

Life Insurance Corporation of India



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

Response to Pre-Bid Queries

for

Upgradation of the existing

**Enterprise Document Management System
(EDMS)**

of

***Life Insurance Corporation of
India***

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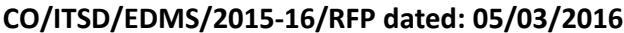
LIC EDMS RFP Ref : CO/ITSD/EDMS/2015-16/RFP Dated: 05/03/2016 - Response To Queries				
Sl No.	RFP Document Reference (s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points for clarification	LIC's response
1	Page 9 2.2- 11	Bid Validity 365 days.	To reduce to 90 days	Not acceptable
2	Page 9, Section 2.3	The EDMS Servers provided at Branch are being used by the Branch, Satellite Offices and Customer Zone Users for servicing purpose. Apart from this, additional servers are provided at 105 Divisions as a backup for Branches and Vice Versa. For Work Flow System, Servers are provided to 8 Zones and Central Office and also to LIC's Management Development Centre (MDC).	Do we need to follow the same deployment architecture that is followed in the existing DMS implementation or can we propose any other deployment architecture that would meet all the requirements mentioned in the RFP?	Please refer Section 6.2, Point no.3(page51) of the RFP (The Primary System will be at the Divisional level, Disaster Recovery Site at Zonal level and an MIS and Central Index Server at Central Office
3	Page 9, Section 2.3	The database currently in use is PostgreSQL7.3 and the Operating System is RedHat Enterprise Linux (RHEL4.4) with 32 bit architecture. The DMS Solution, i.e., OmniDocs Suite of products is customized to suit LIC's Business requirements and integrated with eFEAP, which is the Core Business System of LIC for Policy and Agency Docket Systems.	In this section, the RHEL version mentioned is v4.4 and in page 83 point 7.78, it is mentioned as v5.4. Can you let us know which version of RHEL is planned to be used for the new DMS software implementation by LIC?	Currently, RHEL 4.4 is used by EDMS Project and RHEL 5.4 is used by e-FEAP Project. Bidder should consider the latest version which is compatible with the e-FEAP System, which may be upgraded to a higher version. LIC has the enterprise license for RHEL.
4	Project Background(2.3 , Pg9)	The DMS Software license covers OmniDocs/OmniFlow Suite of Products compatible with three Databases namely PostgreSQL, Oracle and MS SQL. The database currently in use is PostgreSQL7.3 and the Operating System is RedHat Enterprise Linux (RHEL4.4) with 32 bit architecture	We understand that LIC is using Newgen Omnisuite products for DMS. Can you please clarify if existing Databases are bundled along with existing Newgen Product, and will vendor be able to leverage the existing database licenses for new DMS software/solution?	Existing Database PostgreSQL 7.3 is bundled along with existing Newgen Product. Currently, LIC EDMS Project is not having database licenses and is using open source.
5	2.3 Project Background		What are the strategic reasons for the upgrade	Business requirement of LIC.

			of the current EDMS Solution and the current infrastructures associated with the system?	
6	2.3 Project Background (Page No. 10)		Current documents are scanned in B/W or Gray scale?	Mostly scanned images are Black and white at 200 DPI. However certain documents like Medical Reports, Photographs, etc., are scanned in colour.
7			Do we have to provide Storage Servers for CO and also for CO backup at the DR location?	Yes
8			How do BO access scanned images after they are scanned in the DO?	Through web browsers
9	2.3 Project Background (Page No. 10)		Is OCRing needed for the files?	The Bidder can suggest
10	2.3 Project Background (Page No. 10)		Number of Pages per file?	Varies from file to file.
11	2.3, page 10	Currently, the all India image data consists of more than 45 Crores Policy Dockets (approximately 20 pages each), 13 Crores of Incremental Documents (Documents pertaining to service requests received from the Customer containing approximately 6 pages per request), 15 Lakhs Agency Dockets (approximately 20 pages each) and a number of Administrative files, stored in proprietary file format.	Our understanding is that current Administrative files system includes modules like File Management, DaK Management, Office Note approval RMS, RTI, iADE, etc and you will be requiring new EDMS system to support all these existing workflows.	Yes
12	2.3 Project Background (Page No. 10)	Administrative files	Volume of Administrative files?	Based on the LIC's business requirement, the volumes of files per department vary.
13			What is replication frequency from DO to ZO and ZO to CO servers	Replication between EDMS Server Site and EDMS DR Site should be automatic and real-time for minimal impact on user experience. (Refer Page-62, 6.4)
14	2.3 Project	Policy Dockets & Agency	What is the average file	Current average file size is

	Background (Page No. 10)	Dockets	size for Policy Dockets and Agency Dockets? What is current dpi of scanned images?	50 kb per scanned page in tiff format @ 200 dpi black and white.
15	2.3 Project Background ; Page#10	13 Crores of Incremental Documents (Documents pertaining to service requests received from the Customer containing approximately 6 pages per request),	What is the average size of a page in an Incremental document?	Generally pages of incremental documents are A4 size. In some cases other size of papers may be available.
16	2.3 Project Background ; Page#10	45 crores Policy Dockets (approximately 20 pages each)	What is the average size of a page in a Policy Docket?	Generally pages in a policy dockets are A4 size. In some cases other size of papers may be available.
17	2.3 Project Background ; Page#10	15 lakhs Agent Dockets (approximately 20 pages each)	What is the average size of a page in an Agent Docket?	Generally pages in an agency dockets are A4 size. In some cases other size of papers may be available.
18			What is the Image data size currently in each individual DO Server, ZO servers and CO Servers	Please refer Table 12 of this RFP for data sizing of existing EDMS. Table 12 has been given afresh in this corrigenda.
19	2.3 Project Background (Page No. 10)		What is the proprietary file format used?	Currently, Image files are in PN format (NG proprietary) tiff format.
20	2.3 Project Background ; Page#10	Total number of images is around 900 Crores	What is the total size in TB of the existing content in the current EDMS system?	Please refer Table 12 of this RFP for data sizing of existing EDMS. Table 12 has been given afresh in this corrigenda.
21	2.4 Objective for RFP page no.10	Providing any other Additional Services, deliverables related to EDMS as LIC may require in future	It is generally stated that Additional services, deliverables related to EDMS as required by LIC in future also to be provided. This is a very general statement and it is requested that in the kick off meeting, all requirement will be frozen, including the volume of estimated work in scanning area. In case, such volume is not achieved, LIC will provide adequate compensation for the	Additional services as per the Statutory, Regulatory and Business requirements are to be provided. Hence, the requirements cannot be frozen. Future Volumes are only indicative. There is no provision for providing compensation.

			same.	
22	Page 11, clause 3.1; general instructions	All the terms and conditions and the contents of the RFP along with the Annexure(s), Clarifications, if any, will be contractually binding and will form part of the resulting agreement and any purchase orders, to be issued to the successful Bidder, from time to time as an outcome of this RFP Process	All the terms and conditions and the contents of the RFP along with the Annexure(s), Clarifications, if any, deviations submitted along with this bid, will be contractually binding and will form part of the resulting agreement and any purchase orders, to be issued to the successful Bidder, from time to time as an outcome of this RFP Process	Please refer Page 17, Section no. 3.8.5 for treatment of deviations. Please also see corrigenda.
23	Pg. 11, Cl. 3.1 (5), (6)Pg. 33, Cl. 5.3, Pg. 34, Cl. 5.5 (2)Pg. 108, Annexure 4	5. In response to this RFP, the submission of the Bid by the Bidder will be deemed as consent to all the terms and conditions mentioned in this RFP along with its Annexure(s), Clarifications, if any.6. All the terms and conditions and the contents of the RFP along with the Annexure(s), Clarifications, if any, will be contractually binding and will form part of the resulting agreement and any purchase orders, to be issued to the successful Bidder, from time to time as an outcome of this RFP Process.5.3 Contract Finalization and AwardAnnexure - 4: Technical Bid particulars to be provided by the Bidder: 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 six months from the last date of submission of the offer.	Bidder requests to modify this clause to state that the selected Bidder and LIC will enter into a mutually agreed contract and statement of work ("SoW").	Not acceptable.
24	Page 14 3.5 -1	Bid Processing Fee	To reduce to Rs. 50000/-	Not acceptable

25	Clause 3.6 - (1) - Page 14 of 124	Validity of bid security	The RFP requires the validity of EMD to extend for 410 days as against a bid validity period of 365 days from the date of publication of the bid. Firstly, does the reference to “date of publication of bid” refer to the date of submission of the bid? If so, in view of the already significant validity period and the related costs, we request that Bidders be required to keep the EMD current for a total of 375 days from the date of publication of the bid.	Please see the corrigenda - The Bidder shall submit, along with its Bid, EMD of Rs. 2,00,00,000/- (Rupees Two Crores Only), in the form of a Bank Guarantee (in the format specified in Annexure - 3) issued by any Nationalized Bank in favour of Life Insurance Corporation of India, payable at Mumbai and should be valid for 410 days from the date of submission of Bid and should be valid upto 05.06.2017.
26	Page 14 3.6 -1	EMD of Rs 2 crores, valid for 410 days	To consider bid security as Rs. 1 crores valid for 180 days	Not acceptable
27	Clause 3.6 - (2) and Page 14 of 124	Objective of the EMD	This covenant provides that the Bid security is required to protect LIC “against the risk of Bidder’s action detrimental to LIC’s interest”. We suggest that this general reference be removed and in order to lend certainty, the RFP clarify that the EMD shall be forfeited only in the instances provided in sub-clause (6).	Not acceptable
28	Page 14, clause 3.6; general instructions	The EMD may be forfeited: a. If a Bidder withdraws its Bid during the period of Bid validity after opening of the Bid b. If the successful Bidder fails to sign the Contract in accordance with this RFP and Corrigendum, if any c. If the successful Bidder does not furnish Performance Bank	The EMD may be forfeited: a. If a Bidder withdraws its Bid during the period of Bid validity after opening of the Bid b. If the successful Bidder fails to sign the Contract on mutually agreed upon terms and conditions in accordance with this	Not acceptable

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		<u>in the commercial bid. Any such conditions/deviations may make the Bid liable for disqualification.</u> Annexure 4 - Undertaking of bidder - We further confirm that any deviation to the clauses found anywhere in our Bid, implicit or explicit, <u>shall stand unconditionally withdrawn,</u> without any implication whatsoever to LIC of India, failing which the EMD may be forfeited.		
30	Section 3.8 Preparation of Bid; Sub Section 5- Deviations; Page17/124	The Bidder may provide deviation to the contents of this RFP document at the time of submission of the Bid in envelope containing the Technical Bid in the format given below	Kindly clarify if deviations to legal T&Cs would also form a part of this deviation format.	No. There shall not be any deviations to legal Terms and Conditions.
31	Annexure 4 – page 108 of 124	Format of the Technical Bid parameters.	Para 3 states that “any deviation to the clauses found anywhere in our Bid, implicit or explicit, shall stand unconditionally withdrawn....failing which the EMD may be forfeited.” This para appears to be in contradiction with Clause 5 on Page 17 of 124 which provides that Deviations may be submitted along with the technical bid and shall be evaluated by the Corporation, as such.	Please see corrigenda point no 5 which refers to Annexure - 4A: Any deviations other than the format provided in the RFP under point no. 5 of Section 3.8 (page 17), to the provisions of the Technical Specifications will not be accepted.
32	Clause 5 – Page 17 of 124 and Clause 5.5 – page 33 of 124	Deviations	The RFP provides that Bidders may provide Deviations along with the Technical bid. And further, that no deviations shall be	Correct

			submitted along with the Commercial bid.	
33	page 18, site visit by LIC	LIC reserves the right to contact and/or visit any party listed or not listed as a reference, which has previously utilized or is presently utilizing product(s) and/or service(s) identical or similar to those being proposed by the Bidder. It may also utilize other sources of information about the product(s) and/or service(s) proposed by the Bidder where these sources are publicly available and are equally available for all competing Bidders. The Bidder should not be present during site visits, if so desired by LIC.	LIC reserves the right to contact and/or visit any party listed or not listed as a reference, which has previously utilized or is presently utilizing product(s) and/or service(s) identical or similar to those being proposed by the Bidder. It may also utilize other sources of information about the product(s) and/or service(s) proposed by the Bidder where these sources are publicly available and are equally available for all competing Bidders. The Bidder should not be present during site visits, if so desired by LIC.	Not acceptable
34	3.8.14 Price Schedule	a. Component wise Price of all components like Hardware, Operating Systems, DMS & other Software, Customization as per LIC's requirements including workflow systems during the entire contract term, Mobile Device Applications, Database, scanning services and tools quoted (ex-works, ex-factory, exshowroom, ex-warehouse or off-the-shelf, as applicable), including all duties and sales and other taxes already paid or payable towards any Indian duties, sales and other taxes which will be payable on the Systems if the Contract is awarded, breakup of all taxes and duties should be clearly mentioned as a separate line item.	a) The Commercial template does not have separate columns for mentioning of taxes, hence request addition of the column to mention taxes (Type, %, Value). b) Further, we understand that the taxes as levied in future shall be applicable on actuals. Kindly confirm the understanding.	a) Please refer Section 3.8, Point no 14 (a) Page No.19 for pricing, where it is mentioned to provide breakup of taxes separately and Section 4.5 (e) of page 29. b) Yes
35	3.8.14 Price	b. The cost of	a) There is no separate	a-Please refer Scope of work

	Schedule, Annexure - 9 : Financial Bid Form (page 114)	implementation should include the Cost of Migration of the existing data and images to the new version, Roll-out Charges, Software Support and Project Management for the entire contract period.	line mentioned for the cost of implementation of the new HW and SW being supplied under the contract, request addition of one line item in the commercial template to quote for the implementation cost / services under sub Head - "4. Other Services". b) We request for addition of a line item for Training services under the sub head - "4. Other Services".	and Section 3.8, point 14(b) for details b- The bidder may specify in the item for any other deliverables if they intend to monetize training cost
36	Page 19, clause 14-h and Page 20, clause 17-c	The hardware should be supported for 7 years, with 3 years warranty and 4 years Annual Maintenance Support	As the technology changes very fast, Intel introduces CPU of new version after every 18-24 months. It drives the sales life of servers. We request you to reduce the overall support period for servers or all hardware from 7 years to 5 years.	Not acceptable
37	Page 19 Point 14 (H)	AMC 4 year	To consider AMC 2 year	Not acceptable
38	a. Page 19, Point No 14.h	Support for 7 years	Today technology changes and refreshes happen every 18 to 24 months. Request you to kindly allow hardware support from 7 years to 5 years.	Not acceptable
39	Page 20 ,14j	Training	To clarify number of people for the training .	Please refer Page 20 Section 3.8.14.j and Page 87 Table-5.
40	b. Page 20, Point No 17c	Blank	Blank	No comment
41	Clause 4 - Criteria for Evaluation 4.1 Pre-Qualification Criteria (Page No-23)	1. The Bidder must be a Company / Corporate / Firm / Government Organization, registered in India.	1) It is not clear regarding submission of proposals by Joint ventures (JVs) & Consortium. As your project for Upgradation of EDMS is highly technical and demanding.	The prime proponent is the System Integrator who in turn may have partners. The SI has to comply with the Pre-qualification criteria.

			JVs/Consortium will be essential to get the appropriately experienced teams who have implemented such projects.	
42	4.1 Pre-Qualification Criteria	General	Request to allow consortium bidding.	Not acceptable
43	Page 23,4.1.2	CMMI certificate	To consider ISO 9001-2008 certificate only. or OEM CMMI certificate not the bidder.	Not acceptable
44	Page 23, 4.1, Pre-Qualification Criteria, S.No.2	Bidder should have ISO-9001-2008 (or equivalent) certification for quality management and minimum of CMMi Level 3 certification valid as on date. Due consideration will be given for any relevant additional valid Certifications, pertaining to Information Technology.	We have implemented DMS solution which is currently operational in government departments and court, We Request you to accept ISO 9001 certification and ISO 27001 certificate, Please remove CMMi Level 3 certification	No change in PQ criteria
45	4 - Criteria for Evaluation (page No.23)	The Bidder shall provide Enterprise Content Management Software – where the OEM is appearing in Magic Quadrant for Enterprise Content Management 2015 and is a part of it.	If every other criteria is matched and fulfilled, would LIC make an exemption on the said pre-qualification criteria?	No
46	4.1 Pre-Qualification Criteria page no. 23	5. Audited Balance Sheet along with Profit and Loss Statements for the last three accounting years (2014-15, 2013-14, 2012-13) should be submitted, showing profit on all the last three accounting years. The turnover of the Company should be more than Rs. 200 Crores per year in all the three years.	Here it calls for the Turnover should be more than Rs.200 Crore per year for all the 3 years. Since this is a System Integration and IT based project, the Turnover can be considered as an average of Rs.200 Crore per year considered for the last 3 years. Please consider our request.	No change in PQ criteria
47	Page 23, 4.1, Pre-Qualification	Audited Balance Sheet along with Profit and Loss Statements for the last	Request to amend the clause as "The turnover of the Company should	No change in PQ criteria

	Criteria, S.No.5	three accounting years (2014-15, 2013-14, 2012-13) should be submitted, showing profit on all the last three accounting years. The turnover of the Company should be more than 200 Crores per year in all the three years.	be more than 150 Crores per year in all the three years.	
48	Clause 4 - Criteria for Evaluation 4.1 Pre-Qualification Criteria (Page No-23)	5. Audited Balance Sheet along with Profit and Loss Statements for the last three accounting years (2014-15, 2013-14, 2012-13) should be submitted, showing profit on all the last three accounting years. The turnover of the Company should be more than ` 200 Crores per year in all the three years.	We request you to keep the turnover Rs 100 Crores per year in all the three years.	No change in PQ criteria
49	Pg 23, Section 4.1 . Point 6	The Bidder must provide at least one reference account, where they are presently providing or have provided similar Service or Services of similar magnitude in the past five years	Bidder observes that the reference of "similar magnitude" may not necessarily be related to Document management system. Bidder also requests that the Corporation make the "similar service and similar magnitude: more objective to avoid ambiguity	Not acceptable
50	Section 4.1/Pg 23	The Bidder must provide at least one reference account, where they are presently providing or have provided similar Service or Services of similar magnitude in the past five years. Name of the Organization, individual/s to contact, phone number and address should be submitted. Reference must prove Bidder's Project experience as System Integrator related to the supply, installation, migration, customization and implementation of project at Enterprise Level.	Kindly let us know the documentation to be submitted for the reference account PQ criteria	Please refer to Table - 2 (Page 76 of RFP).

51	Page 23, clause 4.1; Pre-Qualification Criteria	The Bidder should not have been blacklisted as on the date of RFP by any Government / PSU / Corporation for corrupt or fraudulent practices or non-delivery or non-performance, in the last three financial years. A self- declaration from the Bidder is required.	The Bidder should not have been blacklisted as on the date of RFP by any Government / PSU / Corporation in India for corrupt or fraudulent practices or non-delivery or non-performance, in the last three financial years. A self- declaration from the Bidder is required.	Not acceptable
52	Clause 4 – sub clause (9) – Page 23 of 124	Blacklisting	We suggest that that the language for this covenant clarifies that Bidders should not be blacklisted by a Government or PSU enterprise for the grounds listed therein, for a similar project.	Not acceptable
53	Pg No. 23; 4.2.2	".....it becomes very much critical for all Bidder(s) to demonstrate their experience and proven skills in adopting the existing EDMS technology already in place with LIC along with the proposed Solution comprising of Hardware, Software, Operating System, Database, including operational Strategy etc."	What is meant by "adopting the existing EDMS technology"? Please elaborate. Does LIC want SI to continue to use whole or parts of existing technology? - Software (OmniDocs / OmniFlow, Middleware, security software, etc) - Hardware (servers, storage subsystems), Network components, security components, etc	Existing system features should be continuously available for the users. Bidder can propose enhancements. Bidder can use their own technology. Architecture is fixed.
54	Page no-31	Integration	Current DMS is integrated with policy workflow and underwriting documents, Can you please specify if the integration is only for uploading & viewing the documents or is there any workflow integration involved	eFEAP is the core business system. New EDMS has to integrate with e-FEAP and any other systems during the contract period. There are few workflows in present system. New system should be able to improve with workflow based in design
55	Page no-31	Integration	Is LIC looking to implement end to end flow for new business	eFEAP is the core business system. New EDMS has to integrate with e-FEAP and

			and policy servicing on the new DMS system?	any other systems during the contract period.B) Certain aspects Yes
56	Page No. 24; 4.2.3	Integration of the existing DMS Solution with the proposed End-to-End EDMS Solution along with other add-on features is of utmost importance to LIC.	Please elaborate on integration expected? Is LIC expecting existing DMS to co-exist with new EDMS? What aspects of existing DMS will need to be used?	Both the old and new EDMS Systems shall co-exist for a limited period, till the new System stabilizes. The image data and database including metadata has to be migrated to the new system.
57	4.2 Technical Qualification Criteria, Page#24 6.2. Detailed Scope Of Work, Page#55 & 56	Point#3 on Page#24 9. Data Migration, 10. Integration with Core Business System of LIC	There are multiple references in the RFP about integration of new EDMS with the core business systems & other surround systems at LIC. However no schematic/ diagram is provided for the same. Request the Application Interface Diagram showing the Application Interconnects / dependencies for the current EDMS.	eFEAP is the core business system. New EDMS has to integrate with e-FEAP and any other systems during the contract period. Currently, the e-FEAP is connected with EDMS through connectors, i.e., .so objects. There is no diagrammatic representation available. Also the Corporation has a number of standalone IT systems with which EDMS will need to be integrated.
58	Page no-31	Integration	What is the integration expectation with the policy administration and underwriting system, is a completely integrated workflow in place? ((Please specify if it includes human workflows, system workflows and document workflows)	Proposed solution (DMS as well workflow system) should be integrated with core business application and other systems. Currently, we do not have a totally integrated workflow for Policy related system.
59	4.3.4 Scoring Model		"In order to technically comply with this RFP a Bid must receive a minimum score of 50% under each subhead". Does it mean that SI needs to score minimum 50% under each group such as "Project Implementation Capability" or 50% under each item e.g. "Past experience with	SI needs to score minimum 50% under each subhead of the scoring model.

