



भारतीय जीवन बीमा निगम
LIFE INSURANCE CORPORATION OF INDIA

Ref : CO/ITSD/EDMS/2016-17/RFP Dated: 12/11/2016

CORRIGENDUM (21/12/2016)

for

Upgradation of the existing

Enterprise Document Management System (EDMS)

of

*Life Insurance Corporation of
India*

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Corrigendum Points				
S.No.	Page No. of RFP	Clause reference	Clause (in brief) of RFP requiring modification (s)	LIC modification in clause (highlighted in bold)
1	20	Section 3.8 - Point no. 17.f	Willful misrepresentation of any of the facts will lead to the cancellation of the contract without prejudice to other actions that LIC may take. All the submissions, including any accompanying documents, will become the property of LIC. The Bidders shall be deemed to license and grant all rights to LIC, to reproduce the whole or any portion thereof for the purpose of evaluation, to disclose the contents of submission to other Bidders and to disclose and/or use the contents of submission as the basis for this RFP process.	To be read as: Willful misrepresentation of any of the facts will lead to the cancellation of the contract without prejudice to other actions that LIC may take. All the submissions, including any accompanying documents, will become the property of LIC. The Bidders shall be deemed to license and grant all rights to LIC, to reproduce the whole or any portion thereof for the purpose of evaluation.
2	22	Section 4.1 - Point no. 10	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 must be submitted on original letter head of the bidder with signature and stamp.	To be read as: 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 must be submitted on original letter head of the bidder with signature and stamp.
3	26	Section 4.4 - Point no. 4.a	Operating System along with Version details	"Operating System along with Version details" stands deleted.
4	34	Section 5.9 - Point no. 2	The warranty shall be comprehensive and the period of warranty shall be 3 years from the date of acceptance of the Hardware supplied under this RFP. The Bidder shall in addition comply with the performance guarantees specified under the contract. If for reasons attributable to the Bidder, these guarantees are not attained in whole or in part, the Bidder shall, make such changes, modifications and or additions to the Systems or any	To be read as: The warranty shall be comprehensive and the period of warranty shall be 3 years from the date of installation of the Hardware supplied under this RFP. The Bidder shall in addition comply with the performance guarantees specified under the contract. If for reasons attributable to the Bidder, these guarantees are not attained in whole or in part, the Bidder shall, make such changes, modifications and or

			part thereof as may be necessary in order to attain the contractual guarantees specified in the Contract at its own cost and expense and to carry out further performance tests in accordance with Conditions of Contract.	additions to the Systems or any part thereof as may be necessary in order to attain the contractual guarantees specified in the Contract at its own cost and expense and to carry out further performance tests in accordance with Conditions of Contract.
5	35	Section 5.9 - Point no. 5	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	To be read as: 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 month excluding mutually agreed preventive maintenance time windows. For a month, the actual downtime should not go beyond 3.60 hours.
6	35	Section 5.9 - Point no. 8	The maximum response time for maintenance complaint from any of the destinations specified in the Schedule of Requirement (i.e. time required for Bidder's Maintenance Engineer to report at the installation site after a request call/Complaint Management System registration etc.) shall not exceed 1 business day.	To be read as: The maximum response time for maintenance complaint from any of the destinations specified in the Schedule of Requirement (i.e. time required for Bidder's Maintenance Engineer to report at the installation site after a request call/Complaint Management System registration etc.) shall not exceed 2 business days.
7	35	Section 5.10 - Point no. 1.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 assignment.	To be read as: 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 prejudicially

				affect the Bidders ability to perform its obligations under this Agreement.
8	36	Section 5.11 - Point no. 1	Hardware: a. 65% of the Hardware cost will be paid on successful delivery of the Systems and sign-off by LIC. b. 25% 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 and sign-off by LIC. c. 10% of the Hardware cost will be paid at the end of 3 years from the date of Contract. d. AMC for the 4th to 7th year will be paid on quarterly basis in arrears.	To be read as: Hardware: a. 70% of the Hardware cost will be paid on successful delivery of the Systems and sign-off by LIC. b. 20% 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 and sign-off by LIC. c. 10% of the Hardware cost will be paid at the end of 1st year from the date of Contract. d. AMC for the 4th to 7th year will be paid on quarterly basis in arrears.
9	36	Section 5.11 - Point no. 1	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 Licence and media. b. 25% of the Software cost upon successful installation and sign-off by LIC at all locations. c. 25% of the Software cost upon completion of Migration activities at all the Divisional /Zonal Offices /Any other Offices as LIC decides and sign-off by LIC. d. 25% of the Software cost upon the completion of 30 days of successful run and sign-off by LIC at all locations. e. Annual Technical Support Charges will be paid on a quarterly basis in arrears at Central Office where the Annual Technical Support Charges are operational deliverables for maintenance/ enhancement/ upgradation/customization of the	To be read as: Software: The cost of Software like Application Server, DMS Software etc., will be paid as follows: a. 40% of the Software cost will be paid upon the receipt of Licence and media. b. 25% of the Software cost upon successful installation and sign-off by LIC at all locations. c. 25% of the Software cost upon completion of Migration activities at all the Divisional /Zonal Offices /Any other Offices as LIC decides and sign-off by LIC. d. 10% of the Software cost upon the completion of 30 days of successful run and sign-off by LIC at all locations. e. Annual Technical Support Charges will be paid on a quarterly basis in arrears at Central Office where the Annual Technical Support Charges are operational deliverables for maintenance/ enhancement/

			software as per LIC's requirement from time to time. The scope of deliverables is applicable for all the Offices of LIC. But it will be monitored at Central Office (CO) level.	upgradation/customization of the software as per LIC's requirement from time to time. The scope of deliverables is applicable for all the Offices of LIC. But it will be monitored at Central Office (CO) level.
10	36	Section 5.11 - Point no. 1	Migration Cost will be paid after migration of the entire existing image data, database data, workflow data, merging of all workflow systems to the new DMS, reconciliation of data etc. and upon the completion of 30 days of successful run at all locations.	To be read as: Migration activity comprises of migration of the entire existing image data, database data, workflow data, merging of all workflow systems to the new DMS, reconciliation of data. Migration Cost will be paid as follows: • 1/3rd of migration cost after completion of migration activity in 50 % of Divisions • 1/3rd of migration cost after completion of migration activity in 80 % of Divisions • 1/3rd of the migration cost after completion of migration activity in all locations
11	37	Section 5.11 - Point no. 3	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, database data and workflow data.	To be read as: The System acceptance for a particular Site / Office / Location shall be defined as the successful deployment and smooth running of the Upgraded End to-End EDMS Solution including migration of existing image data, database data and workflow data for that particular Site / Office / Location.

