switch over applications from DR to DC as predefined RTO and RPO • Complete Data Replication and Reverse Data Replication as per RPO • Data-loss within tolerance threshold • Fully functional application while DR site is operational, taking into consideration the end user experience
242	Overview of RFP: Roles and Responsibility	9	Provisioning and Setting up of Network links between the cloud data center to LICs own LAN at three locations, Yogakshema - Mumbai, Vile Parle - Mumbai and Bangalore;	what is the bandwidth requirement between these locations and DC/DR?	This is required so that all bidders can quote on-par. And fair evaluation can be done	Bidder to propose appropriate bandwidth required given the system sizing proposed, system replication requirements keeping in view the RPO and RTO requirements for the solution.
243	Design, provisioning of IT infrastructure and setup of Cloud	30	The bidder shall be responsible for provisioning of adequate Internet Bandwidth and connectivity between DC & DR,	What is the bandwidth requirement between DC and DR?	This is required so that all bidders can quote on-par. And fair evaluation can be done	Bidder to propose appropriate bandwidth required given the system sizing proposed, system replication requirements keeping in view the RPO and RTO requirements for the solution.
244	Section-D: Project Scope and Deliverables	27	Yogakshema(Near-DR) - Mumbai Corporate Office & Near-DR	Will the Yogakshema(Near-DR) - Mumbai continue to function as NDR? And Corporate office as well?	This is required so that all bidders can quote on-par. And fair evaluation can be done	No change, the requirement is clearly mentioned in RFP. No NDR envisaged
245	additional query			Hope internet and phone connectivity will be provided by LIC for helpesk?		No. Bidder to factor in
246	Annexure - N	5	"Integration with Business Objects for Reporting as well as dashboards."	How many Existing Universe are there in Business Objects		BO is not implemented in current project
247	Annexure - N	5	"Integration with Business Objects for Reporting as well as dashboards."	Do we have SAP BODS as well for the ETL or are we doing reporting from ECC only		BO is not implemented in current project
248	Annexure - N	5	BW Quality to be included in DR setup and landscape			Clearly stated in RFP

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249	Annexure - N	5	<u>BW Quality</u> Quality system to be developed for BW4HANA ETL connection between S4 Quality and BW4HANA Quality	Do we see any need of Information Quality Management and ILM as well in the requirement. If yes please help with the details of the same		Bidder to propose appropriate methodology of BW implementation including quality refresh
250	Section-A	9	This RFP Document along with its annexure/ appendices / clarifications/ addenda/ corrigenda states the terms and conditions of this RFP. Responding to this RFP and submission of the Bid by the bidder will be deemed as consent from the bidder to all the terms and conditions mentioned in this RFP Document and the contents of the RFP along with the annexure(s), clarifications, corrigendum(s) issued, if any, will be contractually binding on the bidder. All the Terms and Conditions and the contents of the RFP along with the annexure(s), clarifications(s), corrigendum(s) issued will form the part of the purchase order / any resulting contracts, to be issued to the selected vendor from time to time as an outcome of this RFP process.	This RFP Document along with its annexure/ appendices / clarifications/ addenda/ corrigenda states the terms and conditions of this RFP. Responding to this RFP and submission of the Bid by the bidder will be deemed as consent from the bidder to all the mutually agreed terms and conditions mentioned in this RFP Document and the contents of the RFP along with the annexure(s), clarifications, corrigendum(s) issued, if any, will be contractually binding on the bidder. All the Terms and Conditions and the contents of the RFP along with the annexure(s), clarifications(s), corrigendum(s) issued will form the part of the purchase order / any resulting contracts, to be issued to the selected vendor from time to time as an outcome of this RFP process.		No Change
251	SECTION-B	16	Except in cases of criminal negligence or wilful misconduct, and in the case of infringement pursuant to Conditions of the Contract Clause, the bidder shall not be liable to LIC, whether in contract or otherwise, for any indirect or consequential loss or 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 LIC; and the aggregate liability of the bidder to LIC, whether under the Contract, in tort or otherwise, shall not exceed the total value of purchase order(s) issued to the bidder	Except in cases of criminal negligence or wilful misconduct, and in the case of infringement pursuant to Conditions of the Contract Clause, the bidder shall not be liable to LIC, whether in contract or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs (including, without limitation, loss of use, data, revenue, profits, business and for any claims of any third party claiming through bidder), provided that this exclusion shall not apply to any obligation of the bidder to pay liquidated damages to LIC; and the aggregate liability of the bidder to LIC, whether under the Contract, in tort or otherwise, shall not exceed the total value of fees (excluding reimbursements) received by it under this contract during the six months preceding the date of first claim purchase order(s) issued to the bidder		No Change
252	SECTION-B	20	Recover any dues payable by the selected Vendor from any amount outstanding to the credit of the selected Vendor, including the pending bills and/or invoking PBG, if any, under this contract. 7. Ascertain the effectiveness and efficiency of the resources deployed for this project through interview, performance review etc. and insist for proper substitute. 8. to debar the bidder from bidding and take any other action as may be deemed necessary prospectively for a period to be decided by LIC if it is found at any future point of time that the bidder had made a statement which is factually incorrect, 9. Procure any equipment's/components/services outside this tender. 10. Decide all unforeseen issues on the merits of each case.	Recover any dues payable by the selected Vendor from any amount outstanding to the credit of the selected Vendor, including the pending bills ~~and/or invoking PBG~~ , if any, under this contract. 7. Ascertain the effectiveness and efficiency of the resources deployed for this project through interview, performance review etc. and insist for proper substitute. ~~8. to debar the bidder from bidding and take any other action as may be deemed necessary prospectively for a period to be decided by LIC if it is found at any future point of time that the bidder had made a statement which is factually incorrect;~~ 9. Procure any equipment's/components/services outside this tender. 10. Decide all unforeseen issues on the merits of each case.		No Change

Sl.No	RFP Document Reference(s) Section	Page Number(s)	Content of RFP requiring Clarification(s)	Points for Clarification	Remarks	LIC Response
253	SECTION-B	20	d) Bids not confirming to the requirements, terms and conditions mentioned in this RFP document. e) If the bid is incomplete or is evasive or contains incorrect/ inaccurate / misleading information to permit a thorough analysis in LIC's estimation f) If the bid is not properly/duly signed/initialed by the authorized person g) If there is any effort by a Bidder for revelations of prices in any form or by any reason before opening of commercial bids or canvassing / lobbying or to influence LIC in its decisions on bid evaluation, bid comparison, short listing or contract award decisions etc. h) Bids with material deviations or conditions unacceptable to LIC	~~d) Bids not confirming to the requirements, terms and conditions mentioned in this RFP document.~~ e) If the bid is incomplete or is evasive or contains incorrect/ inaccurate / misleading information to permit a thorough analysis in LIC's estimation f) If the bid is not properly/duly signed/initialed by the authorized person g) If there is any effort by a Bidder for revelations of prices in any form or by any reason before opening of commercial bids or canvassing / lobbying or to influence LIC in its decisions on bid evaluation, bid comparison, short listing or contract award decisions etc. ~~h) Bids with material deviations or conditions unacceptable to LIC~~		No Change
254	SECTION-B	21	Right to terminate: If Vendor fails to comply with the contractual obligations and, if any part of the service does not meet the specifications on three or more occasions, LIC may (in addition to its other remedies) terminate the Contract by giving the Vendor written notice of 30days	Right to terminate: If Vendor fails to comply with the contractual obligations and, if any part of the service does not meet the specifications on three or more occasions, LIC may (in addition to its other remedies) terminate the Contract by giving the Vendor written notice of ~~30~~ 90 days		No Change
255	SECTION-B	21	LIC may, at any time, by a prior written notice of 30 days, terminate the contract or reduce the scope of the Services	LIC may, at any time, by a prior written notice of ~~30~~ 90 -days, terminate the contract or reduce the scope of the Services		No Change
