

LIC EDMS RFP Ref: CO/ITSD/EDMS/2016-17/RFP DATE: 12/11/2016 - Response to Queries				
SL. No.	RFP Document Reference (s)	Content of RFP requiring Clarification(s)	Points for clarification	LIC's Response
1	Scope of work		Do you want a storage policy engine? It enables event-triggered, ad hoc, 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 Bidder shall suggest a suitable System.
2	Definition of 'Contract Period' in RFP	For this RFP, the Contract Period is 7 years with a review after the 3rd and 5th year.	We request for a confirmation that notwithstanding the review after the 3rd and 5th year, the contract period will continue to be 7 years.	The contract period is 7 years.
3	EDMS_RFP_161112	For this RFP, the Contract Period is 7 years with a review after 3rd and 5th year.	a) Please elaborate what "review" here implies. b) Would it be SI performance review or price review - commercials as part of the RFP would be considering a 3 year period - would it mean whether the contract continues at the same price or SI or price revision would be allowed considering the prices then? c) What would be the parameters of this review?	a) Periodical review of the project performance as per contract. b) Prices shall be constant throughout the contract term. c) Parameters details shall be decided before signing the contract.
4	Definitions	System Integrator shall mean the successful Bidder with whom LIC enters into an agreement with respect to the deliverables or services contemplated by this RFP. The System Integrator should manage the Technical as well as operational aspects of EDMS either by themselves or through their Service partners duly approved by LIC and System Integrator is the Single Point of Contract (SPOC) and is responsible for all activities	The last contract for the development EDMS was awarded to a single System Integrator (SI) M/s HPE India Pvt. Ltd who had only provided the Hardware portion and the remaining portion of the work on Software & Scanning was carried out by other Service Providers through sub-contracting basis. Since heavy margins were kept by the Service Partners and the leading SI, heavy loss was occurred to LIC in this contract. The leading SI quotes the rates for all items and later on items like software, scanning, logistics etc are given on sub-contracting basis keeping a big margin of money with him. Since LIC does not want to deal with Service Partners and only to deal with the leading SI on Single Point of Contract (SPOC), not only extra money is spent by LIC but also the fulfilment of the prescribed pre-qualification and technical qualification criteria are not being ensured by LIC. In order to attract more qualified vendors and to obtain competitive	The definition of System Integrator stands. Being a turn-key project having pan India requirements, Bids are required from System Integrators, who shall be the single point of contact as well as responsible for providing all deliverables / services for LIC.

			rates, it is suggested that the scope of work may please be bifurcated into two separate packages, i.e., one for Hardware and the second one for Software, Logistics & Scanning. This bifurcation of two packages will facilitate the prospective bidders to quote separately for each package and the technical evaluation and financial evaluation are to be carried out separately for each package. This type of arrangement is being followed by all the Government Departments and PSUs in India and it is most appropriate method of obtaining competitive rate and engaging most technically qualified vendors for each package. In this way there will be a minimum of two system integrator who may be allowed to form a pre- tender Consortium of Vendors and the entire work could be directly controlled by LIC. It is therefore requested that suitable Corrigendum to the RFP may please be issued in this regard.	
5	2 - Request for Proposal	EMD : 2,00,00,000/- (Rupees Two Crores Only)	Request to please reduce the amount of EMD to Rs. 50 Lakhs	Not acceptable
6	2 - Request for Proposal	Bid Validity Period	Request to reduce the validity period to 180 days from the date of submission.	Not acceptable
7	EDMS_RFP_161112	Providing any other Additional Services, deliverables related to EDMS as LIC may require in future	We hope that the reference to services is limited to customisation and minor-application changes (not impacting the existing architecture) and no additional supply / installation of software or hardware.	Not acceptable.
8	2.4 objective of RFP	Providing a Robust Disaster Recovery (DR) Solution	Kindly define the Robust Disaster Recovery (DR) Solution	DR should take care of RTO / RPO standards mentioned in Section 8.5 of RFP. Also Refer Section 6.3 for Continuity of Operations.
9	2.4 Objective for RFP		How many total number of pages to be scanned per year	Please refer Table-T11 and Table-T12 for estimated volumes.
10		Point No 2.4 - Migration of the existing image data and database data as well as data from other system	a. (Apart from the DMS / Workflows (NB, Claims, POS , Note approval , Propsino)), is there any other data migration expected from other applications. b. Can you please list the workflow's that need to be migrated.	Currently, customized EDMS Workflows such as e-DAK, Notes and Approval Workflow and the stand-alone underwriting workflow Propsino Pearl are to be considered for as-is migration.
11		Point no 2.4 - Providing services to any internal or external offices as LIC may consider in future.	Can you please define the number of offices.	Refer section 6.1 para-1 of the RFP

12		Point no 2.4 – Providing an additional service related to EDMS as LIC may require in future	d. Do we need to factor the cost of the same in the proposal e. What would be the service type that may be required in the future.	d. The additional service is within the scope of work only. e. Customization / enhancement of the software considering future requirements.
13	EDMS_RFP_161112	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	Deviations, If at all accepted, will be a part of the contract. The clause need not be changed.
14	EDMS_RFP_161112	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 Guarantee as per the timelines informed by LIC.	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 RFP and Corrigendum, if any c. If the successful Bidder does not furnish Performance Bank Guarantee as per the timelines informed by LIC.	Not acceptable
15	3-Instructions to Bidders	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.
16	EDMS_RFP_161112	Price Schedule	-	No query
17	EDMS_RFP_161112	Training costs	Training would be conducted at mentioned LIC office locations and LIC would arrange the Video conferencing facilities at all locations. Please confirm or otherwise in case the understanding is not correct.	LIC will arrange the Video conferencing facilities at all locations
18	EDMS_RFP_161112	14 (j) Training will have to be conducted onsite once every year at the Central Office and Zonal Centres, and other participants will join through Video-Conferencing.	a) What would be the number of participants? b) In what mode is the training to be given? c) Is LMS needed?	a) Number depends on type and mode of training b) VC, Classroom and Hands-on. c) Bidder may suggest
19	EDMS_RFP_161112	Annual Maintenance Cost for Hardware is for 4 years after expiry of 3 year warranty period.	Warranty starts from date of installation for 12 months, post which its paid AMC for complete duration of contract.	Warranty is for 3 years
20	EDMS_RFP_161112	The proposed End-to-End EDMS Solution should provide Enterprise-wide Corporate License with unlimited users without any territory restriction	Kindly explain and define which territory are we referring to?	It should be valid Pan-India.
21	Main RFP	The proposed End-to-End EDMS Solution should provide Enterprise-wide Corporate License with	Suggest restricting the term to "Enterprise licenses for the specific project and scope" and	Not acceptable.