			Reference sites"	
60	Page No. 25; 4.3.3.b	Ability to leverage the existing EDMS System and other workflow systems for better and enhanced performance.	Please elaborate on what aspects of existing EDMS should be leveraged by new solution?	All aspects of the existing EDMS.
61	4.3 Scoring Model, Page#25	3.c. Hardware Configuration	Hardware & Software - Who owns title to the assets -LIC or the Bidder ? Can the bidder own the asset & provide right of use to LIC under an Opex Model.	The title and rights should be in favour of LIC. The deliverables like HW, SW quoted in the commercials will be the property of LIC
62	e. Scanning Activities and Logistics: Page no. 25	Scanning Services and conversion of any image input received, Compression techniques, Detailed Digitization standards, Ramp up plan for digitization activities during peak volumes as per LIC's business scenario, Scanning capability per month, Exporting tools, Scanning equipment and production level infrastructure availability, document volumes, quality of scanning, compliance with service schedules. Tools to convert the documents received in the form of image to the required format. A plan for the movement of the physical records from the source to the Scanning Centre and then to the desired destination. Please refer Table-6.	Here it is indicated, the scanning services and conversion of any image input received, Compression techniques, Detailed Digitization standards, Ramp up plan for digitization activities during peak volumes as per LIC's business scenario, Scanning capability per month, Exporting tools, Scanning equipment and production level infrastructure availability, document volumes, quality of scanning, compliance with service schedules. Tools to convert the documents received in the form of image to the required format. A plan for the movement of the physical records from the source to the Scanning Centre and then to the desired destination. In page no. 50, 3rd para - calls for certain document to be scanned in colour and the image should be made available in	Not acceptable.

			various formats. It does not indicate any special charges for the above colour scanning and specific formatting. It should be considered as a special case and should be included in the commercial bid, or, considered as an extra work and special payment to be effected.	
63	Scoring Model, Page 25, Scanning Activities and Logistics	Ramp up plan for digitization activities during peak volumes as per LIC's business scenario	Please give some indication of peak load and patterns.	Peak load is seen during the fortnightly and monthly closing periods.
64	Pg 24, Section 4.3, Scoring Model , Point 4	In order to technically comply with this RFP a Bid must receive a minimum score of 50% under each subhead, and must receive a minimum total score of 60%. Though only such Bids will be considered technically qualified for further financial evaluation, Corporation reserves the right to make changes in the minimum total score as per its need to have minimum 3 Bidders to be qualified for Commercial Bid Evaluation.	Bidder understands that in case there are less than 3 bids, the said method will not be applicable, kindly confirm the understanding. We also request your inputs on what shall be the method of evaluation in such a scenario.	Minimum total score criteria shall be applicable uniformly to all the Bidders.
65	Clause 4.3 (4) – Page 25 of 124	Minimum scores for short-listing for Financial evaluation	The RFP states that the Corporation retains the right to make changes in the minimum total score as per its need to have minimum three (3) bidders to be qualified for Commercial Bid evaluation. THE BIDDER requests that additional language be incorporated to confirm that any calibration of scores should be based on objective principles to ensure that the outcome does not result	Minimum total score criteria shall be applicable uniformly to all the Bidders.

			in an unfair advantage towards a particular bidder.	
66	Page No. 26; 4.4.4.c	If the DMS Software is proposed as OmniDocs Suite of Products, then only support charges for maintenance and customization should be mentioned. For other DMS Software, the cost should be separately provided for license and annual support for maintenance and customization.	How will LIC evaluate bid that use Omnidocs (which will not include license cost) and bids that propose DMS other than Omnidocs (which will include license cost of new application) and hence will be more expensive? In order to have fair evaluation, we suggest that LIC should include cost of license of Omnidocs as part of technical/commercials evaluation of bid. Eventually if a bid that includes Omnidocs wins, LIC don't need to spend money on the license.	Since DMS Software licenses are already available with LIC, LIC will evaluate taking zero cost for the DMS Software.
67	4.4. f Page 26	The cost and license details of Mobile Device Application Software, Cluster Agent etc., should be mentioned	Is this mobile device to be used by Agents and field force across? Is this going to be extended towards end customers? Please share details to size the infrastructure	The proposed mobile solution should be compatible and scalable.
68	4.4. f Page 26	The cost and license details of Mobile Device Application Software, Cluster Agent etc., should be mentioned	Request to clarify on the user count for these applications	Proposed solution should not be limited in terms of number of users.
69	4.4. f Page 26	The cost and license details of Mobile Device Application Software, Cluster Agent etc., should be mentioned	Since Mobile Application shall be used for capturing the documents from the field, compression of these documents from the source would be beneficial from transfer to central server from mobile. Please can you share the expectation on the compression. How is the architecture planned for Mobile solution? Is architecture	The proposed mobile solution should be compatible and scalable. Access would be through a Centralized Server

			to be decentralized like EDMS?	
70	Page 28, clause 11; Fraudulent and Corrupt Practices	“corrupt practice” means (i) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of any person connected with the Selection Process (for avoidance of doubt, offering of employment to or employing or engaging in any manner whatsoever, directly or indirectly, any official of LIC who is or has been associated in any manner, directly or indirectly with the Selection Process or the LOI or has dealt with matters concerning the Agreement or arising there from, before or after the execution thereof, at any time prior to the expiry of two years from the date such official resigns or retires from or otherwise ceases to be in the service of LIC, shall be deemed to constitute influencing the actions of a person connected whether during the Selection Process or after the issue of the LOI or after the execution of the Agreement, as the case may be, any person in respect of any matter relating to the Project or the Award or the Agreement, who at any time has been or is a legal, financial or technical bidder/adviser of LIC in relation to any matter concerning the Project;	“corrupt practice” means (i) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of any person connected with the Selection Process (for avoidance of doubt, offering of employment to or employing or engaging in any manner whatsoever, directly or indirectly, any official of LIC who is or has been associated in any manner, directly or indirectly with the Selection Process or the LOI or has dealt with matters concerning the Agreement or arising there from, before or after the execution thereof, at any time prior to the expiry of two years from the date such official resigns or retires from or otherwise ceases to be in the service of LIC, shall be deemed to constitute influencing the actions of a person connected whether during the Selection Process or after the issue of the LOI or after the execution of the Agreement, as the case may be, any person in respect of any matter relating to the Project or the Award or the Agreement, who at any time has been or is a legal, financial or technical bidder/adviser	Not acceptable

			of LIC in relation to any matter concerning the Project;	
71	Page 28, clause 11; Fraudulent and Corrupt Practices	“undesirable practice” means”: establishing contact with any person connected with or employed or engaged by LIC with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Selection Process; or having a conflict of Interest; and	The term "conflict of interest" needs to be defined.	Refer Section 5.12 of RFP (Page 37).
72	Page 32	Training: Training to Trainers, other Users as decided by LIC through various modules including System Administration, Database Administration, Integration Aspects, User Administration, Access Rights, etc.	Please elaborate on approximate number of users to be trained as part of scope of services.	Please refer Page 20 Section 3.8.14.j and Page 87 Table-5.
73	Pg. 32, Cl. 5.2 Pg. 33, Cl. 5.4 Pg. 109, Annexure 4, Pg. 113, Annexure 8	2. Upon the successful Bidder’s furnishing of Performance Bank Guarantee, LIC will promptly discharge the EMD. Failure of the successful Bidder to comply with the requirement shall constitute sufficient grounds for the annulment of the award and forfeiture of the EMD, in which event LIC may make the award to the next lowest evaluated Bidder or call for new Bids.3. 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.4. In the event of any replacement of defective system (i.e., the complete system) during the warranty	Since this may be a high value contract, we submit that the PBG may be revised to 20% of yearly value for each year, for the last year of PBG it shall be valid for 30 days over and above the contract period. Further, Bidder requests that Client shall invoke the PBG only on occurrence of material breach that remains uncured even after expiry of 30 days cure period.	Not acceptable

		period, the warranty for the replaced material shall be extended to a further period of 3 years. The Performance Bank Guarantee for proportionate value shall be extended by 6 months over and above the extended warranty period.6 (d) . In the event of non-performance of obligation or failure to meet the terms / requirements of this RFP, along with the modifications, if any, proposed and mutually agreed, LIC shall be entitled to invoke the performance guarantee without notice or right of demur to the Bidder. LIC reserves its right to invoke the Performance Bank Guarantee besides cancellation of the entire Purchase Order in the event of breach and/or non-observance of any of the guaranteed performance.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.		
74	5.4 Performance Guarantee; Sub-Section 3; Page 33/124	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.	Considering that the PBG shall be renewed yearly, we propose that the amount of PBG shall also be determined on annual value of the contract i.e. 10% of annual value of contract.	Not acceptable
75	5.4.3 pg 33	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	Request to reduce Performance Bank Guarantee to 15%	Not acceptable

		for 6 months over and above the contract period of 7 years.		
76	Page 33, Clause 3	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.	Requesting LIC to change the PBG amount to 10% of the contract value	Not acceptable
77	Page 33, clause 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.	The successful Bidder shall furnish a Performance Bank Guarantee every year to LIC for an amount equal to 10% 20%-of the contracted amount valid during the term of the contract and further valid for 6 months over and above the contract period of 7 years.	Not acceptable
78	5.4 Performance Guarantee; Sub-Section 4; Page 33/124	In the event of any replacement of defective system (i.e., the complete system) during the warranty period, the warranty for the replaced material shall be extended to a further period of 3 years. The Performance Bank Guarantee for proportionate value shall be extended by 6 months over and above the extended warranty period.	Kindly clarify if the successful bidder needs to separately procure PBG w.r.t Hardware Warranty or would its just be an extension of the PBG as discussed under Sub-Section 3 above	Please see corrigendum point no 16. The part as regards PBG stands deleted
79	Clause 5.3 - Page 33 of 124	Corporation's right to invoke the BG and cancel the entire PO	THE BIDDER suggests that invocation of BG serve as a measure for financial re-compensation of the Corporation. Cancellation of the PO should be dealt with under the Termination-related provisions. Corporation's position	Not acceptable

			to retain both of the aforesaid rights appears may be disproportionate in most instances.	
80	5.4 Performance Guarantee; Page 33/124		Kindly clarify if LIC would provide a separate format for the PBG, like the BG format for EMD or Bidder shall provide the same in line with the T&Cs provided under Sub-Section 6(a) to (d)	The PBG format will be provided by LIC.
81	5.5 Signing of Contract; Sub-Section 1; Page 34/124	At the same time as LIC notifies the successful Bidder that its Bid has been accepted, LIC will send the Bidder the Contract Form incorporating all Agreements between the two parties.	Kindly clarify if any opportunity would be provided to the successful bidder to discuss the key legal terms before execution of the contract	Yes
82	Page 33, clause 5.5; Signing of Contract	Within 21 days of receipt of the Contract Form, the successful Bidder shall sign and date the Contract and return it to LIC. (LIC reserves the right to decrease or increase the number of days).	Within 21 days of receipt of the Contract Form, the successful Bidder shall sign and date the Contract and return it to LIC. (LIC reserves the right to decrease or increase the number of days).	Not Acceptable
83	Pg. 17, Cl. 5Pg. 30, Cl. 4.5 (r), Pg. 34, Cl. 5.5 (3)	5. Deviations:The Bidder may provide deviation to the contents of this RFP document at the time of submission of the Bid in envelope containing the Technical Bid in the format given below. It may be noted that once the deviations are provided, <u>the Bidder would not be allowed to withdraw the deviation submitted.</u> The Bid Evaluation Committee would evaluate and re-classify them as "Material deviation" or "Non-material deviation". In case of material deviation, the committee may decide to	a) Point 5 on Deviations is contradictory to the Annexure 4 undertaking - point on deviations. Please clarify the position on Deviations. We request to allow for deviations.b) Bidder request to modify and relax this Point 5 - clause to state that there will be no monetization on the deviations and the Bid shall not be rejected due to submission of deviations.	a) Annexure-4 is replaced with Annexure-4A with the following changes: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.b)Not acceptable

		“monetize” the value of the deviations, which will be added to the financial bid submitted by the Bidder or declare the Bid as non-responsive. The Bidders would be informed in writing on the committee’s decision on the deviation, prior to the announcement of technical scores. The Bidders would not be allowed to withdraw the deviations at this stage. No correspondence in this matter will be entertained. In case of non-material deviations, the deviations would form a part of the Bid and contract.<u>r. The Bidder shall not add any conditions/deviations in the commercial bid. Any such conditions/deviations may make the Bid liable for disqualification.</u>Annexure 4 - Undertaking of bidder - We further confirm that any deviation to the clauses found anywhere in our Bid, implicit or explicit, <u>shall stand unconditionally withdrawn</u>, without any implication whatsoever to LIC of India, failing which the EMD may be forfeited.		
84	Page 34, clause 5.5; Signing of Contract	At the end of 7 years, the contract may be renegotiated as mutually agreed by both parties. The Bidder shall not add any conditions / deviations in the Commercial Bid. Any such conditions / deviations may make the Bid liable for disqualification.	At the end of 7 years, the contract may be renegotiated as mutually agreed by both parties. The Bidder shall not add any conditions / deviations in the Commercial Bid. Any such conditions / deviations may make the Bid liable for disqualification.	Not acceptable
85	Clause 5 – Page 17 of 124 and	Deviations	However, Clause 5.5 provides that upon	Not acceptable

	Clause 5.5 – page 33 of 124		notification of the successful bidder, LIC shall send the Contract Form for this RFP. We request that the Bidder be entitled to review the terms of the Contract Agreement and provide deviations as well as be entitled to negotiate mutually agreed terms and conditions. In the event of failure to arrive at a mutually agreed Contract Form, the successful bidder be permitted to withdraw from the bid process, without the imposition of adverse consequences, such as forfeiture of the bid security, blacklisting etc.	
86	5.5 Signing of Contract; Sub-Section 3; Page 34/124	At the end of 7 years, the contract may be renegotiated as mutually agreed by both parties. The Bidder shall not add any conditions / deviations in the Commercial Bid. Any such conditions / deviations may make the Bid liable for disqualification.	Kindly clarify if Bidder is allowed deviation to Technical Bids only and no deviation to Commercial Bid is allowed at the time of bid submission. Further we request deletion of the last sentence to avoid ambiguity, considering that 'Deviation' has already been discussed under separate Section	Not acceptable
87	Pg. 35, Cl. 5.9	5.9 Patent Rights 1. The Bidder shall indemnify LIC against all third-party claims of infringement of Patent, Intelligent Property Rights (IPR), Trademark, Copy right or Industrial Design Rights arising from use of the Solution or any part thereof throughout the Offices of LIC. The Bidder shall after due inspection and testing get the DMS solution	Bidder request to replace the IPR indemnity clause as below: Bidder will defend and/or settle any claims against Customer that allege that an Bidder-branded product or service as supplied under this Agreement infringes the intellectual property rights of a third	Not acceptable

		redesigned for LIC, for Trademark/Copyright, Industrial design etc, on behalf of LIC at no extra cost. 2. In the event of any claim asserted by a third party of infringement of Patent, Intelligent Property Rights (IPR), Trademark, Copy right or Industrial Design Rights arising from the use of the Systems or any parts thereof in LIC's country, the Bidder shall act expeditiously to extinguish such claim. If the Bidder fails to comply and LIC is required to pay compensation to a third party resulting from such infringement, the Bidder shall be responsible for the compensation including all expenses (court costs and lawyer fees, etc.). LIC will give notice to the Bidder of such claim if it is made, without delay, as and when received.	party. Bidder will rely on Customer's prompt notification of the claim and cooperation with our defense. Bidder may modify the product or service so as to be non-infringing and materially equivalent, or we may procure a license. If these options are not available, we will refund to Customer the amount paid for the affected product in the first year or the depreciated value thereafter or, for support services, the balance of any pre-paid amount or, for professional services, the amount paid. Bidder is not responsible for claims resulting from any unauthorized use of the products or services. Bidder is not responsible for claims resulting from deliverables content or design provided by Customer.	
88	5.9 Patent Rights; Sub-Section 3; Page 35/124	The Bidder shall after due inspection and testing get the DMS solution redesigned for LIC, for Trademark/ Copyright, Industrial design etc., on behalf of LIC at no extra cost	We propose deletion of this sentence from the clause.	Not acceptable
89	Pg. 35, Cl. 5.10 (5) Termination	5. The acceptance-testing period must be mutually agreed upon with the Bidder, but cover no less than thirty (30) trouble-free days. Should Hardware or Software failures occur during this period, the Bidder must take all necessary actions to correct the failure, whereupon the thirty (30) day trouble-free	Bidder submits that any termination under the contract shall be for material breach remaining uncured even after 30 days cure period given by customer to rectify such breach. In the event of termination under this	Not acceptable

	Pg. 42, Cl. 5.20 Pg. 43, Cl. 5.23	period will be restarted. More than 3 failures of the same type may be deemed a total failure, and may terminate the acceptance test which may lead to cancellation of the contract. The acceptance test period will be part of the implementation plan. The Bidder must agree that failure on the part of the Bidder to correct a functional or technical deficiency in the Bidder's specified Solution shall be deemed to be a total failure and LIC, at its option, may terminate the acceptance test and cancel the contract. 5.20 Termination for Default 1. If the Bidder fails to deliver any or all of the Systems within the period(s) specified in the Contract, or within any extension thereof granted by LIC or if the Bidder 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 default sent to the Bidder, terminate the Contract in whole or part. 2. In the event LIC terminates 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 Bidder shall be liable to LIC for any excess costs for such similar Systems or Services. However, the Bidder shall	contract the Client will be liable to pay for all products and services provided by SI till effective date of termination. 5.20 (2) - Bidder requests that LIC will invoke risk purchase rights only in case of material default attributable to Bidder remaining uncured even after providing a 30 days cure period and Bidder will be liable to pay maximum of 5% of the incremental costs of unperformed deliverables Bidder requests for deletion of the Termination for convenience right under the contract.	
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		continue the performance of the Contract to the extent not terminated.		
		5.23 Termination for Convenience		
90	Page 36, clause 5.10; Inspection and Tests	The acceptance test will be conducted by LIC. LIC may seek help of external resources/entities to carry out the acceptance test on its behalf, at its option. There shall be no additional charges for carrying out acceptance tests.	The acceptance test will be conducted by LIC. Cost for the same shall be borne by LIC. LIC may seek help of external resources/entities to carry out the acceptance test on its behalf, at its option. There shall be no additional charges for carrying out acceptance tests.	Not acceptable
91	Point 6 and 8, Pg 36	6. The acceptance test will be conducted by LIC..... 8. The conduct and the conclusion of the acceptance test will be at the cost of the Bidder. 9.The acceptance Test procedure will be decided by LIC	We request that the acceptance test procedure be jointly decided by the selected bidder and LIC at the time of contract or project implementation.	Not acceptable
92	Pg. 35,36 - Cl. 5.10, Cl. 5.10 (9)Pg. 65, Cl. 6.7	5.10 Inspection and Tests9. The acceptance Test procedure and timelines for acceptance will be decided by LIC . There shall be no "Deemed Acceptance" of the System.6.7 Acceptance Criteria and Sign-off Framework	Bidder requests to modify the clause as below: All products (hardware and software) will be accepted on delivery.Bidder will provide notice to Customer when the Deliverables are ready for acceptance. Acceptance of Deliverables will occur upon the date the Bidder demonstrates to Customer, by the successful completion of acceptance tests that the Deliverables substantially conform to the acceptance criteria as agreed between Customer and Bidder	Not acceptable

			and mentioned in the SOWs that are agreed upon. Acceptance will not be delayed for any reason(s) other than non-conformance with the requirements specified in the terms of the Agreement and SOW. The acceptance test results will be declared by Customer within a maximum of 7 (seven) days from the completion of acceptance tests. In case the 7 (seven) days period after completion of acceptance tests has elapsed without the acceptance test results being declared, then the system or the portion thereof, subject to acceptance testing would be deemed accepted. If Customer fails to give Bidder written notice of non-conformance within the 7 (seven) day period or, prior to expiry of the 7 (seven) day period, uses the system or any part thereof supplied by the Bidder for productive use (other than testing purposes), it will be deemed accepted. In the event that any Deliverable fails to confirm to the agreed acceptance criteria, Bidder will have a reasonable time to remedy such non-conformance by either repair or replacement of the Deliverable, following Bidder's receipt of written notice	
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			from Customer specifying in reasonable detail the nature of such non-conformance.	
93	Page 36, clause 5.10; Inspection and Tests	The acceptance Test procedure and timelines for acceptance will be decided by LIC . There shall be no "Deemed Acceptance" of the System.	The acceptance Test procedure and timelines for acceptance will be decided by LIC . There shall be no "Deemed Acceptance" of the System.	Not acceptable
94	Page 36, clause 5.11; Inspection and Tests	The Bidder warrants that the Systems supplied under this Contract at all times are new, unused, of the mostrecent or current models and they incorporate all recent improvements in design and materials unless provided otherwise in the Contract. The Bidder further warrants that all Systems supplied under this Contract shall have no defect arising from design materials or workmanship or from any act or omission of the Bidder that may develop under normal use of the supplied Systems in the conditions prevailing in the Country of final destination.	The Bidder warrants that the Systems supplied under this Contract at all times are new, unused, of the mostrecent or current models and they incorporate all recent improvements in design and materials unless providedotherwise in the Contract. The Bidder further warrants that all Systems supplied under this Contract shall have no defect arising from design materials or workmanship or from any act or omission of the Bidder that may develop under normal use of the supplied Systems in the conditions prevailing in the Country of finaldestination.	Not acceptable
95	5.4 Performance Guarantee Pg. 36 - 37 , Cl. 5.11 - Warranty	4. In the event of any replacement of defective system (i.e., the complete system) during the warranty period, the warranty for the replaced material shall be extended to a further period of 3 years. The Performance Bank Guarantee for proportionate value shall be extended by 6 months over and above the extended warranty	Bidder submits that any system replacement will carry warranty for the remaining period of of the 3 years as per the supply of the original equipment.	Not acceptable. It should be noted that extension of warranty is only in case of replacement of entire system.

		period. Warranty - 4. In the event of any replacement of defective system (i.e., the complete system) during the warranty period, the warranty for the replaced material shall be extended to a further period of 3 years. The Performance Bank Guarantee for proportionate value shall be extended by 6 months over and above the extended warranty period.		
96	5.11 Warranty; Page 36/124		We request to amend this Section to include the Bidder shall pass on the warranty of the OEM (both hardware/ software) to LIC. LIC shall adhere to the relevant terms of such OEM warranty, including EULA or similar agreement for third party software/applications forming part of the SOW	Not acceptable. The HW & SW supplied by the bidder should be free from any OEM obligations.
97	5.11.5 pg 37	Period for correction of defects during the warranty period is 2 business days of LIC.	Delivery to comment	Question not clear
98	5.11, 6, Pg 37	is fully operational measured over a 24 hours period	Request to confirm if the SLA is applicable for Business hours at Zonal offices ?	Yes
99	Page 37: 5.11, point 6	6. The Bidder shall guarantee a 99.5% uptime of Computer Systems/Peripherals. Uptime is the amount of time the System (Software and Hardware where appropriate) is fully operational measured over a 24 hours period excluding mutually agreed preventive maintenance time windows.	We request following changes: 1. 99.5% uptime to be measured on yearly basis. 2. Customer should consider application availability rather than individual server availability/uptime. 3. Failure of non-critical parts like keyboard,	1. The frequency is linked with payment frequency 2. Availability is both on application and server availability 3. May be considered if system is accessible on case to case basis 4. High availability should be ensured

			mouse, monitor should be removed from uptime calculation. 4. Failure of redundant components like power supply, hard disk, controller etc. which doesn't impact availability of application should be excluded from uptime calculation.	
100	5.11, 6, Pg 37	Peripherals	We request the below as a change in definition of Peripherals: Peripherals - The penalties should be limited to only failure of the critical components of the system. The non critical components such as mouse, keyboard, etc, to be excluded from the coverage. The penalty to be calculated only as a % of AMC of the affected product only.	The clause applies to entire HW including peripherals
101	Pg. 37, Cl. 5.12	c. Without limiting the generality of the above, a Bidder shall be deemed to have a Conflict of Interest, if there is a conflict among this and other assignments of the Bidder (including its personnel and other members, if any) and any subsidiaries or entities controlled by the Bidder or having common controlling shareholders. The duties of the Bidder will depend on the circumstances of each case. While providing services to LIC for this particular assignment, the Bidder shall not take up any assignment that by its nature will result in conflict with the present	Bidder seeks to clarify that being an IT services provider, similar scope of services being provided by Bidder or its personnel to other customers shall not be considered as conflict of interest. Bidder will ensure that none of the information under this engagement is divulged to any of its other customers or such third parties.	Not acceptable

		assignment		
102	Page 37, clause 5.12; Escalation of Costs:	The duties of the Bidder will depend on the circumstances of each case. While providing services to LIC for this particular assignment, the Bidder shall not take up any assignment that by its nature will result in conflict with the present assignment	The duties of the Bidder will depend on the circumstances of each case. While providing services to LIC for this particular assignment, the Bidder shall not take up any assignment that by its nature will prejudicially affect the Bidders ability to perform its obligations under this Agreement result in conflict with the present assignment	No change
103	5.12 Conflict of Interest; Page 37/124		Kindly clarify if applicability of this Section is restricted to the current assignment only. Further kindly clarify if this means that the successful bidder if awarded will not be able to bid for other IT or ITeS related RFP issued by LIC for the full term of 7 years	Yes.Bidder can participate in other RFP's of LIC.
104	Page 37, clause 5.12; Conflict of Interest	LIC requires that the Bidder provides professional, objective, and impartial services and at all times hold LIC's interests paramount, avoid conflicts with other assignments or its own interests, and act without any consideration for future work. The Bidder shall not accept or engage in any assignment that would be in conflict with its prior or current obligations to LIC, or that may place it in a position of not being able to carry out the assignment in the best interests of LIC.	LIC requires that the Bidder provides professional, objective, and impartial services and at all times hold LIC's interests paramount, avoid conflicts with other assignments or its own interests that will prejudicially affect the Bidders ability to perform its obligations under the Agreement, and act without any consideration for future work. The Bidder shall not accept or engage in any assignment that would be in conflict with its prior or current obligations to LIC, or that may will	No change

			prejudicially affect the Bidders ability to perform its obligations under the Agreement place it in a position of not being able to carry out the assignment in the best interests of LIC.	
105	Clause 5.12 – Page 37 of 124	Conflict of interest	We recommend that conflict of interest provisions be restricted to instances where a Bidder’s participation in another bid would directly conflict and hamper its ability to perform its obligations under this RFP. Additionally, extension of the principle of conflict of interest to a Bidder’s affiliates or subsidiaries is patently excessive.	Not acceptable
106	5.13.1.c pg 38	AMC for the 4th to 7th year will be paid on quarterly basis.	AMC to start when Hardware powered On. Payment Quarterly in advance.	Not acceptable
107	Page 38 ,5.13.1,a,b,c	Hardware:70%,30%,,,AMC 4 to 7 years	To consider 90%on delivery, 30% on installation and AMC (2 year) to be paid in advance of the quarter	Not acceptable
108		Implementation cost	85% to be paid in advance of the 1st year and 15% at the end of 1st year	Not acceptable
109	5.13 Payment - Implementation cost, page 38	Page 38 - Implementation Cost: Implementation means the completion of supply, installation, migration etc. and 85% of the First year costs such as Project Management, Support and Services will be paid in the first year and the remaining 15% will be paid after the end of the second year of the Contract.	a) Please clarify the line items in the financial bid form that get covered under the implementation cost payment terms. b) We understand that Implementation cost does not include the Hardware and Software line items in the financial bid form and payment terms for	a) Implementation Cost: Implementation means the completion of supply, installation, migration, etc. b) Please refer Scope of work and Section 3.8, point 14(b) for details c) Not acceptable d) Not acceptable

			Hardware and Software are governed as below. Pls confirm: Hardware:a. 70% of the Hardware cost will be paid on successful delivery of the Systems.b. 30% of the Hardware cost will be paid on successful installation of Hardware, Software including configuration of the OS, Database, DMS software, Backup Software, Storage software, Migration and Training to users on System operations.c. AMC for the 4th to 7th year will be paid on quarterly basis. Software: The cost of Software like Application Server, DMS Software etc., will be paid as follows:a. 25% of the Software cost will be paid upon the receipt of License and media.b. 25% of the Software cost upon successful installation.c. 25% of the Software cost upon completion of Migration activities at all the Divisional /Zonal Offices /Any other Offices as LIC decides.d. 25% of the Software cost upon the completion of customization of the Software.e. ATS Charges will be paid on half-yearly basis at Central Office.c) We also request to make this payment term be revised as a per site payment rather than a overall roll out payment to improve the cashflow	
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			for the bidder for this large roll out project. We request that the below be considered as the payment terms for this head: First year - 90% of the per site implementation cost (DO/ZO/CO wise) Second Year - 10% - This be paid as equated quarterly installments in arrears d) We also request to de-link migration cost from the implementation cost head and also migration track to be separate track and milestone in the project.	
110	5.13 Paymentpage no. 38	Scanning Activities and Upload cost will be paid based on actual job done i.e. depending on the number of policy dockets and incremental documents scanned, quality controlled and made available online to the users. This payment will happen on a month to month basis, at the respective Divisional /Zonal /Central Office locations.	Here it states that the cost will be paid based on actual job done i.e. depending on the number of policy dockets and incremental documents scanned, quality controlled and made available online to the users. This payment will happen on a month to month basis, at the respective Divisional /Zonal /Central Office locations. Does this mean that the scanning cost will be paid on the basis of per page/ per size and will remain the same for entire tenure of the contract. In case of any increased requirement, labor cost, consumable cost, our communication cost increase, whether revised cost consideration will be available. Since this activity is quite variant in nature, this should be	The Commercials are constant for entire contract duration

			discussed and finalised at the early kick off meeting, for smooth flow or work.	
111	5.13.1.c pg 38	Implementation Cost: Implementation means the completion of supply, installation, migration etc. and 85% of the First year costs such as Project Management, Support and Services will be paid in the first year and the remaining 15% will be paid after the end of the second year of the Contract.	Implementation Cost: Implementation means the completion of supply, installation, migration etc. and 85% of the First year costs such as Project Management, Support and Services will be paid in the first year and the remaining 15% will be paid after the end of 3 months from go-live	Not acceptable
112		Operational Cost: From second year onwards, the Annual Operational costs will be paid on half-yearly / yearly basis. This will also include completion of Training to users on System Administration and use of DMS Workflow solution in the Central / Zonal / Divisional Offices as well as any other Offices as decided by LIC. PMO Charges will be paid half-yearly at Central Office.	Operational Cost: From second year onwards, the Annual Operational costs will be paid quarterly in advance. This will also include completion of Training to users on System Administration and use of DMS Workflow solution in the Central / Zonal / Divisional Offices as well as any other Offices as decided by LIC. PMO Charges will be paid quarterly in advance at Central Office.	Not Acceptable
113	Page 38, Clause 5.13	Software: The cost of Software like Application Server, DMS Software etc., will be paid as follows:a. 25% of the Software cost will be paid upon the receipt of License and media.b. 25% of the Software cost upon successful installation.c. 25% of the Software cost upon completion of Migration activities at all the Divisional /Zonal Offices /Any other Offices as LIC decides.d. 25% of the	Requesting LIC to change the payment terms to:a. 60% of the Software cost will be paid upon the receipt of License and media.b. 20% of the Software cost upon successful installation.c. 10% of the Software cost upon completion of Migration activities at all the Divisional /Zonal Offices /Any other Offices as LIC decides.d. 10% of the Software cost upon the	Not acceptable

