

Life Insurance Corporation of India



Ref : CO/ITSD/EDMS/2015-16/RFP Dated: 05/03/2016

CORRIGENDUM - 2

for

Upgradation of the existing

**Enterprise Document Management System
(EDMS)**

of

*Life Insurance Corporation of
India*

Central Office, Information Technology Department,
6th Floor, Yogakshema (West Wing),
JeevanBimaMarg, Nariman Point,
Mumbai - 400021.

PHONE: +91-022-22841109

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Corrigendum-2				
S.No.	Page No. of RFP	Clause reference as per RFP and Corrigendum-1	Clause (in brief) of RFP / Corrigendum-1 requiring modification (s)	LIC modification in clause (highlighted in bold)
1	33	5.4 Performance Guarantee	The successful Bidder shall furnish a Performance Bank Guarantee every year to LIC for an amount equal to 20% of the contracted amount and further valid for 6 months over and above the contract period of 7 years.	To be read as: The successful Bidder shall furnish a Performance Bank Guarantee every year to LIC for an amount equal to 10% of the contracted amount and further valid for 6 months over and above the contract period of 7 years.
2	109	Annexure-4A Technical Bid particulars to be provided by the Bidder	If our Bid is accepted, we will obtain the guarantee of a bank in the form prescribed by LIC for a sum equivalent to 20% of the Contract Price for the due performance of the Contract.	Annexure - 4A is replaced with Annexure - 4B with the following changes: If our Bid is accepted, we will obtain the guarantee of a bank in the form prescribed by LIC for a sum equivalent to 10% of the Contract Price for the due performance of the Contract.
3	108	Annexure-4A Technical Bid particulars to be provided by the Bidder	Our Bid shall remain valid for acceptance for six months from the last date of submission of the offer.	Annexure - 4A is also replaced with Annexure - 4B with the following changes : Our Bid shall remain valid for acceptance for 365 days from the date of publication of the bid.
4	4, 18, 108	Annexure-4A Technical Bid particulars to be provided by the Bidder	Annexure-4A	To be read as: Annexure-4B
5	113	Annexure-8 Financial Bid Covering Letter	We further undertake, if our Bid is accepted, to deliver the goods in accordance with the delivery schedule finalized. If our Bid is accepted, we will obtain the guarantee of a bank in the form prescribed by LIC for a sum equivalent to 20% of the final Contract Price , valid for the entire contract period, for the due performance of the Contract.	Annexure - 8 is replaced with Annexure - 8A with the following changes: We further undertake, if our Bid is accepted, to deliver the goods in accordance with the delivery schedule finalized. If our Bid is accepted, we will obtain the guarantee of a bank in the form prescribed by LIC for a sum equivalent to 10% of the final Contract Price , valid for the entire contract period, for the due performance of the Contract.



6	19, 20, 30, 34, 124	Annexure-8 Financial Bid Covering Letter	Annexure-8	To be read as: Annexure-8A
7	24	4.3 Scoring Model Point no. 2b	Please note if the Bidder does not qualify in respect of minimum eligibility above, the Bids of such Bidder would not be evaluated further and such non-qualifying Bidder(s) would stand disqualified.	To be read as: Please note if the Bidder does not qualify in respect of minimum eligibility above, the Bids of such Bidder would not be evaluated further and such non-qualifying Bidder(s) would stand disqualified. The non-qualified Bids will not be opened for Technical Bid Evaluation.
8	24	4.3 Scoring Model Point no. 2c	In respect of those which qualify as per (a) above, Evaluation Committee of LIC will evaluate Technical forms kept in the sealed envelope marked as “Technical Bid” and at this stage envelope marked as “Financial Bid” will remain unopened. Thus, Evaluation Committee of LIC while evaluating the Technical Bids shall have no access to the Financial Bids until the technical evaluation is concluded.	To be read as: In respect of those which qualify as per (a) above, Evaluation Committee of LIC will evaluate Technical forms kept in the sealed envelope marked as “Technical Bid” and at this stage envelope marked as “Financial Bid” will remain unopened. Thus, Evaluation Committee of LIC while evaluating the Technical Bids shall have no access to the Financial Bids until the technical evaluation is concluded. The date and time of opening the Technical Bid will be intimated through e-mail to the Bidders qualified under Pre-Qualification Criteria.



9	52	6.2.5 Hardware Sizing	The bifurcation of the Hardware is not mentioned.	For CO : Master Index, MIS, Mobile, e-Services and Workflow with UAT; DO size Servers for UAT at CO for DO/ZO setup. For ZO : Back up Servers is added; For DR, Servers should be provided. For DO : Servers for Divisions with three different Configuration A, B and C may be suggested by the Bidders based on the volumes and imagedata size shown in the Tables-10A, 11A and 12A. Normalization will be applied to arrive at the best possible selection for the number of Servers per Configuration for Divisional Office Servers. The number of Servers under each Configuration will have to be mandatorily quoted in the price bid. The above detailed number of Servers per Configuration without price have to be mandatorily included in the technical bid to enable assessment for normalization.
10	53	6.2.5 Hardware Sizing	A UAT set up at CO consisting of Six Servers is also required.	To be read as: A UAT set up at CO consisting of Six Servers of DO Size - 2 of each Configuration, 2 of ZO Configuration and 1 of CO Server Configuration is also required.