12	38	Section 5.17 - Point no. 3	Penalty for delay in scanning: Turn-Around-Time (TAT) of 72 hours (i.e. 3 Calendar days excluding Sundays and LIC Holidays) 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). TAT will be either for 2 batches of Policy/Agency Dockets or 4 batches of Incremental Transactions or 1 batch of Policy/Agency Dockets and 2 batches of Incremental Transactions at a time.	Penalty for delay in scanning: Turn-Around-Time (TAT) of 3 business days (LIC's working days) starting from the next day of the pick-up of the documents 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). TAT of 3 business days will be either for 2 batches of Policy/Agency Dockets or 4 batches of Incremental Transactions or 1 batch of Policy/Agency Dockets and 2 batches of Incremental Transactions at a time. For delay beyond TAT, the Penalty will be charged @ 1% of total batch value for each day of delay or part thereof subject to a maximum of 30% of the total batch value with overall cap of 10% of the Annual Gross Logistic plus Scanning Charges paid.
13	39	Section 5.17 - Point no. 3	Example 3: No. of documents picked -up from Branch: 3 or more batches of Policy Dockets &/or 6 or more batches of Incremental Trans. Pick-up date & time : 05.12.2016. 4:00PM Then, for first 2 batches of Policy Dockets (or) for first 4 batches of Incremental Transactions (or) for combination of 1 batch of Policy	Example 3: No. of documents picked -up from Branch : 3 or more batches of Policy Dockets &/or 6 or more batches of Incremental Trans. Pick-up date : 05.12.2016 Then, for first 2 batches of Policy Dockets (or) for first 3 batches of Incremental Transactions (or) for combination of 1 batch of Policy Docket and 2 batches of Incremental

			Docket and 2 batches of Incremental Transactions, the TAT of 72 hours (i.e. 3 Calendar days excluding Sundays and LIC Holidays) will start from the Pick-up time i.e. 05.12.2016, 4:00PM and will end on 08.12.2016, 4:00PM by which the uploading of scanned images onto DO EDMS Server should happen. For the next lot of 2 batches of Policy Dockets (or) 4 batches of Incremental Transactions (or) 1 batch of Policy Docket and 2 batches of Incremental Transactions, the TAT will start after 24 hours of the pick-up time i.e. from 06.12.2016, 4:00PM and will end on 09.12.2016, 4:00PM. Similarly for third lot out of same pick-up, the TAT will start after 48 hours i.e. from 07.12.2016, 4:00PM and will end on 10.12.2016, 4:00PM. The Penalty will be charged @ 1% of total batch value for each day of delay subject to a maximum of 30% of the total batch value with overall cap of 10% of the Annual Gross Logistic plus Scanning Charges paid.	Transactions, the TAT of 3 business days will start from the next day of the Pick-up date i.e. 06.12.2016 and will end on 08.12.2016 by which the uploading of scanned images onto DO EDMS Server should happen. For the next lot of 2 batches of Historical Policy Dockets (or) 3 batches of Incremental Transactions (or) 1 batch of Historical Policy Docket and 2 batches of Incremental Transactions, the TAT will start from 07.12.2016 and will end on 09.12.2016. Similarly for third lot out of same pick-up, the TAT will start from 08.12.2016 and will end on 10.12.2016. The Penalty will be charged @ 1% of total batch value for each day of delay subject to a maximum of 30% of the total batch value with overall cap of 10% of the Annual Gross Logistic plus Scanning Charges paid.
14	39	Section 5.17 - Point no. 3	Example 4: Total Batch Value : ₹ 10,000.00 Annual Total Gross Scanning & Logistic charges paid : ₹ 50,000.00 In the same year following are the delayed events: Event 1: Delay period excluding TAT of 72 hours : 10 days	Example 4: For delay beyond 3 business days TAT will be calculated as follows: Suppose Total Batch Value : Rs. 10,000.00 Annual Total Gross Scanning & Logistic charges paid : Rs. 50,000.00 In the same year following are the delayed events:

			(i.e. 3 Calendar days excluding Sundays and LIC Holidays) Penalty @ 1% of Batch Value : ₹ 1,000.00 Event 2: Delay period excluding TAT of 72 hours : 25 days (i.e. 3 Calendar days excluding Sundays and LIC Holidays) Penalty @ 1% of Batch Value : ₹ 2,500.00 Event 3: Delay period excluding TAT of 72 hours : 37 days (i.e. 3 Calendar days excluding Sundays and LIC Holidays) Penalty @ 1% of Batch Value (maximum 30%): ₹3,000.00 Total Penalty charged ₹ 6,500.00 (1000+2500+3000), however, the penalty will be capped @ 10% of Annual Gross Charges paid i.e. at ₹ 5,000.00 (50,000 X 10%) and the excess penalty of ₹ 1,500.00 (6,500.00 — 5,000.00) will be refunded at year end, after review by CRM Department, Central Office.	Event 1: Delay period after TAT : 10 days So Penalty @ 1% of Batch Value for 10 days' delay : Rs. 1,000.00 (10000 X 10%) Event 2: Delay period after TAT : 25 days So Penalty @ 1% of Batch Value for 25 days' delay : Rs 2,500.00 (10000 X 25%) Event 3: Delay period after TAT : 37 days So Penalty @ 1% of Batch Value for 37 days' delay : Rs. 3,000.00 (10000 X 30% maximum) Total Penalty charged Rs. 6,500.00 (1000+2500+3000), however, the penalty will be capped @ 10% of Annual Gross Charges paid i.e. at Rs. 5,000.00 (50,000 X 10%) and the excess penalty of Rs. 1,500.00 (6,500.00 — 5,000.00) will be refunded at year end, after review by CRM Department, Central Office.
15	40	Section 5.17 - Point no. 4	Penalty for delay in Logistics from Scanning Centre to RMF: TAT of 6 Calendar days for moving out the physical records after scanning from Scanning Centre to RMF. This is to ensure that physical records are immediately moved to RMF once scanned images are uploaded at DO EDMS server. If there is delay beyond one week in	TAT of 6 business days (starting from the next day of the scanned images of the batch are uploaded onto DO EDMS Server) for moving out the physical records (Policy/ Agency Dockets and Incremental Transaction) from Scanning Centre to RMF. This is to ensure that physical records are immediately moved to RMF once scanned images

			moving the batches to RMF, then TAT penalty as follows may be levied: For delay upto 6 days (after TAT period): 1% of the batch value For delay from 7 to 12 days : 2% of the batch value For delay from 13 to 18 days : 3% of the batch value and so on, subject to overall cap of 10% of Annual Gross Logistic & Scanning charges paid.	are uploaded at DO EDMS server. If there is delay beyond 6 business days in moving the batches to RMF, then TAT penalty @1% of Batch Value (Logistic + Scanning Charges) per calendar week or part thereof will be levied as follows: For delay by 1 calendar week or part thereof (after TAT period) : 1% of the batch value for delay by 2 calendar weeks or part thereof (after TAT period) : 2% of the batch value for delay by 3 calendar weeks or part thereof (after TAT period) : 3% of the batch value and so on, subject to overall cap of 10% of Total Gross Logistic & Scanning charges paid.
16	41	Section 5.17	Objection to Penalties: The Bidder may object within thirty (30) Days from the date of receipt of notification of penalties levied. Failing such objection within this period, the System Integrator shall be deemed to have accepted the penalties. In case of all disputes or differences of any kind, whatsoever, arising out of or in connection with this contract or in discharge of any obligation arising out of this Contract and in case of failure to reach amicable settlement, the Vendor and LIC can proceed as defined in Section 5.23.	To be read as: Objection to Penalties: The Bidder may object within thirty (30) Days from the date of receipt of notification of penalties levied. Failing such objection within this period, the System Integrator shall be deemed to have accepted the penalties. In case of all disputes or differences of any kind, whatsoever, arising out of or in connection with this contract or in discharge of any obligation arising out of this Contract and in case of failure to reach amicable settlement, the Vendor and LIC can proceed as defined in Section 5.23. Payment Terms: Ordinarily, payment related objections must be raised within one year from the