256	SECTION-B	21	If the contract is terminated, LIC is liable to make payment only for Services rendered before the effective date of termination	If the contract is terminated, LIC is liable to make payment only for Services rendered before the effective date of termination along with the following: a) Work in progress b) Third party orders in pipeline which cannot be cancelled despite Contractor's best efforts c) Unrecovered investments shall be paid by customer as per termination schedule till the date of termination		No Change
257	SECTION-B	21	LIC may, without prejudice to any other remedy for breach of contract, by written notice of default sent to the Vendor, terminate the Contract in whole or part if the Vendor fails to deliver any or all of the resources/services within the period(s) specified in Scope of Work of the RFP, or if the Vendor fails to perform any other obligation(s) under the Contract.	LIC may, without prejudice to any other remedy for breach of contract, by written notice of 90 days for default sent to the Vendor, terminate the Contract in whole or part if the Vendor fails to deliver any or all of the resources/services within the period(s) specified in Scope of Work of the RFP, or if the Vendor fails to perform any other obligation(s) under the Contract. In the event of such termination, LIC shall be liable for payment of any and all compensation against the goods and services provided upto the date of such termination.		No Change
258	SECTION-B	21	In the event of LIC terminating the Contract in whole or in part, LIC may procure, upon such terms and in such manner as it deems appropriate, Systems or Services similar to those undelivered, and the Vendor shall be liable to LIC for any excess costs for such similar resources or Services. However, the Vendor shall continue the performance of the Contract to the extent not terminated.	In the event of LIC terminating the Contract in whole or in part, LIC may procure, upon such terms and in such manner as it deems appropriate, Systems or Services similar to those undelivered, and the Vendor shall be liable to LIC for any excess costs to the limit of 10% of such excess costs for such similar resources or Services. However, the Vendor shall continue the performance of the Contract to the extent not terminated.		No Change
259	SECTION-B	23	The selection process, as detailed in other sections of the bid, shall include but not be limited to, the following stages:	The selection process, as detailed in other sections of the bid, shall include ~~but not be limited to~~ , the following stages:		No Change

Sl.No	RFP Document Reference(s) Section	Page Number(s)	Content of RFP requiring Clarification(s)	Points for Clarification	Remarks	LIC Response
260	SECTION-B	24	The unconditional and irrevocable Performance Guarantee should be valid for the entire contract period and an additional 6 months from the date of notification. The selected bidder shall be responsible for extending the validity date and claim period of the Performance Guarantee as and when it is due on account of extension of contract period. In case the selected bidder fails to submit performance guarantee within the time stipulated, LIC at its discretion may cancel the notification placed on the selected bidder without giving any notice. LIC shall invoke the unconditional and irrevocable performance guarantee in case the selected Vendor fails to discharge their contractual obligations during the period or LIC incurs any loss due to Vendor's negligence in carrying out the project implementation as per the agreed terms & conditions.	The unconditional and irrevocable Performance Guarantee should be valid for the entire contract period and ~~an additional 6 months~~ from the date of notification. The selected bidder shall be responsible for extending the validity date and claim period of the Performance Guarantee as and when it is due on account of extension of contract period. In case the selected bidder fails to submit performance guarantee within the time stipulated, LIC at its discretion may cancel the notification placed on the selected bidder without giving any 90 days notice. ~~LIC shall invoke the unconditional and irrevocable performance guarantee in case the selected Vendor fails to discharge their contractual obligations during the period or LIC incurs any loss due to Vendor's negligence in carrying out the project implementation as per the agreed terms & conditions.~~		No Change
261	SECTION-B	24	LIC reserves the right at the time of award of contract and during the term of the contract to vary the quantity of services and goods specified in the RFP without any change in unit prices or other terms and conditions	LIC reserves the right at the time of award of contract and during the term of the contract to vary the quantity of services and goods specified in the RFP without any change in unit prices or other terms and conditions subject to utual discussion and decisioning of LIC and the bidder		No Change
262	SECTION-B	25	b. LIC, at all times, reserve the right to modify, include or exclude procurement of products under consideration in this RFP if it is to LIC's advantage to do so. c. LIC reserves the right to shift/divert the equipment to other locations from where they are. In such cases, the warranty / AMC shall continue to be in force at the new location and the supplier has to continue to extend his support for the same at the new location.	b. LIC, at all times, reserve the right to modify, include or exclude procurement of products under consideration in this RFP if it is to LIC's advantage to do so subject to utual discussion and decisioning of LIC and the bidder . c. LIC reserves the right to shift/divert the equipment to other locations from where they are. In such cases, the warranty / AMC shall continue to be in force at the new location and the supplier has to continue to extend his support for the same at the new location subject to utual discussion and decisioning of LIC and the bidder .		No Change
263	Section-D	30	The Bidder shall be responsible for ensuring security of I/C Applications and infrastructure from any threats and vulnerabilities. The Bidder shall address ongoing needs of security management including, but not limited to, monitoring of various devices / tools such as firewall, intrusion prevention/detection, content filtering and blocking, virus protection, even logging & correlation and vulnerability protection through implementation of proper patches and rules	The Bidder shall be responsible for ensuring security of I/C Applications and infrastructure from any threats and vulnerabilities. The Bidder shall address ongoing needs of security management including, ~~but not limited to~~ , monitoring of various devices / tools such as firewall, intrusion prevention/detection, content filtering and blocking, virus protection, even logging & correlation and vulnerability protection through implementation of proper patches and rules		No Change
264	Section – F	40	As per RFP	2. One time cost, payable post ~~go-live~~ completion of set up of cloud infrastructure (within 6 weeks of issuance of PO) 3. To be quoted by the bidder- One time cost, ~~60~~ 90% payable on ~~Go-Live migration (within 3 months from PO)~~ and ~~40~~ 10% post ~~Hyper-care period~~ GO Live 4. To be quoted by the bidder- One time cost, ~~60~~ 90% payable on ~~Go-Live set up (within 3 months from PO)~~ and ~~40~~ 10% post ~~Hyper-care period~~ GO Live		No Change.
265	Section – F	40	LIC will release the payment within 30 days of date of submission of valid invoice subject to the condition that invoice and all supporting documents produced are in order and work is performed as per the scope of the project and meeting the SLA Criteria. LIC shall be entitled to delay or withhold the payment of a disputed invoice or part of it delivered by Bidder, when LIC disputes such invoice or part of it, provided that such dispute is bonafide.	LIC will release the payment within 30 days of date of submission of valid invoice subject to the condition that invoice and all supporting documents produced are in order and work is performed as per the scope of the project and meeting the SLA Criteria. ~~LIC shall be entitled to delay or withhold the payment of a disputed invoice or part of it delivered by Bidder, when LIC disputes such invoice or part of it, provided that such dispute is bonafide.~~		No Change.
266	Section – F	41	As per RFP	Any and all penalties subject to the above table shall be limited to the 5% of the Annual contract value		No Change.

Sl.No	RFP Document Reference(s) Section	Page Number(s)	Content of RFP requiring Clarification(s)	Points for Clarification	Remarks	LIC Response
267	Section – F	43	6. The total deduction per quarter shall not exceed 20% of the total QP value 7. Two consecutive quarterly deductions amounting to more than 20% of the QPs on account of any reasons will be deemed to be an event of default and termination	6. The total deduction per quarter shall not exceed ~~20~~ 5% of the total ~~QP~~ annual contract value 7. Two consecutive quarterly deductions amounting to more than ~~20~~ 5% of the ~~QPs~~ annual contract value on account of any reasons will be deemed to be an event of default and termination		No Change.