11	53	6.2.5 Hardware Sizing	Component wise specification is not mentioned.	The following sentence to be added: For hardware, the detailed component wise pricing should include prices of every component like CPU, Storage, DVD writer, Memory, Raid controller, Mother board, other components / accessories, etc. and should be specified clearly along with the no. of quantities required. NORMALIZATION WILL BE APPLIED TO ARRIVE AT THE BEST POSSIBLE CONFIGURATION FOR WHICH THE COMPONENT LEVEL PRICES HAVE TO BE MANDATORILY QUOTED IN THE PRICE BID. Considered will be, No. of Cores, CPU, RAM, Storage, SAS/SCSI HDD, etc., The above detailed Configuration without prices has to be mandatorily included in the Technical Bid to enable assessment for normalization.
12	90	Table-8A COMMERCIAL BID FOR THE RFP (NPV)	Table-8A	Table-8B COMMERCIAL BID FOR THE RFP (NPV) : Bifurcation of Hardware and change in BAM requirement
13	29, 30	Table-8A COMMERCIAL BID FOR THE RFP (NPV)	Table-8A	To be read as Table-8B
14	114	Annexure - 9A : Financial Bid Form	Annexure - 9A : Financial Bid Form	Annexure - 9B : Financial Bid Form : Bifurcation of Hardware and change in BAM requirement
15	18, 19, 20, 30, 34, 124	Annexure - 9A : Financial Bid Form	Annexure - 9A : Financial Bid Form	To be read as Annexure - 9B



16	31	5.1 Award Criteria Point no. 5C	Add-on features to the existing DMS Solution like Mobile Device Application for popular OS including iOS, Portability to other systems (Insurance Regulatory Compliances), Security Enhancements internal to LIC and external systems, providing web interfaces to outside of LIC, etc.	To be read as: Add-on features to the existing DMS Solution like Mobile Device Application for popular OS including iOS, Portability to other systems (Insurance Regulatory Compliances), Security Enhancements internal to LIC and external systems, providing web interfaces to outside of LIC, etc. We have provided for 2 Servers at CO Level - Live Server + DR - to be the interface through which one can access mobile solutions. There should be no constraint or restriction on no. of users. Access for Employees, Agents and / or the general public is required. The proposed solution should be scalable in terms of deployment based on the business requirements of LIC. However, one can take 2000 concurrent users approximately for Sever sizing.
17	62	6.4 Data Backup and Archival	Para-1: Users must be allowed to query historic data. Archival policy should ensure that there is no loss of data. It must be possible to restore the archived data for specific queries by the users in less than 2 minutes.	To be read as: Para-1:Users must be allowed to query historic data. Archival policy should ensure that there is no loss of data. It must be possible to restore the archived data for specific queries by the users in less than 2 minutes. Such query to historic data archived will be for a single policy or a single customer data. Hence, a provision should be available to access archived historic data. The archival system at DO level could also be a separate system with proper design / sizing for faster access.
18	68	8.1 Service level definitions	Replication issues mentioned in Minor level.	Replication issues mentioned in Minor level should be removed and to be added in the Critical level.



19	79	Table-3A: Architecture / Software / New Features / Functional Evaluation	Table-3A Functional requirements from 8.25 to 8.50 in Corrigendum-1.	Table-3B Functional requirements to be taken instead of Table-3A.
20	25	Table-3A: Architecture / Software / New Features / Functional Evaluation	Table-3A Functional requirements from 8.25 to 8.50 in Corrigendum-1.	To be read as Table-3B
21	111	Annexure - 6A : Benchmark Specification	All the other infrastructure software components offered must comply with the open standards. LIC would prefer use of open source products, e.g., PostgreSQL, Wildfly1, etc. However Bidders may quote for commercial products as options for higher end configurations if the open source components are unable to meet the performance and scalability requirements. In any case all components offered must work in an integral fashion with the core EDMS software.	Annexure - 6A is replaced with Annexure - 6B with the following changes: All the other infrastructure software components offered must comply with the open standards. LIC would prefer use of open source products with support . However Bidders may quote for commercial products as options for higher end configurations if the open source components are unable to meet the performance and scalability requirements. The Open Source products support Provider should be able to provide SLA based support which suits our needs and should have a mature process of patches and releases. The SLA will be with the System Integrator and in case of SLA failure, the SI will be held responsible. In any case all components offered must work in an integral fashion with the core EDMS software. Normalization will be applied to arrive at the best possible Solution.
22	24	Annexure - 6A : Benchmark Specification	Annexure - 6A	To be read as Annexure - 6B
23	8	2.2.6 - Time Schedule	Last date and time for submission of Bid (Refer Section 3.7 for details) - 21/04/2016 1530 hrs IST	Last date and time for submission of Bid (Refer Section 3.7 for details) - 06/05/2016 1530 hrs IST
24	8	2.2.7 - Time Schedule	Date and Time of opening of Bid - 21/04/2016 1600 hrs IST	Date and Time of opening of Bid - 06/05/2016 1600 hrs IST



25	17	3.8.3 - Venue and Deadline for Submission of Bids	Last date and time of submission - 21/04/2016 1530 hrs IST	Last date and time of submission - 06/05/2016 1530 hrs IST
26	21	3.10.1 - Tender Opening and Validity	The Bids submitted up to 1530 hrs IST on 21/04/2016 will be opened at 1600 hrs IST on 21/04/2016 by a Committee authorized by LIC, in the presence of those Bidders or their representatives who may be present at the time of opening.	The Bids submitted up to 1530 hrs IST on 06/05/2016 will be opened at 1600 hrs IST on 06/05/2016 by a Committee authorized by LIC, in the presence of those Bidders or their representatives who may be present at the time of opening.
27	107	Annexure - 3 / 3A : Bank Guarantee Format for EMD	This Bank Guarantee will be valid for a period up to _____ (for a period of 410 days from the date of submission of Bid and should be valid upto 05.06.2017).	Annexure-3A is replaced with Annexure-3B with the following changes: This Bank Guarantee will be valid for a period up to _____ (for a period of 410 days from the date of submission of Bid
28	9, 14, 15, 23, 106	Annexure - 3 / 3A : Bank Guarantee Format for EMD	Annexure - 3 / 3A :	To be read as Annexure - 3B

