

LIC OF INDIA PENSION AND GROUP SCHEMES DEPARTMENT CENTRAL OFFICE MUMBAI

TRAINING

1.1. Training

The selected Bidder shall be responsible for training LIC employees (as identified by LIC) in the areas of implementation, operations, management, error handling, system administration etc on the application.

The bidder will be responsible for Training of LIC's in house technical teams on all the aspects of solutioning, development, and support functions. This should be a continuous process and should not be a onetime activity as a part of the knowledge transfer/ handover exercise. Bidder will have to plan activities around these trainings.

The types of trainings that the Bidder is expected to provide are:

- Executive Awareness Program
- Core Team Training
- Technical Training
- End User Training

The training should cover the following areas:

- Functionality available in the application;
- Application architecture and development;
- Impact Analysis;
- Auditing techniques;
- Advanced trouble shooting techniques;
- Deployment of various products / packages provided as part of the application including the delivery Channels;
- Techniques of generating various MIS reports/dashboards from the application
- Development and deployment of new products using the application;
- System & Application Administration at various locations to use off-line functionality.
- Production support and trouble shooting

LIC will be responsible for identifying the appropriate personnel for all the training requirements.

The Bidder is expected to conduct the following Trainings;

Sl. No.	Training Type	Audience	Min. No. of Days/ Weeks per Batch	Batches	No. of Trainees per batch
1	Executive Awareness	LIC Management Team	2 days	2	20
2	Core Team training	Core Project Team	3 weeks	3	20
3	End User Training	Business Users at P&GS Units/ Zones and Offices	1 week	100	20
4	Technical Training including OEM Training	LIC's software development team and support staff	2 weeks	2	15

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- a. LIC expects all trainings to be conducted from its premises or as may be mutually agreed.
- b. The Bidder will be responsible to install the required applications / systems, training server at DC and also ensure connectivity to the training server, for the purpose of training at the training centres and the Learning Management System, if required. The training environment at the data centre should at a minimum support 30 concurrent users and 5 concurrent for the Support applications. LIC expects the training environment to be available at all times, for the purpose of training. The infrastructure for training will be made available by LIC.
- c. The Bidder will impart training to 100% of the Unit end users on the application prior to the Unit / office going live. The Bidder must ensure that proficient personnel conduct the training at the respective training centres identified for the same. The Bidder should ensure that the end user training is scheduled and completed at least a week prior to the Unit / office going live.
- d. The Bidder will be responsible for providing the users with the requisite training material in both hard, soft copies, e-learning courseware at least for the core team training, technical training, end user training and train the trainers. The onus of preparing the training material will be on the Bidder.
- e. The Bidder will also be responsible for creating the training material for the Learning management application which would be reviewed and signed off by LIC. The content should be kept up-to-date at all times. The content should be updated for every modification throughout the tenure of the contract.
- f. The Bidder will be responsible for preparing, circulating and collecting training feedback forms from the participants.
- g. The feedback forms will be prepared by the Bidders, reviewed and given to LIC. The changes, if any, suggested by LIC should be incorporated and implemented by the Bidder.
- h. The Bidder will provide a detailed training schedule to LIC for review and sign – off prior to commencement of the training including the training material.
- i. The Bidder needs ensure that the trainers have adequate domain knowledge, a minimum two year work experience and sufficient experience on the application being developed (or similar application).

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