268	Section – F	48	a. The rate shall be valid for 60 months from day of go-live d. The skill-sets for such manpower shall include, but shall not be limited to, ABAP, BASIS, HANA, BW4HANA, BO, LINUX, JAVA, J2EE, API Development	a. The rate shall be valid for ~~60~~ 3 months from day of go-live d. The skill-sets for such manpower shall include, ~~but shall not be limited to,~~ ABAP, BASIS, HANA, BW4HANA, BO, LINUX, JAVA, J2EE, API Development		No Change.
269			Variance in Minimum Wages - Clause not present in RFP, To be included	Bidder undertakes that it is compliant to State minimum wages act at the time of execution of the Agreement and the commercials are accordingly factored. In the event there is a change to the State minimum wages act or if the LIC wants the Bidder to comply to some other minimum wages act including but not limited to Central minimum wages act or the existing minimum wages act is repealed by another act, then in such cases, LIC will support Bidder with change request for additional cost incurred by Bidder for complying to new minimum wages. Bidder will not ask for Change request for any changes that is within 8% increase year on year from the State minimum wages as on the date of contract sign off.		Bidder has to abide by the law of the land. All such relevant charges have shall have to be factored which quoting commercials in Annex-I. Once bid is finalized, no deviations shall be allowed.
270			SNR - Clause not present in RFP, To be included	LIC hereby agrees to make the site ready as per the agreed specifications, within the agreed timelines. LIC agrees that bidder shall not be in any manner be liable for any delay arising out of LIC's failure to make the site ready within the stipulated period, including but not limited to levy of liquidated damages for any delay in performance of Services under the terms of this Agreement. In case the SITE is not ready for a continuous period of 30 days, milestone payment related to installation will be released to vendor based on the SNR report, also if there is any additional warranty cost due to continuous site not readiness for 30 days, same will be borne by the LIC		As this is a cloud based project, no site is required to be prepared by LIC. However, LIC will provide work area with computer and network at its premises (Mumbai and Bangalore) from where project team can work onsite.
271			Saving Clause - Clause not present in RFP, To be included	Bidder's failure to perform its contractual responsibilities, to perform the services, or to meet agreed service levels shall be excused if and to the extent bidder performance is effected, delayed or causes non-performance due to LIC's omissions or actions whatsoever.		No change
272			Penalty Capping Clause not present in RFP, To be included	The overall maximum penalty, if any that can be imposed on bidder under this proposal contract shall not exceed 3% of the Annualized Contract Value and penalty for a given month should not be more than 3% of monthly invoice value.		Governed by SLA
273		Additional Manpower Requirement	a. The rate shall be valid for 60 months from day of go-live d. The skill-sets for such manpower shall include, but shall not be limited to, ABAP, BASIS, HANA, BW4HANA, BO, LINUX, JAVA, J2EE, API Development	a. The rate shall be valid for ~~60~~ 3 months from day of go-live d. The skill-sets for such manpower shall include, ~~but shall not be limited to,~~ ABAP, BASIS, HANA, BW4HANA, BO, LINUX, JAVA, J2EE, API Development		No Change
274		Service Level Agreements Entire Infrastructure	6. The total deduction per quarter shall not exceed 20% of the total QP value 7. Two consecutive quarterly deductions amounting to more than 20% of the QPs on account of any reasons will be deemed to be an event of default and termination	6. The total deduction per quarter shall not exceed ~~20~~ 5% of the total ~~QP~~ annual contract value 7. Two consecutive quarterly deductions amounting to more than ~~20~~ 5% of the ~~QPs~~ annual contract value on account of any reasons will be deemed to be an event of default and termination		No Change
275		Work Completion Timelines & Payment Terms	LIC will release the payment within 30 days of date of submission of valid invoice subject to the condition that invoice and all supporting documents produced are in order and work is performed as per the scope of the project and meeting the SLA Criteria. LIC shall be entitled to delay or withhold the payment of a disputed invoice or part of it delivered by Bidder, when LIC disputes such invoice or part of it, provided that such dispute is bonafide.	LIC will release the payment within 30 days of date of submission of valid invoice subject to the condition that invoice and all supporting documents produced are in order and work is performed as per the scope of the project and meeting the SLA Criteria. ~~LIC shall be entitled to delay or withhold the payment of a disputed invoice or part of it delivered by Bidder, when LIC disputes such invoice or part of it, provided that such dispute is bonafide.~~		No Change
276		Work Completion Timelines & Payment Terms	As per RFP	2. One time cost, payable post ~~go-live~~ completion of set up of cloud infrastructure (within 6 weeks of issuance of PO) 3. To be quoted by the bidder- One time cost, ~~60~~ 90% payable on ~~Go-Live~~ migration (within 3 months from PO) and 40 ~~10~~ % post ~~Hyper-care period~~ GO Live 4. To be quoted by the bidder- One time cost, ~~60~~ 90% payable on ~~Go-Live~~ set up (within 3 months from PO) and 40 ~~10~~ % post ~~Hyper-care period~~ GO Live		No Change
277		Contracting	LIC reserves the right at the time of award of contract and during the term of the contract to vary the quantity of services and goods specified in the RFP without any change in unit prices or other terms and conditions	LIC reserves the right at the time of award of contract and during the term of the contract to vary the quantity of services and goods specified in the RFP without any change in unit prices or other terms and conditions subject to mutual discussion and decisioning of LIC and the bidder		No Change

Sl.No	RFP Document Reference(s) Section	Page Number(s)	Content of RFP requiring Clarification(s)	Points for Clarification	Remarks	LIC Response
278		Contracting	b. LIC, at all times, reserve the right to modify, include or exclude procurement of products under consideration in this RFP if it is to LIC's advantage to do so. c. LIC reserves the right to shift/divert the equipment to other locations from where they are. In such cases, the warranty / AMC shall continue to be in force at the new location and the supplier has to continue to extend his support for the same at the new location.	b. LIC, at all times, reserve the right to modify, include or exclude procurement of products under consideration in this RFP if it is to LIC's advantage to do so subject to utual discussion and decisioning of LIC and the bidder . c. LIC reserves the right to shift/divert the equipment to other locations from where they are. In such cases, the warranty / AMC shall continue to be in force at the new location and the supplier has to continue to extend his support for the same at the new location subject to utual discussion and decisioning of LIC and the bidder .		No Change
279		Design, provisioning of IT infrastructure and setup of Cloud	The Bidders shall be responsible for ensuring security of LI Applications and infrastructure from any threats and vulnerabilities. The Bidder shall address ongoing needs of security management including, but not limited to, monitoring of various devices / tools such as firewall, intrusion prevention/detection, content filtering and blocking, virus protection, even logging & correlation and vulnerability protection through implementation of proper patches and rules	The Bidders shall be responsible for ensuring security of LI Applications and infrastructure from any threats and vulnerabilities. The Bidder shall address ongoing needs of security management including, ~~but not limited to~~ , monitoring of various devices / tools such as firewall, intrusion prevention/detection, content filtering and blocking, virus protection, even logging & correlation and vulnerability protection through implementation of proper patches and rules		No Change
280		Bid Selection Process	The selection process, as detailed in other sections of the bid, shall include but not be limited to, the following stages:	The selection process, as detailed in other sections of the bid, shall include ~~but not be limited to~~ , the following stages:		No Change
281		Performance Guarantee	The unconditional and irrevocable Performance Guarantee should be valid for the entire contract period and an additional 6 months from the date of notification. The selected bidder shall be responsible for extending the validity date and claim period of the Performance Guarantee as and when it is due on account of extension of contract period. In case the selected bidder fails to submit performance guarantee within the time stipulated, LIC at its discretion may cancel the notification placed on the selected bidder without giving any notice. LIC shall invoke the unconditional and irrevocable performance guarantee in case the selected Vendor fails to discharge their contractual obligations during the period or LIC incurs any loss due to Vendor's negligence in carrying out the project implementation as per the agreed terms & conditions.	The unconditional and irrevocable Performance Guarantee should be valid for the entire contract period ~~and an additional 6 months~~ from the date of notification. The selected bidder shall be responsible for extending the validity date and claim period of the Performance Guarantee as and when it is due on account of extension of contract period. In case the selected bidder fails to submit performance guarantee within the time stipulated, LIC at its discretion may cancel the notification placed on the selected bidder without giving any notice. LIC shall invoke the unconditional and irrevocable performance guarantee in case the selected Vendor fails to discharge their contractual obligations during the period or LIC incurs any loss due to Vendor's negligence in carrying out the project implementation as per the agreed terms & conditions.		No Change
282	Section A	9	LIC Core IT team	Please share current Core IT team details & also share what kind of involvement / role they will play?		Contact Details, Roles and Responsibilities provided in RFP. Final teams of both LIC and the selected bidder will be formed at the time of project start.