**Table-3B: Architecture / Software / New Features / Functional Evaluation**

S. No.	Components for Evaluation	Maximum Marks	Marking Criteria
II. Architecture / Software / New Features / Functional Evaluation		Total Marks 200	Supporting Documents required -Purchase Order / Credential Letters from client stating that the solution is implemented properly and working satisfactorily
1	Clear understanding of the Architecture	10	With a neat diagram
2	Software, Database, Operating System, Web Server, Application Server and any other Software	20	(a) Details of each component along with license procurement
			(b) Reconciliation procedures for Integrated Systems
			(c) Back up Procedures
3	Software Application migration and customization	20	(a) Migration of the software codes without disturbing the existing features
			(b) Additional features
4	Tools like Replication, Monitoring etc.	15	(a) Name of each tool with description of feature
			(b) Replication Strategy and frequency of replication
			(c) Recovery Point Objective and Recovery Time Objective to be specified
5	Add-on features - BAM, BPM, Mobile Device Application etc.	15	(a) Details of the add-on features with benefits
			(b) How these features will be incorporated in the new EDMS?



6	Security aspects, Version Control, Audit trails etc.	20	(a) Details of the security aspects if the image is provided to the Customer through internet
			(b) How the DMS is secure even when it is integrated with other standalone Applications / Systems as well as with other Systems?
			(c) How to upgrade the existing EDMS with the latest Version of DMS and thereafter whenever a new Version is released?
			(d) How the logs are maintained internally as audit trails?
7	Functional Requirements	100	
7.01	API tool kit		API tool kit for application development and integration both at server side and client side.
7.02	Application Server		The EDMS Server must support J2EE and XML based Application Server or Web Services.
7.03	Desktop Client		Document Scanning support from browser and client should be available.
7.04	Desktop Client		The EDMS product must support all versions of Windows and Linux clients.
7.05	Digital Signature		Digital Signature should be possible for Work Flows.
7.06	Digital Signature		The proposed EDMS solution must support digitally signed objects.
7.07	Document Management		Association of data classes with documents and folders for easy search and retrieval



7.08	Document Management		Creation of User-defined data classes with multiple user-defined indexes on various data types. Functionality for defining user-defined indexes or fields that could be associated to any document across the cabinet.
7.09	Document Management		Document Repository for managing information
7.10	Document Management		EDMS must provide Inbox and Outbox for individual users for posting documents.
7.11	Document Management		Facility to add keywords with documents to act as quick reference for the documents.
7.12	Document Management		Filing and indexing of documents for quick retrieval
7.13	Document Management		It is desirable for the EDMS solution NOT to store annotations in image headers.
7.14	Document Management		It is desirable for the EDMS solution to be able to catalogue documents that are stored off-line.
7.15	Document Management		It is desirable for the EDMS solution to store documents up to 1,000 pages in length.
7.16	Document Management		Linking of documents for cross-referencing related documents.
7.17	Document Management		Lock documents and folders for modifications
7.18	Document Management		Support for auto indexing using CSV import from other applications.
7.19	Document Management		Support for indexing the documents or folders on user defined and system defined parameters.
7.20	Document Management		Support for setting event based alarms and time based reminders.
7.21	Document Management		The EDMS product must provide convenient page viewing features such as rotate, zoom, go to "n" page, book marks etc.



7.22	Document Management		The EDMS product must support a hierarchical organization of documents in cabinets, folders and subfolders or any other comparable structure for Classification of information and hierarchical storage management for large volume of documents.
7.23	Document Management		The EDMS solution must be able to produce an audit trail for various document activities such as add, delete, view, print etc.
7.24	Document Management		The EDMS solution must have the capability to rendition documents from MS Word to PDF format.
7.25	Document Management		The EDMS solution must provide creation, viewing and printing of annotations on documents, pages and folders.
7.26	Document Management		The EDMS solution must provide the capability to any user to view or “play” any electronic object types stored in the repository.
7.27	Document Management		The EDMS solution must provide the capability to restrict document manipulation functions (add, delete, modify) to certain users based on user selectable parameters (e.g., folder type and document type).
7.28	Document Management		The EDMS solution must restrict access to annotations to unauthorized users.
7.29	Document Management		The EDMS solution must support concurrent read/print access to documents by multiple users.
7.30	Document Management		The EDMS solution must support XML documents.
7.31	Document Management		Version control for tracking document revisions. Check-in and Checkout support for collaborative working on documents.



7.32	Document Processing Capability		The proposed system must have the capability to extract data from any form, structured or unstructured. Perform the data extraction using techniques such as OMR, ICR, OCR, MICR, Barcodes etc. Export the data to the document management system for image retrieval.
7.33	Document Viewing		Bookmark pages for viewing
7.34	Document Viewing		Should recognize and launch appropriate application for any object type for which software does not have viewer
7.35	Document Viewing		Facility of viewing or taking printouts with or without annotations.
7.36	Document Viewing		Multiple document windows open at once by single user
7.37	Document Viewing		Support for Document View through browser based plug-in. Support for Image viewing applet for platform independent image
7.38	Document Viewing		Support for Thumbnails and direct page level access within a document should be possible.
7.39	Document Viewing		Support for Viewing Non Image documents like MS Word, Excel, power point etc, without native applications in PDF or HTML format. Support viewing of common file formats without launching application that created them (viewers), including images i.e. able to view file formats without requiring the native application



7.40	Document Viewing		Should use a variety of page display methods and support user in moving through document in variety of ways, such as: display pages one at a time, multiple pages on screen at once, select desired page easily, go to first/last page. Facility to traverse to next page/previous page or specific page for viewing multi page documents.
7.41	Document Viewing		Viewer must allow strip-by-strip display of the image in case of low band width availability
7.42	DMS Software		Support for Billions of documents in the image repository.
7.43	DMS Software		Support for separate image and server(s) for storing actual images.
7.44	DMS Software		Support for web services or other messaging standards and also standard EAI products (Corporation is currently using TIBCO)
7.45	DMS Software		The EDMS product must be compatible with latest version of Linux at the server. It should not have any requirement of commercial OS.
7.46	DMS Software		The EDMS product must support access to repositories and workflow functionality over the LAN, Internet and LIC intranet (WAN).
7.47	DMS Software		The EDMS product must support access to the document repositories and workflow functionality through Internet Explorer, mozillafirefox, open source and other industry-standard browsers.
7.48	DMS Software		The EDMS product must support fail-over back-up and recovery capabilities.