		Software cost upon the completion of customization of the Software.e. ATS Charges will be paid on half-yearly basis at Central Office.	completion of customization of the Software.e. ATS Charges will be paid yearly in advance after submission of Bank Guarantee of equivalent amount	
114	Page 38, Clause 5.13	Operational Cost: From second year onwards, the Annual Operational costs will be paid on half-yearly / yearly basis. This will also include completion of Training to users on System Administration and use of DMS Workflow solution in the Central / Zonal / Divisional Offices as well as any other Offices as decided by LIC. PMO Charges will be paid half-yearly at Central Office.	Requesting LIC to change the payment terms to: From second year onwards, the Annual Operational costs will be paid yearly in advance after submission of BG for equivalent amount. This will also include completion of Training to users on System Administration and use of DMS Workflow solution in the Central / Zonal / Divisional Offices as well as any other Offices as decided by LIC. PMO Charges will be paid half-yearly in advance at Central Office.	Not acceptable.
115	Page 38, Clause 5.13	Implementation Cost: Implementation means the completion of supply, installation, migration etc. and 85% of the First year costs such as Project Management, Support and Services will be paid in the first year and the remaining 15% will be paid after the end of the second year of the Contract.	Requesting LIC to change the payment terms to: Implementation means the completion of supply, installation, migration etc. and 85% of the First year costs such as Project Management, Support and Services will be paid in the first year in advance after submission of Bank Guarantee of equivalent amount and the remaining 15% will be paid at start of the second year of the Contract.	Not acceptable
116	Page 38, Clause	Hardware:	Requesting LIC to pay	Not acceptable

	5.13	a. 70% of the Hardware cost will be paid on successful delivery of the Systems. b. 30% of the Hardware cost will be paid on successful installation of Hardware, Software including configuration of the OS, Database, DMS software, Backup Software, Storage software, Migration and Training to users on System operations. c. AMC for the 4th to 7th year will be paid on quarterly basis.	the AMC charges yearly in advance after submission of Bank Guarantee of equivalent amount	
117	5.13.1.c pg 38	Software: The cost of Software like Application Server, DMS Software etc., will be paid as follows: a. 25% of the Software cost will be paid upon the receipt of License and media. b. 25% of the Software cost upon successful installation. c. 25% of the Software cost upon completion of Migration activities at all the Divisional /Zonal Offices /Anyother Offices as LIC decides. d. 25% of the Software cost upon the completion of customization of the Software. e. ATS Charges will be paid on half-yearly basis at Central Office.	Software: The cost of Software like Application Server, DMS Software etc., will be paid as follows: a. 25% of the Software cost will be paid upon the receipt of License and media. b. 25% of the Software cost upon successful installation. c. 25% of the Software cost upon completion of Migration activities at all the Divisional /Zonal Offices /Anyother Offices as LIC decides. d. 25% of the Software cost upon the completion of customization of the Software. e. ATS Charges will be paid quarterly in advance at Central Office.	No change in payment terms
118	5.13 pg 38	Payment	to be reviewed	Query is not clear
119	Page 38, 5.13.1,a,b,c	Software:	To Consider 90% against receipt of license , 10% on installation	Not acceptable
120	5.13 Payment, page 38	Hardware: a. 70% of the Hardware cost will be paid on successful delivery of the Systems. b. 30% of the Hardware cost will be paid on successful installation of Hardware,	We request that the AMC charges be paid on quarterly in arrears to the selected bidder and the payment terms be accordingly revised.	AMC for the 4th to 7th year will be paid on quarterly basis in arrears.

		Software including configuration of the OS, Database, DMS software, Backup Software, Storage software, Migration and Training to users on System operations. c. AMC for the 4th to 7th year will be paid on quarterly basis.		
121	5.13 Payment, page 38	Software: The cost of Software like Application Server, DMS Software etc., will be paid as follows:a. 25% of the Software cost will be paid upon the receipt of License and media.b. 25% of the Software cost upon successful installation.c. 25% of the Software cost upon completion of Migration activities at all the Divisional /Zonal Offices /Anyother Offices as LIC decides.d. 25% of the Software cost upon the completion of customization of the Software.e. ATS Charges will be paid on half-yearly basis at Central Office.	We request that the ATS charges be paid on half yearly in advance to the selected bidder and the payment terms be accordingly revised.	Not acceptable
122	Page 38, System Acceptance	The System acceptance will be defined as the successful deployment and smooth running of the Upgraded End to-End EDMS Solution including migration of existing image data and database data.	a) Due to the geographical spread of the project, we request that the system acceptance be revised to a site wise acceptance. The application acceptance may be done only at the central location once. Further, the scope of cropping of the Signature and its migration is requested to be separated from usual migration scope. Signature image crop/migratino scope,	a) Not acceptable b)Cropping of signature is within the migration scope.

			acceptance and payment to be de-linked from the migration scope and made as a separate line item. The same may be included in the financial bid form.	
123	Section 5.13/Pg 38	Payment	We payment of invoices should be done in 30 days from the date of raising the invoices.	This can be taken up while making agreement with the selected bidder.
124	Page 39, section 5.13(4)	Payment Module: A payment module is to be provided by the Bidder on Portal comprising of all the payments mentioned above.	Would this module to be part of the new DMS system or can it be part of the system hosted in bidders environment along with the complaints management portal?	The payment module will be a part of the new DMS system
125	Page 39, clause 5.14; Escalation of Costs:	The Bidder shall in no circumstances be entitled to any escalation of costs or price of any material/items supplied or services tendered under the contract	The Bidder shall in no circumstances be entitled to any escalation of costs or price of any material/items supplied or services tendered under the contract. Any increase or decrease in the rates of the applicable taxes or any new levy on account of changes in law shall be to the account of LIC.	The commercial figure quoted will be an all-inclusive figure – indicating cost of deliverables, including duty related components and exclusive of Octroi / LBT, vat, service tax, cess etc. (Page 29)
126	5.14.2 pg 39	Escalation of Costs: The Bidder shall in no circumstances be entitled to any escalation of costs or price of any material/items supplied or services tendered under the contract. The prices shall not be subject to variation on any account. A Bid submitted with an adjustable price quotation will be treated as non-responsive and rejected.	to be noted. Power tariff changes may not be permitted	Question not clear
127	Page 39, clause 5.15; work	Any change in the work order will be informed to	Any change in the work order will be done	Not acceptable

	Order	the Bidder in writing.	through a Change Order informed to the Bidder in writing. Either party may request a change order ("Change Order") in the event of actual or anticipated change(s) to the agreed scope, Services, Deliverables, schedule, or any other aspect of the Statement of Work. Bidder will prepare a Change Order reflecting the proposed changes, including the impact on the Deliverables, schedule, and fee. In the absence of a signed Change Order, Bidder shall not be bound to perform any additional services.	
128	Page 39, clause 5.15; work Order	It would be the Bidder's responsibility to quote for person day/person month charges specifically for work orders as a line item. Absence of such a quote would imply that change request will be handled within the implementation cost.	It would be the Bidder's responsibility to quote for person day/person month charges specifically for work orders as a line item. Absence of such a quote would imply that change request will be handled within the implementation cost.	Not acceptable. These details are required in the commercial bid
129	Pg. 39, CL. 5.15	5.15 Work Orders 1. Any change in the work order will be informed to the Bidder in writing. 2. If any such change causes an increase or decrease in the cost of, or the time required for, the Bidder's performance of any provisions under the Contract, an equitable adjustment shall be made in the Contract Price or delivery schedule, or both, and the Contract shall accordingly be amended. Any claims by the Bidder for adjustment under this	Bidder requests that any change in scope of work will be through a mutually agreed change management process.	Change Order is from LIC and is based on LIC's business requirements.

		clause must be asserted within fifteen (15) days from the date of the Bidder's receipt of LIC's change order. 3. It would be the Bidder's responsibility to quote for person day/person month charges specifically for work orders as a line item. Absence of such a quote would imply that change request will be handled within the implementation cost.		
130	5.17 Assignments; Page 39/124	The Bidder shall not assign, in whole or in parts its obligations to perform under the Contract, except with LIC's prior written consent.	Kindly clarify if bidder is allowed to assign its receivables with intimation to LIC	Bidder is allowed to assign its obligation after obtaining LIC's written consent.
131	Clause 5.18 – Page 39 of 124	Delivery of the system	THE BIDDER suggests that an exception be carved out in this clause for delay in delivery of Systems or performance of Services on account of occurrence of force majeure conditions.	Not acceptable
132	Clause 5.19 – Page 39 to 42 of 124	Penalties	In view of the wide range of penalties stipulated with diverse ranges, the RFP may prescribe an overall cap of penalties linked to one (1) month's invoice value paid by the Corporation to the Bidder.	No change in penalty clause
133	5.19 Penalties; Sub-Section 1Page 40/124	Penalty for Late Delivery of System/Installation of the system	Considering that maximum liability is not defined, hence this clause is proposed for deletion	Not acceptable
134	Pg. 40, Section 5.19, Table for Penalties, Point 1	Penalty for Late Delivery of System/Installation of the system: If the Bidder fails to comply with the Hardware Delivery date laid down in the Contract, or fails to install the System within the	Request you to modify to : penalty not exceeding 1% per cent per week of the value of the <u>delayed System</u> used as a basis for the calculation subject to a	Not acceptable

		stipulated date it shall be liable to a penalty not exceeding 1% per cent per week of the value of the System used as a basis for the calculation subject to a maximum of 20 % of the System cost for the year	maximum of 20 % of the <u>delayed System</u> cost for the year.	
135	Page 39, Clause 5.19	Penalty for Late Delivery of System/Installation of the system: If the Bidder fails to comply with the Hardware Delivery date laid down in the Contract, or fails to install the System within the stipulated date it shall be liable to a penalty not exceeding 1% per cent per week of the value of the System used as a basis for the calculation subject to a maximum of 20 % of the System cost for the year.	Requesting LIC to cap the maximum penalty at 10% of the system cost for the year In view of the wide range of penalties stipulated with diverse ranges, the RFP may prescribe an overall cap of penalties linked to one (1) month's invoice value paid by the Corporation to the Bidder.	Not acceptable
136	Page 40	Penalty for late delivery	To consider 0.5% per week to maximum of 10%	Not acceptable
137	Page 39, Clause 5.19	Penalty for failure to provide immediate repair/replacement (H/W): Failure to arrange for the immediate repair/replacement will be liable for a penalty @ 1% of the cost of non performing system per week chargeable on daily basis after Turn Around Time of 1 business day excluding reporting date. The upper limit of penalty will be 20% of the non performing System cost per year.	Requesting LIC to cap the maximum penalty at 10%	Not acceptable
138	Page 40	Penalty for Failure	To consider 0.5% per week .upper limit to be 10%	Not acceptable
139	Page 40: 5.19, point 2	Penalty for failure to provide immediate repair/replacement (H/W):	We request the below as a change:	No change. The clause applies to entire

		Failure to arrange for the immediate repair/replacement will be liable for a penalty @ 1% of the cost of non performing system per week chargeable on daily basis after Turn Around Time of 1 business day excluding reporting date. The upper limit of penalty will be 20% of the non performing System cost per year. In case the reported system is not made functional within 30 days from the date of reporting of the issue, or if persistent failure of the system is observed even after repair/replacement of the faulty part, the Bidder should replace the server with a new server of the same configuration or the latest version without any charge to LIC.	Peripherals - The penalties should be limited to only failure of the critical components of the system. The non critical components like keyboard, mouse, monitor to be excluded from the coverage. The penalty to be calculated only as a % of AMC of the affected product only. An upper cap of 20% per annum basis is very high. This also implies an exposure of 140% of product cost over a period of 7 years. We request a downward revision in this %.	HW including peripherals
140	5.19 Penalties; Sub-Section 2 Page 40/124	Penalty for failure to provide immediate repair/replacement (H/W):		No change
141	5.19 Penalties 3. Penalty for delay in scanning: Page no. 40	Turn-Around-Time (TAT) for New Business Cases (Proposals) will be 2 hours. In this case however, the time starts from the Delivery of Papers by LIC to the Scanning Centre. The TAT for special cases which comes under the purview of services defined by the Regulator will be 2 hours. Here too, the delivery of papers to the Scanning Centre will be done by LIC.	Here the TAT (Turn-Around-Time) is indicated as 2 hours and penalty is imposed on this. In exigencies, if TAT time is reduced for any emergency work, whether LIC will consider the payment for such volume of work.	Question not clear.
142	Page 40	Penalty for delay in scanning	Penalty to charge for 0.5% per week maximum of 5%	No Change in penalty term
143	Page 39, Clause 5.19	Penalty for delay in scanning: Turn-Around-Time (TAT) of 5 business days starting from the time	Requesting LIC to cap the maximum penalty at 10%	Not acceptable

		the documents are picked up from the Branch/Servicing Centers till the scanned images are uploaded on to the DO EDMS Server (which will be inclusive of one day for LIC QC). The Penalty will be charged @ 1% of total batch value for each day of delay subject to a maximum of 20%.		
144	5.19, 3, Pg 40	Penalty for delay in scanning: Turn-Around-Time (TAT) of 5 business days starting from the time the documents are picked up from the Branch/Servicing Centres till the scanned images are uploaded on to the DO EDMS Server (which will be inclusive of one day for LIC QC). The Penalty will be charged @ 1% of total batch value for each day of delay subject to a maximum of 20%.	We request that the penalty calculation be applicable as below: The TAT of 5 business days shall be applicable from the date of receipt of the final softfile containing the details of the policy.	Not acceptable
145	5.19 Penalties; Sub-Section 3 Page 40/124	Penalty for delay in scanning		No change
146	Page 40	Penalty for loss of document	Penalty to be charge at Rs 100/-	Not acceptable
147	5.19 Penalties; Sub-Section 4 Page 40/124	Penalty for loss of documents		No change
148	Pg. 42, Section 5.19, Table for Penalties, Point 5	Penalty for delay in resolving the reported issue on Complaint Management System: OS Failure, Application/s failure and other operational issues	1. Request you to elaborate on other operational issues. 2. If we add the penalty due to Critical, Key, Significant & Minor category, it sums upto 80% of the value of the system. Request you to consider a cap of 20% of the value of the affected system combined for penalties on account of delay in resolving issue on the Complaint	1. All the non technical issues related to Scanning , Logistics and upload are referred as other operational issues 2. All issues are classified into 4 categories but the maximum cap of 20% is applicable to all the issues together. Please see corrigenda.

			management system and the bifurcation of Critical, Key, Significant and Minor be only for measuring response time	
149	Page 40: 5.19 Point 5	5. Penalty for delay in resolving the reported issue on Complaint Management System: OS Failure, Application/s failure and other operational issues. Based on the criticality /severity level (as mentioned in Section 8 of this RFP) of the reported issue the penalty will be levied as follows: a. Critical - Rs.2000/- per Calendar day after the Turn Around Time of 1 Business Day from registering the issue on Complaint Management System excluding reporting date.	Customer to clarify and remove unwanted clauses and duplicate references of penalty terms. Also we request that the following clause be removed from page 40 "Penalties will be determined on a case by case basis", as it brings in the element of subjectivity in the SLA calculation. The final levied penalty may be decided by the client	Not acceptable. Model for penalties and maximum cap applicable is given in RFP.
150	Page 40	Penalty for delay on compliant management system	To consider per week - A) critical Rs 300/- instead of Rs 500/-B) Key - 300/- C) Significant Rs 100/-D) Minor- Rs 50/- D) PM -not required for server and storage.to consider 0.5%	Not acceptable
151	5.19 Penalties; Sub-Section 5 Page 40/124	Penalty for delay in resolving the reported issue on Complaint Management System	We request that the maximum penalty be amended to "10% of monthly invoice for applicable services"	Not acceptable
152	5.19 Penalties; Sub-Section 6 Page 40/124	Penalty for not conducting the Preventive Maintenance of the System	Considering that maximum liability is not defined, hence this clause is proposed for deletion	Please see corrigenda point no 19. Penalty for not conducting the Preventive Maintenance of the System : Preventive Maintenance should be conducted as per the schedule. If not done, 10% of the cost of the preventive maintenance charges due for such period will be the penalty.
153	Page 40: 5.19 Point 6	6. Penalty for not conducting the Preventive	We request for 10% penalty on AMC cost,	Please see corrigenda point no 19. Penalty for not

		Maintenance of the System : 10% of annual cost of the System for each such case	not on the product cost. Also, we propose that the penalty be capped to 10% of periodic invoice value than the 10% of yearly invoice value of this system.	conducting the Preventive Maintenance of the System : Preventive Maintenance should be conducted as per the schedule. If not done, 10% of the cost of the preventive maintenance charges due for such period will be the penalty.
154	Page 39, Clause 5.19	Non availability of Onsite Support team : 1% annual cost of such resource/personnel for 1 week or part thereof if no replacement is provided. The maximum cap will be 20% of Project Management cost.	Requesting LIC to cap the maximum penalty at 10% of the Project Management Cost	Please see corrigenda point no 20. Non availability of Onsite Support team : 1% annual cost of such resource/personnel for 1 week or part thereof if no replacement is provided. The maximum cap will be 20% of Annual Project Management cost.
155	5.19 Penalties; Sub-Section 7 Page 40/124	Non availability of Onsite Support team	We request that the maximum penalty be amended to "10% of monthly invoice for applicable services"	Please see corrigenda point no 20. Non availability of Onsite Support team : 1% annual cost of such resource/personnel for 1 week or part thereof if no replacement is provided. The maximum cap will be 20% of Annual Project Management cost.
156	Page 40, clause 5.19; penalties		Notwithstanding anything to the contrary, maximum aggregate liability for LD or penalty under this Agreement shall not exceed 5% of the Total contract value.	Not acceptable
157	Page 41		Under section 5.19, the Serial Nos. 1 and 2 given in the table on page 41, The "Maximum Penalty Cap" is the 20% of the cost of the system for the year . Please confirm if our understanding is correct?	For sr.no 1 it is 20% of the system cost. For sr.no.2 max cap is 20% per year
158	Page 41, point 2	Penalty for failure to provide immediate repair / replacement (HW) TAT for resolution - 1 business day excluding	Here uptime is expected on 24*7 basis. However, response and resolution time is mentioned in business hours. We	No change in this clause is acceptable

		reporting day	request customer to remove multiple references of same penalty with different timelines and provide consistent resolution time and applicable penalty. We request that a realistic resolution time of 2 business days be uniformly reflected everywhere.	
159	5.19, 3, Pg 40	Delay in QC clearance from LIC	Bidder understands that LIC will provide sufficient LIC QC manpower to clear the QC within 1 day after completion of scanning activities at all locations, to allow selected bidder to meet the TAT. Bidder recommends that LIC will consider deemed QC clearance, if QC is not completed in 1 day. Pls confirm the assumption.	LIC QC is mandatory as per the guidelines. LIC will take care of completion of QC as per the agreed timelines
160	5.19, 3, Pg 41	Delay in QC clearance from LIC	Bidder suggests to LIC to consider all types of operational impacts due to delay in LIC QC and not penalise the impact of LIC QC delay / operational input delay to the selected bidder.	LIC will take care of completion of QC as per the agreed timelines.
161	Page 41, Clause 5.19	Penalties - Table	Requesting LIC to cap the maximum penalty at 10% for each Penalty Norm	Not acceptable
162	5.19	Penalty caps	To be reduced to 10% ACV	Not acceptable
163	5.20 Termination for Default	5.20 Termination for Default1. If the Bidder fails to deliver any or all of the Systems within the period(s) specified in the Contract, or within any extension thereof granted by LIC or if the Bidder fails to perform	Bidder requests that LIC shall provide a cure period of 30 days for correction of the default and where the default continues after the expiry of the cure period the contract may be	Not acceptable. It should be noted that extension of warranty is only in case of replacement of entire system.

		any other obligation(s) under the Contract, LIC may, without prejudice to any other remedy for breach of contract, by written notice of default sent to the Bidder, terminate the Contract in whole or part.2. In the event LIC terminates the Contract in whole or in part, LIC may procure, upon such terms and in suchmanner, as it deems appropriate. Systems or Services similar to those undelivered, and the Bidder shall be liable to LIC for any excess costs for such similar Systems or Services. However, the Bidder shall continue the performance of the Contract to the extent not terminated.	terminated at the discretion of LIC. On warranty, please modify the clause as below - Bidder submits that all OEM products and software will be provided as per standard OEM warranty and licensing policy. Bidder requests for deletion of 5.11 (4) as this may lead to perpetual warranty. The warranty of the material will be calculated from the date of Delivery and acceptance by the customer.	
164	Page 42, clause 5.2; Termination for Default	If the Bidder fails to deliver any or all of the Systems within the period(s) specified in the Contract, or within any extension thereof granted by LIC or if the Bidder 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 default sent to the Bidder, terminate the Contract in whole or part.	If the Bidder fails to deliver any or all of the Systems within the period(s) specified in the Contract, and fails to remedy the same within 30 days of receipt of notice or within any further extension thereof granted by LIC or if the Bidder 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 default sent to the Bidder, terminate the Contract in whole or part. The Bidder shall have the right to terminate the contract in the event any undisputed amount remains unpaid for a	Not acceptable

			period exceeding 15 days.	
165	5.20 pg 42	Termination for Default: If the Bidder fails to deliver any or all of the Systems within the period(s) specified in the Contract, or within any extension thereof granted by LIC or if the Bidder 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 default sent to the Bidder, terminate the Contract in whole or part.	Provide for mutual Termination clause as follows: Either party may terminate this Agreement upon written notice to the other in the event that: (a) the other party commits a material breach of the Agreement and fails to cure such default to the non-defaulting party's reasonable satisfaction within thirty (30) days after receipt of notice (or ten (10) days in the event of nonpayment by Company); or (b) the other party becomes insolvent or bankrupt, assigns all or a substantial part of its business or assets for the benefit of creditors, permits the appointment of a receiver for its business or assets, becomes subject to any legal proceeding relating to insolvency or the protection of creditors' rights or otherwise ceases to conduct business in the normal course; provided that this right to termination shall not apply if the other party is ordered to be wound up by the court for the purpose of a bona fide reconstruction or amalgamation.	Not acceptable
166	Section 5.1/ Pg 42	If the Bidder fails to deliver any or all of the Systems within the period(s) specified in the Contract, or	We propose the client would a notice period , to rectify the default and also , we would	Not acceptable

		within any extension thereof granted by LIC or if the Bidder 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 default sent to the Bidder, terminate the Contract in whole or part.	request for a termination fees.	
167	5.20 Termination for Default; Sub Section 1; Page 42/124	If the Bidder fails to deliver any or all of the Systems within the period(s) specified in the Contract, or within any extension thereof granted by LIC or if the Bidder 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 default sent to the Bidder, terminate the Contract in whole or part.	We request to kindly amend the clause by replacing 'any other obligation' with 'material obligation' and to provide at least 30 days cure period before invoking termination	Not acceptable
168	Page 42, clause 5.2; Termination for Default	In the event LIC terminates the Contract in whole or in part, LIC may procure, upon such terms and in suchmanner, as it deems appropriate. Systems or Services similar to those undelivered, and the Bidder shall be liable to LIC for any excess costs for such similar Systems or Services. However, the Bidder shall continue the performance of the Contract to the extent not terminated	In the event LIC terminates the Contract in whole or in part, LIC may procure, upon such terms and in suchmanner, as it deems appropriate. Systems or Services similar to those undelivered, and the Bidder shall be liable to LIC for any excess costs for such similar Systems or Services. However, the Bidder shall continue theperformance of the Contract to the extent not terminated. The liability of re-procurement costs in such an event shall not exceed 5% of the value	Not acceptable

			quoted for such services in default	
169	Pg 42, Section 5.20	In the event LIC terminates 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 Bidder shall be liable to LIC for any excess costs for such similar Systems or Services.	This statement makes the risk purchase liability open-ended and hence request to consider capping it to 110% of the part terminated.	Not acceptable
170	Clause 5.20 - Page 42 of 124	Termination for Default	The covenant relating to termination for default does not contain any references to "material" default, an appropriate rectification/cure period and engagement between the Corporation and the Bidder, prior to exercise of termination rights for default. We recommend that the above factors be incorporated in a construct dealing with Termination for Default.	Not acceptable
171	5.20 Termination for Default; Sub Section 2; Page 42/124	In the event LIC terminates 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 Bidder shall be liable to LIC for any excess costs for such similar Systems or Services. However, the Bidder shall continue the performance of the Contract to the extent not terminated	We request that deletion of the Section related to risk purchase Kindly clarify if Successful Bidder will be reimbursed and paid for services rendered under the portion of the contract not terminated. Further we request to kindly allow right to terminate by Successful Bidder for non payment of undisputed dues by LIC within the agreed timelines	No Deletion is possible. Vendor will be reimbursed for the portion of the contract not terminated and carried out successfully subject to recovery in monetary form of any material loss / damage incurred by LIC due to the termination. Option of arbitration is available in case of any dispute. Please refer Section 5.24 (Page 40)
172	Pg. , Cl. 5.21 (4)	4. In such a case the time for performance shall be extended by a period (s) not less than duration of such	Bidder requests to delete the below line and replace the same with an understanding	Not acceptable

		delay. If the duration of delay continues beyond a period of three months, LIC and the Bidder shall make an effort to find a solution to the problem. Notwithstanding the above, the decision of LIC shall be final and binding on the Bidder.	that in such a force majeure scenario Parties will take a mutual decision on continuity of the contract. "Notwithstanding the above, the decision of LIC shall be final and binding on the Bidder".	
173	Page 43, clause 5.21; Force Majeure	In such a case the time for performance shall be extended by a period (s) not less than duration of such delay. If the duration of delay continues beyond a period of three months, LIC and the Bidder shall make an effort to find a solution to the problem. Notwithstanding the above, the decision of LIC shall be final and binding on the Bidder.	In such a case the time for performance shall be extended by a period (s) not less than duration of such delay. If the duration of delay continues beyond a period of three months, LIC and the Bidder shall make an effort to find a solution to the problem. Notwithstanding the above, the decision of LIC shall be final and binding on the Bidder.	Not acceptable
174	5.23 pg 43	Termination for Convenience: LIC, by written notice sent to the Bidder may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for LIC's convenience, the extent to which performance of the Bidder under the Contract is terminated, and the date upon which such termination becomes effective. The notice period shall be 30 days.	Provide for mutual Termination clause as follows: Either Party, by written notice sent to the other Party may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the party's convenience, the extent to which performance under the Contract is terminated, and the date upon which such termination becomes effective. The notice period shall be 30 days.	Not acceptable
175	Pg 43, Section 5.23	Termination for convenience	Request to clarify is notice period is 30 days or 2 months? Bidder requests Corporation to consider that is a large bid with huge amount of	Please see corrigenda. The notice period shall be 60 days.