				date of settlement of the invoice/ bill and for invoices/ bills settled during the last year of the contract, within the 6 months after the contract terminates. No objection related to payment will be entertained if received from the vendor after such window time.
17	42	Section 5.17 - Table Point no. 3	72 hours (i.e. 3 calendar days excluding Sundays & LIC Holidays) starting from the time the documents are picked up from the Branch / Servicing Centres to uploading of scanned images onto DO EDMS Server. 72 hours is inclusive of 1 calendar day for LIC QC. If LIC QC is delayed beyond 1 calendar day, the delay will be excluded from the TAT.	To be read as: LIC's 3 business days (Working days) starting from next day of the documents picked up from the Branch / Servicing Centres to uploading of scanned images onto DO EDMS Server. This also includes 1 business day for LIC QC. If LIC QC is delayed beyond 1 calendar day, the delay will be excluded from the TAT.
18	42	Section 5.17 - Table Point no. 4	6 calendar days (excluding Sundays & LIC Holidays) starting from the time scanned images are uploaded onto DO EDMS Server	LIC's 6 Business days (working days) starting from the next day of the scanned images of the batch are uploaded onto DO EDMS Server
19	43	Section 5.18 - Point no. 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.	To be read as: 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 and fails to rectify within 30 days of receipt of a written notice for such obligation(s) , 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.
20	44	Section 5.21 - Point no. 1	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	To be read as: 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

			the Bidder under the Contract is terminated, and the date upon which such termination becomes effective. The notice period shall be 60days.	performance of the Bidder under the Contract is terminated, and the date upon which such termination becomes effective. The notice period shall be 180 days .
21	44	Section 5.21 - Point no. 2	The Systems, i.e., the Server, Storage etc., that are complete and ready for shipment within 60 days after the Bidder's receipt of notice of termination shall be accepted by LIC at the Contract terms and prices. For the remaining Systems, LIC may elect to have any portion completed and delivered at the Contract terms and prices, and/or to cancel the remainder and pay to the Bidder an agreed amount for partially completed Systems and for materials and parts previously procured by the Bidder.	To be read as: The Systems, i.e., the Server, Storage etc., that are complete and ready for shipment within 180 days after the Bidder's receipt of notice of termination shall be accepted by LIC at the Contract terms and prices. For the remaining Systems, LIC may elect to have any portion completed and delivered at the Contract terms and prices, and/or to cancel the remainder and pay to the Bidder an agreed amount for partially completed Systems and for materials and parts previously procured by the Bidder.
22	44	Section 5.21 - Point no. 3	The agreement shall be terminated wholly or in part by LIC by giving two month notice without assigning any reason 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.	To be read as: The agreement shall be terminated wholly or in part by LIC by giving 180 days notice without assigning any reason 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.
23	44	Section 5.22	Exit Clause LIC, by written notice sent to the Bidder may terminate the Scanning and Logistics Operations, at any time during the Contract period. The Bidder will be given three months notice for the same. The Bidder needs to provide the Exit Plan as mentioned in Section 6.2.18, within 45 days of exit notice by LIC.	To be read as: Exit Clause LIC, by written notice sent to the Bidder may terminate the Scanning and Logistics Operations, at any time during the Contract period. The Bidder will be given six months notice for the same. The Bidder needs to provide the Exit Plan as mentioned in Section 6.2.18, within 45 days of exit notice by LIC.

24	51	Section 6.2 - Point no. 1 (Last para)	TAT is 6 Calendar days for moving out the physical records after scanning from Scanning Centre to RMF. This is to ensure that physical records are immediately moved to RMF once scanned images are uploaded at DO EDMS server thereby creating space for new records at Scanning Centre. For details, refer Section 5.17.	To be read as: TAT of 6 business days will be provided for moving out the physical records after scanning from Scanning Centre to RMF. This is to ensure that physical records are immediately moved to RMF once scanned images are uploaded at DO EDMS server thereby creating space for new records at Scanning Centre. For details, refer Section 5.17.
25	52	Section 6.2 - Point no. 2 (Last para)	Turn-Around-Time (TAT) of 72 hours (i.e., 3 Calendar days excluding Sundays and LIC Holidays) 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). TAT of 72 hours (i.e., 3 Calendar days excluding Sundays and LIC Holidays) will be either for 2 batches of Policy / Agency Dockets or 4 batches of Incremental Transactions or 1 batch of Policy/Agency Dockets and 2 batches of Incremental Transactions at a time. For details, refer Section 5.17.	To be read as: Turn-Around-Time (TAT) of 3 business days (LIC's working days) starting from the next day of the pick-up of the documents 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). TAT of 3 business days will be either for 2 batches of Policy/Agency Dockets or 4 batches of Incremental Transactions or 1 batch of Policy/Agency Dockets and 2 batches of Incremental Transactions at a time. For details, refer Section 5.17. Minimum Production guarantee: Minimum production per day per scanning centre will be either 2 batches of Policy/Agency Dockets or 4 batches of Incremental Transactions or 1 batch of Policy/Agency Dockets and 2 batches of Incremental Transactions.
26	60	Section 6.2 - Point no. 12.c	Compliance, including the approach to maintaining compliance with laws, regulatory requirements, standards, best practices and LIC's enterprise security requirements and comply with LIC's System Audit(s).	To be read as: Compliance, including the approach to maintaining compliance with applicable laws, regulatory requirements, standards, best practices and LIC's enterprise security requirements and comply with LIC's System Audit(s).
27	69	Section 7.1 - Point no. 4.e	Customization and installation of Propsino Pearl Software for switching over to the new System with all the existing functionalities and features	To be read as: The existing New business workflow 'Propsino pearl' need to be developed afresh in DMS with all the existing functionalities