7.49	DMS Software		The EDMS product must support various data storage platforms appropriate to the size and requirements of LIC application
7.50	DMS Software		The System should support for multi image servers connecting to single database.
7.51	DMS Software		The proposed Solution should be capable of continuing the existing EDMS features currently in operation.
7.52	DMS Software		Highly integrated product architecture with tightly integrated back-end application server.
7.53	DMS Software		The DMS software should be compatible with any commercial RDBMS.
7.54	DMS Software		The EDMS product must be scalable to the number of users, retrieval volume and document storage as estimated in the scope of work.
7.55	DMS Software		The EDMS product must support TCP/IP or be network protocol independent. The product must work in network environment (web based) with multiple concurrent users.
7.56	DMS Software		The EDMS should support open source databases as well as commercial databases for Divisional/ Central level deployment.
7.57	DMS Software		The EDMS solution must support the estimated volume of transactions and documents through features such as server replication, clustering or any equivalent tools.



7.58	DMS Software		The software should support a multi-tiered architecture, the logical and physical separation of metadata storage from document repository storage, and the separation of client processes, server processes and interfacing processes.
7.59	DMS Software		The software should support creation of multiple as well as distributed repositories and provide transparent access to such document repositories from any client.
7.60	Image Capture		Automatic segregation of batch of documents based on Barcode, Blank Page, Fixed page and auto form recognition.
7.61	Image Capture		Extensive Reports & Audit trail like Report on total records scanned along with associated indexes, Records exported or not exported to DMS etc.
7.62	Image Capture		Facility for assigning document types
7.63	Image Capture		Facility to scan multiple pages into batches for auto/manual processing, support for scanning different pages of a document at different DPI resolutions.
7.64	Image Capture		Support for all standard scanning protocols like TWAIN, WIA, ISIS, SANE etc.
7.65	Image Capture		Support for production level scanning, Scripts for handling complex scanning using simplex and duplex scanners.
7.66	Image Capture		The EDMS must support imaging of 8-1/2" x 11" and legal size, single-sided or double-sided pages.



7.67	Image Capture		The EDMS must support the deletion and re-scanning of pages / documents before committing to disk.
7.68	Image Capture		The EDMS must support all standard file formats and compression formats like TIFF multi-page files G3 and G4 compression, JPEG, GIF, XML, PDF etc.
7.69	Image Capture		The EDMS solution must support bi-tonal and gray-scale image scanning. Should support colour scanning as per business requirement.
7.70	Image Capture		The EDMS solution must support image capture at 150, 200, 300,400 and 600 dots per inch based on the image quality requirement.
7.71	Image Capture		The EDMS solution must support various image enhancements and clean-up techniques such as de-skew, de-speckle and Darkening / lightening.
7.72	Image Capture		Simplified Export of scanned batches into DMS with auto folder/sub folder creation, document filing & indexing on user defined fields.
7.73	Image Capture		The EDMS must support appropriate scanners for the page volumes estimated in this RFP and the quick import of the output of the scanners capable of scanning a minimum of 80 pages per minute. EDMS should support import of both image and electronic documents from any source.
7.74	Image Capture		The EDMS must support automatic indexing through bar code recognition for standard formats.



7.75	Imaging Tool kit, API.		Image processing libraries that support image enhancement, image recognition, image compression, image manipulation, data extraction, form processing, image view, image download etc. Should be capable of breaking multi-page images.
7.76	Integration		Interface for data import and export.
7.77	Integration		Interface for rapid development of customized web interfaces
7.78	Integration		The EDMS must be based on open systems standards and an interface must be available for integration of the EDMS with in-house Insurance package (e-FEAP) developed in mf cobol and java on Red Hat Linux (current version being RHEL5.4) and other line of business applications.
7.79	Integration		XML or Web Based Document Management and Workflow API toolkit for system integration and application development.
7.80	Mobile Support		Should support Mobile Device applications, both offline and online.
7.81	Printing		The EDMS solution must be able to send print jobs to network printers and to print from individual printers attached to workstations, subject to proper authentications.
7.82	Printing		The EDMS solution must have high volume, high speed print capabilities to generate 1,000+ pages per day



7.83	Records Management		The EDMS should provide automatic migration of documents between storage platforms as part of the archiving and document lifecycle management process based on triggering events initiated from another system.
7.84	Response Time		Response time for retrieval of images should be within 2 seconds.
7.85	Searching		Full text documents may be searched by phrases, word proximity search, wild cards and Boolean searches (For any index parameters).
7.86	Searching		Provides a list of matching documents (repository search) listed by relevance.
7.87	Searching		Save document search queries for re-use.
7.88	Searching		Search single document or document repository based on user-defined criteria (index attribute or full-text).
7.89	Searching		Software optimized for rapid search and retrieval on multiple very large document repositories (billion pages and above).
7.90	Searching		Support fuzzy searching.
7.91	Searching		Transparent Search across multiple repositories and servers.
7.92	Security / Access		A security/access group must be able to be configured for a single individual, multiple specific users, all users and other membership parameters.
7.93	Security / Access		A user must be able to belong to more than one group for purposes of document access.