		unlimited users without any territory restriction.	not Corporate wide as the required softwares can be used in other projects as well which would make proposing anything non incumbent uneconomical and create undue competitive advantage to the present vendor / technology.	
22	Document establishing Solution Conformity to RFP	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, <u>to disclose the contents of submission to other Bidders</u> and to disclose and/or use the contents of submission as the basis for this RFP process.	In a process of competitive bidding inviting sealed Bids, please help understand the circumstances under which LIC would feel the need to disclose a particular Bidder's contents of submission to other Bidders. In case none, then LIC is requested to remove this clause of the RFP.	Please refer corrigendum
23	4 - Criteria for Evaluation	6. The Bidder must provide at least one reference account..... implementation of the Project at Enterprise Level.	We request this requirement be dispensed with, considering that most customer execute an NDA with the Bidder and they do not wish details of such contracts be provided to any third party	Minute details of contracts are not required. The reference is needed to ascertain the bidder's experience to handle huge projects.
24	4 - Criteria for Evaluation	7. The Bidder must execute a Non-Disclosure Agreement as per the format.....duly notarized	Kindly clarify if notarization is mandatorily required	Yes.
25	4 - Criteria for Evaluation	12. The Bidder should submit the status of any pending or past litigation within last three financial years indicating the upto date, correct and current status of the case the upto date, correct and current status of the case. In case, there is no pending litigation a certificate with NIL status should be submitted.	We suggest amendment of this clause as follows: <i>"12. The Bidder should submit the status of any pending or past litigation which may materially affect the performance of services, within last three financial years indicating the upto date, correct and current status of the case the upto date, correct and current status of the case. In case, there is no pending litigation a certificate with NIL status should be submitted."</i>	No change
26	Pre-Qualification Criteria Sr. 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.	This clause may be changed to "The Bidder should be ISO 9001:2008 for quality management AND ISO 27001 certification for data security AND ISO 20000 for Information Technologies Management System AND CMMI level 3 Certification for software development as on tender floating date." It will ensure that bidders will follow the standard quality parameters and data security of the sensitive data and Software Capability.	Due consideration will be given for any relevant additional valid Certifications at the time of Evaluation
27	Pre-Qualification Criteria Sr. No. 3	If the Bidder is not an OEM, then authorization letter from all the OEMs like DMS Software, Operating System, Database, Web and Application Server Software, Mobile Device Application Software, etc., should be obtained, stating that the OEM will	This clause may be changed to "The Bidder can form maximum two pre tender consortium partner and provide authorization letter from all the OEMs like DMS Software, Operating System, Database, Web and Application Server Software, Mobile Device	No change.

		fully support the Bidder for the implementation of the End-to-End EDMS in LIC, throughout the Contract period as envisaged within the scope of this RFP.	Application Software, etc., should be obtained, stating that the OEM will fully support the Bidder for the implementation of the End-to-End EDMS in LIC, throughout the Contract period as envisaged within the scope of this RFP." No subcontracting will be allowed for the execution of the project.	
28	Pre-Qualification Criteria Sr. No. 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. The Bidder shall provide Hardware - OEM's appearing in the Gartner's Magic Quadrant for General-Purpose Disk Arrays 2015.	Note: it is requested to opt for open source solution.	Not acceptable.
29	Pre-Qualification Criteria Sr. No. 5	Audited Balance Sheet along with Profit and Loss Statements for the last three accounting years (2015-16, 2014-15, 2013-14) should be submitted the Company should be more than Rs. 200 Crores per year in all these three years.	This clause may change with "Audited Balance Sheet along with Profit and Loss Statements for the last three accounting years (2015-16, 2014-15, 2013-14) should be average of Rs.100 Crores of last three years. Further the turnover of consortium partners should be 50 Cr of each of last three financial years for scanning & Logistic services & have to met all the prequalification criteria.	Not acceptable.
30	Pre-Qualification Criteria Sr. No. 6	The Bidder must provide at least one reference account along with the name of the Organization, individual/s to contact, phone number and address, where they are presently providing or have provided DMS Solution in the past five years as a proof of Bidder's Project experience as a System Integrator related to the supply, installation, migration, customization and implementation of the Project at an Enterprise Level.	This clause may be changed to "The Bidder must provide at least one reference account along with the name of the Organization, individual/s to contact, phone number and address, where they are presently providing or have provided Scanning, Digitization & DMS Solution in the past five years as a proof of Bidder's Project experience as a System Integrator related to the supply, installation, migration, customization and implementation of the Project at an Enterprise Level.	Not acceptable.
31	Pre-Qualification Criteria Sr. No. 10	Bidder should not have been blacklisted by any Government / PSU / Corporation for corrupt or fraudulent practices or non-delivery, 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.	This clause may be changed to "Bidder should not have been blacklisted by any Government / PSU / Corporation for corrupt or fraudulent practices or non-delivery, non-performance in the last three financial years. A duly notarized affidavit must be submitted on Stamp / Franked paper of amount Rs. 250/- for the same	No change.
32	Pre-Qualification Criteria	The Bidder must submit the Bid Document Price of Rs. 100000/- (Rupees One lakhs Only)	Document cost should not be more than Rs. 10000/-, please reduce the document cost from Rs. 100000/- to Rs. 10000/-	Not acceptable.

33	Pre-Qualification Criteria	The Bidder must submit EMD in the form of Bank Guarantee from a Nationalized / Scheduled bank for Rs. 2, 00,00,000 (Rupees Two Crores Only), as per Annexure-A3.	The EMD amount is too high, the EMD amount should not be more than 2% of the projected cost of the tender. Please clarify.	No change
34	Pre-Qualification Criteria	Only those Bidders who have entered into Pre Contract Integrity Pact with LIC would be eligible to participate in the bidding. The 'Pre Contract Integrity Pact' as per Annexure-A11, should be provided by the Bidder.	In this project the digitization services, software, hardware may be Bifurcated from the whole project because of this combined tender the cost of this project will be very high and it would be loss of govt money. It is requested that kindly take the service with the expert in that field, please clarify	No change
35	Pre-Qualification Criteria	Bidder should have ISO-9001-2008 (or equivalent) certification for quality management and a 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.	The bidder should have valid ISO certificates i.e. ISO 9001:2008, CMMi Level 3, ISO 27001 and ISO 20000. This is a mandatory conditions in the most of the recent scanning tender have made all the four certificate mandatory to prevent breach of security aspect of the project.	Due consideration will be given for any relevant additional valid Certifications at the time of Evaluation
36	CO/ITSD/EDMS/2016-17/RFP	The Bidder must submit the Bid Document Price of Rs. 100000/- (Rupees One lakhs Only)	The tender fee should be reduced to 5000/-	No change
37	CO/ITSD/EDMS/2016-17/RFP	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.	The Bidder should be ISO 9001:2008, ISO 27001, CMMI level 3 Certification. The ISO 27001 should be added due to data confidentiality	Due consideration will be given for any relevant additional valid Certifications at the time of Evaluation
38	Pre-Qualification Criteria Sr. No. 2	The Bidder must provide at least one reference account along with the name of the Organization, individual/s to contact, phone number and address, where they are presently providing or have provided DMS Solution in the past five years as a proof of Bidder's Project experience as a System Integrator related to the supply, installation, migration, customization and implementation of the Project at an Enterprise Level.	As per the scope of work you should asked the experience in the field of scanning and digitization companies also.	Bidder can submit the reference for scanning job carried out by him in addition to other references submitted by him.
39	Pre-Qualification Criteria	If the Bidder is not an OEM, then authorization letter from all the OEMs like DMS Software, Operating System, Database, Web and Application Server Software, Mobile Device Application Software, etc., should be obtained, stating that the OEM will fully support the Bidder for the implementation of the End-to-End EDMS in LIC, throughout the Contract period as envisaged within the scope of this RFP.	In view of our suggestion made at S. No.1 above, suitable correction to this Clause may please be carried out by issue of a Corrigendum to the RFP.	Not acceptable