			resources (equipment and manpower) deployed. Therefore it maybe considered to give 3 months notice period before terminating for convenience for redeployment of resources	
176	clause 5.23; Termination for Convenience	LIC, by written notice sent to the Bidder may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for LIC's convenience, the extent to which performance of the Bidder under the Contract is terminated, and the date upon which such termination becomes effective. The notice period shall be 30 days.	Request to delete	Not acceptable
177	5.23 Termination for Convenience; Subsection 3; Page 43/124	The agreement shall be terminated wholly or in part by LIC by giving two month notice without assigning anyreason thereof. However, if the Bidder contravenes any of the provisions of the Contract or in case of unsatisfactory services, this agreement will stand terminated forthwith without giving advance notice as stated herein above.	We request that successful bidder be allowed to terminate for convenience with 90 days prior noticeWe request to provide at least 30 days prior notice before any such termination i.e. an opportunity to the successful bidder to remedy the defect	Not acceptable
178			Either party reserves the right to terminate the Agreement/SOW in full with thirty (30) days written notice to the defaulting party, if the defaulting party commits a material breach of this Contract and fails to cure such breach within the agreed cure period (say,	Not acceptable

			30 days for the Bidder and 7 days for the Corporation).	
179	Clause 5.23 and Clause 5.25 – Page 43 and 44 of 124	Termination for Convenience and Limitation of Liability	We believe that for a contract of this magnitude should ideally not contain an entitlement to terminate for convenience, and at the very least, not without payment of termination charges. We recommend the incorporation of a clause which provides that:	Not acceptable
180	Section 5.23/ Pg 43	LIC, by written notice sent to the Bidder may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for LIC's convenience, the extent to which performance of the Bidder under the Contract is terminated, and the date upon which such termination becomes effective. The notice period shall be 30 days.	We propose for termination fees which will be mutually agreed by both the parties.	Not acceptable
181	5.24	Blank	Blank	No comment
182	5.24 Resolution of Disputes / Arbitration; Page 44/124		We request that the Arbitration be held as per Rules of London Court of International Arbitration (LCIA) India	Not acceptable. Please refer Section 5.27 of this RFP (Page 45)
183	5.25		Additionally, the Limitation of Liability covenant is not acceptable in its current form. We suggest that the clause state as follows: Notwithstanding anything stated to the contrary in the Agreement and regardless of the nature of claim, IBM's	Not acceptable

			aggregate liability for all claims shall not exceed the actual direct damages incurred for the individual product or service (or, annual charges, in the event of recurring payments) that is the subject of claim under this Agreement. IBM shall in no event be liable for indirect, consequential, incidental or special damages, loss of/damage to, data, lost profits, business, revenue, goodwill and third party claims, even if the IBM has been advised of possibility of such damages.	
184	Pg. 45, Cl. 5.25	5.25 Limitation of Liability Except in cases of criminal negligence or willful misconduct and in the case of infringement pursuant to Conditions of Contract, the Bidder shall not be liable to LIC, whether in contract tort or otherwise, for any indirect or consequential loss of damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the Bidder to pay liquidated damages to LIC and the aggregate liability of the Bidder to LIC, whether under the Contract, in tort or otherwise, shall not exceed the total Contract Price provided that this limitation shall not apply to the cost of repairing or replacing defective equipment during the applicable warranty period.	As per the clause, the bidders liability is not capped. Hence, bidder requests to modify the clause as below: Except in cases of gross negligence or willful misconduct and in the case of infringement pursuant to Conditions of Contract, the aggregate liability of the Bidder to LIC, whether under the Contract, in tort or otherwise, <u>shall not exceed the total Contract Price.</u> The Bidder shall not be liable to LIC, whether in contract tort or otherwise, for any indirect or consequential loss of damage, loss of use, loss of production, or loss of profits or interest costs.	Not acceptable

			“Wilful Misconduct” means where a party intentionally causes actual harm upon the other party and does not involve error or mistake in any form and “Gross Negligence” means a serious disregard to an obvious risk.	
185	Page 45, clause 5.25; Limitation of Liability	Except in cases of criminal negligence or willful misconduct and in the case of infringement pursuant to Conditions of Contract, the Bidder shall not be liable to LIC, whether in contract tort or otherwise, for any indirect or consequential loss of damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the Bidder to pay liquidated damages to LIC and the aggregate liability of the Bidder to LIC, whether under the Contract, in tort or otherwise, shall not exceed the total Contract Price provided that this limitation shall not apply to the cost of repairing or replacing defective equipment during the applicable warranty period.	Except in cases of criminal negligence or willful misconduct, and in the case of infringement pursuant to Conditions of Contract, the Bidder shall not be liable to LIC, whether in contract tort or otherwise, for any indirect or consequential loss of damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the Bidder to pay liquidated damages to LIC and the aggregate liability of the Bidder to LIC, whether under the Contract, in tort or otherwise, shall not exceed the fees received by Contractor under this Agreement during the three months preceding the date of such claim total Contract Price provided that this limitation shall not apply to the cost of repairing or replacing defective equipment during the applicable warranty period.	Not acceptable
186	5.25 Limitation of Liability; Page 45/124		We propose the below clause: <i>"Except in cases of</i>	Not acceptable

			<i>criminal negligence or willful misconduct and in the case of infringement pursuant to Conditions of Contract the aggregate liability of the Bidder to LIC, whether under the Contract, in tort or otherwise, shall not exceed the Annual Contract Price</i> <i>Notwithstanding anything contained hereinabove, the Bidder shall not be liable to LIC, whether in contract tort or otherwise, for any indirect or consequential loss of damage, loss of use, loss of production, or loss of profits or interest costs and"</i>	
187	5.25 pg 45	the aggregate liability of the Bidder to LIC, whether under the Contract, in tort or otherwise, shall not exceed the total Contract Price provided that this limitation shall not apply to the cost of repairing or replacing defective equipment during the applicable warranty period.	LOL to include Cost of repairing and Replacement also	Not acceptable
188	General	Migration	Is the support language English or any local language support required?	English or Hindi language. Subject to condition of contract, English language version of the Contract shall govern its interpretation
189	5.29 Taxes and Duties	5.29 Taxes and Duties Bidders shall be entirely responsible for all taxes including Service Tax and VAT, duties, freight, license fees, octroi, road permits, cess etc., incurred until delivery of the contracted Systems and Services to LIC.	Bidder submits that in case of changes in the rates of taxes during the course of the contract or introduction of new taxes or levies etc such changes in the rates or new taxes or levies etc as applicable at the time of the raising of invoices by Bidder shall be paid by LIC	Please refer Section 3.8, Point no 14 (a) Page No.19 for pricing, where it is mentioned to provide breakup of taxes separately and Section 4.5 (e) of page 29.

190	5.31 Bidder's Obligations; Page 45/124		Kindly also define obligation of LIC under this RFP	LIC's obligation is to ensure the implementation of Project as per the objectives defined in the RFP.
191	Pg. 46, Cl. 5.32	5.32 Insurance Obligation to maintain insurance: In connection with the provision of the Services, the Bidder must have and maintain for the Contract Period, valid and enforceable insurance policies for: public liability; either professional indemnity or errors and omissions; workers' compensation as required by law.	Bidder proposes that it shall take all such necessary insurances as required under applicable laws. No project specific insurances can be taken. However, the transit insurance shall cover only till the delivery of products to the customer's premises.	For transit insurance refer Section 6, Point 6 of Scope of work on page 53
192	5.33 Site Preparation and Installation, Page#46	Point#2	Its mentioned that the bidders need to build the entire scanning center on their own and LIC will provide only 4 wall enclosure. Request details on how the scanning centers are being run currently and what is the average asset inventory (type & count) at each scanning center. It'll help if an indicative BoQ on the same can be provided along with names of any preferred OEMs/vendors.	The bidder is responsible for the scanning center set up. Based on the data provided the Bidder to assess and submit the plan
193	Page 46:5.35, Point 1	1. The Bidder should do preventive and breakdown maintenance activities to ensure that all Hardware execute without defect or interruption for at least 99.5% up time for 24 hours a day, 7 days of the week of operation of the machine worked on a quarterly basis.	Here uptime is expected on 24*7 basis. However, response and resolution time is mentioned in business hours. We request customer to remove multiple references of same penalty with different timelines and provide consistent resolution time and applicable penalty. We request that a	The architecture required for high availability is proposed. Hence 2 days delay will not be acceptable.

			realistic resolution time of 2 business days be uniformly reflected everywhere.	
194	Page 46, clause 5.36; Components of the Contract	The Contract will be based on this RFP, the conditions of the Contract that will be executed at the time of award of contract, the Bidder(s) response to the questions in this RFP, written clarification by LIC and further response by the Bidder in writing and subsequent queries and clarifications, if any, by both the parties.	The Contract will be based on this RFP, the conditions of the Contract that will be executed at the time of award of contract, the Bidder(s) response to the questions in this RFP, written clarification by LIC, deviations submitted along with this bid and further response by the Bidder in writing and subsequent queries and clarifications, if any, by both the parties.	Only Deviations accepted will be part of terms and conditions of the contract
195	Page 46:5.35, Point 1	5.35 Hardware Maintenance 2. If any critical component of the entire configuration is out of service for more than three days, the Bidder shall either immediately replace the defective unit or replace System at its own cost. The Bidder will respond to any complaints through a site visit by a qualified technician and commence/attend to the repair work on the equipment within 4 hours of being notified of equipment failure.	Here uptime is expected on 24*7 basis. However, response and resolution time is mentioned in business hours. We request customer to remove multiple references of same penalty with different timelines and provide consistent resolution time and applicable penalty. We request that a realistic resolution time of 2 business days be uniformly reflected everywhere.	No change in this clause is acceptable
196	5.37 Non-Disclosure Clause: Page 47/124		Kindly clarify if notarization is mandatorily required	Yes
197	Pg. 47, Cl. 38	5.38 Disclaimer Subject to any law to the contrary, and to the maximum extent permitted by law, Life insurance Corporation of India including its subsidiaries and its Officers, Employees,	Bidder requests for deletion of this clause as the RFP response and work is to be provided in accordance with the information and instructions provided by LIC and its personnel in	Not acceptable

		Contractors, Agents, and Advisers disclaim all liability from any loss or damage suffered by any person acting or refraining from acting because of any information including forecasts, statements, estimates, or projections contained in this RFP document or conduct ancillary to it whether or not the loss or damage arises in connection with any negligence, omission, default, lack of care or misrepresentation on the part of Life Insurance Corporation of India including its subsidiaries or any of its Officers, Employees, Contractors, Agents or Advisers.	this RFP document. Further, Bidder requests to add the below clause: Any failure or delay by Bidder under the contract will be excused if the failure was caused by (a) LIC or its affiliates, agents or contractors, (b) a force majeure event, (c) the reliance by Bidder on LIC's instructions, authorizations, approvals or other information,	
198	Page 48, 6- Scope Of Work	Scanning activity & upload	How many total number of pages to be scanned per year	Volume mentioned in Table 11 of RFP for projected volume is indicative. Please refer Section 2.3 (Page 10) for no. of pages.
199	Page 48, 6- Scope Of Work	Scope of Work	Are documents will be uploaded from other applications with out exposing DMS UI?	Yes, e-FEAP and Portal users are able to upload EDMS images through their application.
200	6.1 Executive Summary Page 48		How many DO are there? Somewhere it is mentioned 113 but in the volume table, it is given 105? What is the exact DO count to be considered?	On date there are 113 Divisions. Revised Tables 9-a, 10-a, 11-a and 12-a have been added in the corrigenda
201	Page 48, section 6.1	The images are viewed in tiff format and stored in Proprietary software format.	In case newgen is not the DMS software for the new system, as part of migration do we need to convert the image format from the proprietary software format to any other supported format of the new DMS software? If it has to be converted, would the existing DMS	Vendor needs to carry out the migration of the imagedata and database data. Vendor is free to suggest approach and tools for the migration. Mandatory Post project migration was not a part of the earlier contract.

			software vendor provide the tool to convert image from the proprietary software format to any other supported format of the new DMS software?	
202	6 - Scope of Work (Page No-48)	6.1 Executive Summary	Is it possible that LIC to choose/distribute the project zone wise among bidders	Not acceptable
203	6.1 Executive Summary (Page No. 48)	The images are available throughout LIC Offices in India and multiple concurrent users across	Number of Concurrent intranet Users?	Please refer Table-12 of RFP (Page 100).
204	Page 48, section 6.1	The print files/endorsements generated by the Core Business System are auto archived to the corresponding digitized policy folder.	Our understanding is that, the core business system may also generate documents whenever a print / endorsement is done. Those documents are also need to be stored in the relevant policy folder in the DMS software. If so, the core system would make a relevant interfacing call (via web services / REST APIs) to upload the documents to DMS. Is our understanding correct?	Current EDMS is integrated with e-FEAP through connectors i.e., .so objects and data generated in core business application is archived in edms through a service.
205	6.1 Executive Summary		Would the proposed EDWS solution cater to the overseas operations of LIC or in the near future?	No
206	6.1 Executive Summary (Page No. 48)	locations can access a document simultaneously over intranet irrespective of the policy servicing location.		Yes
207	Page 48, 6- Scope Of Work	Scope Of Work	Do you want 1: infinite number of connections ratio of number of user to server connections?	User information is provided in Table-12
208	Page 48, 6- Scope Of Work	Scope of Work	How many reports are configured in the existing system? In the proposed system how many reports needs to	Daily, weekly, fortnightly, monthly, quarterly, half-yearly and yearly reports for all the activities. Apart from this, MIS, audit trail reports,

			be migrated and how many new reports needs to be configured?	etc. are also available.
209	6. Scope of workpage no. 48 & 49and 5.33 Site Preparation and Installation (clause 2)page no. 46		It is indicated that the scanning activites and upload should be carried out of various policy dockets, incremental documents and Administrative records at the designated Scanning Centre.It also stated that the scanned records are checked & certified by LIC and uploaded on a Divisional server and the same has to be made available on EDMS server at Zonal level.As per this indication, the scanning operation are to be done at Divisional office, which means there are 113 locations available for Divisional office. Based on the volume of the work, we request the scanning centres should be centralised and can be placed in the zonal office, as the ultimate document uploading is on EDMS server at zonal office. (or) Alternatively it can be discussed and agreed upon the proper location of the scanning centre in zonal office, or some additional Divisional offices, where the volume is high.It is also not very clear that the total volume of scanning requirement - divisionwise. Hence it is very essential that a minimum volume of scanning requirement to	Not acceptable.

			be specified for each scanning centre, since the payment is based on actual execution of the scanning work. Request due consideration for the above.	
210	General requirement		Since this is a System Integration project involving various types of requirement such as logistics, scanning and other activities including software, data migration, integration, etc., leading to pilot run, roll out and project management etc., this may require a combination of one or two companies experienced in these specialised activities. However it is found that in the bid document there is no mention about consortium of companies, which is very must for such project. Kindly consider.	The prime proponent is the System Integrator who in turn may have partners.
211			Will LIC offer space for setting up the infrastructure to scan & cut the CD in DO premises, or will we have to arrange for the space? What are the implications of setting up our own space in terms of taking the documents from DO custody?	LIC will provide the space for scanning center within the Divisional location.
212	6.2, 1, Pg 49	SUPPLY OF DOCUMENTS	Bidder understands that there will be sufficient and consistent supply of documents in-line with daily production capacity. Please confirm the understanding.	The projected volumes mentioned in this RFP is indicative only
213	6.2, 1, Pg 49	LOGISTICS	Bidder would like to	RMF maintenance shall be

			recommend that LIC will ensure RMF movements in-line with scanning productions to minimize operational Impact and billing delays, due to lack of various reasons affiliated to RMF issues such as, Lack of Space, Shortage of racks and manpower issues.	taken care by LIC and vendor needs to take care of logistics.
214	6.2 - Detailed Scope of Work 1. Logistics Page 49		Documents to be collected from LIC's 2048 branches and to be delivered to LIC's 105 DO locations for scanning - Please confirm.	Yes, The collecting locations are 2048 BOs as of now and Divisions 113. The number of locations may increase as per the LIC's business requirement
215			For remote branches with low volumes, is the turnaround time of 5 days still applicable? How will it be measured, ie; 5 days from the day the documents are received in DO or 5 days from when they were received in the branch? For low volume branches if the 5 day turnaround is measured from when the documents are received in the branch, the logistics would be difficult to manage.	5 day TAT is common to all. But LIC may allow deviation in rare cases like Andaman. Turn Around Time starts from picking up the record from Branch Office.
216	6.2 - Detailed Scope of Work 1. Logistics Page 49		How many shifts can be run in LIC's DO locations and what will be the shift timing?	Local Government regulations are to adhered to regarding timings
217	6.2, 1, Pg 49	SUPPLY OF DOCUMENTS	In case of no/short supply as against the planned capacity, LIC will bear the cost of Logistics and idle resources for each such instance. Pls confirm the understanding.	Not acceptable
218	Page 49, Section 6.2, point 1	The Bidder shall provide a module for tracking the records and status of the	Our understanding is that, we need to provide a system to capture the	a) Yes. B)The bidder can suggest a model for the same.

		operations.	movement of the physical records from source location to the scanning center until it reaches Record management facility. Please confirm? If Yes, Should the system be provided as a web system or a mobile application?	
219	Logistics Page 49	The collected records need to be transported to Divisional Scanning Centres in dedicated secured vehicles.	Please describe alternate mechanism of record transportation in absence of secured vehicles in remote branch locations.	LIC requires dedicated secured vehicles for logistics
220	6.2, 1, Pg 49	dedicated secured vehicles	We understand that these secured vehicles need to be made available on as and when required basis. These may not be dedicated, please confirm the understanding.	LIC requires dedicated secured vehicles for logistics
221	6.2.1 Detailed Scope of Work		What are the various RMFs locations and approx. distance from DOs? Need these details to arrive at costing for Logistics.	Please see corrigenda. We are providing a new table with the approximate distance of RMF locations from the Divisional Offices.
222	6.2 - Detailed Scope of Work 1. Logistics Page 49		What is the frequency and timing of collection of documents from branches?	Bidder can submit its plan for frequency and timing of collection of documents from branches. 5 day TAT is common to all. But LIC may allow deviation in rare cases like Andaman. Turn Around Time starts from picking up the record from Branch Office.
223	6 , Page-48	Scanning Activities and Upload	(1) Are we allowed to unbind/tear documents in the form of booklet for ADF scanning.(2) Please specify approx percentage of document sizes of each A4/A3/A2/A1/A0 etc.(3) Please specify physical	(1) Yes. Only unbinding allowed. Not tearing.(2) Mostly A4(3) Torn or mutilated state of documents are available, but very less quantities. These need to be scanned if necessary.(4) Existing image data is mostly black and

			document condition like torn or mutilated state.(4) Please specify the approx percentage of each mode of scanning like B/W, Grey and colour.(5) What are the meta data entry fields for indexing like approx number of fields per docket/document, average character per field and language of data entry if other than English.(6) On which page of the records indexing information will be available like first page or specific page or any page.	white. Now the requirement may change with available technology if size can be managed.(5) Standard indexing is required. Detailed will be shared later(6) All pages.
224	Logistics & Scanning		Can we leverage the existing Scanning centers and the existing set up of the scanning infrastructure?	Bidder is responsible for setting up of scanning center. LIC will provide the space. Existing scanning infrastructure belongs to the existing vendor
225	Page 48, 6-Scope Of Work	Scanning activity & upload	Do you need 2D barcode	Bidder can suggest any best suited approach
226	Page 48, 6-Scope Of Work	Scanning activity & upload	Do you need auto classification in scanning solution	Yes
227	Page 48, 6-Scope Of Work	Scanning activity & upload	Do you need barcode reader	Bidder can suggest any best suited approach
228	Page 48, 6-Scope Of Work	Scanning activity & upload	Do you need high availability in scanning solution	Yes
229	Page 48, 6-Scope Of Work	Scope Of Work	Do you want the system to enable scalable architecture to support clustering at each layer i.e. Web server, Application server and Database	Yes
230	6.2 Detailed Scope of Work		How many scanning centers are required to be set up? Is our understanding correct that scanning centres will be set up only at the Divisional Offices of LIC?	Generally one scanning center per divisional offices at the Divisional location or as decided by LIC.
231	Page 48, 6-	Scanning activity & upload	How many scanning	Ideally 1 scanning station

	Scope Of Work		stations are required	per Divisional office which may increase based on LIC's business requirement. Number of scanners is as per the Bidder's decision.
232	Page 48, 6- Scope Of Work	Scanning activity & upload	How many total number of pages to be scanned per year	Volume mentioned in Table 11-a of RFP for projected volume is indicative. Please refer Section 2.3 (Page 10) for no. of pages.
233	Page 48, 6- Scope Of Work	Scanning activity & upload	How many users need access to scanning solution	SI provides the scanning. User does not need to access the scanning solution.
234	Page 48, 6- Scope Of Work	Scope of Work	Is there any LDAP/ Active Directory Integration required?	Yes
235	Logistics & Scanning		Is there any specific need on re-setting up the scanning centers?	Current scanning centre set up will cease at the expiry of the current contract period,
236	Section 6.2, Scope of work, 2 Scanning Activities and upload	Indexing of scanned images as per the approved standard	Please tell the no of metadata fields being captured currently for each policy docket and agency docket.	The Bidder shall suggest various indexing standards. Current metadata field's details will be shared later.
237			Scan for photos: Is there a specific format or resolution that is needed to scan (color scan for example will need larger & better resolution scanners)	Please refer Point No.2 of Section 6.2 (Page 50 of RFP) for scanning requirements. Bidder can suggest the norms in the bid.
238	6.2.2 Detailed Scope of Work		The new scanned documents are expected to be in formats such as Tiff, JPEG, PDF, etc. Does this also mean the existing records (for data migration) need to be converted into these formats?	If required ,Yes
239	Page no:49, Point no:2	2. Scanning Activities and Upload:	We understand that the images are to be scanned in TIFF / 200 dpi. Kindly confirm the same.	Please refer Point No.2 of Section 6.2 (Page 50 of RFP) for scanning requirements.
240	Logistics & Scanning		What are the specific challenges with the existing DMS solution currently implemented on OmniDocs (NewGen) suite of products?	None as such.