7.94	Security / Access		Access restrictions must be configurable at the folder or file (collection of documents) and document (multiple pages) levels and also on user defined Indexes (Data Class).
7.95	Security / Access		Data encryption should be possible.
7.96	Security / Access		Disaster recovery for all levels for all activity functions.
7.97	Security / Access		It is desirable the EDMS solution hide from view the existence of any documents the current user is not permitted access to.
7.98	Security / Access		Secure access to EDMS application where user authentication should be based on the provision of the IT Act. Support for the password encryption.
7.99	Security / Access		The EDMS product must permit the security/access restrictions on documents and groups to be modified, and to add/delete members to/from a group. Support for system privileges for creating, deleting users, creating indexes, workflow definition etc.
8.00	Security / Access		The EDMS product must support very granular access and security restrictions, as described in the scope of work, including the creation of groups of users with specific document manipulation rights (add documents, delete, view, print etc.) to designated types of documents (index field) groups of documents (index field) and specific individual documents. The system should enable definition of users and groups relation in the system.
8.01	System		Support for incremental and full Backups.



8.02	System		Support for replicating data onto remote sites.
8.03	System		The EDMS capabilities must include backup capabilities for the document repository and database(s).
8.04	System		The EDMS solution must be free from any date-related malfunctions.
8.05	System		The EDMS solution must support mirrored drives.
8.06	Systems Admin.		EDMS System performance, utilization, load etc. related reports and statistics to be provided.
8.07	Systems Admin.		Remote systems administration over an intranet / internet must be a feature of the EDMS. (Web based administration).
8.08	Systems Admin.		Systems administration functions leverage OS (Linux) services such as User IDs, passwords and security levels.
8.09	Systems Admin.		Unified systems administration for all EDMS modules (rather than separate administration for each module) are highly desirable.
8.10	Web Publishing		The EDMS solution must allow browser based users to enter information over the Internet into forms and for forms-based information to propagate through the system using the product's workflow or other capabilities.
8.11	Web Publishing		The EDMS solution must be able to publish documents to a Web server.



8.12	Web Publishing		The EDMS solution must facilitate browser based users to search for and retrieve, download and print documents in the repository.
8.13	Workflow		Create Ad-hoc or predefined routes for automatic document routing on sequential or parallel routes.
8.14	Workflow		Divert work items to other users for delegating or substituting.
8.15	Workflow		Facility to act upon, forward, return or complete work-items.
8.16	Workflow		It is required for the EDMS to maintain a log of actions that have been taken on a document (e.g. the routing sequence, notes about problems in processing a document, people who need to review the document and other annotations).
8.17	Workflow		Refer work items to other users for reference.
8.18	Workflow		The EDMS must support adaptive workflow for routing and tracking of documents, messages and forms within or across workgroup. Collaborative working on documents in a secure environment through work-items.
8.19	Workflow		The EDMS must support split screen viewing (a document in one window and another application screen in a second window).
8.20	Workflow		The EDMS should provide the capability of routing documents based on user decisions.
8.21	Workflow		The workflow solution should be compatible with SMTP gateways and support transmission of document through email.



8.22	Workflow		The workflow system must support an “universal inbox” which is accessible concurrently by multiple users and secure inboxes (access restricted to specific users).
8.23	Workflow		The workflow system must support the generation of workflow statistics and status of work items reports.
8.24	Workflow		Workflow processes must be able to be accessed and executed over the intranet, via dial-up access and over the Internet by browser-based clients using Internet or LAN.
8.25	DMS Software		The application should provide the APP lock feature.
8.26	DMS Software		The application should provide integration with Biometric device and Printers.
8.27	DMS Software		The application should provide support of payment gateways.
8.28	DMS Software		Application should be integrated with any domain controller system i.e. LDAP.
8.29	DMS Software		The system should support for replication between remote or local Image Servers.
8.30	DMS Software		The system should support for replication on immediate as well as scheduled basis.
8.31	DMS Software		The system should support page-wise data fetching of multi-page images for better bandwidth utilization.
8.32	DMS Software		The system shall support attaching notes with user name, date and time of putting annotations.
8.33	DMS Software		The system shall provide facility for securing annotations (Secured Notes) for selective users



8.34	DMS Software		The system shall store annotations as separate file and at no time, the original image shall be changed. The system shall provide facility of taking print outs with or without annotations
8.35	DMS Software		All annotations done on the document shall be logged with user name and date stamp.
8.36	Document Management		The System shall provide facility to index folders and documents on user-defined indexes like application number, name etc.
8.37	Document Management		The system shall support search on document or folder on profile information such as name, created, modified or accessed times, keywords, owner etc
8.38	Document Management		Quick search of folders based on folder name.
8.39	Document Management		The system shall support facility to export search results in excel format.
8.40	Document Viewing		Document view shall have the provision to draw a line, insert rectangle, write comments etc. over image document.
8.41	Document Viewing		Document view shall have the provision to highlight or hide certain text by drawing line rectangle and solid rectangle.
8.42	Document Viewing		Document view shall have the provision to insert text over image document.
8.43	Image Capture		The application should be able to convert a colour image to B&W.
8.44	Image Capture		The application should merge multiple captured pages to one single document for each document type



8.45	Image Capture		The application should automatically detect, crop (remove background) and save photograph from physical documents as a different document type.
8.46	Image Capture		The application shall support automatic cropping of specific portion of image and save it as an additional page in same multi-page Tiff while scanning and converting source image in to monochrome for color/gray scale image).
8.47	Security / Access		The application should provide two factor authentication through User Registration and Device Registration for a secured access to application.
8.48	Security / Access		The application should provide the masking of data and document for purposes such as software testing and user training.
8.49	Workflow		The workflow should have a maker, checker and exception handling functionality.
8.50	Workflow		The application should provide a workflow to validate the uploaded images.