40	Pre-Qualification Criteria	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. The Bidder shall provide Hardware - OEM's appearing in the Gartner's Magic Quadrant for General-Purpose Disk Arrays 2015.	It is requested to opt for open source solution.	Not acceptable.
41	Pre-Qualification Criteria	Audited Balance Sheet along with Profit and Loss Statements for the last three accounting years (2015-16, 2014-15, 2013-14) should be submitted the Company should be more than Rs. 200 Crores per year in all these three years.	The annual turn over of more than Rs.200 crore per year in all the last three years is found to be unduly restrictive in nature and seems to be a deliberate attempt to suite a particular vendor. Such type of pre-condition will close the opportunities for a vendor capable of supplying and delivering the requisite goods and services of a higher quality with less cost. It is therefore suggested that the reduction of the amount of the annual turn over may please be considered for the interest of LIC, as more and more vendors shall be able to participate in this tender and quote minimum possible prices. In view of this and the suggestion made at S.No. 1 above , this clause may be changed with "Audited Balance Sheet along with Profit and Loss Statements for the last three accounting years (2015-16, 2014-15, 2013-14) should be average of Rs.100 Crores of last three years.	Not Acceptable.
42	EDMS_RFP_161112	The qualified Bidders will have to provide a plan for conducting the Proof of Concept (POC) as mentioned in Table-T3 for each distinct Solution.	Where would be the POC be conducted?	POC shall be in Mumbai at the location decided by LIC.
43	EDMS_RFP_161112	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 selfdeclaration 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 selfdeclaration from the Bidder is required.	Accepted. Replaced 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 from the Bidder is required."
44	EDMS_RFP_161112	This benchmark test will have to be conducted at Bidder's cost at a site (within India) mutually agreed upon.	The cost for test needs to be factored but we don't know the site for same. Kindly suggest where such test would be conducted?	Bidder has to propose the site for Benchmarking test. However, the site will be agreed upon mutually.
45	EDMS_RFP_161112	Payment module, MIS reports and real time reports , refresher training ?	who would be the stake holders ? What is the expectations from the refresher training	LIC is the stakeholder. Similar to initial training, refresher training is for the LIC officials handling EDMS jobs / using EDMS.

46	4.4 Commercial Bid Evaluation	a. Hardware: One time cost including three year warranty for all Hardware Components like Servers, Storage, Storage Switch, Back-up Systems, Replication Tools at various locations, etc., Hardware Support including Annual Maintenance Charges (after expiry of the warranty period).	Can we also use existing Hardware? Or Do we need to replace the Existing Hardware with new Hardware?	Existing Hardware needs to be replaced. It is nearly 10 years old. Refer Table-T4 of the RFP.
47	EDMS_RFP_161112	(4) e. Migration: The migration of data and images and all workflows should be with zero data loss and minimal business disruption. It is desirable to carry out migration activity on Pilot basis in some Divisions.	a) Which divisions would Pilot need to be carried out at? b) What would be the scope for this migration at pilot locations?	(a) The Divisions will be decided later and will be communicated to the successful Bidder. (b) Making the new System available and operational to the end users after successful migration.
48	EDMS_RFP_161112	Migration: This activity includes the consolidation of data at Zonal Servers also	Does ZO has all the data replicated from DO, can we consider the data migration in to new system from ZO and replicate back to DO after migration.	The consolidated DO data at ZO is not available now. Migration should be done at DO and consolidation should be at ZO.
49	Commercial Bid Evaluation, point no. 4.4 (Price Comparison, point D-Annual Technical Charges)	Annual Technical Charges shall be the charges payable to the Bidder for Software Upgrades, Enhancements, Customization, etc.	There is no clarity of customization required. However cost of customization for 7 years has been asked. It is difficult to arrive at the cost for customization without having clarity of what customization is to be done over a period of 7 years. Moreover payment terms states 25% of the software cost shall be released after completion of customization. Please provide relevant details.	Initially, basic software proposed needs to be customised for LIC requirements and later during the contract term a dedicated team should attend to all customisation required at that point of time on an on-going basis.
50	4.4 - Commercial bid evaluation	Annual Maintenance Charges for Hardware shall be the charges payable to the Bidder after the period of warranty of 3 years from the date of implementation and should be constant throughout those 4 years.	As the technology is evolving rapidly, the hardware upgrade & refresh cycle is shortened. The sales cycle of X86 servers depends on Intel. We request you to revise the AMC period from 4 years to 2 years. Hence, TCO period should be 5 years instead of 7 years.	No change
51	4.4 Commercial Bid Evaluation	• If the DMS Software proposed is OmniDocs Suite of Products, then, only support charges for maintenance and customization should be mentioned. For any other DMS Software, the cost should be separately provided for licence and annual support for maintenance and customization.	Do we need to preferably quote the existing software? This terms refer to the cost advantage in offering existing application.	LIC does not endorse any preference in this matter. Bidder is free to quote any software it deems fit as a solution.
52	4.4 Commercial Bid Evaluation	• If the DMS Software proposed is OmniDocs Suite of Products, then, only support charges for maintenance and customization should be mentioned. For any other DMS Software, the cost should be separately provided for licence and annual support for maintenance and customization.	If a Bidder wants to offer DMS other than the existing running system then It is important to have Functional Requirement of the Software. We request LIC to provide a detailed FRS that has to be complied with OEMs other than the existing OEM.	Refer Table-T3 for functional requirements

53	4.4 Commercial Bid Evaluation	The cost and licence details for Database, Web and Application Server should be mentioned.	As per the above DMS Software, shall we understand that if Database, Web and Application Server are same like DMS Software then bidder has to quote only support and maintenance charges?	The Bidder should specify all the requisite software along with the cost and support charges.
54	4.4 Commercial Bid Evaluation	The cost and licence details for tools like Replication tool, etc., should be mentioned.	As per the above DMS Software, shall we understand that if Replication Tool is same like DMS Software then bidder has to quote only support and maintenance charges?	The Bidder should specify the replication tool along with the cost and support charges if any.
55	4.4 Commercial Bid Evaluation	The cost and licence details of Mobile Device Application Software, Cluster Agent, etc., should be mentioned.	We are not able to find any detailed requirement for Mobile Application. We request LIC to provide detailed requirement for Mobile Application.	This is a new application to be implemented and Bidder may suggest best suitable Mobile technology considering its current and future functionality in DMS area.
56	e. Migration		How many workflows need to be generated existing as well as new	Currently, customized EDMS Workflows such as e-DAK, Notes and Approval Workflow and the stand-alone underwriting workflow Propsino Pearl are to be considered for as-is migration. New workflows as per LIC business needs will be informed as and when needed.
57	e. Migration		Please give details of use case for workflow	Will be provided to the successful Bidder.
58		4.4 - Commercial bid evaluation - Annual Maintenance Charges for Hardware shall be the charges payable to the Bidder after the period of warranty of 3 years from the date of implementation and should be constant throughout those 4 years.	As the technology is evolving rapidly, the hardware upgrade & refresh cycle is shortened. The sales cycle of X86 servers depends on Intel. We request you to revise the AMC period from 4 years to 2 years. Hence, TCO period should be 5 years instead of 7 years.	No change
59	4-b/Hardware Sizing	Hardware proposed should not be declared End of Sale/End of Life for next 7 years by OEM AND 4.4 - Commercial bid evaluation	Please mention - "Hardware proposed should not be declared End of Life for next 5 years". Kindly remove "end of sale" from the clause since it will not be relevant. As the technology is evolving rapidly, the hardware upgrade & refresh cycle is shortened. The sales cycle of X86 servers depends on Intel. We request you to revise the AMC period from 4 years to 2 years. Hence, TCO period should be 5 years instead of 7 years.	No change
60	CO/ITSD/EDMS/2016-17/RFP Date: 12/11/2016	Software: Operating System, Database, Application Server, Software Customization involving loose coupling of the base product and integration with other LIC's services and platform, Application enhancements / modifications /	Since the operating system subscriptions (Red Hat Enterprise Linux and its add ons) is already renewed by LIC this August, we would like to point out that the cost of operating system need not be part of the commercial bid.	Please refer corrigendum

		integration, Software Support including per year Annual Technical Support charges for all components of Software License.	The bidders need to know the same.	
61		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 or field force across Pan India? Is this going to be extended towards end customers? Please share details so as to size the infrastructure.	LIC expects Enterprise level usage.
62	EDMS_RFP_161112	"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 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;	No change
63	EDMS_RFP_161112	"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;	The term "conflict of interest" needs to be defined.	LIC's interest in the project should be bidder's interest.
64	5 - Terms and Conditions		Kindly arrange to provide us a draft format of the contract	Refer section 5.1, page no. 31 of RFP