				and features.
28	70	Section 7.1 - Point no. 7.e	Installation of Propsino Pearl Software, etc., Checking for the working of the Solution	To be read as: Checking for the working of the entire Solution.
29	70	Section 7.1 - Point no. 8.e	Installation of Propsino Pearl Software, etc., Checking for the working of the Solution	To be read as: Checking for the working of the entire Solution.
30	71	Section 7.1 - Point no. 13.e	Installation of Propsino Pearl Software, etc., Checking for the working of the Solution	To be read as: Checking for the working of the entire Solution.
31	71	Section 7.1 - Point no. 14.e	Installation of Propsino Pearl Software, etc., Checking for the working of the Solution	To be read as: Checking for the working of the entire Solution.
32	79	Table-T2	Table-T2: Project Implementation Capability	Table-T2 is replaced with Table-T2-1 (Change - Addition of Divisional Coordinators and corresponding change in marks)
33	4, 9, 24, 62	Table-T2	Table-T2: Project Implementation Capability	To be read as Table-T2-1
34	96	Table-T8	Table-T8: COMMERCIAL BID FOR THE RFP (NPV)	Table-T8 is replaced with Table-T8-1 (Change - LTO7 tapes)
35	4, 29, 30, 54, 133	Table-T8	Table-T8: COMMERCIAL BID FOR THE RFP (NPV)	To be read as Table-T8-1
36	110	Table-T13	Table-T13: Details for Sizing	Table-T13 is replaced with Table-T13-1 (Updated data as at 10/10/2016)
37	4, 54, 55, 99, 133	Table-T13	Table-T13: Details for Sizing	To be read as Table-T13-1
38	New	Table-T14	Table-T14: Branch Locations	New Table added provided separately as a document, LIC_EDMS_RFP_Corrigendum_Table -T14
39	119	Annexure-A4	Annexure-A4 : Technical Bid particulars to be provided by the Bidder	Annexure-A4 is replaced with Annexure-A4-1 (Change - Deviations)
40	4, 14, 17, 141	Annexure-A4	Annexure-A4 : Technical Bid particulars to be provided by the Bidder	To be read as Annexure-A4-1
41	127	Annexure-A8	Annexure-A8 : Commercial Bid Covering Letter	Annexure-A8 is replaced with Annexure-A8-1 (Change - Deviations)
42	4, 14, 17, 18, 19, 28,	Annexure-A8	Annexure-A8 : Commercial Bid Covering Letter	To be read as Annexure-A8-1

	30, 32, 141			
43	128	Annexure-A9	Annexure-A9 : Commercial Bid Form	Annexure-A9 is replaced with Annexure-A9-1 (Change - LTO7 tapes)
44	4, 14, 17, 18, 19, 29, 30, 32, 54, 96, 99, 141	Annexure-A9	Annexure-A9 : Commercial Bid Form	To be read as Annexure-A9-1

Table-T2-1: Project Implementation Capability

S. No.	Components for Evaluation	Total Marks	Marking Criteria
	Project Implementation Capability	100	Supporting Documents required - Purchase Order / Credential Letters from client stating that the solution is implemented properly and working satisfactorily
I	Past Experience	40	Along with Reference Sites
	1. System Integrator	10	a. If the reference site is a Banking, Financial services and Insurance (BFSI) / Public Sector Organizations in India, then 7 marks b. If the reference site is other than (a) above, then 3 marks only (no additional marks even if it is more than one reference) c. If more than one reference site including (a) above, then 10 marks
	2. Scanning	5	a. If the reference site is one, then 3 marks b. If the reference site is more than one, then 5 marks
	3. Logistics	5	a. If the reference site is one, then 3 marks b. If the reference site is more than one, then 5 marks
	4. Workflow	10	a. If the reference site is one, then 5 marks b. If the reference site is more than one, then 10 marks
	5. Migration	10	a. Experience in the migration of database - 3 marks b. Experience in the migration of image - 3 marks c. Experience in the migration of Workflow - 3 marks d. Experience in the web-application server - 1 mark

II	Technical Professional Strength	50	Readiness to provide for:
	1. Project Director (Along with the profile) 2. Project Managers (Along with the profile) 3. Senior Support Engineer / Senior System Administrators 4. Support Engineer / System Administrators	8 8 8 8	1 Professional (2 marks for each criteria) (At Central level) a. Minimum Qualification - B.Tech / B.E / MBA / MCA b. Service - Minimum of 15 years experience in IT Projects c. Certification - ITIL / PMP or equivalent d. Experience - Experience in delivering multi-year and multi-location complex projects, including large DMS projects 10 Professionals (2 marks for each criteria) (2 for Central Office (Technical and Operations) and 1 each for Zonal Office) a. Minimum Qualification - B.Tech / B.E / MBA / MCA b. Service - Minimum of 10 years experience in IT Projects c. Certification - IT Certifications on different platforms, database and SDLC d. Experience - In Software Project Management 8 Professionals (2 marks for each criteria) a. Minimum Qualification - B.Tech / B.E / BCA b. Service - Minimum of 5 years experience in IT Projects c. Certification - IT Certifications on different platforms, database and SDLC d. Experience - Experience in Application Development and support and in delivering multi-location complex projects 113 Professionals (2 marks for each criteria) a. Minimum Qualification - Graduates / Diploma holders with IT knowledge b. Service - Minimum of 3 years

			experience in IT Projects c. Certification - IT Certifications on RedHat Linux Administration d. Experience - Experience in Hardware management like Server, Storage, Network, Backup, Collect logs etc.
	5. Divisional Coordinators - Operations (For Monitoring and Control of the Scanning and Logistics Operations till the expiry of the Contract for these deliverables)	8	113 Professionals (2 marks for criteria-a, 3 marks each for criteria-b and c) a. Minimum Qualification - Graduates b. Service - Minimum of 3 years experience in Administrative work c. Experience - Managing the operations and Coordinating between the different departments/groups.
	6. Onsite Engineers of System Integrator	2	2 Professionals for coordinating between the OEMs and the Senior Support Engineers and immediate trouble shooting of LIC's issues along with deployment of patches / updates/ upgrades/programs in all the locations
	7. Onsite Engineers of DMS Software OEM	2	10 Professionals for Business Requirement Study, Software Development, Customization, Testing and Implementation of the DMS Software and modifications related to Web and Application layers also to be addressed
	8. Offsite Engineers of System Integrator / OEM for Help Desk	2	2 Professionals per Zone (16) for attending to the Complaint Management System calls immediately during business and non-business hours of LIC. Wherever the issue is related to enhancement of the DMS Software or modification / customization in the DMS Software, the same should be escalated to the Onsite Engineers of System Integrator
	9. Support Engineer for Operating System	2	2 Professionals for immediate trouble shooting of LIC's Operating System issues along with Onsite Engineers of System Integrator
	10. Support Engineer for Database	2	2 Professionals for immediate trouble shooting of LIC's DMS Solution Database issues along with Onsite Engineers of System Integrator

III	Pan-India servicing capabilities	10	A list of such locations should be provided by the Bidder. a. Scanning / Logistics Partner(s) at less than 50 locations, then 3 marks b. Scanning / Logistics Partner(s) at more than 50 and less than 100 locations, then 5 marks c. Scanning / Logistics Partner(s) at more than 100 locations, then 10 marks
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Table-T8-1: COMMERCIAL BID FOR THE RFP (NPV)							
RFP for Upgradation of EDMS							
CO/ITSD/EDMS/2016-17/RFP dated 12/11/2016							
Name of the Bidder:				Online Reverse Auction Date:			
COMMERCIAL BID FOR THE RFP (NPV)							
						Post Online Reverse Auction	
Description	Unit Rate	No. of Units	No. of locations	Office	Cost	Reduction in Cost	Final Cost
					from Ann. A9-1	(in %)	
I. Operations(For 3 years)							
Logistics Charges				DO			
Scanning and Upload Charges				DO			
(For Logistics and Scanning volumes for 3years, refer Table-T11&Table-T12)							
2. Hardware							
At Divisional Office : Configuration-A							
Server (2 Nos. per location)		2		DO			
Storage		1		DO			
Storage Switch (2 Nos. per location)		2		DO			
Backup Server		1		DO			
Tape Library		1		DO			
LTO7 tapes (10 Nos. per location)		10		DO			
At Divisional Office : Configuration-B							
Server (2 Nos. per location)		2		DO			
Storage		1		DO			
Storage Switch (2 Nos. per location)		2		DO			
Backup Server		1		DO			
Tape Library		1		DO			
LTO7 tapes (10 Nos. per location)		10		DO			
At Divisional Office : Configuration-C							
Server (2 Nos. per location)		2		DO			
Storage		1		DO			
Storage Switch (2 Nos. per location)		2		DO			