Table-8B: COMMERCIAL BID FOR THE RFP (NPV)						
RFP for Upgradation of EDMS						
CO/ITSD/EDMS/2015-16/RFP dated: 05/03/2016						
Name of the Bidder:					Online Reverse Auction Date:	
COMMERCIAL BID FOR THE RFP (NPV)						
Description	Unit Rate	No. of Units	Office	Total Cost	Discount factor	NPV
I. Operations						
Logistics Charges			DO			
Scanning and Upload Charges			DO			
(For Logistics and Scanning volumes for 7 years, refer Section 6.2)						
2. Hardware (Refer Page 52 of RFP)						
At Divisional Office : Configuration-A						
Server (2 Nos. per location)			DO			
Storage			DO			
Storage Switch (2 Nos. per location)			DO			
Backup Server			DO			
Tape Library			DO			
LTO6 tapes (10 Nos. per location)			DO			
At Divisional Office : Configuration-B						
Server (2 Nos. per location)			DO			
Storage			DO			
Storage Switch (2 Nos. per location)			DO			
Backup Server			DO			
Tape Library			DO			
LTO6 tapes (10 Nos. per location)			DO			



At Divisional Office : Configuration-C						
Server (2 Nos. per location)			DO			
Storage			DO			
Storage Switch (2 Nos. per location)			DO			
Backup Server			DO			
Tape Library			DO			
LTO6 tapes (10 Nos. per location)			DO			
At Zonal Office						
Server (ZO requirements + DR for Divisions)			ZO			
Storage			ZO			
Storage Switch (2 Nos. per location)			ZO			
Backup Server			ZO			
Tape Library			ZO			
LTO6 tapes (10 Nos. per location)			ZO			
At Central Office						
Server (2 Nos. per function - Master Index, MIS, Mobile, e-Services, Workflow) & (1 for UAT)			CO			
Server (2 Nos. DO Servers for UAT - Configuration A)			CO			
Server (2 Nos. DO Servers for UAT - Configuration B)			CO			
Server (2 Nos. DO Servers for UAT - Configuration C)			CO			
Server (2 Nos. ZO Servers for UAT)			CO			
Storage			CO			
Storage Switch (2 Nos.)			CO			
Backup Server			CO			
Tape Library			CO			
LTO6 tapes (10 Nos.)			CO			
3. Software						
DMS Software			DO/ZO/CO			



Database			DO/ZO/CO			
Web and Application Server Software			DO/ZO/CO			
Cluster Agent			DO/ZO/CO			
Business Activity Monitoring (BAM) Tool			CO			
Business Process Monitoring (BPM) Tool			DO/ZO/CO			
Mobile Device Application Server Software			CO			
Back up Software			DO/ZO/CO			
Replication Tool			DO/ZO/CO			
4. Other Services						
Migration Cost			DO/ZO/CO			
Annual Maintenance Charges (4 years) for Hardware Maintenance (after warranty of 3 years)			DO/ZO/CO			
Annual Technical Charges (7 years) for Software Maintenance			CO			
Project Management (7 years)			CO			
Software Customization (7 years)			CO			
5. Any other deliverables (Please specify)						
Grand Total Cost						
Grand Total Cost (NPV) - Figure to be Quoted in Online Reverse Auction						
Note : Servers for Divisions with three different Configuration A, B and C may be suggested by the Bidders based on the volumes and imagedata size shown in the Tables-10A, 11A and 12A. FURTHER ALSO PLEASE NOTE THAT NORMALIZATION WILL BE APPLIED TO ARRIVE AT THE BEST POSSIBLE CONFIGURATION FOR WHICH THE COMPONENT LEVEL PRICES HAVE TO BE MANDATORILY QUOTED IN THE PRICE BID.						

**Annexure - 3B: Bank Guarantee Format for EMD**

This Deed of Guarantee executed by the _____ (Bank name) (hereinafter referred to as "the Bank") in favour of Life Insurance Corporation of India (hereinafter referred to as "LIC"), a statutory corporation established under section 3 of Life Insurance Corporation Act 1956 (XXXI of 1956) and having its Corporate Office at "Yogakshema", JeevanBimaMarg, Mumbai – 400021 for an amount not exceeding Rs. _____ (Rupees _____ only) at the request of (Bidder's Name & Address) _____ (hereinafter referred to as the "Bidder").

Therefore, we hereby affirm that we Guarantee and are responsible to you on behalf of the Bidder, up to a total amount of Rs. _____ (Rupees _____ only) and we undertake to pay you, upon your first written demand, without cavil or argument, any sum or sums as specified by you within the limit of Rs. _____ (Rupees _____ only).

LIC need not prove or show grounds or reasons for the demand of a part or full amount of guarantee.

This Bank Guarantee will be valid for a period up to _____ **(for a period of 410 days from the date of submission of Bid.)**

The Bank hereby covenants and declares that the guarantee hereby given is an irrevocable one and shall not be revoked by a Notice or otherwise.

This Guarantee shall not be affected by any change in the Constitution of the Bank or the Bidder. We hereby confirm that we have the powers to issue this guarantee in your favour under the Constitution and business procedure of the bank and the undersigned is/are the recipient of authority by express delegation of powers and has/have full powers to execute this performance bank guarantee.

Dated at _____ this _____ day of _____ 2016.

Sealed & Signed by the Bank

**Annexure - 4B : Technical Bid particulars to be provided by the Bidder**

(On Company Letterhead)

[Date]

Executive Director (IT/SD),
Life Insurance Corporation of India,
Central Office,
Information Technology Department,
2nd Floor, JeevanSeva Annex,
S. V. Road, Santacruz (W),
Mumbai-400054.