241	6.2 - Detailed Scope of Work 2. Scanning Activities and Upload Page 50		Does the service provider arrange A.C. in all the scanning locations or LIC will provide the same?	The Infrastructure and equipment at scanning center is the responsibility of the vendor.
242	2. Scanning Activities and Upload page no. 50	The Bidder is responsible to provide data in Media like DVDs or Tapes etc., and should ensure sufficient media. The updation on Divisional server will be over network during off peak hours or it will be through media wherever network upload is not possible.	Here it calls for data to be provided in Media like DVDs, Tapes, etc. and also ensure sufficient quantity. Kindly elucidate whether such media cost will be borne by LIC, or, the same has to be borne by the Bidder.	The media cost should be borne by the Bidder. However now upload to BO site is not present. Hence media requirement is very less
243	6.2 - Detailed Scope of Work2. Scanning Activities and Upload Page 50		How many indexing parameters are there and what are they?	Different Indexing parameters for Policy and Admin file in current EDMS
244	6.2 - Detailed Scope of Work 2. Scanning Activities and Upload Page 50		How to map incremental document to main policy (reference/ policno etc..)?	Policy Number
245	6.2 - Detailed Scope of Work 2. Scanning Activities and Upload Page 50		Is there any historical document scanning needs to be done or not?	The records sent for scanning is post business processing. Hence some cases of historical document may come.
246	Section 6.2, Scope of work, 2 Scanning Activities and upload	The Bidder is responsible for providing a module for designated LIC officials to verify the scanned and indexed data (Quality Checking). After verification/certification from LIC QC Team, soft file containing the checked data should be prepared and the same should be uploaded at designated EDMS Server(s).	Is there any network connection available between scanning centre and divisional office server for upload of images to EDMs servers?	As of now, it is not available. It will be made available wherever feasible.
247	2. Scanning Activities and Uploadpage no.	The Bidder is required to bring its own hardware like scanners, PCs, skilled	It is stated that , but for raw power supply, if available on chargeable	Raw power, wherever available will be shared. However, in case of power

50		manpower, any other tools, furniture, equipments, accessories etc., required for setting up of Scanning Centre. Only space will be provided by LIC for Scanning Centre setup. LIC may provide the raw power supply, if available, on chargeable basis. However, the Bidder cannot give any excuse for lower output due to non-availability of any of the above	basis will be provided by LIC for the scanning centre set up. Since the Divisional office or the Zonal office to which the Scanner centre are to be attached will have a stable power. Can we assume that the available power supply will be quite stable, balanced and uninterrupted. This provision should be clearly considered for all aspects since uninterrupted power supply and stable power supply is one of the requirement to meet the deadlines provided by LIC. Kindly indicate the exact requirement we will be providing in scanning centre regarding power supply. Further, also indicate the approximate charges for unit of power consumed, so that an estimation can be arrived at for any other special requirement to be provided for stable supply in scanning centre.	failure the Bidder needs to make his own arrangement. A sub meter is provided in all the Scanning Centres and the Bidder will be charged according to the bill charged by the local power providing authority.
248	6.2.2 Scanning Activities and Upload (Page No. 50)	Bidder needs to scan certain documents in colour, based on the business requirements of LIC	Kindly provide the approx. percentage of color pages	Mostly scanned images are Black and white at 200 DPI. However certain documents like Medical Reports, Photographs, etc., are scanned in colour.
249	6.2.2 Scanning Activities and Upload (Page No. 50)	LIC may provide the raw power supply, if available, on chargeable basis	Kindly provide the list of locations where electricity is not available and what basis it would be charged if provided?	Electricity is available in all the Divisional locations.
250	6.2 - Detailed Scope of Work		Proportion of the pages to be scanned in colour	Mostly scanned images are Black and white at 200 DPI.

	2. Scanning Activities and Upload Page 50		and Black & White?	However certain documents like Medical Reports, Photographs, etc., are scanned in colour. Business requirements may dictate changes.
251	6.2 - Detailed Scope of Work2. Scanning Activities and Upload Page 50		What is the frequency of handing over images in DVD/Tapes?	Within TAT.
252	6.2 - Detailed Scope of Work 2. Scanning Activities and Upload Page 50		What is the type of page of physical documents? E.g. A4, A3 or Legal. And what is scanning resolution? - e.g. 150/200/300/600 dpi	Mostly A4. Scanning at 200 dpi
253	6.2 - Detailed Scope of Work 2. Scanning Activities and Upload Page 50		Who will do electricity related wiring and infra setup like fan,tube etc. ?	The Infrastructure and equipment at scanning center is the responsibility of the vendor.
254	3, Page 51	The facility to upload images via mobile/TAB/Other Systems of LIC to EDMS image repository	As per mentioned in the RFP, EDMS project has the requirements for mobility, where in users can use the mobile applications for capturing the details & documents through mobiles/tablets as well as access the content of the system through mobile apps. So imaging features become the important requirement of mobile application framework. So our recommendation is that mobile application framework should have below mentioned features:- a. Image compression, B/w conversion from color images	Bidder can suggest their approach in the bid.

			b. G4 compression for B&W, JPEG for color and gray scale c. Multiple page document capture d. Auto cropping, Auto orientation, perspective correction, noise removal, geo capture e. Image capture setting (camera resolution, image type)	
255	Page 48, 6-Scope Of Work	Scope Of Work	As the system will have a direct impact on your day to day business, do you need a 24*7 support for the proposed product	Yes
256	3, Page 51	Each Division will have its own DMS, Database and Image Repository on a suitable Storage for providing robust System with two high-end Servers in Active-Active mode for high availability so that if one Server fails, the other Server will ensure that the users continue to experience seamless services	Based on our experience of working in similar requirements we understand that Each Division should have HA environment with its own DMS, Database and Image Repository. Our recommendation is that the SLA and required timelines can be easily managed by Active - Passive mode HA environment, and restricting it to only active -active mode will favor a particular database OEM and will increase the bid price drastically. Please allow Active -Passive mode for deployment at each division.	Architecture is already fixed
257	Page 51, Section 6.2, point 3	The facility to upload images via mobile/TAB/Other Systems of LIC to EDMS image repository, flow of the images to external entities such as IRDA, RTI, Portal systems, Integration with e-FEAP, callable routines for image uploading and	Can you let us know if Native or Hybrid mobile app is expected for mobile or TAB? What are the Mobile OS expected to be supported? How many external	a) Bidder may suggest the solutions for standard mobile OS b) The proposed solution should support Mobile OS like android, IOS etc. C) This is a new technology required by LIC. d) External systems will be accessed through

		acceptance individually or as a batch, mailing provisions etc., is to be included in this upgradation exercise.	systems are currently interfacing or expected to interface with DMS system? What are the communication mechanism used for interfacing with external systems? Will the external system hit the Central Office or Zonal Office or Divisional Office server ?	centralized servers. E) The external system should hit the Central Office Server
258	Page 51, Section 6.2, point 3	Replication of the data to the Zonal Storage will be through a replication tool. Replication tool to be provided by Bidder based on the proposed solution. This could be controller based or host based. If it is host based there should be no impact of production performance and for controller based required replication licenses to be provided.	Can you let us know in the existing system, controller based on host based solution is implemented? Is there any replication tool used in the existing system? If so, can you provide the details of the tool (along with license details) and can it be reused in the new system?	In current EDMS scanned data is replicated through physical Media. The incremental addition generated through core business system is through a service via network.
259	System Architecture Page 51; Point 3	Each Division will have its own DMS, Database and Image Repository on a suitable Storage for providing robust System with two high-end Servers in Active-Active mode for high availability so that if one Server fails, the other Server will ensure that the users continue to experience seamless services	Do we need Active-Active for database server or can it be active – passive cluster failover mode of HA?	The Deployment will be active -active mode at Divisional Office
260	Page 48, 6-Scope Of Work	Scope Of Work	Do you need an High Availability for Active-Active set up or Active-Passive	Active-Active set up with High Availability
261	Page 48, 6-Scope Of Work	Scope Of Work	Do you want the system to enable scalable architecture to support clustering at each layer i.e. Web server,	Yes

			Application server and Database	
262	6.2.3 Detailed Scope of Work		How are the Branch Offices connected to the DO?	Please refer Section 6.2 ,point no. 4 (page52) of the RFP and check the corrigenda
263	Page 51, 3-System Architecture	Security	How do you plan to protect the documents moving out of organisation? We would like to propose a Information Rights Management Solution (IRM) to ensure security of documents carrying sensitive & customer information Please confirm if this is required?	The Bidder can suggest.
264	6.2. Detailed Scope Of Work; Page#51	3. System Architecture Each Division will have its own DMS, Database and Image Repository	How does user from a Branch within one BO can access documents from other BOs?	Currently a Master Index service at CO is used for routing such requests.
265	Page 51, 3-System Architecture	System Architecture	How is eFEAP currently implemented across HO, ZO, DO & BO	DO Servers with DR at ZO
266	6.2.3 System Architecture (Page No. 51)	If Replication tool is host based there should be no impact of production performance and for controller based required replication licenses to be provided.	In whose name the license will be purchased?	The license should be in favour of LIC.
267	Page 51, Section 6.2, point 3	Provisions with monitoring aspects are to be submitted as a proposal.	Is there any monitoring tool used in the existing system that can be reused? If so, can you provide the details of the tool?	Nothing that can be reused.
268	Page 51, 3-System Architecture	System Architecture	Please clarify if the eFEAP system will in line with proposed EDMS which will be at the Divisional level, Disaster Recovery Site at Zonal level and an MIS and Central Index Server at Central Office	At present, the architecture proposed is as per the existing e-FEAP System. However, in time eFEAP architecture may undergo a change.
269	General	General query	Please share the complete architecture of existing DMS	At present, the architecture is Branch Servers with DR at Divisions. The Centralized

			including compute, networks and security.	CO Server is used to connect DO servers to fetch the images lying anywhere.
270	3, Page 51	The Primary System will be at the Divisional level, Disaster Recovery Site at Zonal level and an MIS and Central Index Server at Central Office	Though the current EDMS functionality can be enabled with server till ZO level, we would recommend that the Central Office server should also be robust enough to carry the load once the core business processes like NB, PS and Claims are enabled on BPM where the approval has to be done at central office... Please suggest	Bidder can suggest its approach in the bid.
271	Page 51, Section 6.2, point 3	The facility to view/search images with an app is required using normal/rendition technology is required with proper authentication and security systems.	We assume that LIC is expecting a mobile app to view / search the images from the DMS server. Is our assumption correct? If yes, would the mobile app be used by LIC staff or by public as well to view the policy documents?	The proposed mobile solution needs to carry the view, search and upload of images etc. The user is immaterial. The authentication mechanism is of more significance.
272	System Architecture Page 52 Diagram ; Point 3	System architecture diagram page 52	a) We understand Central office only runs MIS reporting. There is no DMS implementation in central office? B) There is separate DMS implementation in each divisional and zonal offices ? C) There is separate independent SAN storage and tape library in each Divisional and Zonal office ? Please confirm. d) Replication of data happens from divisional office to its respective zonal office only ? Please confirm.	a) DMS is in place and used for Central Office workflow b) Each Divisional Office /Zonal Office are having single version of DMS. C) Existing EDMS servers at DO/ CO have external Storage with controller. No tape Library is available in existing EDMS server configuration. d) In current EDMS, replication of data happens from DO to BO and vice versa.
273	Page No. 51; 6.2.3	Architecture	Architecture proposed is a distributed	The architecture proposed is frozen.

			architecture. This is one way of deploying DMS. The other option is centralised architecture with many benefits over distributed option. Is must that all bidders must propose distributed architecture the way it is described in this clause? Or Is bidder free to propose any architecture that meets RFP functional requirements & is in best interest of LIC?	
274	4. Network: (Page No-52)	The existing setup is mainly leased lines with BSNL with a backup MPLS.	Can we use other service provider Leased lines / MPLS connectivity other than BSNL	Network is provided by LIC. The proposed solution should perform with the available resources of LIC. LIC security policy will be shared later
275	Page no:52, Point no:4	Bandwidth for upload of documents	In order to meet the RPO timelines , we request LIC to provision requisite bandwidth on dedicated basis for this project.	The proposed solution should perform with the available resources of LIC.
276	System Architecture (6.2, 4, Pg 52)	The selected Bidder will not be responsible for network upgrades, since they will be handled by LIC's Information Technology Department. The Bidder should consider the existing network infrastructure given below for the proposed solution, which includes all other application traffic also:	Please clarify if vendor can assume that all bandwidth requirements will be out of scope and will be owned by LIC. Any additional bandwidth required for connectivity will be provided by LIC. Please also provide current utilisation levels of bandwidth	The proposed solution should perform with the available resources of LIC.
277	4. Network, page 52	Link Speed : 2MBPS, 4MBPS, 8MBPS	Please confirm whether the metric should be read as MBPS or Mbps. Because in your EoI presentation last year, it was mentioned as Mbps.	It is 'Mega Bits Per Second(Mbps)'. Please see corrigenda
278	General	General query	We are assuming that links provided will be	The proposed solution should perform with the

			sufficient for replication across the sites, if not than LIC will procure any up gradation if required.	available resources of LIC.
279	Section 6.2, Scope of work,4, Network		We assume that LIC will take care of additional bandwidth requirement If solution provided needs additional bandwidth to fulfill the performance benchmarks.	The proposed solution should perform with the available resources of LIC.
280	6.2.5 Hardware Sizing (Page No.52)	Divisional Office: 2* 8 Cores with 128 GB RAM + 2 * 1 TB HDD + 2 FC HBA + 4 NIC + Storage for existing + Next seven years projected DB and Images	Are 2 machines (Servers) required or is this multiplier for Core Processor?	2 Servers in Active-Active mode
281	Page 48, 6- Scope Of Work	Scope Of Work	Do you need an High Availability for Active-Active set up or Active-Passive	Active-Active set up with High Availability
282	5. Hardware Sizing, page 52	Divisional Office : 2* 8 Cores with 128 GB RAM + 2 * 1 TB HDD + 2 FC HBA + 4 NIC + Storage for existing + Next seven years projected DB and Images Zonal Office : 2* 16 Cores with 256 GB RAM + 2 * 1 TB HDD + 2 FC HBA + 4 NIC + Storage for existing + Next seven years projected DB and Images Central Office : 2* 16 Cores with 256 GB RAM + 2 * 1 TB HDD + 2 FC HBA + 4 NIC + Storage for existing + Next seven years projected DB and Images	Please confirm that the Storage at each location will be used exclusively for DMS images workload and metadata and not for any other workload.	Exclusively for EDMS
283	5. Hardware Sizing, page 52	Divisional Office : 2* 8 Cores with 128 GB RAM + 2 * 1 TB HDD + 2 FC HBA + 4 NIC + Storage for existing + Next seven years projected DB and Images Zonal Office : 2* 16 Cores	Please confirm the Server NIC is to be 1GbE or 10GbE at each location.	Suitability to be decided by the vendor based on the number of user information and volumes provided in the RFP

		with 256 GB RAM + 2 * 1 TB HDD + 2 FC HBA + 4 NIC + Storage for existing + Next seven years projected DB and Images Central Office : 2* 16 Cores with 256 GB RAM + 2 * 1 TB HDD + 2 FC HBA + 4 NIC + Storage for existing + Next seven years projected DB and Images		
284	System Architecture (6.2, 5, Pg 52)	All associated hardware/software required for backup and connectivity (like Tape library, backup software, tapes, switch, cables etc.) as applicable will be required at each location. Bidder to standardize 3 configurations for large, medium and small Divisions	Please provide classification basis for small, medium and large divisions, in order for us to size the hardware, software, DR and bandwidth requirements	Please refer Table-12-a for Hardware sizing; The existing network resources should be utilized
285	Page 52, Section 6.2, Point No 5	Hardware Sizing	The specification for Server is clearly mentioned in this section. In order to ensure that and enterprise class storage is also clarify basic storage specifications for example -- dual controller based storage with minimum 96 GB cache and SAS disks with minimum 10k RPM. proposed, request you to please	Clearly mentioned indicative. The Bidder can suggest
286	6.2.5	Hardware sizing: "The hardware architecture should use x86 architecture with latest processor series, and other components as required by solution."	We request that hardware architecture should not be restricted X-86 based architecture and OEM should be allowed propose available alternate enterprise class technologies (e.g RISC). The sizing of various solution components	Please see Point 27 of the corrigenda.

			will vary depending on the application. Hence bidder should have flexibility to size the solution accordingly as long as performance & availability expectation of the solution are met.	
287	Pg 52, Point 5, Section 6.2, Point 5	Equipment, hardware or software proposed by the Bidder should not have been announced by the OEM as End of Sale/End of Life/End of Support product	While all bidders will choose their own stack and do their own sizing, it is suggested to add the following qualification to ensure that quality systems are delivered to the Corporation : All main hardware quoted should be appearing in the Leader's quadrant of the respective Gartner's Magic Quadrant	Please see Point 27 of the corrigenda.
288	System Architecture (6.2, 6, Pg 53)	The Bidder is responsible for all unpacking, assembling, wiring, installing, cabling between hardware units and connecting to power supplies. The Bidder shall test all hardware operations and accomplish all adjustments necessary for successful and continuous operation of the hardware at all installation sites. The Bidder is required to provide for transit insurance covering the entire shipment period of all the hardware items till the date of installation of the same at LIC's site but limited to a maximum period of 10 days from the date of delivery	We understand the vendor has to provision all racking equipment, power, cooling etc. as a part of the opportunity. Is there any location where vendor can use the existing hardware, rack space at any location	The Servers have to be installed in the premises maintained by LIC.
289	Page 48, 6- Scope Of Work	Scope of Work	Are documents will be viewed from other applications with out exposing DMS UI?	Yes, e-FEAP and Portal users are able to view EDMS images through their application.
290	Page 48, 6- Scope Of Work	Scope Of Work	Are you looking for Content Management	Post Project Migration as and when required is the

			Interoperability Services (CMIS) to ensure there is no dependency on vendor is case you need to migrate data to other solution in future	vendor's responsibility. It is mandatory. Please see clarification in the corrigenda
291	Software Page 53 ; Point 7	If the DMS Software is proposed as OmniDocs Suite of Products, then, only support charges for maintenance and customization should be mentioned.	Based on this explanation does it mean that LIC has unlimited licenses of Omnidocs Suite, Omniflow?	Yes
292	Page 52	New Clause - To ensure better management and control of the distributed set up	Bidder should provide an online portal that can be accessible anytime, anywhere. The portal should provide one stop, online access to the product, support information and provide information to track warranties, support contrats and status. The Portal should also provide a Personalised dashboard to monitor device heath, hardware events, contract and warranty status. Should provide a visual status of individual devices and device groups. The Portal should be accessible on premise (at customer location - console based) or off premise (using internet).	Bidder can propose such portal to facilitate effective project management
293	Page 48, 6- Scope Of Work	Scope Of Work	Do you need an High Availability for Active-Active set up or Active-Passive	Active-Active set up with High Availability
294	Page 85, Table 3, S No -8.22	Workflow	Do you need template based authoring	Yes
295	Page 48, 6- Scope Of Work	Scope Of Work	Do you want 1: infinite number of connections ratio of number of user to server connections.	User information is provided in Table-12
296	Page 48, 6- Scope Of Work	Scope Of Work	Do you want a storage policy engine? It enables event-triggered, ad hoc,	The Bidder can suggest best approaches in his bid. All in force policies need to be at

			and batch execution of storage allocation and migration policies. Storage administrators can define, manage, and update content storage policies to store 'live' or frequently updated content on one set of devices, and archived content on the other.	the local storage. Archival may be feasible for policies matured, claim paid, etc.
297	Page 48, 6- Scope Of Work	Scope Of Work	Do you want Bi-directional caching? It ensures low latency for users in remote locations. Content is cached upon user request, programmatically or through an administration event. These branch office caches require no local IT support.	The Bidder can suggest best approaches in his bid
298	Page 48, 6- Scope Of Work	Scope Of Work	Do you want DMS system should provide security to prohibit printing of entire document or selected portion	It can be a feature of the proposed solution. Bidder can suggest any best suited approach in the Bid.
299	Page 48, 6- Scope Of Work	Scope Of Work	Do you want system should be able to disable the copy/paste and screen capture capabilities	Yes
300	Page 48, 6- Scope Of Work	Scope Of Work	Do you want system should expire or revoke document access at any time	It can be a feature of the proposed solution. Bidder can suggest any best suited approach in the Bid.
301	Page 48, 6- Scope Of Work	Scope Of Work	Do you want system should provide capability to protect the sensitive information (e.g. policy/claim related information) that must be shared by email. Information should be protected both during and after the delivery. Email and attachments should be kept	It can be a feature of the proposed solution. Bidder can suggest any best suited approach in the Bid.

			confidential and tamper-proof no matter where they are distributed and stored. System should be able to integrate with both MS Outlook.	
302	Page 48, 6-Scope Of Work	Scope Of Work	Do you want system should water mark pages if printing privileges are granted	It can be a feature of the proposed solution. Bidder can suggest any best suited approach in the Bid.
303	Page 48, 6-Scope Of Work	Scope Of Work	Do you want that the System shall support .Net, Java API, XML API and SOA Architecture for Integration with existing applications.	Yes
304	Page 48, 6-Scope Of Work	Scope Of Work	Do you want the proposed software solution shall have capability to implement complex workflow automation functionalities, record management capabilities, and real-time dashboard reporting functionality.	Yes, to certain extent, at certain levels. Not for every user.
305	Page 48, 6-Scope Of Work	Scope Of Work	Do you want the system to enable scalable architecture to support clustering at each layer i.e. Web server, Application server and Database	Yes
306	Page 48, 6-Scope Of Work	Scope Of Work	Do you want Toolkit - The system shall provide XML based API toolkit for system integration and application development	Various approaches expected from Bidder.
307	Page 48, 6-Scope Of Work	Scope Of Work	Does LIC want Inter-operability - The systems must seamlessly integrate with any or all of the existing legacy and Core applications listed below and shall support interface with other open-standard systems.	EDMS needs to be integrated with any other module as required. As of now it is integrated with our core business module

			a. Windows b. MS Office	
308	Page 48, 6- Scope Of Work	Scope Of Work	Does LIC want DMS system to provide security to prohibit printing of entire document or selected portion	It can be the feature of proposed solution. Bidder can suggest any best suited approach in the Bid.
309	Page 48, 6- Scope Of Work	Scope of Work	Is DMS will be accessed/ documents will be uploaded even from Mobiles?	Yes
310	Page 53, Section 6.2, point 7	The software includes Operating System, Web and Application Server, Database, DMS Software, Replication tools, Migration tools, Project Management tools, Cluster agents, any add-on features like BAM, BPM, Mobile Device Application Software etc.	Is there any existing tools available for BAM, BPM, Mobile Applications? If so, please share the details of the tools available. Also, can you confirm if it can be reused in the new system?	No
311	Page 53, Section 6.2, point 7	Suitable Work Flow should be suggested by the Bidder for the business and policy servicing aspects. The entire flow chart should be provided by the Bidder.	Please can you provide the list of workflows implemented in the existing system? If possible, share the flow chart of the existing workflows. Will these workflow has to be re-created AS-IS in the new system or any changes expected in the new system? Apart from the existing workflows, is there any new workflows expected to be implemented in the new system? If yes, can you list the number of new workflows expected and, if possible, the workflow flowchart for the same?	Current edms is having workflows like Dak, Adminfile, RTI, etc., in use. NB Underwriting called Propsino is available. All the current workflows needs to be made available In the proposed system in addition to any other workflow as decided by LIC in future. Workflows need to be implemented on similar but not identical lines.
312	System Architecture (6.2, 7, Pg 53)	The software includes Operating System, Web and Application Server, Database, DMS Software,	Please provide a list of tools and licenses available that are already in use at LIC,	Please refer Section 6.1(page 48)

		Replication tools, Migration tools, Project Management tools, Cluster agents, any add-on features like BAM, BPM, Mobile Device Application Software etc.	and if these tool licenses can be extended to support new DMS solution (Data Replication tools, Monitoring tools, ITSM Platform etc.)	
313	General		What are the number and Versions of Mobile Devices that we need to consider for Mobile Testing scope?	Mobile Device application is a new technology for EDMS. The Bidder is free to suggest.
314	6. Scope of work ; 6.2 Detailed scope of work, Page#53 of 104	7. Software	What automation tools are deployed in the current environment ? The RFP mentions the need for BAM & BPM tools. What are the user volumetrics to be considered for the same y-o-y ? How are these functionalities being delivered currently ?	Professional automation tools are not being used currently. BAM / BPM tools are needed considering enhanced features.
315	Page 48, 6- Scope Of Work	Scope of Work	What is the expected project timeline to complete the DMS scope?	Roll-out should be within 6 months while duration of the contract is 7 years.
316	Page 48, 6- Scope Of Work	Scope of Work	What is the preferred server level OS and DB systems for the proposed DMS system? Or is it a SI call?	OS is already mentioned as Linux. The Bidder is free to suggest for DB.
317			What Service Management Tool (I,P,C management) is deployed currently ? How is the Service Desk being run -Current Model, Number of analysts manning it, Service Window ?	No service management tools are in use. Services are managed by vendor team at all DO, ZO and CO locations.
318	Page 48, 6- Scope Of Work	Scope Of Work	Will you need a limit on number of instance which can be created once the solution is procured?	There should not be any limit on the number of instances at any point of time.
319	6.2 Pg No: 53	Software Maintenance and Support	How many FTEs (Full Time Equivalents) are currently supporting the applications in scope?	Query not relevant
320	Page 54: Clause	g. Installing/Commissioning	We understand that LIC	Relocation or reinstallation