Backup Server		1		DO			
Tape Library		1		DO			
LTO7 tapes (10 Nos. per location)		10		DO			
At Zonal Office : Configuration-1							
2 Servers (ZO Requirements +DR for Divisions)		2		ZO			
Storage		1		ZO			
Storage Switch (2 Nos.)		2		ZO			
Backup Server (ZO Requirements + DR for Divisions)		1		ZO			
Tape Library		1		ZO			
LTO7 tapes (10 Nos. per location)		10		ZO			
At Zonal Office : Configuration-2							
2 Servers (ZO Requirements +DR for Divisions)		2		ZO			
Storage		1		ZO			
Storage Switch (2 Nos.)		2		ZO			
Backup Server (ZO Requirements + DR for Divisions)		1		ZO			
Tape Library		1		ZO			
LTO7 tapes (10 Nos. per location)		10		ZO			
At Zonal Office : Configuration-3							
2 Servers (ZO Requirements +DR for Divisions)		2		ZO			
Storage		1		ZO			
Storage Switch (2 Nos.)		2		ZO			
Backup Server (ZO Requirements + DR for Divisions)		1		ZO			
Tape Library		1		ZO			
LTO7 tapes (10 Nos. per location)		10		ZO			
At Zonal Office : Configuration-4							
2 Servers (ZO Requirements +DR for Divisions)		2		ZO			
Storage		1		ZO			
Storage Switch (2 Nos.)		2		ZO			
Backup Server (ZO Requirements + DR for Divisions)		1		ZO			
Tape Library		1		ZO			

LTO7 tapes (10 Nos. per location)		10		ZO			
At Zonal Office : Configuration-5							
2 Servers (ZO Requirements +DR for Divisions)		2		ZO			
Storage		1		ZO			
Storage Switch (2 Nos.)		2		ZO			
Backup Server (ZO Requirements +							
DR for Divisions)		1		ZO			
Tape Library		1		ZO			
LTO7 tapes (10 Nos. per location)		10		ZO			
At Zonal Office : Configuration-6							
2 Servers (ZO Requirements +DR for Divisions)		2		ZO			
Storage		1		ZO			
Storage Switch (2 Nos.)		2		ZO			
Backup Server (ZO Requirements +							
DR for Divisions)		1		ZO			
Tape Library		1		ZO			
LTO7 tapes (10 Nos. per location)		10		ZO			
At Zonal Office : Configuration-7							
2 Servers (ZO Requirements +DR for Divisions)		2		ZO			
Storage		1		ZO			
Storage Switch (2 Nos.)		2		ZO			
Backup Server (ZO Requirements +							
DR for Divisions)		1		ZO			
Tape Library		1		ZO			
LTO7 tapes (10 Nos. per location)		10		ZO			
At Zonal Office : Configuration-8							
2 Servers (ZO Requirements + DR for Divisions)		2		ZO			
Storage		1		ZO			
Storage Switch (2 Nos.)		2		ZO			
Backup Server (ZO Requirements +							
DR for Divisions)		1		ZO			
Tape Library		1		ZO			
LTO7 tapes (10 Nos. per location)		10		ZO			

At Central Office							
Server (2 Nos. per function - MI, MIS, Mobile, e-Services, Workflow, External interactions and Archival) & (2 for UAT)		16		CO			
Server (2 Nos. DO Servers for UAT - Configuration A)		2		CO			
Server (2 Nos. DO Servers for UAT - Configuration B)		2		CO			
Server (2 Nos. DO Servers for UAT - Configuration C)		2		CO			
UAT server for ZO-Configuration-4		1		CO			
UAT server for ZO-Configuration-8		1		CO			
Storage		1		CO			
Storage Switch (2 Nos.)		2		CO			
Backup Server		1		CO			
Tape Library		1		CO			
LTO7 tapes (10 Nos.)		10		CO			
3. Software							
DMS Software				DO/Z O/C O			
Database				DO/Z O/C O			
Web and Application Server Software				DO/Z O/C O			
Cluster Agent				DO/Z O/C O			
Mobile Device Application Server Software				CO			
Back up Software				DO/Z O/C O			
Replication Tool				DO/Z O/C O			
4. Other Services							

Migration Cost				DO/Z O/C O			
Annual Maintenance Charges (4 years) for Hardware Maintenance (after warranty of 3 years)				DO/Z O/C O			
Annual Technical Charges (7 years) for Software Maintenance				CO			
Project Management (7 years)				CO			
5. Any other deliverables like Other Tools / Software (Please specify)							
Grand Total Cost							
Grand Total of Final Cost - Figure to be Quoted in Online Reverse Auction							
Note: Servers for Divisions with three different Configuration A,B and C may be suggested by the Bidders based on the volumes and imagedata size shown in the Table-T11, Table-T12 and Table-T13-1. Similarly Servers for Zones with suitable configurations may be suggested by the bidders.							
Further also please note that normalization will be applied to arrive at the best possible configuration for which the component level prices have to be mandatorily quoted in the price bid.							
Please ensure that figures from Cost (including duty related components and exclusive of Octroi, LBT, VAT, service tax, cess, etc.) are to be identical with figures in Annexure-A9-1.							
Signature & Seal of Bidder							