283	Section B	18	Custodial responsibilities for data, software, hardware	Who is currently managing custody of current IT landscape. Please suggest if there are more than one parties involved along with their roles & responsibilities during course of this project. What will be their role during SAP S/4 HANA Implementation project & Hypercare? (ex- core team members / extended core team etc)		LIC infrastructure currently Managed In-house. However the RFP requires the Bidder to factor in all the required support services as well as ownership for the end to end migration and maintenance over the period of the contract.
284	Section E	35	Current Challenges	What are Business Process challenges?		Nothing in particular.
285	Section E	35	Pain Areas	What are current pain area for Business Process		Nothing in particular.
286	General			Flexible Workflow in scope ?		Bidder may propose
287	Section D	33	Development and Maintainance phase	Is the O/P form determination should work on BRP+ or the existing condition records		Question not clear.
288	Section D	33	Development and Maintainance phase	Is the existing system on classic GL or New GL?		New GL.
289	Section D	33	Development and Maintainance phase	If new GLs are active, then how many parallel ledgers are active?		Single.
290	Annexure N simplification	18		How many account groups for Customer and Vendor?		Single customer account group, No vendor group
291	Section D	29-30	Goal of different Phases	What is the strategic need to upgrade functionally / Technically?		Both.
292	Section D		Consideration of Sizing	What is the size of ECC database		Existing ECC data size 800GB Existing BW data size 550GB
293	General			Is the system accessed from multiple countries? (Provide details)		No
294	Section D	31-33	System Up-time	Is your SAP system be available on a 24x7 basis (Yes / No)		Yes.

Sl.No	RFP Document Reference(s) Section	Page Number(s)	Content of RFP requiring Clarification(s)	Points for Clarification	Remarks	LIC Response
295	Section A	9	LIC technical & Functional team	What is your core team member structure? (Require for planning UAT time) (SAP Basis, SAP ABAP, SAP Functional (module-wise & business wise), IT SPOC etc)		Contact Details, Roles and Responsibilities provided in RFP. Final teams of both LIC and the selected bidder will be formed at the time of project start.
296	Section D	31-33	System Up-time	What is the expected downtime window		Zero downtime.
297	Section D	29-30	DB Migration Scope	What other systems are to be considered in Scope for OS-DB Migrations (other than ECC and BW)		none.
298	General			Which Business entities/ legal entities will be part of scope of the project?		LIC of India - Single Company Code
299	Section A	6	Background	Do you use any Country Version/ Industry Solutions? (Specify name)		Not Applicable.
300				Is the system Unicode/ Non Unicode		Unicode
301	Annexure N	20		How many Total Z* Objects you have in your system including Obsolete objects?		Provided in Annex-N
302	Annexure N	20		No of Z* ABAP objects currently in use?		Provided in Annex-N
303	Annexure N	20-22		No of ABAP objects which are no more used?		not applicable
304	Annexure N	20-22		No of User Exists/Enhancements / Reports / Forms / Conversion / Fiori apps ?		Provided in Annex-N; no Fiori Apps
305	Annexure N	20-22		Dow we have any custom code analyzer implemented?		No
306	Annexure N	1		you have shared system readiness check report for 1809 but latest version is S/4 HANA 2020. So should we consider S/4 HANA 1809 or S/4 HANA 2020.		Through out the RFP it has been clearly mentioned that the latest version of all software/database has to be implemented. Readiness check report of 1809 has been given to assess the efforts involved in AS-IS migration.
307	Section D	27-28	Hardware Sizing	Have you already done SAP Sizing for migrating SAP onto HANA? If Yes, kindly share the HANA sizing report		Minimum hardware specifications requirement is based on sizing.
308	General			Is Quality / Sandbox system with production data copy available? If no then kindly confirm if enough compute & storage is available for doing this copy.		Bidder to factor the appropriate HW/SW/resources required for migration. One instance of the existing landscape shall be used for AS-IS migration. LIC shall not provide any other additional resources.
309	Section A	9	Archive data	Is there archiving/Data deletion considered before migration? If yes whether it will be executed internally or by implementation partner		Complete migration without any data-loss is required. No archival strategy is required.
310	Section D	29-31	Solution Manager	What is the roadmap for the existing Solution Manager?		As per RFP.
311	Section D	29-31	Solution Manager	If upgrade of solution manager required then, would you like to upgrade same server Or You would prefer to install a new solution manager?		Bidder to propose.
312	Section D	33	Fiori	Number of Fiori apps expected (including drill down apps)		100 excluding drill down.
313	Section D	33	Fiori	Number of Custom Apps expected		25
314	Section A	9	Archive data	How many years of data currently available in system. Any archiving being done		Since 2006-07. No archiving has been done nor is planned.
315	General			Can you please share with us EWA Reports		Not required
316	Section D	31-33	BW Interface	What are the source systems connected to existing BW		SAP ECC.
317	General			Do we consider HA for all production databases (HANA/Non HANA)		Yes
318	Section D	33	SAP System Availability	Most of the cloud provider claim 99.95% availability of server on top of that do we have to consider application level clustering for High availability ?		Bidder to propose as per their own experience in handling such Infrastructure projects keeping SLA requirements envisaged.
319	General			Is current hardware shared with any other SAP / Non-SAP Application		No
320	General			For two factor authentication have you purchased any SAP (SSO)/third party product		No
321	Annexure N Section 2	6		Are you using 2 factor authentication in current landscape ?		No
322	General			What is your current basis team size		Not required
323	Annexure N Section 1	4		SAP Query Reports		Refer page 4 of Annex- N
324	Annexure N Section 1	4		No of SAP Adobe / Smart Forms / Scripts		Refer page 4 of Annex- N
325	Annexure N Section 1	4		How Many Module Pool Transactions		Part of Program/reports
326	Section D	33	GRC	*Need more clarity on the limits and exposure triggers. These are based on transactions, and limited to S4 system. GRC AC is only limited to user access and no transaction monitoring can be carried out from GRC-AC. Transactional monitoring can be done through SAP GRC - Process Control (PC)*		GRC process control implementation is with in scope.
327	Section D	33	GRC	*Need more clarity on the type of controls expected. Automation of mitigating controls can be done through GRC Process Control (not in scope of this implementation)*		GRC process control implementation is with in scope.
328	Section D	33	GRC	*Need more clarity on type of automated controls. GRC AC is only limited to user access and no transaction monitoring can be carried out from GRC-AC. Transactional monitoring can be done through SAP GRC - Process Control (PC)*		GRC process control implementation is with in scope.