	8, point g	the Hardware/Software at the designated locations/changed designated location at no additional cost or fees or expenses to LIC whenever required. Installing/commissioning the upgrades/new versions /new releases of software at the designated locations/changed designated location at no additional cost or fees or expenses to LIC.	shall bear all expenses towards relocation/reinstallation services as this is not in SI / bidder scope. Please confirm the understanding.	service is a rare phenomena. If the relocation is outside the same premises, it can be considered.
321	6.2.8C Software Maintenance and Support (Page No. 54)	Ensuring integration with other LIC platforms.	Kindly provide the details about the other LIC platforms for integration & technology they are based on	The proposed solution should be capable of integrating with other platforms like Java, COBOL, PHP, .net, etc.
322	Data Migration Page 55 ; Point 9	Also, the Work Flow System which is currently running over customized DMS Software should be migrated to the new EDMS.	a) Are the workflow system deployed separately in each divisional and zonal offices and linked to the respective DMS solutions ? B) Does each divisional and zonal office have the same workflow system running in terms of functionality/ process flows or are their some variations across divisions, zonal offices etc.? c) Are all the existing workflow systems mentioned in this RFP Omniflow based ?	a) Same version deployed across all offices b)Yes c) No
323	Page 55, Section 6.2, point 9	Also, the Work Flow System which is currently running over customized DMS Software should be migrated to the new EDMS. The other standalone Work Flow System should also be migrated and merged with the new EDMS.	Can you provide the details of the various workflow system running over the customized DMS?How many workflows are there in each workflow system?Can you share the flowchart of the workflows in these	DAK – Work Flow System at CO and Approval Work Flow System - Within the Department work flow and intra CO Departments are available in the current system.Standalone workflow i.e. propsino pearl is in use for NB underwriting Work flows for New Business,

			workflow system?	Policy Servicing, Claims, Agency process, Office services, Pension and Group Schemes, and additional admin processes need to be considered in new EDMS. Details like worksteps, integration points, forms, etc., will be provided later. Migration of these workflows into new EDMS without data loss is expected. All types of format other than tiff will participated in workflow.
324	Page 55, 6.2.9	Data Migration	How many document types are there in backlog migration? And what are all they? How many meta data fields are there for each document type?	Image data and database data along with the meta data to be migrated.
325	Page 55, Section 6.2, point 9	The cropping of the signature part from the existing signature page document to be stored as a blob, in order to provide to Core Business System at a later date should also be a part of migration.	Is the cropping of the signature part is present in the existing system? Is there any mechanism to find how many documents are having the signature? Is the signature present in the specific place in the scanned image document?	Yes. All the policy docket digitized are having signature page as a separate document type.
326	General		Is there any Release plan planned for this new scope in terms of Data Migration?	The migration strategy should be proposed by the Bidder. The performance testing of ETL transactions also should be considered.
327	Page 55, Section 6.2, point 9 (b)	The Bid needs to contain a proposed data migration strategy including usage of import/export tools and implementation plan, taking into account LIC's priorities.	Is there any specific priorities identified by LIC for the migration? If so, can you share those details which would help to plan the migration strategy.	No specific priorities is identified by LIC. The Bidder can suggest
328	Section 6.2, Scope of work,9, Data Migration , Page 55	The other standalone Work Flow System should also be migrated and merged with the new EDMS	Please provide the no of workflows to be migrated along with the no of steps involved in each workflow.	Around 10 processes are configured in the existing system. It will be increased as per the business requirement of LIC's

				different user departments. The Bidder shall suggest the approach.
329	9, Page 55	Also, the Work Flow System which is currently running over customized DMS Software should be migrated to the new EDMS. The other standalone Work Flow System should also be migrated and merged with the new EDMS.	Please specify the core and non core workflows to be implemented.	DAK – Work Flow System at CO and Approval Work Flow System - Within the Department work flow and intra CO Departments are available in the current system. Standalone workflow i.e. propsino pearl is in use for NB underwriting Work flows for New Business, Policy Servicing, Claims, Agency process, Office services, Pension and Group Schemes, and additional admin processes need to be considered in new EDMS. Details like worksteps, integration points, forms, etc., will be provided later. Migration of these workflows into new EDMS without data loss is expected. All types of format other than tiff will participated in workflow.
330	9, Page 55	Also, the Work Flow System which is currently running over customized DMS Software should be migrated to the new EDMS. The other standalone Work Flow System should also be migrated and merged with the new EDMS.	We assume that LIC would be looking to automate the core business processes like New Business, Policy Servicing, Claims and Agency On-Boarding also onto workflow platform. Please share if any more. Also provide complexity (no of forms, no of worksteps, no of integration points) of each workflow to be automated?Is there a need to change the format of the current images from tiff to any other format?	DAK – Work Flow System at CO and Approval Work Flow System - Within the Department work flow and intra CO Departments are available in the current system. Standalone workflow i.e. propsino pearl is in use for NB underwriting Work flows for New Business, Policy Servicing, Claims, Agency process, Office services, Pension and Group Schemes, and additional admin processes need to be considered in new EDMS. Details like worksteps, integration points, forms, etc., will be provided later. Migration of these workflows into new EDMS

				without data loss is expected. All types of format other than tiff will participated in workflow.
331	Page 55, Section 6.2, point 9 (g)	The Bidder shall perform sample data migration tests to validate the migrated data.	We assume that LIC would share enough sample data to test the migration script. Please confirm Also, prior to actual cut over, will LIC provide access to bidder to read the data in the current production environment to analyze the data quality for migration script generation?	LIC will provide sample data.
332	Data Migration Page 55 ; Point 9	It will be the responsibility of the Bidder to ensure complete data cleansing and validation for all data migrated from the legacy systems to the upgraded System.	We understand the data validation will be done with help from LIC team. System integration cannot perform all aspects of data validation independently without help of LIC.	Migration is the essential deliverable of the proposed system to be performed by the vendor. Bidder /vendor needs to be submit its plan for migration, tools used for the job to LIC for review and approval. LIC will provide help /guidance /approval wherever necessary to the vendor.
333	Page 55, 6.2.9	Data Migration	What is the maximum size of backlog documents & data to be migrated? What is the timeline to finish the complete backlog migration?	Refer Table-12 of RFP (Page 100) for approximate data size and Table-7 of RFP (Page 89) for timelines
334	Page 55, Section 6.2, point 9	Data migration is primarily concerned with the transfer of image data and database data from the Existing System to the Proposed System.	Will the images and its related data would be extracted from the existing system and provided to us or the bidder is expected to extract from the existing system and upload it to the new system?Can you provide the Database volume and its size?	Migration of image and database data to the new system is the bidder's responsibility. The database volume and its size is available in the new table, Table-12A for all the 113 Divisions.
335	System Architecture (6.2, 12, Pg 56)	The Bidder is responsible for all unpacking, assembling, wiring, installing, cabling	Can vendor leverage existing network switches, routers,	Network is provided by LIC. The proposed solution should perform with the

		between hardware units and connecting to power supplies. The Bidder shall test all hardware operations and accomplish all adjustments necessary for successful and continuous operation of the hardware at all installation sites. The Bidder is required to provide for transit insurance covering the entire shipment period of all the hardware items till the date of installation of the same at LIC's site but limited to a maximum period of 10 days from the date of delivery	firewalls, and other security equipment to manage the new DMS software requirement ?	available resources of LIC. LIC security policy will be shared later
336	Page no 48	The Operating System is RHEL 4.4 and database is PostgreSQL7.3 on 32 bit architecture. The images are viewed in tiff format and stored in Proprietary software format. LIC is having perpetual license for DMS Software - OmniDocs Suite of Products and OmniFlow Suite of Products.	For the data migration, how many data sources need to be migrated?	Image data, Database data and Metadata available at all EDMS Servers located at DO / ZO / CO. Any data available in BO Servers should be made in sync with the DO Server first and then migration of data from DO Server should be done. Also Propsino Data and Images need to be migrated.
337		The latest version of DMS Software should be incorporated replacing but not affecting the existing System which is stable across the Country. Further, already customized features need to be made available with any new product Upgrades whenever released by the OEM, considering the security aspects.	what are the security aspects to be considered for the program solution?	Bidder can suggest the best approach it deems fit.
338			How do other modules integrate with EDMS system? Are they integrated at the CO/ZO or DO/BO Level ?	Now at DO level. With Portal at CO level. Bidder to be open to integration at any level.
339			How does security works across branches	Yes, only specific eFEAP users are given access.

			(i.e can user of Branch A have the right to access data from Branch B)	
340			How is eFEAP currently integrated with EDMS system (i.e. through Middleware or Webservices or direct API call)	Customized Sync services are used as middleware for eFEAP. Web services and API are also used.
341	Page 56, Section 6.2, point 10	Currently, e-FEAP is connected with EDMS through connectors.	Is the existing connector built by the DMS product vendor or as a customized application by the SI? Can you provide us the technology stack and the architecture of e-FEAP system for us to understand better to propose the best approach for integration? or Can you let us know if the relevant API's of e-FEAP are available for us to integrate with the new DMS software?	a) Existing connector is an object file deployed in our core system to communicate with EDMS servers (XML data carrier). The .so connector has been developed by the DMS product vendor. b) and c) eFeap system details will be provided later
342	Page 56, 10 - Integration	The Core Business Application of LIC is e-FEAP System. Currently, e-FEAP is connected with EDMS through connectors.	More information / insight is required about the Core Business Application and existing DMS to understand the existing system so as to design a robust solution as per the requirements of LIC.	Existing 3-tier architecture having application server / web server, database and interface with TIBCO as middleware in almost all the Systems to be integrated with the new systems. Currently Java, MYSQL, Glass Fish and Micro-Focus COBOL with TIBCO as middleware are being used in the Core Business Applications.
343	Section 6.2, Scope of work,10, Integration with Core Business System of LIC:, Page 56	The Core Business Application of LIC is e-FEAP System. Currently, e-FEAP is connected with EDMS through connectors. Tight integration along with reconciliation of transactions between these two Systems is strongly required. The Bidder shall	Please provide details on what type of intergration touch points are available in the e-FEAP system.	Existing connector is an object file deployed in our core system to communicate with EDMS servers (XML data carrier). Details will be provided later. This need not be the only way forward.

		suggest suitable approaches for tight coupling of these two Systems, considering no loss of any data.		
344		Apart from this, for Admin Workflow, the Divisional, Zonal and Central office users will be accessing the respective Admin Workflow Servers at DO/ZO/CO	What are the workflow processes handled within EDMS system? (E.g. New Business, Policy Servicing, UnderWriting process, Claim processing etc.)	DAK – Work Flow System at CO and Approval Work Flow System - Within the Department work flow and intra CO Departments are available in the current system. Standalone workflow i.e. propsino pearl is in use for NB underwriting Work flows for New Business, Policy Servicing, Claims, Agency process, Office services, Pension and Group Schemes, and additional admin processes need to be considered in new EDMS. Details like worksteps, integration points, forms, etc., will be provided later. Migration of these workflows into new EDMS without data loss is expected. All types of format other than tiff will participated in workflow.
345			What is the fallback recovery site configuration, if local eFEAP/EDMS is down at local branch?	Currently DO Servers are DR for BO Servers
346			What is the percentage of the documents in EDMS is considered as Records as part of Record management?	All digitized / available data of existing EDMS
347	Integration with Core Business System of LIC: Page 56 ; Point 10	The Core Business Application of LIC is e-FEAP System. Currently, e-FEAP is connected with EDMS through connectors. Tight integration along with reconciliation of transactions between these two Systems is strongly required. The Bidder shall suggest suitable approaches	What is the underlying software platform of e-FEAP ? i.e. is it JAVA/.net based ? What is the underlying database? What is the integration mode,. File-based ? web service based etc. What is the functional aspect of integration ? document checking, search,	Existing 3-tier architecture having application server / web server, database and interface with TIBCO as middleware in almost all the Systems to be integrated with the new systems. Currently Java, MYSQL, Glass Fish and Micro-Focus COBOL with TIBCO as middleware are being used in the Core Business Applications.

		for tight coupling of these two Systems	retrieval ?	
348			Which other applications (excluding eFEAP) is integrated with EDMS system?	On date, e-Services of Portal System
349	6.2.11 Detailed Scope of Work		“Propsino is a standalone underwriting Work Flow System and this should also be merged with the existing DMS.” The expectation is to integrate two systems – point to point or merge the two systems (Propsino and DMS) together into single workflow system?	It will be replacing of the Propsino system with the new DMS system. However, the migration of the data and images is compulsory.
350	Integration with other Systems of LIC Page 56 ; Point 11	To integrate with other LIC Systems such as Portal, Data Warehouse, Mail Servers, Propsino Pearl, etc., the Bidder shall suggest a Road Map, considering security aspects. Propsino is a standalone underwriting Work Flow System and this should also be merged with the existing DMS.	a) What is the current mode of integration of existing DMS system with these applications? Please provide details of mode of integration of DMS with these systems. Also, please let us know what is the underlying software platform/ product used for portal, data warehouse, Mail server etc ? b) What functional aspect is expected with respect to integration with portal, Data warehouse, Mail Server and Propsino Pearl etc ?	a) Current EDMS is integrated with core business application through connectors. b) The data flow between Portal and EDMS should be smooth. The image data will also be coming through Portal which has to reside in EDMS image data repository. Similarly any mail to the Customer through Mail Server should be enabled. On date, a Standalone workflow i.e. propsino pearl is in use for NB underwriting. Other work flows are to be considered in new EDMS. Details like worksteps, integration points, forms etc will be provided later. Migration of these workflows into new EDMS without data loss is expected.
351	6.2.11 Detailed Scope of Work		Are there standard integrations currently place. If so, can you	Current EDMS is integrated with e-FEAP through connectors.

			please share the list of standard integrations.	
352	11. Integration with other Systems of LIC, Page 56	To integrate with other LIC Systems such as Portal, Data Warehouse, Mail Servers, Propsino Pearl, etc., the Bidder shall suggest a Road Map, considering security aspects. Propsino is a standalone underwriting Work Flow System and this should also be merged with the existing DMS.	Can we propose Enterprise Service Bus to benefit LIC with agile and flexible integration with internal and external entities	The Bidder is free to propose within the scope of RFP
353	Page 56, Section 6.2, point 11	To integrate with other LIC Systems such as Portal, Data Warehouse, Mail Servers, Propsino Pearl, etc., the Bidder shall suggest a Road Map, considering security aspects.	Can you let us know how many systems in LIC are expected to be integrated? If possible please share those system names and its core functionality.	Refer Section 6.2, point 11
354	11, Page 56	Propsino is a standalone underwriting Work Flow System and this should also be merged with the existing DMS	Do you mean the functionality of Propsino should be brought into EDMS functionality? If Yes, please share the key functionality to be covered	Yes. The Propsino Work Flow needs to be prepared afresh in the new EDMS system. Also Propsino Pearl data should be migrated and images should be fully merged with the EDMS image data.
355	Page 56, Section 6.2, point 11	Propsino is a standalone underwriting Work Flow System and this should also be merged with the existing DMS.	Please let us know the current version of the Propsino used in the LIC? Also, let us know how many workflows are implemented in this product and share the flowchart for these workflows.	Propsino is a standalone system containing New Business Underwriting workflow. Details will be shared later.
356	Page 56, 11 - Integration	To integrate with other LIC Systems such as Portal, Data Warehouse, Mail Servers, Propsino Pearl, etc.,	Please list all the systems with which EDMS system should be integrated?	The system with which EDMS system should be integrated such as Portal, Data Warehouse, Mail Servers etc. Any Further addition will be informed later on.
357	Section 6.2, Scope of work, 11, Integration with other Systems of LIC, Page 56	To integrate with other LIC Systems such as Portal, Data Warehouse, Mail Servers, Propsino Pearl, etc., the Bidder shall suggest a Road Map, considering security	We understand that current Bid's scope is to provide a roadmap but actual integration will not be in scope of current bid for	EDMS integration with other Systems is one of the deliverables.

		aspects. Propsino is a standalone underwriting Work Flow System and this should also be merged with the existing DMS.	integration with Portal, Data Warehouse, Mail Servers whereas for Propsino, integration with new EDMS is in scope of current bid. Please confirm.	
358		11. Integration with other Systems of LIC:	What are the Data Warehousing system currently available in LIC?	Details will be provided at a later stage
359		To integrate with other LIC Systems such as Portal, Data Warehouse, Mail Servers, Propsino Pearl, etc., the		No comment
360		Bidder shall suggest a Road Map, considering security aspects. Propsino is a standalone underwriting Work		No comment
361		Flow System and this should also be merged with the existing DMS.		No comment
362	User and System Administration Page 56 ; Point 12	The selected Bidder must ensure the security aspects related to the proposed EDMS	a) Is SSO or IDM implemented in current landscape ? Are all the existing applications including DMS SSO integrated ? If, yes what is the SSO & IDM solution currently in place, please provide details ? B) Do we have to integrate new EDMS solution with SSO ?	The proposed solution should follow security standard protocols essential for the solution. LIC security policy will be shared later if required.
363		General	Are there any in-flight projects running currently or expected to be rolled out in near future which may impact the implementation / support of EDMS Project. Kindly confirm.	No
364			LIC to confirm if any specific security services / requirements to be considered in the solution. Also if there are any audits to be	Image level security as mentioned in RFP only. There may be yearly security audit.

			supported - their nature and frequency (ex: per quarter / per year).	
365		12. User and System Administration	The entire solution will need to work under the ambit of the IS/IT policy of LIC. Request details on the same (including security controls currently being followed by LIC) as RFP doesn't contain info around this.	The proposed solution should follow security standard protocols essential for the solution. LIC security policy will be shared later if required.
366	System Architecture (6.2, 12, Pg 56)	User and System Administration :Granting or restricting access to all the application and data to the Users as decided by LIC from time to time. b. Managing user	What is the current security policy in place at LIC and what tools are currently used	The proposed solution should follow security standard protocols essential for the solution. LIC security policy will be shared later if required.
367	System Architecture (6.2, 12, Pg 57)	The Bidder is expected to propose an approach to Data Backup and Archiving designed to support multiple layers of data backup protection using a combination of both disk based and tape based technologies to meet the proposed system backup and recovery requirements.	Can LIC clarify the current Databack method and strategy used with details	Currently data backup is taken on media (LTO Tapes)
368	Testing Page 57; Point 13	The Bidder should provide a suitable testing strategy and the plan for testing at various levels such as approach for creating the test environments	Does the bidder have to provide a testing environment as part of RFP ? Will it be a single environment i.e. how many testing environment is required?	Yes. The testing environment is depending upon the strategy/ solution proposed by the bidder.
369	6.2 - Detailed Scope of Work 14. Pilot run - Page 57		Penalty will be relaxed in Pilot phase or not?	LIC may consider on case to case basis
370	6.2 - Detailed Scope of Work 14. Pilot run - Page 57		What will be the duration of Pilot project?	Bidder may suggest considering overall timelines.
371	6.2 - Detailed Scope of Work 15. Roll out Page 58		What will be the phase wise approach? If we need to do implementation on	Preferably simultaneous after pilot in 1 or 2 divisions

			zonal level then is there any priority list as per zones?	
372			Is LIC open to "On Call" support type support, especially during weekends and off peak hours (if not 24X7)?	Bidder can suggest the best approach it deems fit.
373			What is the required support window? For example: 24 x 7 - All 24 hrs. all days in week. 8 x 5 - 8 hrs. a day (working hrs) 5 days per week (working days).	The integrated Complaint Management System Portal is required on a 24*7 basis. The vendor has to manage the TAT
374			What is the support ticket volume over the last 12 months?- Could you provide a historical report for the last 12 months that shows support incident volumes? - This should include all support and service requests, enhancements, problem records, etc.	Query not relevant
375			What ITSM tools are currently at use at LIC? Will the ITSM ticketing tool be extended to the vendor as well? (Examples of ITSM tools include Service Now for ticketing, etc.)	Help desk is managed by the vendor
376			Will LIC own the L1 for this application (call center, help desk, etc.)?	Bidder needs to provide call center, Helpdesk support.
377	Page 59, Section 6.2, point 17	The Complaint Management System related to Hardware, Software, Migration, Operational issues, etc. should be made available before the new System is launched at any location.	Can the complaint management system be installed and managed from the bidders office or should it be setup in one of LIC's office?	Complaint management system needs to be installed and managed at LIC office
378	Page 59, 18.b - Project Management	This plan should detail the steps involved in migration with timelines and the tools to be used for migration.	Is there any migration tool already in place or do we need to procure a migration tool?	Bidder needs to procure a migration Tool.

		The Bidder should provide the required infrastructure.		
379	Training Plan Page 60	Training Plan is required to provide essential information on the training and the frequency of training.	a) We understand that LIC will provide the IT infrastructure for setting up training environment. Please confirm. B) Do we have to provide server for training environment ? c) Will training be in a centralized location ? d) How many batches will be there what will be the size of each batch?	a) LIC will provide its existing infrastructure for user training. b) Vendor needs to bring accessories required for training. c) The location of Training will be decided at a later date d) Please refer Page 20 Section no. 3.8.14.j and Page 87 Table-5.
380	Page 61, 20 - Integration	The training needs to be imparted once in a year.	Any specific count of Users for each dept. or is it Bidder choice to come out with training plan. If Bidder is to chart a plan then kindly share the details for approx. trainee's list for each dept. to come out with training schedule?	Please refer Page 20 Section no. 3.8.14.j and Page 87 Table-5.
381	6.2 Detailed Scope of Work, Page 61	The training needs to be imparted once in a year.	Is this applicable only for the training of LIS's in-house technical team or even for the LIC employees (as identified by LIC) mentioned earlier in the paragraph	Both. Please refer Page 20 Section no. 3.8.14.j and Page 87 Table-5.
382	6.2 Detailed Scope of Work, Page 61	The bidder will be responsible for Training of LIC's in-house technical teams on all the aspects of solution, development and support functions and providing System / User Manuals.	Please mention batch size of training	Please refer Page 20 Section no. 3.8.14.j and Page 87 Table-5.
383	6.2 Detailed Scope of Work, Page 61	The bidder will be responsible for Training of LIC's in-house technical teams on all the aspects of solution, development and support functions and providing System / User Manuals.	Please share the duration of training required per batch for this training	Please refer Page 20 Section no. 3.8.14.j and Page 87 Table-5.

384	6.2 Detailed Scope of Work, Page 61	The selected Bidder shall be responsible for training LIC employees (as identified by LIC) in the areas of implementation, operations, management, error handling, etc.	Please share the number of LIC employees who will need to be trained in the areas of implementation, operations, management, error handling, etc.	The no. of users for training will be decided by LIC. Bidder can submit their own plan.
385	6.2 Detailed Scope of Work, Page 61	The selected Bidder shall be responsible for training LIC employees (as identified by LIC) in the areas of implementation, operations, management, error handling, etc.	Would the infrastructure for training (classrooms, PCs, projector, whiteboard, connectivity, videoconference solution, etc.) be provided by LIC at each of the location or would this need to be provisioned by the selected bidder?	LIC will provide its current Training infrastructure wherever possible. However bidder needs to take care of all the infrastructure/equipments required for training.
386	6.3 Continuity of operations, Page#62	DR & DC Sites	What are the current locations for DC & DR ? Is the same setup expected to be continued ?	Now DO Servers are DR for BO Servers. For the proposed architecture, ZO will be the DR for DO Servers
387	6.5	Performance benchmark	Is real time replication required from DO to ZO level i.e. as soon as the documents are made available in DO servers, they should be made available in ZO servers. - What is "real time" - define in terms of no. of hours.	Replication between EDMS Server Site and EDMS DR Site should be automatic and real-time for minimal impact on user experience. (Refer Page-62, 6.3)
388	Section 6.5 - Performance Benchmarking	Bidder will measure response times, transaction rates, and other time-sensitive requirements	Please specify what are the target NFRs for the target system.	Query not clear.
389	General		Should we consider Performance Testing of ETL transactions also?	Yes, it is required for ETL transactions also.
390	General		Should we consider Security Testing including Penetration Testing in scope?	Yes
391	6.5	Performance benchmark	The expectations of indexing server - once the document is	The expected time is 2 hours for special cases.

			ingested, what is the expected time for document to be available after indexing-define in terms of no. of hours.	
392	6.5	Performance benchmark	Volumetric information: Size of Document, average number of documents, total number of user, concurrent number of users, total size of document data to be stored in first year, and next few years...	Please check the tables.
393	Section 6.5/ Pg 62	Performance Benchmarking	We propose deletion of this clause.	Not acceptable
394	General		What is the scope of Performance Testing as we understand there are 2048 branches and 13 additional Units?	Refer Section 6.1
395	6.5	Performance benchmark	When will this need to be run before submission of bid or after awarding of contract? If it is post awarding of contract, how much time will be provided for completing benchmark? Which years volumes would need to be demonstrated in the benchmark?	It is to be done before awarding of contract. For timelines bidder can suggest in its bid. Benchmark is to assess the robustness, compability of the system proposed
396	Page 65, clause 6.7; Acceptance Criteria and Sign-off Framework	LIC will accept or reject the deliverables in writing. In the event of the rejection of any deliverable, the Bidder shall be notified in writing giving the specific reason(s) for rejection. The Bidder shall have five (5) working days to correct the rejected deliverable and return it to LIC. All the deliverables must be tracked and notified to LIC.		No comment
397	Pg. 35,36 - Cl. 5.10, Cl. 5.10	5.10 Inspection and Tests9. The acceptance Test	Bidder requests to modify the clause as	Not acceptable

	(9)Pg. 65, Cl. 6.7	procedure and timelines for acceptance will be decided by LIC . There shall be no "Deemed Acceptance" of the System.6.7 Acceptance Criteria and Sign-off Framework	below: All products (hardware and software) will be accepted on delivery.Bidder will provide notice to Customer when the Deliverables are ready for acceptance. Acceptance of Deliverables will occur upon the date the Bidder demonstrates to Customer, by the successful completion of acceptance tests that the Deliverables substantially conform to the acceptance criteria as agreed between Customer and Bidder and mentioned in the SOWs that are agreed upon. Acceptance will not be delayed for any reason(s) other than non-conformance with the requirements specified in the terms of the Agreement and SOW. The acceptance test results will be declared by Customer within a maximum of 7 (seven) days from the completion of acceptance tests. In case the 7 (seven) days period after completion of acceptance tests has elapsed without the acceptance test results being declared, then the system or the portion thereof, subject to acceptance testing would be deemed accepted. If Customer fails to give Bidder written notice of non-conformance within the	
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			7 (seven) day period or, prior to expiry of the 7 (seven) day period, uses the system or any part thereof supplied by the Bidder for productive use (other than testing purposes), it will be deemed accepted. In the event that any Deliverable fails to confirm to the agreed acceptance criteria, Bidder will have a reasonable time to remedy such non-conformance by either repair or replacement of the Deliverable, following Bidder's receipt of written notice from Customer specifying in reasonable detail the nature of such non-conformance.	
398	7.1 Products		Are the timelines with respect to contract signing or with respect to the implementation Plan. For example, preparation of UAT environment within 3 days of signing the contract may not be desirable particularly for new EDMS (if not upgrade). Can the vendor suggest alternatives?	Timelines effective from date of contract. Overall timelines need to be adhered to.
399	7 - Project Timelines 7.1 Products (Page No-66)	S.No-1 Deliverables To understand the software/application and expected application code changes and plan for migration activity	Plz provide the details of Front end and back end technologies used in EDMS software/application	Please refer 2.3 of RFP (Page 9) mentioning the Project background.
400	Page 66, Project implementation schedule	7 - Project Timelines	Considering the project complexity, geographical spread of the project, number of stakeholders to be	Not acceptable

			covered etc., we request for a revision in project implementation schedule to 15 months from the current proposed 6 months.	
401	Page 66, 7-Project Timeline	LIC expects to implement the Upgraded EDMS System across all Offices, within 6 months of signing of the Contract.	Considering the scope of work, 6 months is too less. If the bidder is proposing a new solution, we request LIC to change this to 1 year and proportionately make changes in the milestones.	Not acceptable
402	Applications/ Modules Page 67 ; Point 7.2	Any new Office formed during the period of contract, should also be taken care by the Bidder, as and when it is formed.	We understand that additional cost in terms of IT infrastructure and software licenses required for deployment of the solution in new offices will be borne by LIC?	Bidder can give its approach on the same in the Bid.
403	7.2 Applications / Modules	Any new Office formed during the period of contract, should also be taken care by the Bidder, as and when it is formed.	In case application needs to be rolled out to a new office, additional cost required for the same in terms of any new hardware, licenses and rollout services will be handled by a change request. Please confirm.	It will be as per the agreed rates fixed at the time of signing the contract.
404	page 68, 8.1 Service level definitions, table , point 1 - critical	1. Server completely down due to critical components like Hard disk, Motherboard and SMPS of Servers Server Booting issue Storage failure 2. Server completely down due to Operating System issues File systems corruption Logical Volume Mirroring (LVM) broken and re-mirroring process is running. 2 hours resolution expected.	Here uptime is expected on 24*7 basis. However, response and resolution time is mentioned in business hours. We request customer to remove multiple references of same penalty with different timelines and provide consistent resolution time and applicable penalty. We request that a realistic resolution time of 2 business days be uniformly reflected everywhere.	Not acceptable

405	8, 8.2, Pg 69	Service Level for the restoration of Systems	We understand that the Resolution during non-business hours shall be exempt from penalty, if there is no access to the system 24/7. Please confirm the understanding.	Not acceptable
406			THE BIDDER also requests for a SLO (Service Level Observance) Phase to be provided for atleast 3 months post implementation (before the actual SLAs are enforced / made operational).	May be considered.
407			THE BIDDER would like to know the current / prevailing SLAs including the RTO / RPO and the mechanism used to measure / monitor these.	Currently there is no DR site. Both BO and DO servers are in sync and any of the two servers will serve the purpose.
408	8.5 Availability measurements and Performance parameters, Pg#71	Business operations to resume from Disaster Recovery Site within 30 minutes of the Data Centre failing. The RPO required is 15 min and RTO required is 2 hours.	There seems to be a disconnect in what is mentioned here. First statement states that RTO is 30 minutes while the 2nd statement contradicts it mentioning that RTO is 2 hours. Pls confirm the value to be considered.	Please see corrigendum. RPO is 15 minutes and RTO is 30 minutes.
409	Detailed Scope of work: Page no:72, Part of 8.5. Availability measurements and Performance parameters	8.5. Availability measurements and Performance parameters	Please elaborate on the expectation from the SI as security is not part of the SI solution.	Please refer Section 6.2 ,Point 2 (Page 50)
410	Page no 75	26 Reconciliation and auditing of the migrated data 10 With Reports	Reports are related to ETL migration. If yes, is there any specific tool required to generate the reports . If no, is there any specific tool related to DMS migration and version upgrading?	The Bidder is free to propose any appropriate tool for migration with road map and strategy.