Table-T13-1: Details for Sizing

Data is as at 10/10/2016.								
Zone	Division	No. of Branches	DMS Users	Work Flow Users	Total Concurrent Users for the Division	Total number of Images	Existing Database data (In GB)	Existing Image data (In GB)
CZ	Bhopal	21	5	10	315	7,46,21,740	157	3385
CZ	Bilaspur	10	5	10	150	5,48,85,840	128	4132
CZ	Gwalior	16	5	10	240	5,65,94,400	116	2409
CZ	Indore	32	5	10	480	11,65,23,960	260	5447
CZ	Jabalpur	21	5	10	315	9,25,97,840	303	4309
CZ	Raipur	16	5	10	240	12,90,04,162	376	6770
CZ	Satna	12	5	10	180	5,27,57,200	153	2668
CZ	Shahdol	12	5	10	180	4,96,91,692	113	2705
CZ	Zone Total	140						
ECZ	Begusarai	10	5	10	150	5,83,24,100	235	2325
ECZ	Berhampur	14	5	10	210	6,68,18,342	161	3160
ECZ	Bhagalpur	14	5	10	210	12,22,52,180	228	4883
ECZ	Bhubaneswar	9	5	10	135	4,54,49,460	126	3805
ECZ	Cuttack	19	5	10	285	19,51,46,620	366	8255
ECZ	Hazaribagh	18	5	10	270	10,62,88,540	335	4971
ECZ	Jamshedpur	19	5	10	285	8,66,26,860	176	4175
ECZ	Muzaffarpur	14	5	10	210	21,15,54,670	312	6480
ECZ	Patna - 1	14	5	10	210	15,63,04,002	372	5850
ECZ	Patna - 2	12	5	10	180	9,97,18,480	195	3123
ECZ	Sambalpur	14	5	10	210	5,88,13,256	167	3018
ECZ	Zone Total	157						
EZ	Asansol	16	5	10	240	17,13,87,378	341	6293
EZ	Baradhaman	12	5	10	180	7,01,11,460	105	3026
EZ	Bongaigaon	12	5	10	180	3,92,75,480	288	2004
EZ	Guwahati	20	5	10	300	8,47,04,150	403	4961
EZ	Howrah	14	5	10	210	13,58,08,000	302	5077
EZ	Jalpaiguri	23	5	10	345	13,33,61,034	268	5176
EZ	Jorhat	20	5	10	300	7,12,69,312	194	3246
EZ	Kharagpur	10	5	10	150	11,51,36,980	308	4491
EZ	Kolkata - 1	23	5	10	345	14,48,19,898	423	8167
EZ	Kolkata - 2	18	5	10	270	10,90,95,772	347	4188
EZ	Kolkata Suburban	24	5	10	360	17,58,14,658	386	7513
EZ	Silchar	14	5	10	210	5,83,03,034	148	2451
EZ	Zone Total	206						
NCZ	Agra	20	5	10	300	9,98,06,468	234	3466
NCZ	Aligarh	16	5	10	240	7,19,80,122	174	3155
NCZ	Allahabad	18	5	10	270	8,85,92,532	279	3754

NCZ	Bareilly	20	5	10	300	7,28,92,038	199	3892
NCZ	Dehradun	20	5	10	300	7,59,39,436	215	3260
NCZ	Faizabad	13	5	10	195	12,25,24,692	353	4411
NCZ	Gorakhpur	22	5	10	330	15,13,74,230	252	5571
NCZ	Haldwani	18	5	10	270	6,01,57,126	96	2979
NCZ	Kanpur	26	5	10	390	11,08,78,672	270	4281
NCZ	Lucknow	19	5	10	285	12,28,25,360	377	5017
NCZ	Meerut	27	5	10	405	13,93,20,360	383	6109
NCZ	Varanasi	28	5	10	420	15,31,42,060	200	6727
NCZ	Zone Total	247						
NZ	Ajmer	20	5	10	300	9,93,52,622	317	4223
NZ	Amritsar	17	5	10	255	6,39,82,992	186	3404
NZ	Bikaner	22	5	10	330	7,70,34,880	267	3545
NZ	Chandigarh	20	5	10	300	8,69,87,264	156	3568
NZ	Delhi - 1	25	5	10	375	11,62,93,508	305	5674
NZ	Delhi - 2	29	5	10	435	13,87,99,544	399	5944
NZ	Delhi - 3	16	5	10	240	8,49,18,984	237	3667
NZ	Jaipur - 1	15	5	10	225	16,74,88,980	409	7078
NZ	Jaipur - 2	16	5	10	240	6,55,69,020	176	3225
NZ	Jalander	19	5	10	285	6,72,87,710	156	2861
NZ	Jodhpur	22	5	10	330	10,47,94,288	283	4343
NZ	Karnal	16	5	10	240	8,69,22,870	168	3906
NZ	Ludhiana	13	5	10	195	5,30,24,680	190	2130
NZ	Rohtak	15	5	10	225	7,09,41,044	161	3168
NZ	Shimla	23	5	10	345	9,38,19,844	173	4093
NZ	Srinagar	17	5	10	255	5,63,65,700	133	2326
NZ	Udaipur	15	5	10	225	7,10,17,338	133	3441
NZ	Zone Total	320						
SCZ	Belgaum	14	5	10	210	9,38,18,300	261	4349
SCZ	Bangalore - 1	20	5	10	300	11,56,87,466	332	5434
SCZ	Bangalore - 2	20	5	10	300	9,41,37,178	176	4563
SCZ	Dharwad	15	5	10	225	9,49,24,180	292	5172
SCZ	Hyderabad	22	5	10	330	11,40,24,660	443	5224
SCZ	Kadapa	20	5	10	300	11,33,66,868	369	5928
SCZ	Karimnagar	13	5	10	195	9,55,13,690	239	4612
SCZ	Machilipatnam	24	5	10	360	12,15,01,144	348	5331
SCZ	Mysore	22	5	10	330	10,61,18,990	280	5157
SCZ	Nellore	21	5	10	315	10,29,54,272	267	4963
SCZ	Raichur	16	5	10	240	9,27,68,210	174	3106
SCZ	Rajahmundry	20	5	10	300	10,53,48,320	250	4730
SCZ	Secunderabad	23	5	10	345	14,09,13,060	319	5978
SCZ	Shimoga	14	5	10	210	7,67,28,398	117	3546
SCZ	Udipi	17	5	10	255	8,92,94,060	286	4974
SCZ	Visakhapatnam	20	5	10	300	12,44,31,364	280	5947
SCZ	Warangal	13	5	10	195	8,50,08,436	327	4259

SCZ	Zone Total	314						
SZ	Chennai - 1	21	5	10	315	10,06,98,440	307	3843
SZ	Chennai - 2	21	5	10	315	10,26,92,120	237	4166
SZ	Coimbatore	26	5	10	390	12,11,35,320	311	3981
SZ	Ernakulam	14	5	10	210	15,71,48,340	405	6971
SZ	Kottayam	18	5	10	270	10,91,71,060	249	4610
SZ	Kozhikode	25	5	10	375	14,58,73,340	257	5424
SZ	Madurai	25	5	10	375	12,54,21,952	344	5006
SZ	Salem	18	5	10	270	9,82,71,820	326	4150
SZ	Thanjavur	27	5	10	405	12,83,83,664	282	4463
SZ	Thrissur	13	5	10	195	7,65,86,762	176	2856
SZ	Tirunelveli	16	5	10	240	8,12,85,080	257	3146
SZ	Trivandrum	15	5	10	225	8,88,44,820	340	4263
SZ	Vellore	22	5	10	330	11,71,10,620	299	4809
SZ	Zone Total	261						
WZ	Ahmedabad	30	5	10	450	14,55,16,960	335	6908
WZ	Amaravati	19	5	10	285	7,84,80,730	258	4348
WZ	Aurangabad	17	5	10	255	6,59,11,450	356	4687
WZ	Bhavnagar	11	5	10	165	4,44,77,840	150	2235
WZ	Gandhinagar	25	5	10	375	9,98,02,140	324	4601
WZ	Goa	11	5	10	165	3,65,80,562	305	1901
WZ	Kolhapur	18	5	10	270	7,08,49,446	303	3612
WZ	Mumbai - 1	16	5	10	240	8,00,92,158	394	5157
WZ	Mumbai - 2	20	5	10	300	7,77,45,750	143	4711
WZ	Mumbai - 3	19	5	10	285	10,06,77,460	321	5798
WZ	Mumbai - 4	18	5	10	270	7,79,30,240	355	5174
WZ	Mumbai-SSS	4	5	10	60	2,78,05,000	308	2416
WZ	Nadiad	18	5	10	270	5,80,45,820	229	3187
WZ	Nagpur	26	5	10	390	14,53,33,700	395	6781
WZ	Nanded	8	5	10	120	4,51,27,298	113	2377
WZ	Nasik	20	5	10	300	11,14,83,854	189	5383
WZ	Pune - 1	17	5	10	255	19,83,29,908	378	5851
WZ	Pune - 2	16	5	10	240	10,05,95,080	472	5937
WZ	Rajkot	20	5	10	300	9,82,45,080	386	4742
WZ	Satara	13	5	10	195	6,17,65,960	130	3185
WZ	Surat	21	5	10	315	10,72,97,260	353	5609
WZ	Thane	23	5	10	345	11,81,49,538	381	6628
WZ	Vadodara	17	5	10	255	7,46,50,300	182	4103
WZ	Zone Total	407						