329	Section D	33	GRC	Is GRC will be implemented on the same server as S4 HANA server (Embedded GRC). If no, then on which database GRC would be implemented (Sybase, HANA DB etc.)		Bidder to propose.
330	Section D	33	GRC	GRC frontend will be Netweaver or Fiori UI		Both are required.
331	SECTION-C: MINIMUM ELIGIBILITY	25	The Bidder must be SAP Partner duly authorized by SAP .	Copy of valid Authorization from SAP for awarding the SAP partner status which shall be valid for a period of atleast one year from the date of RFP	Request a change to : Copy of valid Authorization/Partner certificate from SAP for the organization/parent organization for awarding the SAP partner status which shall be valid for a period of atleast one year from the date of RFP	No Change

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332	SECTION-C: MINIMUM ELIGIBILITY	26	The Bidder should have back-to-back support with all the proposed CSPs and OEMs for implementation and configuration of the systems to be done by the respective OEMs.	Respondent should provide a letter from CSPs and OEMs, issued after the date of this RFP	Request a change to : Respondent should provide a letter from CSPs issued after the date of this RFP	No change
333	SECTION-C: MINIMUM ELIGIBILITY	26	The Bidder must have strength of at least 50 IT Professionals (networking/system administration/cloud services professionals/cloud security experts/SAP) on their payroll as on date of submission of this bid. At administration/system administration, Virtualization, security, database etc). Minimum 20 SAP certified ABAP and BASIS resources must be on payroll. least 20 of these professionals must have experience (of minimum 3 years) in maintenance of cloud solution/ virtual server	Certificate from HR head on the letter head of Bidder certifying the availability of resources on their this bid as per the requirement.	Request a change to : The Bidder must have strength of at least 50 IT Professionals (networking/system administration/cloud services professionals/cloud security experts/SAP) on their payroll as on date of bid. At administration/system administration, Virtualization, security, database etc). Minimum 10 SAP certified ABAP and BASIS resources must be on payroll. least 10 of these professionals must have experience (of minimum 3 years) in maintenance of cloud solution/ virtual serversubmission of this	No Change
334	Section – E :	38	Bidder's experience of managing migration activity in last 4 years from SAP ECC to S4/HANA in India or Globally	Self-Certified Copy of Client certificate, work order, completion certificate or extract from the contract mentioning the scope of work. 5 or more Clients = 8 Marks, 4 Clients = 7 Marks, 3 Clients = 6 Marks	Request a change to : Bidder's/Bidder's parent Organizations experience of managing migration activity in last 4 years from SAP ECC to S4/HANA in India or Globally	No Change.
335	Section – E :	38	Bidder's experience of managing Treasury or FI Modules (other than SAP) in India or Globally (in last 4 years)	Self-Certified Copy of Client certificate, work order, completion certificate or extract from the than 3 Clients = 5 Marks, 3 Clients = 4 Marks, 2 contract mentioning the scope of work. More Clients = 3 Marks	Request a change to : Dropping of this point since the activity relates to SAP and points for work other than on SAP are not relevant.	No Change.
336	Section – E :	38	Number of On-Roll SAP Certified resources with B.E. / B.Tech. / M.C.A	More than 100 professionals = 4 Marks 75 to 99 professionals = 3 Marks 50 to 74 professionals = 2 Marks Below 50 professionals = 0 Marks	Request a change to : More than 30 professionals = 4 Marks 21 to 30 professionals = 3 Marks More than 30 professionals = 4 Marks 21 to 30 professionals = 3 Marks 11 to 20 professionals = 2 Marks More than 30 professionals = 4 Marks 21 to 30 professionals = 3 Marks 11 to 20 professionals = 2 Marks Below 10 professionals = 0 Marks	No Change.
337	Section – E :	38	Number of On-Roll SAP Certified resources with B.E. / B.Tech. / M.C.A that will be allocated to the project on whole-time basis	More than 20 professionals = 5 Marks 15 to 20 professionals = 4 Marks Below 15 professionals = 0 Marks	Request a change to : Number of On-Roll SAP Certified resources with B.E./B.Tech/M.C.A/MBA/BBA that will be allocated to the project on whole-time basis	No Change.
338	Section – E :	38	Time proposed from PO to Go-Live	120 days : 5 Marks 121 days to 150 days: 4 Marks 151 days to 180 days : 3 Marks Above 180 days: 0 Marks	Request a change to : 150 days : 5 Marks 151 days to 180 days: 4 Marks 181 days to 210 days : 3 Marks Above 210 days: 0 Marks	No Change.
339	Compliance with Information security policy of LIC	18/49	The bidders/vendors selected, shall have to comply with LIC's Information Security (IS) Security Policy in key concern areas relevant to this RFP.	Request LIC to kindly share LIC IS security policies for us to comply for the same. It is required for the following: 1) To estimate the knowledge base required to build for the LIC project 2) To understand the data security and data hosting policies on cloud accordingly cloud hosting platform can be decided		Page-18 of RFP provides list of applicable policies. These are general and standard policies. Successful bidder will be provided the policies. However the bidder with its own experience in cloud projects should propose an appropriate cloud policy and procedure document for this specific project.

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340	Section D: Project scope & Deliverables	28/49	While proposing the cloud sizing, bidders should revalidate the above sizing from the OEM SAP and propose the sizing. However, the proposed sizing and efficiency of solution shall not be lesser than what has been proposed above.	RFP documents don't give any information of the current volumetric details like DB size, number of sessions processed per second etc. Request LIC to kindly share the same accordingly		The required Minimum HW sizing is done based on DB sizes, transactions and considering future possible growth in consultation with the product OEM.
341	Design, provisioning of IT infrastructure and setup of Cloud	30/49	The bidder will be responsible for provisioning of requisite network infrastructure (including switches, routers and firewalls) to ensure accessibility of the servers as per defined SLA's, from LICs work locations at Yogakshema - Mumbai, Vile Parle – Mumbai and Bangalore	Request LIC to kindly provide the following details for each location so that network infrastructure can be provided: 1) Number of users at Yogakshema Mumbai, Vile Parle Mumba and Bangalore office are going to access DC & DR 2) Number of mobile users who shall access DC & DR via Internet (VPN licenses shall be factored accordingly)		400 users, 50 concurrent heavy users and 50 Mobile users may access the system from any of the work location.
342	Design, provisioning of IT infrastructure and setup of Cloud	30/49	The bidder will be responsible for provisioning of requisite network infrastructure (including switches, routers and firewalls) to ensure accessibility of the servers as per defined SLA's, from LICs work locations at Yogakshema - Mumbai, Vile Parle – Mumbai and Bangalore	Request LIC to confirm, 1) All LIC offices (Yogakshema, Vile Parle and BLR office) LAN is already existing 2) Additional routers and firewall (asked in the RFP) shall be integrated with existing LAN at these office to connect to DC & DR If "No" for the above questions, request LIC to share the following to create the LAN structure for their offices: 1) Floor plan, number of desktop and Laptop users for all these offices where LAN need to be setup		Yes confirmed.