411	Pg 76, Table 2 - Project Implementation Capability	Technical Professional Strength	Bidder understands that this is a mandatory requirement of manpower for the project, please confirm the understanding.	Yes it is mandatory.
412	Table 2, page 76	(i) If the reference site is a Banking, Financial services and Insurance (BFSI) / Public Sector Organizations in India, then 10 marks (ii) If the reference site is other than (i) above, then 5 marks only (no additional marks even if it is more than one reference)	Please confirm that references from India as well as outside India are acceptable.	Only India references are acceptable
413	Table 2, page 76	(i) If the reference site is a Banking, Financial services and Insurance (BFSI) / Public Sector Organizations in India, then 10 marks (ii) If the reference site is other than (i) above, then 5 marks only (no additional marks even if it is more than one reference)	Please confirm that references from OEM are also acceptable in case the SI does not have the references.	Yes, acceptable.
414	Page 76, Table 2, section 'Past Experience with Reference Sites', point (e)	For Migration of Database / Image data / Workflow / web application server	Should the reference be shown for all the activities mentioned (like migration of database / image / workflow etc.) in a single project or can it be from separate project like migration of database executed from a project and image data in another project etc. can be showcased?	The reference shall be preferably for a single project.
415	page 76	Table-2: Project Implementation Capability Technical Professional Strength - 50 marks.	Technical Professional Strength - 50 marks. Please clarify what is the documentation proof required for all the personnel required, as mentioned under this criteria.	Details of professionals on role with qualifications and experience details
416	Table 2, page 76	(i) If the reference site is a Banking, Financial services and Insurance (BFSI) / Public	Technology is independent of customer business.	May be considered if the business and user volume are comparable.

		Sector Organizations in India, then 10 marks (ii) If the reference site is other than (i) above, then 5 marks only (no additional marks even if it is more than one reference)	Hence, can LIC normalize the marks for reference across BFSI/PSU and Other organizations instead of a disparity between the two?	
417	Table-2: Project Implementation Capability, Page 76	Manpower/Services from OEM	While you are asking for Onsite Engineers of DMS Software OEM, we request you to consider services/onsite engineers from Application server/Operating system OEMs	Bidders can suggest suitable approaches in view of on-site team requirement
418	Page 79, Table 3, S No -7.03	Desktop Client	For browser scanning, do you require zero footprint at desktop client?	It is a desirable feature. The Bidder needs to provide for browser based scanning process, logs maintenance, security aspects etc.
419	Page 79, Table 3, section 7, point 7.06 'Digital Signature'	The proposed EDMS solution must support digitally signed objects.	Can you please list some examples of the objects that would have to be digitally signed?	In current EDMS digital signature is not being used
420	Page 79, Table 3, section 7, point 7.05 'Digital Signature'	Digital Signature should be possible for Work Flows.	We our assumption is that the workflow system should have the capability to digital sign the workflow created in the system? Is this correct?	currently Digital Signature is not being used in the existing EDMS. This is a requirement. Suitable options to enable this feature is expected.
421	7.05, Page 79	Digital Signature should be possible for Work Flows.	Which digital signature is been currently used by LIC?	Currently Digital Signature is not being used in the existing EDMS. This is a requirement. Suitable options to enable this feature is expected.
422	Page 79, Table 3, S No -7.06	Digital Signature	Which Digital signature LIC is currently using for integrating with DMS	Currently Digital Signature is not being used in the existing EDMS. This is a requirement. Suitable options to enable this feature is expected.
423	V, 2, Pg 88	(j) Strategy for urgent scanning requirements with ability to cope up with IRDAI's guidelines	Bidder requests to change this to "the guidelines subject to scope limitations and permissions".	Not acceptable.
424	Page 80, Table	Document Management	"NOT to store	This function is desirable in

	3, S No -7.13		annotations in image headers" , Is this an optional feature or should it be included for commercial.	the solution proposed. All annotations or endorsements (fixed and variable kind of endorsements received in XML forms from core system) need to be displayed as part of image for the end User but internally it should be stored separately with its relational mappings.
425	7.14, Page 80	It is desirable for the EDMS solution to be able to catalogue documents that are stored off-lin	Request to please elaborate on the requirement of the RFP	The catalog file shall contain the details of path, filename, and volume name of the original, if the original file is stored offline on a CD or DVD
426	7.17, Page 80	Lock documents and folders for modification	Can you Please elaborate on the business case for folder locking	Workflow where case is in operation with one User, it will not be available for others (internally locked for the assigned User). In the absence of User, locked documents/folders need to be released by core group/owner/initiator of the case
427	7.24, Page 80	The EDMS solution must have the capability to rendition documents from MS Word to PDF format	Request to please elaborate on the requirement of the RFP	Proposed solution should have rendition features
428	7.26, Page 80	The EDMS solution must provide the capability to any user to view or “play” any electronic object types stored in the repository.	Can you please share the use case for this requirement	Any media file.
429	Page 80, Table 3, S No -7.30	Document Management	What type of XML documents will be stored for processing in DMS . And what features are required for XML Documents .	This function is desirable in the solution proposed. All annotations or (fixed and variable kind of endorsements received in XML forms from core system) need to be displayed as part of image for the end User but internally it should be stored separately with its relational mappings.
430	Page 80, Table 3, section 7,	The proposed system must have the capability to	Does LIC have any predefined templates	No

	point 7.32 'Document Processing Capability'	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.	(e.g. policy application form etc.) for data extraction via OCR / ICR etc. If so, can you list the various types of document templates or the number of templates expected for data extraction?	
431	7.32, Page 80	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.	Please provide information on what type of unstructured forms are there from where ICR based extraction is required. How many different types of such forms are there? What are the usecases where ICR based extraction is required? Also please share if any specific volume considered for extraction	Existing EDMS does not use ICR functionality. This is the required feature of proposed solution.
432	7.34 Page 81	Bookmark pages for viewing	Request to please elaborate on the requirement of the RFP	an identifier placed for the image/ document so that part of the document can be accessed easily (tagging system)
433	7.36, Page 81	Multiple document windows open at once by single user	Request to please elaborate on the requirement of the RFP	To enable simultaneous document viewing and to make easier multitasking when each document is opened in a separate window for the User.
434	7.39, page 81	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	We understand that EDMS should support Non Image documents like MS Word, Excel, power point , PDF. Please elaborate if any other specific format is required?	Yes. Bidder can suggest its approach in the bid.
435	7.41, Page 81	Viewer must allow strip-by-strip display of the image in	Request to please elaborate on the	Image view through network should not hamper other

		case of low band width availability	requirement of the RFP	data flow over the same network, when the bandwidth is low
436	Table-3: Architecture / Software / New Features / Functional Evaluation, Page#81	7.4.6. DMS Software	The RFP doesn't contain info on the DC & DR LAN (Routers, Switches, Firewalls, Load Balancers etc.). Will these be extended to the bidder as part of the current existing environment. ?	Yes
437			Request LIC to share the schematic on current DC/DR LAN & WAN Connectivity.	Please refer the information provided in Page no. 52, Section 6.2.4 of RFP.
438	7.59, Page 82	The software should support creation of multiple as well as distributed repositories and provide transparent access to such document repositories from any client	Can you please elaborate if possible with an use case	The end-user should be able to access the records seamlessly from multiple repositories and also replication of image data wherever required.
439	7.59, Page 82	The software should support creation of multiple as well as distributed repositories and provide transparent access to such document repositories from any client	Request to please elaborate on the requirement of the RFP	Each DO/ ZO/CO server will have its own repository of the images
440	Table-3: Architecture / Software / New Features / Functional Evaluation (Point 7.63) (Page no. 82)	Facility to scan multiple pages into batches for auto/manual processing, support for scanning different pages of a document at different DPI resolutions.	Is this expected in auto mode or manually ?	Both should be possible.
441	Table-3: Architecture / Software / New Features / Functional Evaluation (Point 7.69) (Page no. 82)	The EDMS solution must support bi-tonal and gray-scale image scanning. Should support colour scanning as per business requirement.	Does this means dual stream images to be generated for each page?	Certain documents need to be scanned in colour but dual stream is not required for each document.
442	Table-3: Architecture / Software / New Features / Functional	The EDMS must support appropriate scanners for the page volumes estimated in this RFP and the quick import of the output of the	Need to understand why 80ppm threshold is kept for scanners. Can it be 100ppm or more.	The minimum capacity is mentioned. But the Bidder is free to propose.

	Evaluation (Point 7.73) (Page no. 83)	scanners capable of scanning a minimum of 80 pages per minute. EDMS should support import of both image and electronic documents from any source.		
443	7.91, Page 83	Transparent Search across multiple repositories and servers.	Request to please elaborate on the requirement of the RFP	Search for a particular record across all servers deployed for DMS across LIC offices
444	8.04, Page 84	The EDMS solution must be free from any date-related malfunctions	Request to please elaborate on the requirement of the RFP	Proper logs to be maintained for any type of corrections.
445	8.07 - Systems Admin. Page no. 84	Remote systems administration over an intranet / internet must be a feature of the EDMS. (Web based administration).	Here it calls for Remote systems administration over an intranet / internet must be a feature of the EDMS (Web based administration). Kindly indicate whether the internet cost will be borne by LIC, or, to be borne by Bidder.	For System Administration, the network will be provided by LIC.
446	General	Migration	Is the workflow document driven or event driven?	Event Driven
447	Page 85	Workflow	Email or SMS notifications are required? If So, how many stages does they require in all workflows?	Yes. The Bidder is free to suggest the no. of stages for each work flow.
448	Page 85, Table 3, S No -8.22	Workflow	Can you pl clarify universal inbox	Universal inbox is the concept of a pool from wherein allocation of work/jobs can be assigned to users. It will be present at every office for a particular workflow.
449	Page 85, Table 3, S No -8.22	Workflow	Do you need major & minor versioning?	Yes
450	Page 85, Table 3, S No -8.22	Workflow	Do you need template based authoring?	Yes
451	Page 85	Workflow	How many processes are configured in the existing system? In the proposed workflow system how many processes needs to be migrated and how many	Around 10 processes are configured in the existing system. It will be increased as per the business requirement of LIC's different user departments.

			new processes to be configured?	
452	Page 85, Table 3, S No -8.22	Workflow	How many workflows need to be generated	DAK – Work Flow System at CO and Approval Work Flow System - Within the Department work flow and intra CO Departments are available in the current system. Standalone workflow i.e. propsino pearl is in use for NB underwriting Work flows for New Business, Policy Servicing, Claims, Agency process, Office services, Pension and Group Schemes, and additional admin processes need to be considered in new EDMS. Details like worksteps, integration points, forms, etc., will be provided later. Migration of these workflows into new EDMS without data loss is expected. All types of format other than tiff will participated in workflow.
453	Page 85	Workflow	Is there any integration required in Workflows? If so, please explain the business case?	Yes. Should be integrated across all departments at all Offices of LIC.
454	Page 85, Table 3, S No -8.22	Workflow	Please give details of use case for workflow.	DAK – Work Flow System at CO and Approval Work Flow System - Within the Department work flow and intra CO Departments are available in the current system. Standalone workflow i.e. propsino pearl is in use for NB underwriting Work flows for New Business, Policy Servicing, Claims, Agency process, Office services, Pension and Group Schemes, and additional admin processes need to be considered in new EDMS. Details like worksteps, integration points, forms, etc., will be provided later. Migration of these

				workflows into new EDMS without data loss is expected. All types of format other than tiff will participated in workflow.
455	Table 3 - 8.13 to 8.24	Workflow	How many reports are configured in the existing system? In the proposed workflow system how many reports needs to be migrated and how many new reports needs to be configured?	The no. of reports depends upon the business requirement of LIC's different user departments.
456	Page 79, Table 3, Page 86, Table 4 Page 87, Table 5 Page 88, Table 6 Page 89, Table 7	Required proof document - Supporting Documents required -Purchase Order / Credential Letters from client stating that the solution is implemented properly and working satisfactorily	We request that the required documents be changed for the Technical Evaluation Criteria to the Solution document from the bidder as PO copies will not help to evaluate the technical criteria.	Not acceptable
457	Table-4: Hardware	The bidder has to provide the sizing of hardware (Server, Storage, Backup and replication) as per user and existing storage details mentioned in Table-12.	Can LIC clarify if Vendor can use the existing infrastructure (Servers, Databases, Licenses etc.) if proposing a new DMS software. Are these servers owned and managed by LIC or are they supported by third party vendor	The Servers are 10 years old. So no. Database licenses are not with us. The existing licenses available for OS can be used
458	Table-4: Hardware	The bidder has to provide the sizing of hardware (Server, Storage, Backup and replication) as per user and existing storage details mentioned in Table-12.	Can LIC share the details pertaining to existng infrastructure available at each location?	Bidder can use the information already shared in RFP document
459	Table-5: Project Management, Page 87	Training the trainers with a minimum of 15 participants explaining the DMS techniques, migration techniques and the entire architecture of DMS	It is assumed that you are referring to the training of LIC employees (as identified by LIC) in the areas of implementation, operations, management, error handling, etc. mentioned on Page 61.	The training is for LIC employees. The areas like DMS techniques, migration techniques, architecture of DMS, Usage of System/workflow, Administration etc

			Please confirm	
460	Table 5 - page 87	Table-2: Project Implementation Capability Training-10 marks Training details including Refresher Training - Direct and through video conferencing (a) Training the trainers with a minimum of 15 participants explaining the DMS techniques, migration techniques and the entire architecture of DMS (b) Training and Refresher Training for all DMS Users	a) Please clarify that what is the required documentation for this evaluation criteria. b) We understand that training is a mandatory requirement, pls elaborate the training requirement, scope and its frequency in the 7 years during contract period. c) We understand that the logistics and venue shall be provided by LIC. pls confirm	a) Readiness and expertise to provide training. B) Please refer Page 20 Section no. 3.8.14.j and Page 87 Table-5. c) Training plan. Logistics for LIC employees will be taken care by LIC. Venue shall be provided by LIC for training the users.
461	Table 6, Page 88	Upload Strategy - (a) Upload through media as well as through network	Instead of media, can the scan and upload happen through enterprise wide scanning software	Solution proposed should be within the available network resources
462	Page 88, section 'V. Scanning Activities and Logistics', point 2 (a)	Conversion of any image format to the requisite format	Is there any specific format expected by LIC for storing the scanned images? If so, please specify the format expected.	Currently images are stored mainly in tiff format. In case of business requirement images are also stored other than tiff or else requirement is to convert the tiff into other format. Vendor can suggest various conversion methods.
463	Page no 89	For extraction, transformation and loading (ETL) (a) Overall migration Strategy for image data and database data and details of the migration tool		Migration tool should be proposed by the Bidder.
464	Table-7: Migration Activities ; Page#89	#2. Migration Plan, Point (e). Timelines of each activity of migration (Not to exceed 6 months from the date of signing of the Contract)	Is there any flexibility on the migration timelines based on the existing volume of content (e.g. can be done within 6-9 months)	Six months is the maximum
465	Page no 89		Question : What total size/volume of Signature from the proposal form in each division ? .Is this store in OEM / EDMS ?	All the policy docket digitized are having signature page as a separate document type.
466	Table-8:	TAPE LIBRARY	NO OF UNITS REQUIRED	CO-1;ZO-8; DO-113

	COMMERCIAL BID FOR THE RFP (NPV) PAGE 90 OF 124		122: (1)PI Clarify how many units at ZO/DO/CO respectively.	
467		LTO6 tape drives (10 Nos. perlocation)	NO OF UNITS REQUIRED 1220: PI Clarify ,(1) should this be SAS OR FC , (2)Should this be supplied with Single Server back up S/w or only Drives are required to get connected to the servers. (3) How many data cartridges should be supplied along with Each Drive / Per location. (4) As 10 LTO drives are required per location, should the LTO6 Drives needs be connected to 10 separate servers or can we connect to a FC switch and also connet the servers to this same switch .	(1) The Bidder is free to propose.(2) Yes Single Server backup s/w with Tape Library of LTO tapes.(3) 1 Drive with 10 Nos. of tapes.(4) It is one Drive with LTO tapes.
468	Page 90 of 124 (Table No. 8 (Section 2. Hardware))	Hardware	Please clarify on number of servers, storage switch, backup server and operating system you have considered for DMS solution on all sites as per Table no. 8?	The indicative information is provided in Annexure - 9 of the RFP (Page no.114)
469	Table 8, page 90	Commercial Bid for the RFP - 2. Hardware - Storage	Please confirm that bidder can add multiple separate rows for storage pricing of DO, ZO and CO with relevant quantity because there will not be a common unit price for storage due to different sizes of DO, ZO and CO.	Yes, only the total cost matters for the bid
470	Table 8, page 90	Commercial Bid for the RFP - 2. Hardware - Storage Switch (If required)	Please confirm that since Storage switch is not asked as mandatory, direct attach storage is acceptable and that this storage setup is to be dedicated for DMS workload only.	Yes. Vendor may propose.
471	Table 8, page	Commercial Bid for the RFP	Please confirm that the	Not necessarily.

	90	- 2. Hardware - Tape Library	Tape Library at each location will be used exclusively for DMS images workload and metadata and not for any other workload.	
472			For DMS customization on an ongoing basis, can we provide Man-month rate ?	No it should be part of ATS
473	Table-8: COMMERCIAL BID FOR THE RFP (NPV), Page 90-91	4. Other Services	Training is not listed as a line item in the table. Request you to add two line items against the trainings mentioned on Page 61	The bidder may specify in the item for any other deliverables if they intend to monetize training cost
474	Table-8: COMMERCIAL BID FOR THE RFP (NPV) (Page No.90)	Table-8: COMMERCIAL BID FOR THE RFP (NPV)	Kindly explain the purpose of this table? Is this table also to be furnished along with Annexure 8 & 9.	Table-8 is the format for Online Reverse Auction. Refer 4.5 of RFP (Page 29)
475	Table-8. Commercial bid for the RFP, Page#90	No. of units	The number of units (quantity) are mentioned in the table upfront with an expectation for bidder to comply. Instead its proposed that the bidder may have the flexibility to optimise the overall solution & use a combination which technically & commercially a best fit. Also the split of hardware & software across DC, DR & Test environments is not specified.	Not possible to evaluate
476	Table-10: Projected Volumes of the dockets (Page No.95)	Table-10: Projected Volumes of the dockets		Table 10 of the RFP depicts projected volume of dockets for next 7 years - Division wise
477	Table-11: Projected volumes of Images - Page 98		In financial bid table, per unit rate to be mentioned. Whether same rate will be applicable for 7 years or it can be increased?	Same rate
478	Table 11, page	Projected Volume of Images	Please confirm the	Existing average image size

	98		average size of image to be assumed for sizing the Storage.	is 50 KB
479	Table 11, page 98	Projected Volume of Images	Please confirm the image retention time frame at each location for sizing the Storage at that location. For example, the retention time at DO could be only 1 month but at ZO, it could be 10 years. Please advise / confirm.	All images to be retained for life of the system
480	Table-11: Projected volumes of Images - Page 98		What is the volume flow within a year and within a month?	Based on estimated volumes as per Table-10 Monthly it is not even. March sees approximately 40% business completed.
481	General	Migration	What is the percentage of data to be migrated? (is it complete migration (100% of data) or partial)	100%. There should not be any loss of data.
482	General	Migration	What is the total volume of data that has to be migrated?	Please refer Table no 12 for indicative volume
483	Table 12		Are the figures for the "Total Concurrent Users for the Division" correct. For example, if Bhopal has 5 DMS users and 10 Workflow users, how can the concurrent users be 315? Or are the DMS users and workflow users per Branch?	The indicative figure of DMS & workflow users is per BO. Since Bhopal Division is having 21 Branches, the no. of concurrent users is 315.
484	Page 85	Workflow	How many users are there in the existing workflow system? What is the max. workflow user count to be considered?	Refer Table-12 of RFP for indicative no. of users. (Page 100)
485	Page 48, 6- Scope Of Work	Scope of Work	How many users will be accessing the DMS system alone? And what would be the max. concurrency of DMS usage?	Refer Table-12 of RFP for no. of users. (Page 100)
486	General	Migration	If so, what is the volume	On date, no data is archived

			of archived data?	separately
487	Page 100, Table12	Details for sizing	Kindly share the total number of named users licenses required for internal users	Bidder may provide Enterprise License to LIC as Unlimited no. of user licenses is required
488	General	Migration	Should the archived data also to be considered for migration?	All data is to be migrated.
489	Page 85	Workflow	What is the maximum concurrency usage of workflow application? (Max. users at any give point of time)	Refer Table-12 of RFP for no. of users. (Page 100)
490	Pre-Qualification Criteria Page 105	Operating System: Linux Latest Server Version.	Please give us more details that why LIC is looking only Linux OS only	Linux is the standardized platform in LIC Offices.
491	a) Annexure-2:Pre-qualification criteria, Page#105 & b) Section 4.4. Commercial Evaluation, Pt#4c, Page#26	4. The Bidder shall provide Enterprise Content Management Software – OEM's appearing in Magic Quadrant for Enterprise Content Management 2015 and should be a part of it.	Its mentioned in Annexure-2 that the EDMS OEM should be in gartner's magic quadrant. However in Section 4.4. Commercial Evaluation, Pt#4c, its stated that the bidders who are proposing Omnidocs only need to provide the Support Charges for maintenance & customisation and need not quote for license. There is a disconnect here as basis the pre-qualification criteria, Omnidocs can't be considered as the OEM (Newgen) is not present in the Gartner's magic quadrant. As such this option shouldn't exist. Please clarify.	It is not mentioned as the leader's quadrant. And LIC possess NG license already.
492	Pre-Qualification Criteria Page 105	Audited Balance Sheet along with Profit and Loss Statements for the last three accounting years (2014-15, 2013-14, 2012-13) should be submitted, showing profit on all the last three accounting years. The	Request you to please Change the Clause - Profit in 2 out of the last 3 years	Not acceptable.

		turnover of the Company should be more than 200 Crores per year in all the three years.		
493	Pre-Qualification Criteria Page 105	The Bidder must provide at least one reference account, where they are presently providing or have provided similar Service or Services of similar magnitude in the past five years. Name of the Organization, individual(s) to contact, phone number and address should be included. Reference must prove Bidder's Project experience as System Integrator related to the supply, installation, migration, customization and implementation of project at Enterprise Level.	Request you to please change the Clause - The Bidder Should have Three Live DMS Project in PSU/Gov./Large Corporate.	At least one reference is needed. Bidder can provide more references.
494			Additionally, THE BIDDER would recommend that the only exclusions to the Limitation of Liability shall be for (i) death or bodily injury (ii) damage to property or (iii) claims with respect to infringement of intellectual property, for which THE BIDDER is held legally liable.	Not acceptable
495	Page 108, Annexure - 4 : Technical Bid particulars to be provided by the Bidder	We further confirm that any deviation to the clauses found anywhere in our Bid, implicit or explicit, 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	We further confirm that any deviation to the clauses found anywhere in our Bid, implicit or explicit, 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	Not acceptable

		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	true to the best of our knowledge. 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	
496	Page 108, Annexure - 4 : Technical Bid particulars to be provided by the Bidder	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 six months from the last date of submission of the offer.	We hereby confirm our acceptance and compliance to the provisions and terms & conditions contained in the Bid Documents except for the deviations submitted along with this bid as Annexure X . Our Bid shall remain valid for acceptance for six months from the last date of submission of the offer.	Not acceptable
497	Pg. 109, Annexure 4	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.	Bidder request for deletion of this clause as the Bidder's obligation will commence only upon execution of mutually agreed contract with LIC.	Not acceptable.
498	Page 109, Annexure - 4 : 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. 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	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% 20% 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	Not acceptable.