Zonal Office Details					
Zone	No. of Depts.	DMS Users per Dept.	Work Flow Users	Propsino Pearl Users for the Zone	Total Concurrent Users for the Zone
CZ	20	2	3	20	120
ECZ	20	2	3	20	120
EZ	20	2	3	30	130
NCZ	20	2	3	20	120
NZ	20	2	3	40	140
SCZ	20	2	3	40	140
SZ	20	2	3	30	130
WZ	20	2	3	100	200
Central Office Details					
Office	No. of Depts.	DMS Users per Dept.	Work Flow Users	Propsino Pearl Users	Total Concurrent Users
CO	33	1	3	50	182

Annexure-A4-1 : Technical Bid particulars to be provided by the Bidder

(On Company Letterhead)

[Date]

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

Ref: Bid for Upgradation of the existing EDMS

Dear Sir,

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

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

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

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

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

1. Scope of Work as mentioned in Section 6.
2. The issues and challenges visualized in the proposed implementation. Recognition of issues and challenges, effective proposed strategy to address the issues as a part of the proposed Solution.
3. Bill of quantity with high level accuracy along with detailed specification and product documentation.
4. The Hardware Equipment Type, Make / Model, Broad Specifications and Product Highlights.
5. Additional component in order to complete the proposed Solution.
6. Compatibility matrix and benchmarks for various components as desired.
7. Migration strategy, methods and tools.
8. Complying to Availability and Performance measurements as mentioned in Section 8.5.

We further undertake, if our Bid is accepted, to supply, install and commission the Enterprise Document Management System of Life Insurance Corporation of India in accordance with the requirements and the delivery schedule finalized by LIC. If our Bid is accepted, we will obtain the guarantee of a bank in the form prescribed by LIC for a sum equal to 10% of the Total Project cost at the beginning of each Contract Year.

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

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

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

Bidders' Name :

Authorized Signatory

Seal:

Date:

Annexure-A8-1 : Commercial Bid Covering Letter

(On Company Letterhead)

[Date]

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

Ref.: Upgradation of the existing EDMS

Dear Sir,

Having examined the RFP, 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 RFP such for sums (Total bid amount in words and figures) 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 and will Supply, Install, Upgrade, Commission and Maintenance of the EDMS Solution including Data Migration as per the Technical Specifications mentioned elsewhere in the RFP **including the deviations, if any, submitted along with this Bid.** In addition to this, the particulars of our Organization such as legal status, principal place of business, details of experience and past performance, service support details, capability statement and the required EMD amount in the form of Bank draft are furnished with this Bid form.

We further undertake, if our Bid is accepted, to deliver the goods and services in accordance with the delivery schedule finalized. If our Bid is accepted, we will obtain the guarantee of a bank in the form prescribed by LIC for a sum equal to 10% of Total Project cost at the beginning of each Contract Year.

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 point of time before the expiry of that period.

This Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.

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

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

Dated this day of 20....

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

Annexure-A9-1 : Commercial Bid Form												
RFP for Upgradation of EDMS												
CO/ITSD/EDMS/2016-17/RFP dated 12/11/2016												
Name of the Bidder:												
Commercial Bid												
Description	Unit Rate	No. of Units	No. of locations	Office	Y 1	Y2	Y3	Y 4	Y5	Y 6	Y 7	Cost (including duty related components and exclusive of Octroi / LBT, VAT, service tax, cess, etc.)
(Discount Factor 10%)					1	0.9091	0.8265	0.7513	0.683	0.6209	0.5645	
I. Operations(For 3 years)												
Logistics Charges		X	X	DO				X	X	X	X	
Scanning and Upload Charges		X	X	DO				X	X	X	X	
(For Logistics and Scanning volumes for 3 years, refer Table-T11&T12)												
2. Hardware												
At Divisional Office : Configuration-A												
Server (2 Nos. per location)		2		DO		X	X	X	X	X	X	
Storage		1		DO		X	X	X	X	X	X	
Storage Switch (2 Nos. per location)		2		DO		X	X	X	X	X	X	
Backup Server		1		DO		X	X	X	X	X	X	
Tape Library		1		DO		X	X	X	X	X	X	
LTO7 tapes (10 Nos. per location)		10		DO		X	X	X	X	X	X	
At Divisional Office : Configuration-B												
Server (2 Nos. per location)		2		DO		X	X	X	X	X	X	
Storage		1		DO		X	X	X	X	X	X	
Storage Switch (2 Nos. per location)		2		DO		X	X	X	X	X	X	
Backup Server		1		DO		X	X	X	X	X	X	
Tape Library		1		DO		X	X	X	X	X	X	

LTO7 tapes (10 Nos. per location)	10	DO	X	X	X	X	X	X	X	
At Divisional Office : Configuration-C										
Server (2 Nos. per location)	2	DO	X	X	X	X	X	X	X	
Storage	1	DO	X	X	X	X	X	X	X	
Storage Switch (2 Nos. per location)	2	DO	X	X	X	X	X	X	X	
Backup Server	1	DO	X	X	X	X	X	X	X	
Tape Library	1	DO	X	X	X	X	X	X	X	
LTO7 tapes (10 Nos. per location)	10	DO	X	X	X	X	X	X	X	
At Zonal Office : Configuration-1										
2 Servers (ZO Requirements + DR for Divisions)	2	ZO	X	X	X	X	X	X	X	
Storage	1	ZO	X	X	X	X	X	X	X	
Storage Switch (2 Nos.)	2	ZO	X	X	X	X	X	X	X	
Backup Server (ZO Requirements +DR for Divisions)	1	ZO	X	X	X	X	X	X	X	
Tape Library	1	ZO	X	X	X	X	X	X	X	
LTO7 tapes (10 Nos. per location)	10	ZO	X	X	X	X	X	X	X	
At Zonal Office : Configuration-2										
2 Servers (ZO Requirements + DR for Divisions)	2	ZO	X	X	X	X	X	X	X	
Storage	1	ZO	X	X	X	X	X	X	X	
Storage Switch (2 Nos.)	2	ZO	X	X	X	X	X	X	X	
Backup Server (ZO Requirements +DR for Divisions)	1	ZO	X	X	X	X	X	X	X	
Tape Library	1	ZO	X	X	X	X	X	X	X	
LTO7 tapes (10 Nos. per location)	10	ZO	X	X	X	X	X	X	X	
At Zonal Office : Configuration-3										
2 Servers (ZO Requirements + DR for Divisions)	2	ZO	X	X	X	X	X	X	X	