343	Section-D: Project Scope and Deliverables	31/49	xiv - Table	We could not find about the Fiori in the table. Please confirm, Are Fiori applications being used currently in As-Is system by LIC users?		Fiori is not being used currently and hence, not part of As-Is Migration
344	Section-D: Project Scope and Deliverables	33/49	Convert the existing GUI to Create minimum 100 FIORI Screens under this scope.	Please provide more details on "Convert the existing GUI to Create minimum 100 FIORI Screens". Please provide a list pertaining to existing GUI functionalities such as applications names, corresponding Tcodes and Line of Business areas (SAP modules : FI,MM, SD...etc). Our initial high level understanding is that need to Implement standard Fiori apps provided by SAP for LIC during which are suitable to LIC business/scenarios functionalities. Please confirm.		Activation of all relevant standard Fiori Apps in the modules and 25 custom code Fiori Apps resulting into a minimum of 100 Fiori Screens(excluding drill downs)
345	Section-D: Project Scope and Deliverables	33/49	Convert the existing GUI to Create minimum 100 FIORI Screens under this scope Create a minimum of 100 analytics and reporting using Business Object	Currently how the business users are accessing the GUI functionality and reports , Is it from the SAP Enterprise Portal or using GUI login pad or some other way.		GUI Login pad
346	Section-D: Project Scope and Deliverables	33/49	Convert the existing GUI to Create minimum 100 FIORI Screens under this scope Create a minimum of 100 analytics and reporting using Business Object	Will Fiori applications be accessed from the Intranet and Internet? What would be the total number of users across different types of user groups. Is it total 400 users?		Both Internet and Intranet; Total users will be 400 including 50 mobile users.
347	Section-D: Project Scope and Deliverables	33/49	Convert the existing GUI to Create minimum 100 FIORI Screens under this scope Create a minimum of 100 analytics and reporting using Business Object	Please provide what are the intended devices to access Fiori applications. What are all different browsers are expected to access Fiori applications.		All compatible browsers including mobile browsers.
348	Section-D: Project Scope and Deliverables	31/49	GRC-Not available in present structure. Shall be implemented in Development and Maintenance Phase	How are SOD's and Audits taken care at present without GRC??what are the tools that manage Segregation Of Duties across the SAP Landscapes?		SODs are enforced though SAP Roles and Authorisations. Audits mainly happen on the basis of data extracted from Systems. The data pertain to system, application functionalities and controls. There is no tool used to manage SODs across SAP Landscapes
349	Section-D: Project Scope and Deliverables	28/49	There shall be 400 named users of the system out of which, 50 shall be concurrent heavy users	How the licenses have been categorised(User /Access level) with the available 400 users in the system.		Given in Page-32 of RFP
350	Section-D: Project Scope and Deliverables	28/49	There shall be 400 named users of the system out of which, 50 shall be concurrent heavy users	What type (job based, position based, master-derived etc.) of role design do you have currently? How many roles are being managed? For S4H can we leverage existing Role design		Given in Page-32 of RFP
351	Section-D: Project Scope and Deliverables	31/49	GRC-Not available in present structure. Shall be implemented in Development and Maintenance Phase	If Role/user Management is in scope, Number of monthly Role change tickets expected		Normal User / Role Management not in scope. However GRC / Fiori aspects of user roles to be attended by Bidder.
352	Requirement of the bidder	38/49	GRC and 2FA implementation (as defined in Annex- SoW) is done during migration phase	2FA implementation: Is it 2 factor authentication(Something other than password.We need to have the secure PIN) Please confirm		Biometrics (finger impressions) of all employees are already stored in centralized biometric system, 3M Cogent CSD200 scanners are made available for each user for internal application authentication and the same to be used for SAP 2FA
353	Goal of Support Phase	33/49	Regular Audit compliances	Is it something related to authentication and access authorisations.How frequently it is planned.		Monthly once
354	Software Licenses	32/49	SAP Process Control for SAP S/4HANA	Is process control in scope for GRC Implementation		yes
355	Objectives	6	Through this RFP, LIC of India intends to migrate from the existing SAP ERP systems and implement S4/HANA and BW4HANA on a managed cloud set-up with two instances	Request LIC to kindly confirm if the envisaged cloud deployment shall be Public or Private. (MIETY guidelines recommend to refer to departments data security guidelines to decide on the same)		LIC is agnostic to the type of cloud setup , provided that the setup so proposed meets the security and SLA requirements in addition to the other criteria mentioned in the RFP. Bidder to propose accordingly.

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356	Annexure N	2	Application Migration of Existing SAP system into SAP S/4 HANA	Kindly provide brief of Instruments used in SAP Treasury Eg: Commercial Paper, National housing bank (NHB) Loans , Debentures ,etc and scope in SAP		Other than Derivatives, currency and commodities, currently we are using all other functionalities of the treasury system
357	Annexure N	2	Application Migration of Existing SAP system into SAP S/4 HANA	Is SAP Loan Management used in SAP ECC for Lending / Borrowing OR any thirdparty system used for Loan Origination , Loan Cycle Management ,etc		Used for lending only; not for borrowing; no third party systems used
358	Annexure N	2	Application Migration of Existing SAP system into SAP S/4 HANA	Is SAP ECC used as the main system for all the LIC functioning or as a financial consolidation system?		SAP ECC System is the OLTP system for LIC's investment functions
359	Annexure N	2	Scope of Work for Migration Phase	Is the complete ECC DB Migration required on HANA DB or archival strategy required ? Is Archival Strategy in place?		Complete migration without any data-loss is required. No archival strategy is required
360	Annexure N	5	Fiori Development	WebIDE licenses are missing in the list . Any plan to buy later on during the development phase for Fiori Development		Bidder to factor the appropriate HW/SW/resources required for migration. If any resources are not listed but are required for implementing the scope of the RFP, the bidder shall factor in the same. LIC shall not provide/procure separately any other additional resources.
361	Annexure N	6	New GRC Installation - latest version Cash management	Provide scope details of SAP Cash Management , Treasury.		Point-9 (Page-6) of Annex-N is clear. Process and access control to be implemented
362	Annexure N	6	New GRC Installation - latest version Treasury related	Is LIC using SAP Loan Management Module? If yes, please provide scope details of SAP loan mangement process.		SAP CML is being used. All relevant controls to be implemented
363	Annexure N	8	Process Integration	Provide details for any third party softwares involved in integration with loan management , treasury and risk management modules in SAP		We have one third party Software - from M/s.Tickerplant Ltd, for day end stock market prices upload to SAP using a middleware developed in Dot Net. Other interactions with external systems are through files uploads and downloads
364	Annexure N	8	2 Factor / Biometric Authentication for login. Item 8 Page 6	Bio Metric Authentication during Login - Please provide more details and expectation from Vendor.		Biometrics (finger impressions) of all employees are already stored in centralized biometric system, 3M Cogent CSD200 scanners are made available for each user for internal application authentication and the same to be used for SAP 2FA
365	General SAP module			Existing SAP landscape diagram with existing database size with each system		Refer Corrigendum to Annexure-N
366	General SAP module			Support package levels in All SAP systems		500
367	General SAP module			Is S/4 HANA coersion assessment report avaiable?		Refer ANNEXURE-N
368	General SAP module			Any SAP add-ons and any third party add -ons installed in SAP		NO
369	General SAP			Do we have technical infrastructure to execute SI check, ATC check and other extractors? Can we run these extractors before so as to optimize our project timelines & commercials?		The selected bidder may undertake these activities as per available infrastructure at LIC or through its own resources , as a part of migration phase
370	General			Are you using any testing tools? If yes which?		No
371	General SAP module			List the SAP module in scope.Based on the pre bid query the SAP module are Treasury risk management (TRM), FI, Cash Management, Loans Module, GRC. No other modules like procurement are in SAP scope.		Scope is clearly mentioned in the RFP
372	General Organization Structure			What legal entities constitute the business? Explain Enterprise Structure.		LIC of India - Single Company Code
373	General Organization Structure			Which of these entities are holding companies?		No subsidiary/holding companies involved within the scope of this project
374	General -Business Areas			Does LIC follow segment based reporting?		Document splitting is used for segment reporting for classification of P&L and B/S items
375	General - Business Areas			List down the external financial views of your organization by which you want produce complete profit and loss statements and balance sheets (e.g. legal entity, region wise, etc.)		Financial Statements are required at Business Area level.