65	5 - Terms and Conditions	1. The draft Contract Agreement shall be finalized.....	Kindly clarify if successful bidder will have any opportunity to discuss/negotiate the terms and conditions of the final contract	Discussions will be held with the successful bidder.
66	5 - Terms and Conditions	4. The successful Bidder shall.....10% of Total Project Cost	Kindly clarify if LIC would provide a separate format for PBG, like the BG format for EMD (Annexure-A3) or Bidder shall provide the same in line with the T&Cs provided in the RFP	LIC will provide the format of the PBG to the successful bidder.
67	5 - Terms and Conditions	The successful Bidder shall furnish a Performance Bank Guarantee every year to LIC for an amount equal to 10% of Total Project cost at the beginning of each Contract Year.	Considering that the PBG shall be renewed yearly, we propose that the amount of PBG shall also be determined on annual value of the Total Project Cost.	No change
68	EDMS_RFP_161112	The proceeds of the Performance Bank Guarantee shall be payable to LIC as compensation for any loss resulting from the Bidder's failure to fulfill its obligations under the Contract.	All Penalties/Liabilities/Liquidated Damages to be specified clearly and agreed upon mutually with upper cap. Hence, request to drop/modify the clause accordingly.	No change
69	EDMS_RFP_161112	The signing of the Contract of both the parties shall be within 21 days of receipt of the Contract Form by the Bidder. (LIC reserves the right to decrease or increase the number of days).	The signing of the Contract of both the parties shall be within 21 days of receipt of the Contract Form by the Bidder, or any extended time as mutually agreed within the Bidder and LIC. (LIC reserves the right to decrease or increase the number of days):	No change.
70	5 - Terms and Conditions	Performance Bank Guarantee	Major part of the EDMS project is the Scanning & Logistics operations and is payable on actual job done. Therefore, we request for Performance Bank Guarantee to be 10% of the Total value of the Core solution (Hardware & Software) and not the Total value of the project.	No change
71	EDMS_RFP_161112	The successful Bidder shall furnish a Performance Bank Guarantee every year to LIC for an amount equal to 10% of the total project cost at the beginning of each contract year.	The successful Bidder shall furnish a Performance Bank Guarantee every year to LIC for an amount equal to 10% of the outstanding total project cost at the beginning of each contract year	No change
72	EDMS_RFP_161112	In the event of any contract amendment, the Bidder shall within 21 days of receipt of such amendment furnish the amendment to the Performance Bank Guarantee rendering the same valid for the duration of the contract as amended, for 6 months after the completion of performance obligations including warranty obligations	This clause needs to be discussed while awarding the contract and mutually agreed upon	No change
73	Performance Bank Guarantee	5.3.7 (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	Bidder submits that LIC shall provide an opportunity to correct the failure or non-performance before resorting to invoke the Performance Bank Guarantee	No change.

		Bank 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.		
74	5 - Terms and Conditions	Failure of the successful Bidder to agree with the Draft Legal Agreement.....	Kindly clarify does this mean that annulment of award would be done post affording an opportunity to the successful bidder to discuss/negotiate the draft agreement and terms and conditions	Yes. Refer clause 5.4
75	EDMS_RFP_161112	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 Bank 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.	SLA Performance breaches to be specified clearly and agreed upon mutually with upper cap. Hence, request to drop/modify the clause accordingly.	No change
76	EDMS_RFP_161112	Failure of the successful Bidder to agree with the Draft Legal Agreement and Terms and Conditions of the RFP shall constitute sufficient grounds for the annulment of the award, in which event LIC may call for new bids from the interested Bidders.	Failure of the successful Bidder to agree with the mutually agreed Draft Legal Agreement and Terms and Conditions of the RFP shall constitute sufficient grounds for the annulment of the award, in which event LIC may call for new bids from the interested Bidders.	No change
77	Inspection and Tests	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. 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 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.	No change. Please refer 5.8.5 for details.

			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 from Customer specifying in reasonable detail the nature of such non-conformance.	
78	5 - Terms and Conditions	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
79	EDMS_RFP_161112	The Solution offered under this Contract shall conform to the standards mentioned in the Technical Specifications, and where no such applicable standard is mentioned to the authoritative standard appropriate to the Solution's Country of origin and such standards shall be the latest issued by the concerned institution. However this does not override LIC's discretion in deciding the Standard	All standards to be followed shall be documented and mutually agreed upon before sign-off so that there is no ambiguity.	No change.
80	EDMS_RFP_161112	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 EDMS Solution or any part thereof throughout the Offices of LIC. 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.	To be mentioned if the infringement occurs from the work performed by Bidder.	Not acceptable

81	EDMS_RFP_161112	Acceptance of the System will be based on the following criteria and to LIC's satisfaction: b. Successful testing of all required and proposed functions d. Successful demonstration that the System performance is as required and proposed	Acceptance testing shall be done as per the agreed-upon "Acceptance criteria/test cases" that are signed-off.	No change
82	EDMS_RFP_161112	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 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.	"Trouble-free days" to be specified clearly. Types/categories of failure to be enumerated.	Minimum 30 days continuous days without any issues in hardware and software. Failure categories are available in RFP Page 41/42 - complaint management
83	EDMS_RFP_161112	5. The acceptance-testing period must be mutually agreed upon with the Bidder, but cover no less than thirty (30) trouble-free days	Would it be 30 calendar days or 30 working days?	30 calendar days.
84		Deviations	The RFP provides that Bidders may provide Deviations along with the Technical bid. And further, that no deviations shall be submitted along with the Commercial bid. However, Clause 5.5 provides that upon 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.	No change. Withdrawal during bid process is not accepted (please refer section 3.6.6) The deviations are provided by the bidder with their technical bid. If accepted, these deviations will form part of the technical bid and hence part of contract. Other service level terms and conditions proposed after finalising the bidder will be with mutual agreement.

85	5 - Terms and Conditions		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	No change
86	EDMS_RFP_161112		Warranty start should be from the date of installation and demonstrated working	Warranty is for 3 years from the date of Installation
87	EDMS_RFP_161112	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.
88	EDMS_RFP_161112	The conduct and the conclusion of the acceptance test will be at the cost of the Bidder.		No query. No comments.
89	EDMS_RFP_161112	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.
90	EDMS_RFP_161112	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 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	Warranty start from date of delivery	Replaced 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 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.
91	Warranty	3. LIC shall promptly notify the Bidder in writing of any claims arising under this warranty. In the event of any replacement of defective system (i.e., the complete system) during the warranty period, the warranty for the replaced system shall be extended to a further period of 3 years.	Bidder submits that "In the event of any replacement of defective system (i.e., the complete system) during the warranty period, the warranty for the replaced system shall be for the balance of the 3 years of the replaced system	Not acceptable