		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.	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, deviations submitted, shall constitute a binding Contract between us.	
499	Page 110, Annexure - 5 : Non-Disclosure Agreement Format		To be mutual. Both parties are under the obligation of maintaining confidentiality of information received pursuant to this RFP. Further, obligation to maintain confidentiality shall continue and survive for a period of one year post termination/expiry of contract.	Not acceptable.
500	Annexure - 6 : Benchmark Specification. Page 111. Last para of Performance and Scalability Requirements	All the other infrastructure software components offered must comply with the open standards. LIC would prefer use of open source products, e.g., PostgreSQL, JBOSS, 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	Our humble request to LIC is to consider enterprise ready commercial product (Jboss EAp) with active subscriptions only. For a project of this scale depending on community version can prove costly. The current cost savings by using community version might get negated with the problems that might occur. Further Jboss Ent Application Server is offered only as a enterprise commercial version and the community version is called Wildfly and not Jboss. The Enterprise version	Please see corrigenda.

			comes with Long-term maintenance, support of code, with backwards compatibility of fixes and security patches. Multiple community projects (application server, web frameworks, load balancing, restful services, native HTTP) are integrated into a single code distribution that is configured for enterprise use. Subscriptions include a single patch and update stream for all components in the platform (even those from communities other than JBoss Developer). Release process is structured. Subscription includes major and minor release notes and migration documentation. Customers benefit from a formalized enterprise security resolution process. Issues are tracked, identified, classified, and resolved by the Red Hat Security Response Team. Whereas Community open source version without subscriptions has No support other than public forums. Advice in forums may not come from Red Hat and is not guaranteed. Patches are not available. Innovative projects can have features that end up in dead branches, leaving the developer with code	
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		that is not carried forward by the community. APIs may change between minor releases. Major or minor community versions may not make their way into a fully supported product release. Most times, the user needs to cobble together multiple projects into a “roll-your-own” platform. In this case the SI will not be able to meet the required SLA (as mentioned in section 8.1, 8.2, page 68). In a Nutshell Red Hat JBoss Middleware integrates the best projects and features in open source communities — including JBoss Developer, Apache Software Foundation, and more — into stable, supported middleware product offerings. These middleware products are rigorously tested and certified against multiple operating systems, Java virtual machines (JVMs), and databases, then made available via platform subscriptions that include patches and updates, service-level agreement (SLA)-based support, multi-year maintenance policies, and the Red Hat Open Source Assurance. Subscribed enterprise Red Hat JBoss Middleware offers the best of both worlds:	
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			software developed by a vibrant open source community, with the testing, certification, documentation, training, and support that is expected from mature enterprise software products.	
501	Page 111, Annexure 6, Benchmark test	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 LIC representatives.	Will LIC provide the sample data for performing the load test for simulation? Should this test be conducted in the test environment? Does LIC have a dedicated test environment to perform the Performance test or bidder has to provide that environment?	Bidder is responsible to carry out the Benchmark testing. Sample data will be provided by LIC.
502	Page 113, Annexure - 8 : Financial Bid Covering Letter	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	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	No change.

		RFP of the bidding documents.	Document except for the deviations submitted along with this bid as Annexure X and will supply, implement and commission the systems as per the Technical Specifications mentioned elsewhere in the RFP of the bidding documents.	
503	Annexure-9 : Financial Bid Form - 1.Operations (page No.114)	Scanning and Upload Charges	1. No. of fields for metadata entry	The Bidder shall suggest various indexing standards. Current metadata field's details will be shared later.
504	Annexure-9 : Financial Bid Form - 1.Operations (page No.114)	Scanning and Upload Charges	2. No. of characters per field	The Bidder shall suggest various indexing standards. Current metadata field's details will be shared later.
505	Annexure-9 : Financial Bid Form - 1.Operations (page No.114)	Scanning and Upload Charges	3. whether meta data fields to be captured policy wise/ docket wise?	The Bidder shall suggest various indexing standards. Current metadata field's details will be shared later.
506	Annexure-9 : Financial Bid Form - 1.Operations (page No.114)	Scanning and Upload Charges	4. Whether the scanning and the uploading of the documents will be carried out at all divisional offices simultaneously or it will be done one divisional office after another	After Pilot run in one or two Divisions, simultaneously at all the Divisions.
507	Annexure - 9 : Financial Bid Form (page 114)	I. Operations - Logistics charges and Scanning and upload charges	Please provide the qty in "No. of Units" for these two line items in the financial bid format , for normalisation of bids across bidders, even if this qty may be used only for bid evaluation purposes.	Bidder can submit its unit rate .
508	Annexure-9 : Financial Bid Form - 1.Operations (page No.114)	Logistics charges	We request to kindly clarify whether the rates to be quoted towards logistics charges will be per docket wise at all divisional offices	Please refer Section 3.8 Point no. 14, e and f of RFP (Page 19).

			considering the distance between divisional office and its branches and the no. of dockets given in the Table-10. Also provide the no. of units for logistic charges.	
509	Annexure-9 : Financial Bid Form - 1.Operations (page No.114)	Scanning and Upload Charges	We request you to kindly confirm the following:	No comment.
510	Annexure-9 : Financial Bid Form - 1.Operations (page No.114)	Scanning and Upload Charges	We request you to confirm whether rates for scanning to be quoted will be per Image (One side of page) or bidder has to quote lumpsum amount for the entire volume (as mentioned in Table-11) year wise	Please refer Section 3.8 Point no. 14, d of RFP (Page 19).
511	Hardwares Page 114	LTO6 tape drives (10 Nos. per location)	Request please change to LTO 7 being latest technology	Please see corrigenda. Bidder can suggest
512	Annexure 9, 2	Hardware	Will LIC be considering virtualized environment instead of physical servers as listed in this section	Not at present.
513	Annexure - 9 : Financial Bid Form, Page 114	3. Software Operating System	Since the existing Operating system is Red Hat Enterprise Linux(RHEL) which was bought by LIC in 2012 for 5 years as part of the larger contract. These RHEL subscriptions used for EDMS is valid till 31 st August 2016 and will be renewed along with the larger RHEL renewal contract. Hence we suggest that the cost of operating system needs to be removed from Financial bid the bidders to be intimated that RHEL will be provided by LIC.	Details of Licenses available with LIC is provided in the RFP

514	Annexure 9 , 4, Pg 114	Migration Cost mentions 121 servers	There are additional servers and equipment at the central location, which need to be included in the same. Kindly make the required change.	Please see corrigenda. 122 Servers including CO Server
515	Annexure-9 : Financial Bid Form - 4. Other Services (Page No.114)	Migration Cost	We understand that we have to migrate data for 121 offices (divisional and zonal offices) and as mentioned in Annexure-9 Financial Bid Form. As per table -12, the details for sizing, the existing image data has been given division wise. In view of this, does the bidder has to quote rate towards migration cost considering existing image data at divisional level. Please clarify.	Yes
516	Annexure - 9		Are the number of Servers mentioned in the Price template indicative or minimum number of servers that need to be provided ?	It is indicative.
517	Page 48, 6.2 Detailed Scope of Work	Migration	Since existing data is kept in proprietary format in existing DMS solution, we request LIC to ensure Newgen support for migration. In case the support is not available this gives an undue advantage to Newgen, to ensure no other OEM solutions are positioned by SI inspite of better technology	Vendor needs to carry out the migration of the imagedata and database data. Vendor is free to suggest approach and tools for the migration. Mandatory Post project migration was not a part of the earlier contract which is nearly 10 years old.
518	Annexure 10, page 116	Details asked.	Details asked about reference customer are not possible to share in customer's data privacy interest. Please confirm that reference customer's contact details would be acceptable and that LIC can reach out to reference customer	Details may be provided without name, and the customer should be approachable for LIC

			directly for seeking information as required and as deemed acceptable by reference customer to share.	
519	Annexure-10: References, Page#116	Client Reference Details	The client references asked for, need to be from India only or global clients with similar / larger scope can also be considered for evaluation (including site visits).	Not considered
520	Annexure - 11 : Pre Contract Integrity Pact; Sub Section 3.12; Page 119/124	If the BIDDER or any employee of the BIDDER or any person acting on behalf of the BIDDER, either directly or indirectly, is a relative of any of the officers of the BUYER, or alternatively, if any relative of an officer of the BUYER has financial interest/stake in the BIDDER's firm, the same shall be disclosed by the BIDDER at the time of filing of tender. The term 'relative' for this purpose would be as defined in section 6 of the Companies Act 1956.	We propose the below clause: <i>"If any Director of the BIDDER is directly a relative of any of the officers of the BUYER, the same shall be disclosed by the BIDDER at the time of filing of tender. The term 'relative' for this purpose would be as defined in the Companies Act 2013".</i>	Not acceptable.
521	Annexure - 11 : Pre Contract Integrity Pact; Sub Section 5.2; Page 119/124	The Earnest Money /Security Deposit shall be valid up to the complete conclusion of the contractual obligations to the complete satisfaction of both the BIDDER and the BUYER, including warranty period, whichever is later.	As per Sub-Section 4 of Section 3.6 (Page 14/124) the EMD shall be returned after submission of PBG and validity of the EMD BG shall be for 410 days. Same provision is there in Annexure-3 However this sub-section states that EMD shall be valid till contract completion, including warranty period. Kindly clarify whether EMD BG or Performance Bank Guarantee is being	EMD is valid for 410 days only. Please refer Section 5, Point no.5.3 (Page 34) for validity of Bank Guarantee. Please also see corrigenda.

			referred to herein	
522	Page 119, Pre-Contract Integrity Pact: Commitments of BIDDERS	If the BIDDER or any employee of the BIDDER or any person acting on behalf of the BIDDER, either directly or indirectly, is a relative of any of the officers of the BUYER, or alternatively, if any relative of an officer of the BUYER has financial interest/stake in the BIDDER's firm, the same shall be disclosed by the BIDDER at the time of filing of tender. The term 'relative' for this purpose would be as defined in section 6 of the Companies Act 1956	If the BIDDER or any employee of the BIDDER or any person acting on behalf of the BIDDER who is actively involved in this deal, either directly or indirectly , is a relative of any of the officers of the BUYER, or alternatively, if any relative of an officer of the BUYER has substantial financial interest/stake (over 2% shareholding) in the BIDDER's firm, the same shall be disclosed by the BIDDER at the time of filing of tender. The term 'relative' for this purpose would be as defined in section 6 of the Companies Act 1956	Not acceptable.
523	Page 119, Pre-Contract Integrity Pact: Earnest Money (Security Deposit):		Request to delete	No change.
524	Page 119, Pre-Contract Integrity Pact: Commitments of BIDDERS	The BIDDER shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employee or the BUYER.	The Bidder shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employee of the Buyer in order to secure the contract.	No change.
525	Page 120, Pre-Contract Integrity Pact: Sanctions for Violations:	(iii) To immediately cancel the contract, if already signed, without giving any compensation to the BIDDER. (iv) To recover all sums already paid by the BUYER, and in the case of an Indian BIDDER with interest thereon at 2% above the prevailing Prime Lending Rate of State Bank of India,	(iii) To immediately cancel the contract, if already signed, without giving any compensation to the BIDDER. (iv) To recover all sums already paid by the BUYER, and in the case of an Indian BIDDER with interest thereon at 2% above the prevailing	No change.

		while in case of a BIDDER from a country other than India with interest thereon at 2% above the LIBOR (London Inter Bank Offer Rate). If any outstanding payment is due to the BIDDER from the BUYER in connection with any other contract for any other stores, such outstanding payment could also be utilized to recover the aforesaid sum and interest. (v) To encash the advance bank guarantee and performance bond/warranty bond, if furnished by the BIDDER, in order to recover the payments, already made by the BUYER, along with interest.	Prime Lending Rate of State Bank of India, while in case of a BIDDER from a country other than India with interest thereon at 2% above the LIBOR (London Inter Bank Offer Rate). If any outstanding payment is due to the BIDDER from the BUYER in connection with any other contract for any other stores, such outstanding payment could also be utilized to recover the aforesaid sum and interest. (v) To encash the advance bank guarantee and performance bond/warranty bond, if furnished by the BIDDER, in order to recover the payments, already made by the BUYER, along with interest.	
526	Pg. 121, Annexure - 11 : Pre Contract Integrity Pact, Cl. 7	7. Fall Clause:7.1 The BIDDER undertakes that it has not supplied/is not supplying similar product/systems/items or subsystems at a price lower than that offered in the present bid in respect of any other Ministry/Department of the Government of India or PSU and if it is found at any stage that similar product/systems or sub systems/items was supplied by the BIDDER to any other Ministry/Department of the Government of India or PSU at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the	As this is a fixed price and fixed scope contract and not a rate contract, Bidder requests for deletion of this most favoured customer clause.	Not acceptable

		difference in the cost would be refunded by the BIDDER to the BUYER, if the contract has already been concluded.		
527	Page 121, Pre-Contract Integrity Pact: Fall Clause		Request to delete	Not acceptable
528	Ann-11	Fall clause	<i>The BIDDER undertakes that it has not supplied/is not supplying similar identical product/systems/items or subsystems having same scope of work, payment terms and all other applicable terms and conditions at a price lower than that offered in the present bid in respect of any other Ministry/Department of the Government of India or PSU and if it is found at any stage of bidding process that similar identical product/systems or sub systems/items was supplied by the BIDDER to any other Ministry/Department of the Government of India or PSU (prior to bid submission) at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded adjusted by the BIDDER to the BUYER, at the contracting stage if the contract has already been concluded.</i>	Changes suggested are not acceptable
529	Annexure - 11 : Pre Contract Integrity Pact; Fall Clause; Sub Section 7; Page 121/124	7.1 The BIDDER undertakes that it has not supplied/is not supplying similar product/systems/items or subsystems at a price lower than that offered in the present bid in respect of any	We propose deletion of this clause	Not acceptable

		other Ministry/ Department of the Government of India or PSU and if it is found at any stage that similar product/systems or sub systems/items was supplied by the BIDDER to any other Ministry/Department of the Government of India or PSU at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER to the BUYER, if the contract has already been concluded.		
530	Page 121, Pre-Contract Integrity Pact: Sanctions for Violations:	The BUYER will be entitled to take all or any of the actions mentioned at para 6.1(i) to (x) of this pact also on the Commission by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER), of an offence as defined in chapter IX of the Indian Penal code, 1860 or Prevention of Corruption Act, 1988 or any other statute enacted for prevention of corruption.	The BUYER will be entitled to take all or any of the actions mentioned at para 6.1(i) to (x) of this pact also on the Commission by the BIDDER or any one employed by it or acting on its behalf (whether with or without the actual knowledge of the BIDDER), of an offence as defined in chapter IX of the Indian Penal code, 1860 or Prevention of Corruption Act, 1988 or any other statute enacted for prevention of corruption provided that the Bidder has been convicted for the same by a court of competent jurisdiction.	No change
531	Page 121, Pre-Contract Integrity Pact: Sanctions for Violations:	vii) To debar the BIDDER from participating in the future bidding processes of LIC for a minimum period of seven years which any be further extended at the discretion of the BUYER.	vii) To debar the BIDDER from participating in the future bidding processes of LIC for a minimum period of seven years which any be further extended at the discretion of the BUYER.	No change

		(viii) To recover all sums paid in violation of this Pact by BIDDER(s) to any middleman or agent or broker with a view to securing the contract.	However, if the Bidder can prove that he has restored / recouped the damage caused by him and has installed a suitable corruption prevention system, the Buyer may revoke the exclusion prematurely, provided such systems has been audited by an independent agency. (viii) To recover all sums paid in violation of this Pact by BIDDER(s) to any middleman or agent or broker with a view to securing the contract.	
532	Page 122, Pre-Contract Integrity Pact: Independent Monitors:	Both the parties accept that the Monitors have the right to access all the documents relating to the project/ procurement, including minutes of meetings	Both the parties accept that the Monitors have the right to access all the documents relating to the project/ procurement, including minutes of meetings. The Monitor shall be under contractual obligation to treat the information and documents of the Bidder/ Subcontractor(s) with confidentiality.	No change
533	Page 122, Pre-Contract Integrity Pact: Independent Monitors:	The BIDDER(s) accepts that the Monitor has the right to access without restriction to all Project documentation of the BUYER including that provided by the BIDDER. The BIDDER will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The same is applicable to Subcontractors. The Monitor shall be under contractual obligation to treat the information and documents of the	The BIDDER(s) accepts that the Monitor has the right to access without restriction to all Project documentation of the BUYER including that provided by the BIDDER. The BIDDER will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The same is applicable to Subcontractors. The Monitor shall be under contractual obligation to	No change

		BIDDER/Subcontractor(s) with confidentiality.	treat the information and documents of the BIDDER/Subcontractor(s) with confidentiality. However, notwithstanding anything to the contrary, such information and documentation shall exclude internal cost records, sensitive financial data and data that is protected by confidentiality obligations owed to a third party.	
534	Page 122, Pre-Contract Integrity Pact: Facilitation of Investigation::	In case of any allegation of violation of any provisions of this pact or payment of commission, the BUYER or its agencies shall be entitled to examine all the documents including the Books of Accounts of the BIDDER. The BIDDER shall provide necessary information and documents in English and shall extend all possible help of the purpose of such examination /inspection.	In case of any allegation of violation of any provisions of this pact or payment of commission, the BUYER or its agencies shall be entitled to examine all the documents including the Books of Accounts of the BIDDER. The BIDDER shall provide necessary information and documents in English and shall extend all possible help of the purpose of such examination/inspection. However, notwithstanding anything to the contrary, such information and documentation shall exclude internal cost records, sensitive financial data and data that is protected by confidentiality obligations owed to a third party.	No change
535	General		Also kindly confirm whether the prospective bidder has to purchase the licenses for data	LIC does not have Database licenses on date.

			base operating system or Can the bidder use the existing licenses.	
536	General		Any Limitations in hardware in the divisional office/Zonal office/central office in terms of capacity, memory, CPU, storage	Indicative requirements are given in Section 6.2, Point 5 (Page 52) of RFP. But the Bidder is free to propose.
537	General		Are there any Performance benchmarks available for Current system?	Yes
538			Can we assume that the current support vendor/team will be available to facilitate transition of support activities to the new vendor?- Where would these transition activities occur if F2F interaction is required?	Bidder can interact with LIC for any requirement during transition
539			Does support need to be provided onsite at LIC's premises or can it be provided remotely	Please refer Section 6.2 ,point no 16(page 58)
540	General		If yes, do we have to consider even CTI testing in scope?	No
541	General		Is the Current system integrated with any Self Care or CTI systems?	No
542	General		Is there a plan for rich UI/UX for this engagement? Will existing screens be used?	No
543	General		Is there any scope of Multi lingual Testing? If yes, what are the languages to be tested on?	No
544			Is there documentation or a knowledge base maintained by the existing support team (run books, etc.) available to solve regular incidents?	Yes
545	General		Should we consider	Yes

			Accessibility Testing for any specific pages that would be open for Public use?	
546	General requirement		Since free space is provided by the LIC office for scanning centre, the following points may please be clarified 1. The access to scanning centre - any restrictions or otherwise for entry at odd hours , holidays, etc. 2. It may be required some networking and cabling has to be carried out in the scanning centre and the payment possibilities by LIC or otherwise. 3.	1. The Bidder has to abide by the law of the land. 2. The Bidder is responsible for the network arrangements at his cost.
547	Generic query		We are also working for other insurance companies which should not be issue from contract perspective - Please confirm.	Yes. Subject to adhering to Integrity Pack & NDA provisions
548	General		We request you to kindly confirm whether the existing Hardware such as Servers, back up server, Storage, storage switch, tape library, ect. Are in the name of LIC or the existing system integrator/Vendor	In the name of LIC
549	Generic query		We require a process walkthrough at LIC's DO location - Is it possible?	No
550	General		What are current challenges/Limitations of current system?	Details shared through pre-bid ppt
551	General		What is the current operation system and which operating system is expected from the bidder?	Linux
552	General		Which is the database	Refer Page 9 of RFP.

			LIC is currently using for storage?	
553	Page 52	New Clause - To ensure better uptimes and SLAs	Hardware proposed should help provide proactive notification of actual or impending component failure alerts on critical components like CPU, Memory and HDD. It should support automatic call logging with OEM in the event of hardware failure, if and when permitted by LIC	Bidders can propose their own effective ways and alternatives
554	Intellectual Property Rights Clause	NEW	• Purchaser and Supplier retains all rights to its respective pre-existing intellectual property. Any IPR developed by Supplier in connection with the agreement will vest in Supplier; and • If deliverables are created by the Bidder specifically for the Customer and identified as such in the scope of work, the Bidder hereby grants the Customer a worldwide, non-exclusive, fully paid, royalty-free license to reproduce and use copies of the deliverables internally.	Not acceptable.
555	New Clause	Transfer of risk and title	Bidder assumes that the title of ownership and risk of the goods supplied under this Contract is passed onto LIC on delivery of the material at the LIC location.	New clause is not necessary as the owner of the system is LIC. For transit insurance refer Section 6, Point 6 of Scope of work on page 53
556	7.05, Pg 79	Digital Signature should be possible for Work Flows.	Bidder requests to elaborate as to what type of digital signature is referred to here; bidder understands that the digital signature will	Currently Digital Signature is not being used in the existing EDMS. This is a requirement. Suitable options to enable this feature is expected.

			be enabled through verisign/ digitrust. Please confirm the understanding.	
557	New Clause	Savings Clause	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's performance is effected , delayed or causes non-performance due to LIC's omissions or actions whatsoever.	Not acceptable
558	new clause	Mutual Non Hire	Both Parties agrees that during the term of this Agreement, and for a period of one year thereafter, the other parties will not directly or indirectly recruit, hire, employ, engage, or discuss employment with key identified employees, involved in the project, or induce any such individual to leave the employment of other party. Nothing herein shall prohibit the hiring of any personnel who has responded to an advertisement in any media inviting applicants for job vacancies	Not acceptable
559	New Clause	Non-hire	During the term of this Agreement and for a period of one year thereafter LIC shall not, directly or indirectly, hire or solicit for hire, any of the personnel engaged by Bidder without the prior written consent thereof from Bidder. Thus, the LIC agrees to the entry	Not acceptable

			of an injunction against it in the event of actual or threatened breach of its obligations hereunder, and acknowledges such relief shall be in addition to such other and further relief as may be available to Bidder at law or in equity	
560	New Clause	Exceptions to indemnity	Exceptions to Indemnity (a) Bidder shall not have any liability to LIC under this Section to the extent that any infringement or claim thereof is attributable to: (1) the combination, operation or use of a Deliverable with equipment or software supplied by LIC where the Deliverable would not itself be infringing; (2) compliance with designs, specifications or instructions provided by LIC; (3) use of a Deliverable in an application or environment for which it was not designed or contemplated under this Agreement; or (4) modifications of a Deliverable by anyone other than Bidder where the unmodified version of the Deliverable would not have been infringing. Bidder will completely satisfy its obligations hereunder if, after receiving notice of a claim, Bidder obtains for LIC the right to continue using such Deliverables as provided without infringement, or replace	Not acceptable.

			or modify such Deliverables so that they become non-infringing.	
561	New Clause	Termination	In the event of termination by LIC, the Bidder shall be paid for the:1. goods delivered2. services rendered3. work in progress4. unpaid AMCs5. third party orders in pipeline which cannot be cancelled despite Bidder's best efforts5. unrecovered investments shall be paid by LIC as per termination schedule till the date of termination.	Refer point 2 of Section 5.23
562	New Clause	Site not ready	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.	Not acceptable.
563	New Clause	Intellectual Property	No intellectual property rights of any nature shall be transferred from one party to the other in the course of performing any obligations or otherwise under this agreement. For the avoidance of doubt, Bidder may use certain tools, processes or methodologies of its own in performing the	Not acceptable

			Services. Ownership of all intellectual property rights and any other rights in these shall vest with Bidder, and no rights shall be deemed to have accrued to the LIC.	
564	New Clause	Deemed Acceptance	Services and/or deliverables shall be deemed to be fully and finally accepted by LIC in the event when LIC has not submitted its acceptance or rejection response in writing to Bidder within 15 days from the date of installation/commissioning or when LIC uses the Deliverable in its business, whichever occurs earlier. Parties agree that Bidder shall have 15 days time to correct in case of any rejection by LIC.	No change in this clause is acceptable
565	New Clause	Pass through Warranties	Since Bidder is acting as a reseller of third products, Bidder shall "pass-through" any and all warranties and indemnities received from the manufacturer or licensor of the products and, to the extent, granted by such manufacturer or licensor, the LIC shall be the beneficiary of such manufacturer's or licensor's warranties and indemnities. Further, it is clarified that Bidder shall not provide any additional warranties and indemnities with respect such products.	Not acceptable as the HW & SW, licenses supplied by the bidder should be free from any OEM obligations. SI is ultimately responsible for the deliverables as per RFP
566	Product Separation	NEW	The acceptance criteria or procedures for	The acceptance criteria will be as given in RFP

	Clause		Deliverables set forth in this Agreement and as particularly described in any SOW will only apply to the Services provided herein. It will not apply to any product the Bidder may supply or has supplied to Customer, regardless of whether such products can be used in connection with the Services or Deliverables. Any refund/return or penalty rights as set forth hereon apply only to the Services provided.	
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