376	General - Period end closing			Describe your current period end closing process.		F.08 for closing and carry forward balances.
377	General - Reporting			Which kind of reports do you expect in case of critical monthly, quarterly, and annual reporting in case of Asset Accounting?		No asset accounting is currently used.
378	General Reporting			Do you need to produce an internal balance sheet on business area or profit center level?		Financial Statements are required at Business Area level.
379	General -Bank Accounting			Indicate the number of Banks (country-wise) which require direct interface for payments and BRS. How many banks to be considered for Integration of banking transactions through automated payments and reconciliation.		6 - 10 Indian Banks
380	Migration Phase	6	Existing Architecture	High-level Architecture design of existing landscape (Which comprises of all the SAP systems and integrations involved in each systems)		Refer Corrigendum to Annexure-N
381	Migration Phase	6	List of reports per functional area	List of existing SAP BO report (Web intelligence + Xcelsius) per functional areas per tools		Not Available.
382	Goal of Migration Phase	32	List of modules configured in SAP BW	In current SAP BW system what are all the modules are configures (Like Finance and so on) and segregation based on 1. Percentage of data models which are based on standard content 2. Percentage of data models which are based on custom configuration		Refer ANNEXURE-N
383	Goal of Migration Phase	32	Target BW system	Has LIC already decided on the version of SAP BW on HANA system		Yes latest version available.
384	Goal of Migration Phase	32	BW Out-bound system details	Are there any interfaces (out-bound) in current BW system? If yes, can you share no. of interfaces etc.		None.
385	Goal of Migration Phase	32	SAP BO reports	What are the existing BO reports are based on BO Universe or directly source from on Bex Query		None.
386	Goal of Migration Phase	32	SAP BO Scheduling	Are there any BO reports which are scheduled in current BO environment. (Whether BO broadcasting is used)		None.
387	Goal of Migration Phase	32	SAP BO Admin	BO Admin activities are part of scope		Yes.
388	Goal of Migration Phase	32	SAP Bus Obj Xcelsius Enterprise	As Xcelsius is out dated tool as suggested by SAP. Any reason why LIC is still procuring license for Xcelsius its better to go for Lumeria		Lumira to be deployed.

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389	Goal of Development and Maintenance Phase	33	Creation of 100 analytics and reporting using Business Object	For this new 100 analytics and reporting are the requirements gathered and documented. Is there a break-up of this reports based on different functional areas.Are there any preference in using S/4 embedded analytics in the future for operational reporting.		These are new reports expected to be delivered by the selected bidder and the reports may span across different functional areas and also complexities it would be preferable to deliver the OLTP reports through embedded analytics and the OLAP reports and dashboards through BO.
390	Goal of Development and Maintenance Phase	33	Existing Report performance	Do we have performance statistics (timing and record count) of the existing reports which are currently in production? This will give us an idea on designing reports on HANA env		No
391	Goal of Development and Maintenance Phase	33	Number of 3.x data flows	Number of 3.x data flows existing in current BW system		Refer Corrigendum to Annexure-N
392	Goal of Development and Maintenance Phase	33	List of Add-ons in existing BW system	Is Integrated Planning or Business Planning and Consolidation(SAP BPC) are used as add-ons in existing BW environment		No
393	Goal of Support Phase	33	Support coverage	Support coverage, Is it 24/7 coverage or limited coverage		24*7 support is expected
394	Goal of Support Phase	33	AMS ticket volume	Can you share expected number of tickets per month by priority		Not available
395	Goal of Support Phase	33	Month end activities	System peak usage period in a month (Like month end activities and so on)		All working days.
396	Goal of Support Phase	33	Non-production system maintenance	Whether non-production system maintenance is in scope of support. Like Data refresh		Yes.
397	Goal of Support Phase	33	Release Schedule and Issues	What is your production release schedule (Whether is it monthly or Qtrly or Half-yearly)		Weekly twice.
398	Goal of Support Phase	33	Batch Jobs	Please share the number of batch jobs / process chain which is used to extract data from different source system into BW system		60 – 70 approx.
399	Software Licenses	32	Number of users per system	Expected number of end users who will be using SAP BO and number of concurrent users. As the number of licensing and total number of users mentioned are not in line		There shall be 400 named users of the system out of which, 50 shall be concurrent heavy users, (Including 50 mobile users)
400	General		Bid Value	Request LIC to increase the bid value of the overall project to at least 50 Cr.		No change
401	Bidder's response	9	In addition to submitting the responses in online mode, physical copies (when required) shall have to be submitted. Failure to maintain schedule or instructions may lead to rejection of the Bid.	Considering the current global scenario and the prevalent practices, we request LIC to consider online submission of bids, with physical submission for the successful bidder or those that are invited for reverse auction.		Change accepted. Physical submission required only before reverse auction
402	Business Hours of LIC	8	The existing business hours in LIC may change in future, but it can be assumed to be about 40 hours per week. However, Investment Department, depending on exigencies, work from 09:30 Hrs to 21:30 Hours on business days.	For the support aspect, please could you clarify what are the expectations in terms of support duration. 1) Platform/ application Infrastructure 2) Network Infrastructure 3) Application support		24*7 support is expected
403	SECTION-C: MINIMUM ELIGIBILITY, Point 3	25	The Bidder must have an average turnover of minimumRs.50crore during each of the three previous financial year(s). i.e. 2017-2018, 2018-2019, 2019-2020. "Details to be submitted in Annexure-A" average turnover of minimumRs.50 crore	Annexure A is a LOI document which has to be signed and there are no details to be filled in. Is this an error in the RFP? We request you to increase the average turnover value to a much higher point.		Corrigendum Page-24, MEC, Point-3, Annex-A to be read as Annex-B
404	SECTION-C: MINIMUM ELIGIBILITY, Point 3	25	The Bidder must have an average turnover of minimumRs.50crore during each of the three previous financial year(s). i.e. 2017-2018, 2018-2019, 2019-2020.	Considering the critical nature, sheer scale, size and complexity of the program, we request LIC to increase the turnover cut off from INR 50 Crores to greater than INR 1000 Cr so that all the bidders are of reasonable standing in the industry with the necessary capability.		No change
405	SECTION-C: MINIMUM ELIGIBILITY, Point 6	26	The Bidder must have strength of at least 50 IT Professionals (networking/system administration/cloud services professionals/cloud security experts/SAP) on their payroll as on date of submission of this bid. At least 20 of these professionals must have experience (of minimum 3 years) in maintenance of cloud solution/ virtual server administration/system administration, Virtualization, security, database etc). Minimum20 SAP certified ABAP and BASIS resources must be on payroll. Certificate from HR head on the letter head of Bidder certifying the availability of resources on their payroll as on date of submission of this bid as per the requirement.	Request LIC to consider a declaration with the requisite details signed by the Authorized signatory.		No change
406	Terms and Conditions	9	Responding to this RFP and submission of the Bid by the bidder will be deemed as consent from the bidder to all the terms and conditions mentioned in this RFP Document and the contents of the RFP along with the annexure(s), clarifications, corrigendum(s) issued, if any, will be contractually binding on the bidder.	LIC to confirm if vendor can propose minimal deviation to terms and conditions. Is there any specific format to share response/deviations on RFP terms and conditions.		No changes beyond this document will be entertained. Deviation may result in rejection of bid

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407	Limitation of Liability	16	Except in cases of criminal negligence or willful misconduct, and in the case of infringement pursuant to Conditions of the Contract Clause, the bidder shall not be liable to LIC, whether in contract or otherwise, for any indirect or consequential loss or 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 LIC; and the aggregate liability of the bidder to LIC, whether under the Contract, in tort or otherwise, shall not exceed the total value of purchase order(s) issued to the bidder.	We would like to propose the following- 1) We are not agreeable to keep liquidated damages outside the liability cap. 2) the aggregate liability to be limited to the average amounts paid by LIC to Supplier under the applicable statement of work during each consecutive twelve (12) months following the effective date.		No change