92	EDMS_RFP_161112	Warranty that there is no conflict of Interest: The Bidder will warrant that, to the best of its knowledge after making diligent inquiry, at the date of signing the contract no conflict of interest exists or is likely to arise in the performance of its obligations under the contract.	Kindly clarify and define what "Diligent Inquiry" needs to be conducted by vendor to prove no conflict of interest.	In case of doubt regarding the conflict the bidder shall put conscious effort to enquire and clarify
93	EDMS_RFP_161112	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 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.	Not acceptable
94	EDMS_RFP_161112	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	Replaced as: 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.
95	5.9 Warranty, Point Number 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.	We request LIC to give atleast 2 business days for Maintenance Engineer to report at Installation site considering the wide spread of its branch network geographically.	Replaced 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.
96	5.9 Warrantee, Point no.5	The bidder shall guarantee a 99.5 uptime of computer systems/peripherals.	Kindly confirm what time period will be given?	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 works out to 3.60 hours
97	Payment - clause 1C- Hardware cost	10% of the Hardware cost will be paid at the end of 3 years from the date of Contract.	Will the 10% cost of hardware be released if the SI furnishes BG of the amount of 10% hardware cost?	Please see Corrigendum
98	5 - Terms and Conditions	1. The payments will be made in a phased manner depending on the actual project implementation as follows: Hardware: a. 65% of the Hardware cost will be paid on successful delivery b. 25% of the Hardware cost will be paid on configuration of the OS, Database, DMS software, Backup Training to users on System operation 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	Request to revise the payment terms as below: 1. The payments will be made in a phased manner depending on the actual project implementation as follows: Hardware: a. 85% of the Hardware cost will be paid on successful delivery b. 10% of the Hardware cost will be paid on configuration of the OS, Database, DMS software, Backup Training to users on System operation c. 5% 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 monthly basis	Please see Corrigendum
99	Payment	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. Project Management Cost: 85% of the First year costs of Project Management will be paid at the end of the first year and the remaining 15% will be paid at the end of the second year of the Contract along with the second yearly payment. From third year onwards, the Annual Project Management costs will be paid on a half-yearly basis in arrears. 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. Project Management Charges will be paid half-yearly in arrears	Bidder submits the payment for the Hardware shall be modified as follows Hardware: a. 70% of the Hardware cost will be paid on successful delivery of the Systems at respective locations 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 at respective locations Project Management Cost: Bidder submits that the second year Project Management Cost shall also be paid on a half-yearly basis in arrears	Hardware: Please see Corrigendum Project management cost: No change

		from third year onwards at Central Office		
100	5 - Terms and Conditions	Project Management Cost: 85% of the First year costs of Project Management will be paid at the end of the first year and the remaining 15% will be paid at the end of the second year of the Contract along with the second yearly payment. From third year onwards, the annual project management cost will be paid on half- yearly basis in arrears. 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 decide by LIC. Project Management Charges will be paid half-erally in arrears from third year onwards at central office.	Request to revise the payment terms as below: Project Management Cost: 90% of the First year costs of Project Management will be paid at the end of each quarter on equal installment for the first year and the remaining 10% will be paid at the end of each quarter on equal installment for the second year of the Contract along with the second yearly payment. From third year onwards, the annual project management cost will be paid on Quaterly basis in arrears. 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 decide by LIC. Project Management Charges will be paid Quaterly in arrears from third year onwards at central office.	No change
101	5 - Terms and Conditions	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 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 / Anyother Offices as LIC decides and sign 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 quaterly basis in arrear at central officewhere the Annual Technical Support Charges are operational	Request to revise the payment terms as below:Software: The cost of Software like Application Server, DMS Software etc., will be paid as follows: a. 80% of the Software cost will be paid upon the receipt of Licenses and media b. 10% of the Software cost upon successful installation and sign-off by LIC at all locations c. 5% of the Software cost upon completion of Migration activities at all the Divisional Zonal Offices / Anyother Offices as LIC decides and sign by LIC d. 5% 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 monthly basis in arrear at central	Please see Corrigendum

		deliverables for maintenance / enhancement/ 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.	officewhere the Annual Technical Support Charges are operational deliverables for maintenance / enhancement/ 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.	
102	EDMS_RFP_161112	Software	Software cost payment schedule may be revised as follows: 50% on delivery, 35% on installation, 15% on successful signoff and handover.	Please see Corrigendum
103	EDMS_RFP_161112	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 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.	Software: The cost of Software like Application Server, DMS Software etc., will be paid as follows: a. 100% of the software license cost to be paid on delivery of the software. B. Payment of Annual technical support charges for softwares to be made annually in advance at the time of ATS.	Please see Corrigendum
104	Main RFP	Software Payment	Request relaxation in the software payment schedule as these would help the SI's lower some of the financial cost which adds up to the total cost of the project.	Please see Corrigendum
105	EDMS_RFP_161112	Logistics Cost will be paid based on the actual movement of the policy dockets and incremental documents from the Branch/Service Centre to the Scanning Centre and further to Record Management Facility (RMF). This payment will happen on a month to month basis, at the	Would it be based on actuals?	On actual volumes at the agreed rates

		respective Divisional / Zonal / Central Office locations.		
106	CO/ITSD/EDMS/2016-17/RFP	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.	The time frame of migration of existing image data, database, workflow systems in to new DMS is very less, please consider our request for at least 60 days from the date of signing of the contract. And also clarify who will provide the structure of the database and required support for migration of this huge data. whether it is responsibility of existing vendor or LIC.	The overall timeframe is 10 months. Tentative timelines are provided in Section 7.1. The Bidder should complete the activities within the overall timeframe. The structure of the database will be provided but the migration of the data is the responsibility of the Bidder. Migration related points (point e on page 26, point 9 of page 58 etc) may be referred for more clarity.
107	Scanning activity & Upload		Do you need high availability in scanning solution	The Bidder is responsible for scanning and Upload activities. Hence, the best suitable approach within the TAT shall be mentioned.
108	The 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, 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.	a) 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 and database data for that particular Site / Office / Location. b) The cropping of the Signature activity and its migration is within the scope of migration but is not within the migration timelines.
109	5 - Terms and Conditions	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 will be able to assign the contract to its Affiliates with prior intimation and whether bidder is allowed to assign its receivables with bankers	Please refer page 50, section 6.2 . Components/Activities
110	5 - Terms and Conditions	A delay by the Bidder in the performance of its delivery obligations.....liquidated damages	Kindly clarify if the liquidated damages discussed in this section is same as penalty as defined in the subsequent section i.e. 5.17 Penalty for late Delivery of System/ Installation of the system	Yes
111	EDMS_RFP_161112	Escalation of Costs	Any escalation in costs due to significant change in scope of work or otherwise should be mutually discussed and decided based on change in requirements during the execution of the project.	No change.

112	EDMS_RFP_161112	The Bidder warrants that the Systems supplied under this Contract at all times are new, unused, of the most recent 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 most recent 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.	No change.
113	EDMS_RFP_161112	Escalation of Costs	Dollar fluctuation and change in taxes should be factored	All payments will be made in INR only (Pl.refer Section 5.11).Refer Section 5.28 for treatment of taxes and Duties.
114	EDMS_RFP_161112	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.	Refer point no.14 of Section 3.8 for treatment of tax.
115		Payment Module	What is the Scope for Payment Module	Bidder needs to provide a web based module with Real time MIS functionality for monitoring all payment related activities.
116	Penalties	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.	Bidder submits that the penalty for delay in scanning shall be calculated on the scanning value of the delayed batches	No change as the penalty is imposed if there is delay in completing the job within the TAT. The job involves both the activities i.e. Logistic and Scanning. Thus penalty will be on both the charges put together.
117	Penalty for delay in scanning	Turn-Around-Time (TAT) of 72 hours (i.e. 3 Calendar days excluding Sundays and LIC Holidays)	Bidder understands all all the Scanning centers will work for 24 X 7...please clarify	All the Scanning Centres will operate during LIC business hours.