Ref.:Upgradation of the existing EDMS

Dear Sir,

We have understood the instructions and the terms and conditions mentioned in the Bid Documents furnished by you and have thoroughly examined the detailed scope of work laid down by you and are fully aware of nature and scope of work required. We hereby confirm our acceptance and compliance to the provisions and terms & conditions contained in the Bid Documents. Our Bid shall remain valid for acceptance for **365 days from the date of publication of the bid.**

We provide detailed information about the end-to-end Solution proposed along with relevant supporting documentations. The proposed solution is designed for high-availability with no single point of failure and atleast 99.5% uptime.

We further confirm that any deviation to the clauses found anywhere in our Bid, implicit or explicit, other than the format provided in the RFP under Point no. 5 of Section 3.8 (Page 17) shall stand unconditionally withdrawn, without any implication whatsoever to LIC of India, failing which the EMD may be forfeited.

We certify that all the information provided in our bid, including the information regarding the team members, are true. We understand that any willful misstatement in the Bid may lead to disqualification or cancellation of award if made or termination of contract. We also understand that in such a case we may be debarred for future assignments with LIC of India.

We submit the Bid with components appropriate to the requirements as stated under:

1. Scope of Work as mentioned in Section 6.
2. Should necessarily state the issues and challenges that the Bidder visualizes in the proposed implementation. Recognition of issues and challenges, effective proposed strategy to address the issues should be part of the proposed Solution.
3. Should submit high level bill of quantity along with detailed specification and product documentation.



4. Must state the Hardware Equipment Type, Make / Model, Broad Specifications and Product Highlights.
5. Free to add any additional component in order to complete the proposed Solution.
6. Should provide compatibility matrix and benchmarks for various components as desired.
7. Should provide migration strategy, methods and tools.

We further undertake, if our Bid is accepted, to supply, install and commission the Enterprise Document Management System of Life Insurance Corporation of India in accordance with the requirements and the delivery schedule finalized by LIC.

If our Bid is accepted, we will obtain the guarantee of a bank in the form prescribed by LIC for a sum equivalent to **10% of the Contract Price** for the due performance of the Contract.

We agree to abide by this Bid for the Bid validity period specified in this RFP and it shall remain binding upon us and may be accepted at any time before the expiry of that period. Until a formal contract is prepared and executed, this Bid, together with your written acceptance thereof and your notification of the award, shall constitute a binding Contract between us.

We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India.

We understand that you are not bound to accept the lowest or any Bid you may receive.

Bidders' Name :

Authorized Signatory

Seal:

Date:

Annexure - 6B :Benchmark Specification

Performance and Scalability Requirements

For handling very large number of document images, the software architecture of EDMS core solution must provide necessary performance and scalability on the offered hardware platforms, so as to give acceptable response time and throughput to the number of users indicated in the RFP. These requirements, applicable individually to each configuration stipulated below:

- Average Server response time to a request from an individual concurrent user should be less than one second.
- Server should handle 2000 requests per hour.
- Image retrieval time for a user should be less than one second.
- Progressive display of image view for a user should complete in less than 3 seconds.
- For higher-end configurations for Divisions and clusters, the throughput and number of users should be scalable by addition of CPU & Memory.

In order to ascertain these performance and scalability requirements, Bidders are required to appropriately configure their software and hardware. The following should be kept in mind while configuring the machines:

Linux is the standardized platform in LIC Offices. All the software components and hardware servers must be working on these platforms and should be appropriately certified.

All the other infrastructure software components offered must comply with the open standards. LIC would prefer use of open source products **with support**. However Bidders may quote for commercial products as options for higher end configurations if the open source components are unable to meet the performance and scalability requirements. **The Open Source products support Provider should be able to provide SLA based support which suits our needs and should have a mature process of patches and releases. The SLA will be with the System Integrator and in case of SLA failure, the SI will be held responsible.** In any case all components offered must work in an integral fashion with the core EDMS software. **Normalization will be applied to arrive at the best possible Solution.**

Benchmark Tests

During the Technical evaluation, Bidders will be required to conduct at their cost, and at a site in India mutually agreed to, benchmark tests on the offered hardware as described below :

For the Divisional Server, the offered server to be loaded with sample policy dockets each with 20 document images. A multi-user test for 75 to 100 concurrent users to be conducted with average image retrieval times and throughput for 30 minutes noted in each case. A few physical terminals should be connected to the server while this benchmark is run, for physical retrieval and verification by an LIC representative.

For the Zonal server, a similar test be conducted for sample policy dockets each with 20 document images for 150 to 200 concurrent users. Additionally, at least one (or more) CPUs should be added and the test be repeated to demonstrate scalability. This test should be conducted separately with open source software components and commercial products so as to permit LIC to take a view on the final choice. This data is to be used for the above benchmark by appropriate replication of images and auto generation of required policy number/ Branch-id, etc.

**Annexure - 8A : Financial Bid Covering Letter**

(On Company Letterhead)

[Date]

Executive Director (IT/SD),
Life Insurance Corporation of India,
Central Office,
Information Technology Department,
2nd Floor, JeevanSeva Annex,
S. V. Road, Santacruz (W),
Mumbai-400054.

Ref.:Upgradation of the existing EDMS

Dear Sir,

Having examined the Bidding Documents, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to supply and deliver (Description of System and Services) in conformity with the said Bidding Documents for the sum of(Total bid amount in words and figures) or such other sums as may be ascertained in accordance with the Schedule of Prices attached herewith and made part of this bid, and hereby undertake that we accept all the conditions of the contract of the Bidding Document and will supply, implement and commission the systems as per the Technical Specifications mentioned elsewhere in the RFP of the bidding documents. We further undertake that we fulfill the Eligibility requirement and for this purpose we enclose the details. In addition to this, the particulars of our Organization such as legal status, principal place of business, details of experience and past performance, service support details, capability statement and the required the EMD amount in the form of Bank draft are furnished with this Bid form.

We further undertake, if our Bid is accepted, to deliver the goods in accordance with the delivery schedule finalized. If our Bid is accepted, we will obtain the guarantee of a bank in the form prescribed by LIC for a sum equivalent to **10% of the final Contract Price**, valid for the entire contract period, for the due performance of the Contract.