408	Force Majeure	16	The vendor shall be liable for any delay in execution or failure of their respective obligations under this agreement except for delay caused by occurrence of events.....Notwithstanding the above, the decision of LIC shall be final and binding on the Vendor.	We would like to propose the inclusion of the following language at the end of this clause:- 1) "A Force Majeure situation shall neither relieve LIC of its payment obligations for Services and Deliverables actually rendered by Supplier prior to the occurrence of Force Majeure situations." 2) "In the event Supplier is subjected to uncontrollable event(s) including but not limited to pandemic, government action or prohibition, curtailment or prohibition of transportation, affecting health and safety of employees, where Supplier is unable to provide services from the service location set out in the Statement of Work and/or implement its business continuity plan ("Uncontrollable Event"), then LIC hereby agrees that (a) unless otherwise notified by the Supplier, such Uncontrollable Event shall not be construed as a Force Majeure Event as set out in Section; and (b) the Supplier shall be entitled to allow its employees to work and perform Services from an alternative location using hardware (laptop or desktop or thin client) provided by Supplier or the LIC or that is personal to the employee ("Remote Working"). In the event of an Uncontrollable Event leading to Remote Working, Supplier shall notify in writing or through electronic mail to LIC as soon as reasonably practicable of the Uncontrollable Event and Supplier implementing Remote Working. During the period Supplier provides Services in Remote Working mode (1) LIC hereby acknowledges that Supplier will have limited control over the environment from where the Services are rendered and the Services may be interrupted; (2) Supplier shall make reasonable efforts to adhere to the obligations set out in the Agreement and/or the Statement of Work; (3) Supplier shall be excused from any deficiencies or operational gaps that may arise as a result of the Uncontrollable Event or Remote Working; (4) Parties may agree on any specific reasonable security measures that the LIC wishes Supplier to implement at LIC's costs, while Remote Working; (5) Parties shall conduct periodic reviews at reasonable intervals regarding the circumstances surrounding the Uncontrollable Event and Remote Working; and (6) LIC shall be responsible for the security measures of their remote access infrastructure and LIC assets provided to Supplier, in the event of Vendor's personnel resources connecting directly via internet using a LIC provided personal asset. The Parties agree that the current Covid-19 is a pandemic resulting in an Uncontrollable Event. The Parties further agree that Vendor shall be entitled to Remote Working and this Section shall apply during the period Covid-19 continues to affect the Vendor.		No change
409	Indemnity	17	Bidder to indemnify i) Against all actions, proceedings, claims, demands, costs and expenses which may be made against LIC by a third party arising out of sale of vendor's services to LIC. ii) Against all third party claims of infringement of patent, copyright, trademark etc.	i) Propose to delete as this indemnity is generic in nature. Bidder can agree to indemnify for specific instances. ii) Propose to exclude "patent" from the clause. Bidder could agree to indemnify against patent provided such patents have been in effect at the time of relevant SOW was executed in the jurisdiction in which the services are provided.		No change
410	Audit	19	It is agreed by and between the parties that the vendor shall get itself annually audited by external empanelled Auditors appointed by LIC/ inspecting official from the IRDAI or any regulatory authority, covering the risk parameters finalized by LIC/ such auditors in the areas of products (IT hardware/ software) and services etc.	Propose to add: 1) Audit to happen once in a year, 2) only upon giving prior written notice of 7 days and, 3) excluding bidders's internal cost records and other confidential information.		Change accepted
411	Termination for convenience by LIC	21	Termination and reduction for convenience- prior notice of 30 days before terminating the contract or reducing the scope of services	Atleast 90 days notice has to be given before terminating the contract or reducing the scope of services. Customer to pay for all the efforts rendered till the date of termination including the WIP and the appropriate termination charges.		No Change
412	Termination by LIC for default	21	LIC may, without prejudice to any other remedy for breach of contract, by written notice of default sent to the Vendor, terminate the Contract in whole or part if the Vendor fails to deliver any or all of the resources/services within the period(s) specified in Scope of Work of the RFP, or if the Vendor fails to perform any other obligation(s) under the Contract.	LIC to provide prior written notice of 30 days for termination for default.		No Change
413	Payment Schedule and SLA	41	Penalty for each event are mentioned separately.	Propose to have consolidated penalty for breach of SLAs with maximum limit agreed between the parties		No Change
414	Annexure F	Non-Disclosure Agreement	NDA is one-sided in nature protectg LIC's information	Propose to make NDA mutual as bidders's commercial and technical details are confidential information and to be protected by recipient.		No change
415	Indemnity		Bidder proposes to add the term	Indemnity from LIC- LIC shall indemnify, defend and hold harmless Supplier against all liability, claims, costs, losses, damages, and expenses incurred by Supplier arising from or related to any claim, suit, or action brought against Supplier by a third party for infringement or misappropriation of a third party's copyright, patent, trade secret or other intellectual property rights by any intellectual property provided by LIC to Supplier under this Agreement. Supplier shall give LIC prompt written notice of, and the parties shall cooperate in, the defense of any claim, suit or action, including appeals and negotiations. This indemnity shall not extend to any claim of infringement or misappropriation to the extent resulting from Supplier's unauthorized modification of such intellectual property.		No change

Sl.No	RFP Document Reference(s) Section	Page Number(s)	Content of RFP requiring Clarification(s)	Points for Clarification	Remarks	LIC Response
416	Non-Solicitation		Bidder proposes to add the term	Except as otherwise expressly agreed to by Supplier in writing, during the period of their involvement with the provision of the Services and a further period of one (1) year thereafter, LIC agrees not to directly or indirectly or through third parties solicit or hire for employment any of Supplier's current or previous employees.		No change.
417	Migration Phase		Annexure N	Is Digit enhancement a part of scope for all modules?		Digit enhancement upto the maximum limit as permitted in the latest S4HANA application has to be implemented in all modules, however for FI module enhanced digits implementation is mandatory during the Migration Phase.
418	MEC	SECTION-C: MINIMUM ELIGIBILITY	Page number 25	The Bidder must have an average turnover of minimumRs.50crore during each of the three previous financial year(s). i.e. 2017-2018, 2018-2019, 2019-2020	Requesting you to kindly reduce the average turnover to 20 Crore during each of the three financial years	No Change
419	MEC	Documents to be submitted as part of Minimum Eligibility Criteria bid document:	Page number 27 ,point number 2	No consortium is permitted for this RFP. All such consortium bids will be summarily rejected	Please allow for the consortium. AS the RFP is for the HANA Cloud Services (migration, hosting and managing of Investment System). Also many organizations are only the SAP partners & for cloud another partner need to be consider for the same.	No Change
420	MEC	SECTION-C: MINIMUM ELIGIBILITY	Page number 25	The Bidder must have an average turnover of minimumRs.50crore during each of the three previous financial year(s). i.e. 2017-2018, 2018-2019, 2019-2020	Requesting you to kindly reduce the average turnover to 20 Crore during each of the three financial years	No Change
421	Scope	Section D – Project scope & Deliverables	Page number 29	Switch over of application from DC to DR as per defined RTO and RPO	How much is RTO & RPO	Given in RFP

Executive Director (Investment - M&A)