118	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 of LIC QC).	The TAT will start from the time the documents are picked up from the Branch/Servicing Centres. This means the scanning activities can be start from next day and if there is one day of LIC QC is also included then practically the entire scanning process of the batch has to complete in ONLY 1 days timeline. This seems very difficult. We propose LIC to consider the TAT start from the next day of pickup OR they should remove one day for LIC QC from the TAT timelines	TAT crieteria for Scanning (i.e. from Pick-up till upload) has been changed. Pl. refer corrigendum.
119	Penalty for delay in scanning	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	LIC is defining the daily scanning capacity of each Sacnning center. If so, annually each DSC should produce either 600 batches of Policy/Agency Dockets or 1200 batches of Incremental Transactions or 300 batches of Policy/Agency Dockets and 600 batches of Incremental Transactions. This annual volume of batches are not matching with the division-wise volume mentioned in the RFP (refer table T-11 Page # 104)	As per the daily Scanning capacity, total annual volumes comes to 200 Batches of NB or 400 Batches of Incremental or 100 NB + 200 Incr. Batches based on the example given in RFP.
120	Penalty for delay in scanning	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	There are several parameters which are directly dependent on the daily scanning productions. E.g. the space provided by LIC for the scanning center, the supply, the clearance of LIC QC and RMF etc. The statndard production capacity at each of 113 division is not possible	The production capacity mentioned is calculated considering that minimum one scanner is installed at Scanning Centre. Also, for LIC QC only one day is earmarked and if there is delay beyond one day in LIC QC, that delay will be excluded from TAT.
121	5 - Terms and Conditions	1. Penalty for Late Delivery of System/Installation of the system	We request all penalties to be capped to 10% of the applicable service/milestone	All penalties are capped to maximum of 10% only. For hardware, it is maximum of 10% of the individual system cost.
122	5 - Terms and Conditions	2. Penalty for failure to provide immediate repair/replacement (H/W):	We request all penalties to be capped to 10% of the applicable service/milestone	All penalties are capped to maximum of 10% only. For hardware, it is maximum of 10% of the individual system cost.
123	5 - Terms and Conditions	3. Penalty for delay in scanning	We request all penalties to be capped to 10% of the applicable service/milestone	All penalties are capped to maximum of 10% only. For services, it is maximum of 10% of annual gross service cost of the applicable service.
124	EDMS_RFP_161112	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	At what frequency are the documents to be picked from BO?	Bidder to suggest the approach plan /pick up schedule.

		QC).		
125	EDMS_RFP_161112	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. 5. Period for correction of defects during the warranty period is 2 business days of LIC. (Saturdays, Sundays and Holidays for the respective locations will not be considered as business days).		No query. No comments.
126	EDMS_RFP_161112	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.	No change.
127	5.17 Penalty, Point Number 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 Branch / Servicing Centers till the scanned images are uploaded onto the DO EDMS Server (which will be inclusive of one day for LIC QC)	We request LIC to give 3 business days as a TAT starting from the time the documents are picked up from Branch / Servicing Centers till the scanned images are uploaded onto the DO EDMS Server (which will be inclusive of one day for LIC QC)	TAT criteria for Scanning (i.e. from Pick-up till upload) has been changed. Please refer corrigendum.
128	Penalty for delay in scanning	overall cap of 10% of the Annual Gross Logistic plus Scanning Charges paid	We propose modifications of this clause as the cap on the Annual Gross Scanning charges only	TAT penalty is imposed for the delay in scanning process which starts from the pick-up of the batches, scanning and uploading of the scanned images onto system. Thus both the activities - Logistic and Scanning are involved in the process. So the over cap cannot be only on scanning charges.
129	Penalties	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 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	Bidder submits that the penalty for delay in scanning shall be calculated on the logistics value of the delayed batches	No Change

130	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	We propose the RMF movements to be considered as Deemed if any delays of 6 Calendar days for moving out the physical records after scanning from Scanning Centre to RMF from LIC end.	No change acceptable
131	Penalty for loss of documents	Penalty on Loss of Policy Docket will be charged @ ` 2000/- for each Policy Docket lost and in case of Incremental Documents, for each Incremental Transaction / individual document lost or part thereof will be charged @ ` 500/-.	Penalty of Rs. 500 should be on Loss of each Incremental Transactions	No change acceptable
132	Penalty for loss of documents	overall cap of 10% of Annual Gross Logistic & Scanning charges paid.	We proposae modifications of this clause as the cap on the Annual Gross Logistics charges only	Over cap of 10% of Annual Gross Logistic plus Scanning Charges paid is applicable for both the TAT penalties (i.e. TAT of 3 days for scanning and TAT of 6 days for moving the documents to RMF) put together and not independelty on each of the TAT.
133	5 - Terms and Conditions	4. Penalty for delay in Logistics from Scanning Centre to RMF	We request all penalties to be capped to 10% of the applicable service/milestone	All penalties are capped to maximum of 10% only. For services, it is maximum of 10% of annual gross service cost of the applicable service.
134	5 - Terms and Conditions	5. Penalty for loss of documents	We request all penalties to be capped to 10% of the applicable service/milestone	Penalty for loss of document is on case to case basis hence can not be capped.
135	5 - Terms and Conditions	6. Penalty for delay in resolving the reported issue on Complaint Management System	We request all penalties to be capped to 10% of the applicable service/milestone	The penalty for delay in resolving will be determined on a case to case basis subject to a maximum of 10% of the cost of the Annual Technical charges.
136		7. Penalty for not conducting the Preventive Maintenance of the System	We request all penalties to be capped to 10% of the applicable service/milestone	The penalty for default is 10% of the AMC cost of that particular System.
137	5 - Terms and Conditions	8.Non availability of Onsite Support team	We request all penalties to be capped to 10% of the applicable service/milestone	The maximum cap will be 10% of the Annual Project Management cost.
138	5 - Terms and Conditions	9.Penalty for Migration Activities:	We request all penalties to be capped to 10% of the applicable service/milestone	The delay per week will be penalized @ 1% of the migration cost subject to a maximum of 10% of the migration cost.
139	EDMS_RFP_161112	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	No Change.

			whole or part. The Bidder shall have the right to terminate the contract in the event any undisputed amount remains unpaid for a period exceeding 15 days.	
140	EDMS_RFP_161112	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	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. The liability of re-procurement costs in such an event shall not exceed 5% of the value quoted for such services in default	No Change
141	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.	We propose modification of this clause as follows in order to provide a cure period prior to invoking termination: "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 cure the same within 30 days of receipt of a written notice for cure , 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."	Please refer corrigendum
142	5 - Terms and Conditions	2. If the Bidder fails to deliver any or all of the Systems within the period(s) specified in the Contract, or within any.....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	Replaced 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."

143	5 - Terms and Conditions	2. In the event LIC terminates the Contract in whole or in part, LIC may procure, upon such terms and in such.....the performance of the Contract to the extent not terminated	a) We request that deletion of the Section related to risk purchase b) Kindly clarify if Successful Bidder will be reimbursed and paid for services rendered under the portion of the contract not terminated. c) Further we request to kindly allow right to terminate by Successful Bidder for non payment of undisputed dues by LIC within the agreed timelines	a) Not Acceptable b) Yes c) Not Acceptable
144	EDMS_RFP_161112	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.	No Change
145	Termination for Convenience	Termination for Convenience	We propose deletion of this clause as termination for convenience is neither relevant nor applicable to such projects.	Not Acceptable. Please see corrigendum for notice period.
146	5 - Terms and Conditions	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.	1. Considering the volume/tenure of the contract, we suggest that the notice period for termination due to convenience of LIC be increased to atleast 180 days' prior notice. 2. We also request that successful bidder be allowed to terminate for convenience with atleast 180 days' prior notice. 3. We request to include a provision for payment of termination fees as may be mutually agreed between the Parties 4. We 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	1. Please refer Corrigendum 2. No change 3. No change 4. No change
147	5 - Terms and Conditions	LIC, by written notice sent to the Bidder may terminate the the Scanning and Logistics Operations.....within 45 days of exit notice by LIC	Kindly clarify if there would be a single contract for the whole scope of work or there would be a separate contract for "Scanning and Logistics Operations"	Single Contract for whole scope of work with the tenure defined in the RFP for the deliverables /services.
148	5 - Terms and Conditions		In addition to the other payment, would request to provide 10% of balance TCV as convenience fees to bidder for termination for convenience.	Not Acceptable.
149	EDMS_RFP_161112	Termination & Exit Clauses	Either party shall have provision to exit	No Change