We agree to abide by this bid for the Bid validity period specified in this RFP and it shall remain binding upon us and may be accepted at any time before the expiry of that period.

Until a formal contract is prepared and executed, this Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.

We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India.

We understand that you are not bound to accept the lowest or any bid you may receive.

Dated this day of 20.....

(Signature) (in the capacity of Duly authorized to sign Bid for and on behalf of)



Annexure - 9B : Financial Bid Form

RFP for Upgradation of EDMS											
CO/ITSD/EDMS/2015-16/RFP dated: 05/03/2016											
Name of the Bidder:											
Financial Bid											
Description	Unit Rate	No. of Units	Office	Y 1	Y 2	Y 3	Y 4	Y 5	Y 6	Y 7	Total Cost
I. Operations											
Logistics Charges			DO								
Scanning and Upload Charges			DO								
(For Logistics and Scanning volumes for 7 years, refer Section 6.2)											
2. Hardware (Refer Page 52 of RFP)											
At Divisional Office : Configuration-A											
Server (2 Nos. per location)			DO		X	X	X	X	X	X	
Storage			DO		X	X	X	X	X	X	
Storage Switch (2 Nos. per location)			DO		X	X	X	X	X	X	
Backup Server			DO		X	X	X	X	X	X	
Tape Library			DO		X	X	X	X	X	X	
LTO6 tapes (10 Nos. per location)			DO		X	X	X	X	X	X	
At Divisional Office : Configuration-B											
Server (2 Nos. per location)			DO		X	X	X	X	X	X	
Storage			DO		X	X	X	X	X	X	
Storage Switch (2 Nos. per location)			DO		X	X	X	X	X	X	
Backup Server			DO		X	X	X	X	X	X	
Tape Library			DO		X	X	X	X	X	X	
LTO6 tapes (10 Nos. per location)			DO		X	X	X	X	X	X	
At Divisional Office : Configuration-C											
Server (2 Nos. per location)			DO		X	X	X	X	X	X	
Storage			DO		X	X	X	X	X	X	
Storage Switch (2 Nos. per location)			DO		X	X	X	X	X	X	
Backup Server			DO		X	X	X	X	X	X	

Tape Library			DO		X	X	X	X	X	X	
LTO6 tapes (10 Nos. per location)			DO		X	X	X	X	X	X	
At Zonal Office											
Server (ZO requirements + DR for Divisions)			ZO		X	X	X	X	X	X	
Storage			ZO		X	X	X	X	X	X	
Storage Switch (2 Nos. per location)			ZO		X	X	X	X	X	X	
Backup Server			ZO		X	X	X	X	X	X	
Tape Library			ZO		X	X	X	X	X	X	
LTO6 tapes (10 Nos. per location)			ZO		X	X	X	X	X	X	
At Central Office											
Server (2 Nos. per function - Master Index, MIS, Mobile, e-Services, Workflow) & (1 for UAT)			CO		X	X	X	X	X	X	
Server (2 Nos. DO Servers for UAT - Configuration A)			CO		X	X	X	X	X	X	
Server (2 Nos. DO Servers for UAT - Configuration B)			CO		X	X	X	X	X	X	
Server (2 Nos. DO Servers for UAT - Configuration C)			CO		X	X	X	X	X	X	
Server (2 Nos. ZO Servers for UAT)			CO		X	X	X	X	X	X	
Storage			CO		X	X	X	X	X	X	
Storage Switch (2 Nos.)			CO		X	X	X	X	X	X	
Backup Server			CO		X	X	X	X	X	X	
Tape Library			CO		X	X	X	X	X	X	
LTO6 tapes (10 Nos.)			CO		X	X	X	X	X	X	
3. Software											
DMS Software			DO/ZO/CO		X	X	X	X	X	X	
Database			DO/ZO/CO		X	X	X	X	X	X	
Web and Application Server Software			DO/ZO/CO		X	X	X	X	X	X	
Cluster Agent			DO/ZO/CO		X	X	X	X	X	X	
Business Activity Monitoring (BAM) Tool			CO		X	X	X	X	X	X	
Business Process Monitoring (BPM) Tool			DO/ZO/CO		X	X	X	X	X	X	
Mobile Device Application Server Software			CO		X	X	X	X	X	X	

Back up Software			DO/ZO/CO		X	X	X	X	X	X	
Replication Tool			DO/ZO/CO		X	X	X	X	X	X	
4. Other Services											
Migration Cost			DO/ZO/CO		X	X	X	X	X	X	
Annual Maintenance Charges (4 years) for Hardware Maintenance (after warranty of 3 years)			DO/ZO/CO	X	X	X					
Annual Technical Charges (7 years) for Software Maintenance			CO								
Project Management (7 years)			CO								
Software Customization (7 years)			CO								
5. Any other deliverables (Please specify)											
Grand Total Cost											
LIC reserves the rights to change the number of servers or adjust the configuration of deployed HW and SW. Line item prices quoted by the Bidder shall be used to determine actual HW and SW cost.											
All the above should be supported with component wise prices for every hardware and software proposed, for hardware the detailed component wise pricing should include prices of every component like CPU, Storage, DVD writer, Memory, Raid controller, Mother board, other components / accessories, etc. Please specify the component wise pricing for any other deliverables. Year wise cost bifurcation should be provided for components which are spread over 7 years. For others, it should be part of the Year 1.											
FURTHER ALSO PLEASE NOTE THAT NORMALIZATION WILL BE APPLIED TO ARRIVE AT THE BEST POSSIBLE CONFIGURATION FOR WHICH THE COMPONENT LEVEL PRICES HAVE TO BE MANDATORILY QUOTED IN THE PRICE BID.											
Signature & Seal of Bidder											