

Ref: CO-IT/BPR/CSD/2018-2019/Clarification-I

Date: 07.03.2019

Re: Clarification to pre-bid queries - RFP for Compliance Monitoring System: Reference No.: CO-IT/BPR/CSD/2018-2019/1 dated 25th Feb, 2019

This is with reference to the RFP released by the Life Insurance Corporation of India on 25th Feb, 2019 captioned above. The clarifications to pre-bid queries are given below:

Sl. No	Company Name	Page no	Brief description of queries	Queries from Bidder	Clarification from LIC
1	Pro-Ind	10	Bid Scoring Matrix	a. Compliance to Technical Specifications- It is not clear what we mean by technical specification b. MIS or report generation- More than 100 reports- Please specify the types of reports which needs to be generated	a. Technical specifications have been detailed in Annexure-K. This has been provisioned, as some bidders may not have the capability to comply with all the specifications of Annexure-K, however, the successful bidder has to comply to all the specifications given in Annexure-K.
2	Pro-Ind		Performance Bank Guarantee	Performance Bank Guarantee (PBG)- shall be 10 % of the support cost and not Project Cost	No change
3	Pro-Ind	19	Warranties	Comprehensive Onsite warranty is not required we can have off site	Comprehensive offsite warranty is required.
4	Pro-Ind		Facility (On Site Resources)	3 persons, but how will they coordinate with so many users?	They will be deployed in Central office, Mumbai (Vile-Parle and Nariman Point) office.
5	Pro-Ind		Penalties	Onsite Personal Leaves- In this case Proind will support anyhow, the penalty of 10k is too high	Rs. 5,000/- will be charged for each such incident for each onsite personnel. No penalty provided, if a new onsite personnel is deployed and there is handholding between the incumbent person and new person for at least 10 working days of LIC.
6	Pro-Ind		Payment Terms	90% after go-live- we would want some kind of advance also with the PO/contract to start the work	No Change
7	Pro-Ind			Who will provide the legal update services? LIC or the vendor	The vendor will provide the legal update service and the same should be integrated in the tool as and when released by various legal, mandatory authorities of India.

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8	Pro-Ind			Uploading data in the system will be responsibility of LIC or the Vendor	Uploading reports after the audit will be the sole responsibility of the persons deployed by the vendor, against which the compliance will be given by the users.
9	Ernst and Young	11	Bid Scoring Matrix	The Solution OEMs should have 24x7 support in India” – Query: what level/kind of support is required from OEM 24X7.	The Solution OEMs should have support in India during LIC business hours for any technical related issues.
10	Ernst and Young	11	Bid Scoring Matrix - MIS Report Generation - MIS or reports generation - availability of more than 100 reports	what is the expectation from 100 reports? Does organization is looking for specific report types? Does LIC have list of required reports name?	LIC is looking for specific report types to measure the capability of bidders.
11	Ernst and Young	18	Section - D: Current Environment – “LIC is currently having the following structure and geographical spread”	Divisional Offices: 113 - these are segregated in one state or multiple states? Can we have total number of states and exact location?	LIC offices are located in all major cities covering all states.
12				Pension & Group Superannuation Units: 74 = are these included in Divisional office? are these segregated in one state or multiple states? Can we have total number of states and exact location?	P&GS are separate units, not included in Divisional offices.
13				BOs/SOs etc.: 3200 (approx.) - are these included in Divisional office and Pension & Group Superannuation Units? are these segregated in one state or multiple states? Can we have total number of states and exact location?	No.
14				How many number of users required in above mentioned each location? Both total & concurrent.	Please check the details in Technical bid document.
15	Ernst and Young	19	Section – E: Technical Bid Document, Scope and Deliverables – Hardware Configuration RAM: 32 GB	As number of users are going to be high, for better performance, our tool will require 64 GB RAM. Will LIC provide this?	Initially following hardware will be provided by LIC: No. of cores: 16 RAM: 32 GB or 64 GB based on performance Storage: 1 TB

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16	Ernst and Young	21	Section - documentation - Documents for high level design, detailed design, configuration of individual features set on various appliances, general testing, scenario based fail-over testing, Standard Operating Procedure, best practices etc. shall form the complete set for fulfilling the documentation criteria.	This document will be only for Tool only?	The documentation will be only for the tool.
17	Ernst and Young	10	Section- penalties – Customization of the tool and User acceptance testing sign-off - 10 weeks from the date of receipt of purchase order	Since customization is something which we cannot predict as this point of time – we request LIC to consider timeline for customization as per mutually agreed timeline.	Not acceptable.
18	Ernst and Young	10	Section- penalties - Users training in 3 months of go-live in a smooth manner.	Does vendor need to user training on each location? OR vendor can do it via remote sessions? Does LIC support train the trainer concept for this requirement? If yes, then how many sessions, bidder needs to do.	Users training in 3 months of go-live in a smooth manner will be conducted from Mumbai. The total training sessions will be four.
19	Ernst and Young		Section: Commercial	We request LIC not to consider the cost related to OS, Database, Middleware and any environment / Support software in TCO as this will not be the same for every bidder. Request LIC to consider only the license cost of the proposed Compliance Manager software solution. Cost of the support software should be mentioned by the bidder and LIC may	LIC will provide following software initially to the successful bidder: Microsoft server 2012 R2 license Microsoft SQL 2008 license In case, LIC provides later versions of above software to the successful bidder, the bidder will

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				procure it directly from OEM's distributor. This will help LIC to reduce the overall budget as LIC will obtain it at a lesser price if procured directly	have to deploy these software within 30 days, else a penalty of Rs. 1000 per working day will be levied.
20	Legasis Services	Page-30 and page-10	Annexure C- Project Execution details : [Submission of Bids - point g] : Date of purchase order	We can provide the agreement/ contract date but it being a 30 page document, is not feasible to attach 20+ agreements of 30 page each while submitting the hard copy though it can be submitted in the soft copy. As suggested : Hard Copy Submission: 1Page sign off + 1st page of the standard engagement term along with the commercials page of the said agreement for each client. Soft Copy Submission: The entire agreement along with the sign off. However, it will create a discrepancy for -Submission of Bids-Page 10 (point g)	Annexure – C : Project execution details (Excel sheet of Bidder's eligibility work book enclosed) For agreements as evidence, certified copy of the 1st page and last page of each agreement along with the page containing the required evidence should be enclosed as hardcopy and Scanned copy of complete agreement should be provided in the CD.
21	Legasis Services	Page-30	Annexure C- Project Execution details :Project Execution details (01.01.2013) :The document specifically asks for a client list post 01.01.2013.	Since we are incorporated in 2006 we have a list of clients who have been using our services for more than 8-10 years. Can those also be included in the client list?	Pleach check the modified 'Bid scoring matrix'.

Executive Director (IT/BPR)