Storage	1	ZO	X	X	X	X	X	X	X	
Storage Switch (2 Nos.)	2	ZO	X	X	X	X	X	X	X	
Backup Server (ZO Requirements +DR for Divisions)	1	ZO	X	X	X	X	X	X	X	
Tape Library	1	ZO	X	X	X	X	X	X	X	
LTO7 tapes (10 Nos. per location)	10	ZO	X	X	X	X	X	X	X	
At Zonal Office : Configuration-4										
2 Servers (ZO Requirements +	2	ZO	X	X	X	X	X	X	X	
DR for Divisions)										
Storage	1	ZO	X	X	X	X	X	X	X	
Storage Switch (2 Nos.)	2	ZO	X	X	X	X	X	X	X	
Backup Server (ZO Requirements +DR for Divisions)	1	ZO	X	X	X	X	X	X	X	
Tape Library	1	ZO	X	X	X	X	X	X	X	
LTO7 tapes (10 Nos. per location)	10	ZO	X	X	X	X	X	X	X	
At Zonal Office : Configuration-5										
2 Servers (ZO Requirements +	2	ZO	X	X	X	X	X	X	X	
DR for Divisions)										
Storage	1	ZO	X	X	X	X	X	X	X	
Storage Switch (2 Nos.)	2	ZO	X	X	X	X	X	X	X	
Backup Server (ZO Requirements +DR for Divisions)	1	ZO	X	X	X	X	X	X	X	
Tape Library	1	ZO	X	X	X	X	X	X	X	
LTO7 tapes (10 Nos. per location)	10	ZO	X	X	X	X	X	X	X	
At Zonal Office : Configuration-6										
2 Servers (ZO Requirements +	2	ZO	X	X	X	X	X	X	X	
DR for Divisions)										
Storage	1	ZO	X	X	X	X	X	X	X	
Storage Switch (2 Nos.)	2	ZO	X	X	X	X	X	X	X	
Backup Server (ZO Requirements +DR for Divisions)	1	ZO	X	X	X	X	X	X	X	

Tape Library	1	ZO	X	X	X	X	X	X	X	
LTO7 tapes (10 Nos. per location)	10	ZO	X	X	X	X	X	X	X	
At Zonal Office : Configuration-7										
2 Servers (ZO Requirements +										
DR for Divisions)	2	ZO	X	X	X	X	X	X	X	
Storage	1	ZO	X	X	X	X	X	X	X	
Storage Switch (2 Nos.)	2	ZO	X	X	X	X	X	X	X	
Backup Server (ZO Requirements +DR for Divisions)	1	ZO	X	X	X	X	X	X	X	
Tape Library	1	ZO	X	X	X	X	X	X	X	
LTO7 tapes (10 Nos. per location)	10	ZO	X	X	X	X	X	X	X	
At Zonal Office : Configuration-8										
2 Servers (ZO Requirements +										
DR for Divisions)	2	ZO	X	X	X	X	X	X	X	
Storage	1	ZO	X	X	X	X	X	X	X	
Storage Switch (2 Nos.)	2	ZO	X	X	X	X	X	X	X	
Backup Server (ZO Requirements +DR for Divisions)	1	ZO	X	X	X	X	X	X	X	
Tape Library	1	ZO	X	X	X	X	X	X	X	
LTO7 tapes (10 Nos. per location)	10	ZO	X	X	X	X	X	X	X	
At Central Office										
Server (2 Nos. per function - MI, MIS, Mobile, e-Services, Workflow, External interactions and Archival) & (2for UAT)	16	CO	X	X	X	X	X	X	X	
Server (2 Nos. DO Servers for UAT - Configuration A)	2	CO	X	X	X	X	X	X	X	
Server (2 Nos. DO Servers for UAT - Configuration B)	2	CO	X	X	X	X	X	X	X	
Server (2 Nos. DO Servers for UAT - Configuration C)	2	CO	X	X	X	X	X	X	X	
Server (1 No. ZO server for UAT-Configuration-4)	1	CO	X	X	X	X	X	X	X	

Server (1 No. ZO server for UAT-Configuration-8)		1		CO		X	X	X	X	X	X	
Storage		1		CO		X	X	X	X	X	X	
Storage Switch (2 Nos.)		2		CO		X	X	X	X	X	X	
Backup Server		1		CO		X	X	X	X	X	X	
Tape Library		1		CO		X	X	X	X	X	X	
LTO7 tapes (10 Nos.)		10		CO		X	X	X	X	X	X	
3. Software												
DMS Software				DO /ZO /CO		X	X	X	X	X	X	
Database				DO /ZO /CO		X	X	X	X	X	X	
Web and Application Server Software				DO /ZO /CO		X	X	X	X	X	X	
Cluster Agent				DO /ZO /CO		X	X	X	X	X	X	
Mobile Device Application Server Software				CO		X	X	X	X	X	X	
Back up Software				DO /ZO /CO		X	X	X	X	X	X	
Replication Tool				DO /ZO /CO		X	X	X	X	X	X	
4. Other Services												
Migration Cost				DO /ZO /CO		X	X	X	X	X	X	
Annual Maintenance Charges (4 years) for Hardware Maintenance (after warranty of 3 years)				DO /ZO /CO	X	X	X					
Annual Technical Support Charges (7 years) for Software Maintenance				CO								
Project Management (7 years)				CO								
5. Any other deliverables like Other Tools / Software (Please specify)												
Grand Total Cost												
LIC reserves the rights to change the number of servers or adjust the configuration of deployed HW and SW. Line item prices quoted by the Bidder shall be used to determine actual HW and SW cost.												
All the above should be supported with component wise prices for every hardware and software proposed, for hardware the detailed component wise pricing should include prices of every component like CPU, Storage, DVD writer, Memory, Raid controller, Mother board, other components / accessories etc. in the Price Schedule. Please specify the component wise pricing for any other deliverables. Year wise cost												

bifurcation should be provided for components which are spread over 7 years. For others, it should be part of the Year 1.
Note : Servers for Divisions with three different Configuration A,B and C may be suggested by the Bidders based on the volumes and image data size shown in the Table-T11, Table-T12 and Table-T13 .
Similarly Servers for Zones with suitable configurations may be suggested by the Bidders.
Further also please note that normalization will be applied to arrive at the best possible configuration for which the component level prices have to be mandatorily quoted in the price bid.
Year stated is the beginning of the year for PV calculation.
Please note that figures from Cost (including duty related components and exclusive of Octroi, LBT, VAT, service tax, cess, etc.) have to be identical with the figures in Table-T8-1 .
Signature & Seal of Bidder