150	EDMS_RFP_161112	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	No Change. Please refer corrigendum for notice period.
151	EDMS_RFP_161112	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.	Minimum 9 months period should be given to exit from the contract, as operations required by LIC as per this RFP is huge and requires large investment and manpower	Please refer corrigendum
152	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.	We propose modification of this clause as follows: "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. 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 any obligation of the Bidder to pay liquidated damages to LIC, criminal negligence or willful misconduct and in the case of indemnity for third party claims intellectual property infringement pursuant to Conditions of Contract."	Not Acceptable
153	5 - Terms and Conditions		We propose the below clause: "Except in cases of criminal negligence or willful misconduct and in the case of third party IPR 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 If Bidder provides (or on the instruction of the Purchaser on the basis of any requirement, works upon or has access to) any third party hardware/ software, the terms of usage of such third party hardware/ software as provided by the owner/ licensor of such hardware/ software will be	No Change. Bidder is responsible for procuring hardware/software, licence required for providing the deliverables/services mentioned in the RFP. Please refer Section 5.7 of the RFP for patent rights.

			applicable. The ownership of such hardware/ software will remain with the third party. Any liability arising due to use of any third party hardware/ software shall be with the respective third party. Bidder disclaims any liabilities arising due to usage of third party hardware/ software and the Purchaser agrees to absolve the Bidder of any such third party liability. Any applicable warranty as provided for such third party 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"	
154	EDMS_RFP_161112	Limitation of Liability	Should be kept limited with capping equal to the value paid at the time of contract termination	No Change
155	EDMS_RFP_161112	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.	No Change.
156	Taxes and Duties	5.28 Taxes and Duties Vendor shall be entirely responsible for upfront payment of all applicable taxes like Central / State levies, Sales Tax, Octroi, VAT, Service Tax, etc. Octroi / Local Entry Tax, etc., wherever applicable shall be mentioned in the invoices submitted and shall be reimbursed as per actuals on production of the original receipt in	Bidder submits that the Bid be modified to exclude taxes for submission, NPV calculation and Reverse Auction as there is high probability of GST law being passed soon which will change the entire structure of the taxation law both from applicable taxes and the rates of taxes and hence request for deletion of this clause and also a suitable modification to	Refer point no.14 of Section 3.8 for treatment of tax. Commercial Bid Form-A9 clearly states that the bidder shall quote the Cost inclusive of duty related components and exclusive of Octroi / LBT, VAT, service tax, cess, etc.

		proof of having paid the said taxes on behalf of LIC. In case, concrete evidence of having paid the appropriate taxes is not submitted within a maximum period of 2 months from the date of payment of taxes, the Vendor will not be eligible for any reimbursement on this count.	the Reverse Auction clause and the Commercial Bid Form-A9 and Table-T8 Reverse Auction	
157	5 - Terms and Conditions		Kindly also define obligation of LIC under this RFP	LIC has to obtain a best End-to-end Solution and implement the same.
158	5 - Terms and Conditions		Request to add below clause: If there is any change in the statutory obligation because of introduction of new tax regime or change in the tax rates, the LIC will bear the cost of additional taxes.	Refer point no.14 of Section 3.8 for treatment of tax.
159	EDMS_RFP_161112	Taxes and Duties	The Taxes and Duties should be paid at actual borne while invoicing the deliverable while during bid submission the same would be provided as applicable at that point in time	Refer point no.14 of Section 3.8 for treatment of tax.
160	EDMS_RFP_161112	Bidder's Obligations	Suggest to add "LIC would provide general guidelines of work adherence, LIC policies to be followed at LIC premises and any other relevant instructions for Bidder's understanding."	Shall be provided to the successful bidder (with whom the contract is made) at appropriate time.
161	EDMS_RFP_161112	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.	LIC will decide about the deviations submitted by the bidder in the format provided in the RFP under Point no. 5 of Section 3.8. Refer Annexure-A4 for clarification.
162	EDMS_RFP_161112	Hardware Maintenance	Our understanding of uptime is the working of a component to meet the business requirement for e.g. if a component is Active-standby mode, and active component fails with standby taking over the operations shall be still taken as up while the faulty component is replaced. The 4 hours repair time is not realistic and should be appropriately changed to 2-3 days depending on the location to arrange the spare / replacement equipment from OEM warehouse or otherwise.	The understanding of uptime is correct. The 4 hours duration is for the Technician to visit and commence the repair work.
163	EDMS_RFP_161112	The site for carrying out the scanning of dockets will be provided by LIC.	a) Would Scanning Locations be same as the existing 113 DO's? b) What would the specifications for the scanning space be?	a) Yes. b) Required space will be provided by LIC.

164	EDMS_RFP_161112	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.	-	No query. No comments.
165	EDMS_RFP_161112	Available raw power supply would also be allowed to be used, if available, on a chargeable basis. However Bidder cannot give any excuse for lower output due to non-availability of enough furniture, Generator, UPS Supply, Air conditioning and frequent power failure, etc. in such cases the Bidder shall make his own arrangement to ensure quality and timely delivery	Request to delete	Not acceptable.
166	EDMS_RFP_161112	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. 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 cost	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. 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 cost	No Change.
167	5.38 Pre-Contract Integrity Pact	Pre-Contract Integrity Pact	Kindly confirm whether the Integrity Pact will be executed on stamp paper or plain paper? In case of stamp paper, confirm the denomination of stamp paper.	Integrity pact shall be on stamp paper of Rs.250.00
168	Detailed Scope of Work	6.2 Detailed Scope of Work The Bidder shall be required to arrive at a best suitable End-to-End Solution for LIC considering effort estimation for implementation, resources and equipment requirements. The Bidder shall be responsible to provide requisite services, resources and equipment throughout the contract period of 7 years wherein scanning and Logistics is for the first 3 years only The Scanning and Logistics deliverables may be reviewed at the end of the 3rd year and may be renewed at the sole discretion of LIC for a further period of 2 years on such terms and conditions as may be mutually agreed upon by the parties. If renewed then, the same will again be reviewed at the end of the 5th year and may	Bidder submits that the renewal of the Scanning and Logistics deliverables at the end of the 3rd year and 5th year shall be at the prices agreed mutually at the time of renewal	Please note that the renewal of the Scanning and Logistic deliverables, if required is at the sole discretion of LIC at terms and conditions mutually agreed.

		be renewed at the sole discretion of LIC for a further period of 2 years on such terms and conditions as may be mutually agreed upon by the parties.		
169	EDMS_RFP_161112	Scope of Work	Does the scope of work require rollout and scanning and logistics at Foreign locations as well. They work in what capacity Zonal office, DO or Branches etc.	The scanning and logistics operations is limited to locations in India only.
170	EDMS_RFP_161112	LIC is having a perpetual licence for DMS Software - OmniDocs and OmniFlow Suite of Products. LIC is also having Operating System licences of RedHat (Product Code being RH00008RN, RH00025RN, RH00006RN, RHO844913RN and MCT0370RN) and Netvault licences (Product Code being 10020-20, 12200-00, 15440-20, 15100-20, 15450-20, 16250-00, 15410-20, and 14100-00). For the products for which LIC is having licences, no rate should be quoted.	If the proposed DMS is other than OmniDocs and OmniFlow how would the prices be compared with another where OmniDocs and Omniflow are proposed?	Actual cost will be taken for DMS other than OmniDocs and OmniFlow.
171	6.2 Detailed Scope of Work	The scanning and Logistics deliverables may be reviewed at the end of the 3rd year and may be renewed at the sole discretion of LIC for a further period of 2 years and similarly after these 2 years	Will the rates also be negotiated after 3rd year mutually?	Please note that the renewal of the Scanning and Logistic deliverables, if required is at the sole discretion of LIC at terms and conditions mutually agreed.
172	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 shall suggest a suitable System.
173	Scope of work		Are you looking for Content Management Interoperability Services (CMIS) to ensure there is no dependency on vendor is case you need to migrate data to other solution in future	The Bidder shall suggest a suitable System.
174	Scope of Work		Will you need a limit on number of instance which can be created once the solution is procured?	The number of instances may change based on the business needs.
175	Scope of Work		Do you need an High Availability for Active- Active set up or Active-Passive	The Bidder shall suggest a suitable System.
176	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.
177	Scope of work		Do you want DMS system should provide security to prohibit	Refer Table-T3. Additional DMS features shall be

			printing of entire document or selected portion	suggested by the Bidder.
178	Scope of work		Do you want system should be able to disable the copy/paste and screen capture capabilities	Refer Table-T3. Additional DMS features shall be suggested by the Bidder.
179	Scope of work		Do you want system should water mark pages if printing privileges are granted	Refer Table-T3. Additional DMS features shall be suggested by the Bidder.
180	Scope of work		Do you want system should expire or revoke document access at any time	Refer Table-T3. Additional DMS features shall be suggested by the Bidder.
181	Scope of work		Do you want system should provide capability to protect the sensitive information's 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 confidential and tamper-proof no matter where they are distributed and stored. System should be able to integrate with both MS Outlook	Refer Table-T3. Additional DMS features shall be suggested by the Bidder.
182	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.	Refer Table-T3. Additional DMS features shall be suggested by the Bidder.
183	Scope of work		Do you want 1: infinite number of connections ratio of number of user to server connections.	Refer Table-T3. Additional DMS features shall be suggested by the Bidder.
184	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	Refer Table-T3. Additional DMS features shall be suggested by the Bidder.
185	Scope of work		Do you want that the System shall support .Net, Java API, XML API and SOA Architecture for Integration with existing applications.	Refer Table-T3. Additional DMS features shall be suggested by the Bidder.
186	EDMS_RFP_161112	After completing the scanning, indexing and uploading of images at the Divisional EDMS Server(s), physical records shall be transported to Record Management Facility (RMF) or any other location for storage as decided by LIC mostly within the geographical spread of the Division.	a) How many RMFs are there? b) Where are the RMFs located?	Currently, almost each Division is having an RMF. But in certain locations, Divisions have a single RMF in common for multiple Divisions. Please refer to Table-T10.
187	EDMS_RFP_161112	Bidder is required to follow the norms for scanning the documents as per the requirements formats (Tiff, JPEG, PDF, etc.) as per the requirements..... made available to LIC on an urgent basis.....	Please elaborate the expectation for 'Urgent basis'	As per changing Regulatory, Business, Statutory and Organisational needs.
188	EDMS_RFP_161112	Turn-Around-Time (TAT) of 72 hours (i.e., 3 Calendar days	Looking at the daily volumes the TAT should be increased to 5 days	TAT criteria for Scanning (i.e. from Pick-up till upload)

		excluding Sundays and LIC Holidays) starting from.....	(120 hours)	has been changed. Please refer corrigendum.
189	EDMS_RFP_161112	Bidder is required to follow the norms for scanning the documents as per the requirements set by LIC. Bidder needs to scan certain documents in colour, based on the business requirements of LIC. The Images shall be made available in any one or combination of formats (Tiff, JPEG, PDF, etc.) as per the requirements of LIC.	a) Other than Medical Reports and Photo what type of documents would need to be scanned in colour? b) What is the current sizing? c) At what rate is the growth to be expected? d) What resolution are these documents to be scanned at?	a) As of now, only these 2 documents. b) Please refer to Table-T13. c) Please refer to Section 6.2.5. d) Please refer to Section 6.2.5.
190	2 Scanning Activities and Upload, Point Number E	Indexing of scanned images as per the approved standard	Kindly provide details of Indexing keys to be captured for metadata entry and average characters per field.	The Bidder shall suggest suitable indexing keys and average characters per field.
191	2 Scanning Activities and Upload, 4th Para	Bidder needs to scan certain documents in colour, based on the business requirement of LIC	Kindly provide details of number of colour pages or what percentage these pages constitutes of total volume.	Please refer to Section 6.2.5.
192	2 Scanning Activities and Upload, 3rd Para	The Bidder is required to bring its own hardware like scanners, PCs, skilled manpower, any other tools, furniture, equipment, accessories etc., required for setting up of Scanning centre.	Details of IT infrastructure to be provided at all the scanning locations need to be given in detail. PC's needs to be given for LIC officials for Verification of Data at Scanning centres?	IT infrastructure including hardware for QC by LIC officials at all the scanning locations will be the bidders responsibility.
193	Scope of Work-- Scanning Activities and Upload	EDMS Servers at ZO	As per SOW, ZO will act as DR Site for respective Divisional Offices. Hence data and images will be replicated to Zonal Offices. However they will not be accessible to ZO users until Switchover is done. In the above context, can you clarify the statement on page no. 51 that "scanned records have to be made available on EDMS servers at Zonal level"	As soon as the images are uploaded in the Divisional Office Servers, replication to the Zonal Office Servers should be done immediately so that the scanned records are viewed at Zonal level.
194		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 document condition like torn or mutilated state. (4) Please specify the approx percentage of each mode of scanning like B/W, Grey and Color. (5) What are the meta data entry fields should be considered 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	(1) Yes. (2) As per the Business needs. (3) Query not clear. (4) Please refer to Section 6.2.5. (5) The information will be provided to the successful Bidder. (6) The indexing information needs to be page independent.

			page or any page.	
195	System Architecture		How do you plan to protect the documents moving out of organization? 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?	Refer Table-T3. Additional DMS features shall be suggested by the Bidder.
196	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	In the existing setup, and as on date, the e-FEAP System is having Divisional level Server and Disaster Recovery Site at Zonal level.
197	System Architecture		How is eFEAP currently implemented across HO, ZO, DO & BO	In the existing setup, and as on date, the e-FEAP System is having Divisional level Server and Disaster Recovery Site at Zonal level.
198		Active - Active Clustering	For HA. It can be deployed in Active - Passive clustering as well. Can this also be factored.	Bidder shall suggest suitable architecture ensuring HA.
199		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 on the same.	The proposed System should adhere to the architecture mentioned in the RFP.
200	Ref: CO/ITSD/EDMS/2016-17/RFP Date: 12/11/2016	The facility to upload images via mobile / TAB / Other Systems of LIC to EDMS image repository	Please provide list of planned Mobiles/TAB devices with Operating Systems. Are you looking for Mobile Application <<Or>> browser based solution	The Bidder shall suggest the suitable mobile solution which is independent of mobile devices and operating systems.
201	EDMS_RFP_161112	Network	What is the provision of backup lines in case of primary line failure and also the capacities are at par or less.	Backup lines are MPLS with similar capacity as the primary line.
202	Scope of Work-- System Architecture	Data Center Infrastructure at DO/ZO/CO	Whether bidder needs to also provide for Data Center infrastructure like Power, UPS, Cooling, Generators, Racks, Smoke Detectors, Firewalls, Rodent Repellents, etc at all Dos, Zos and Cos	The Bidder needs to mention the requirements only.

203		TOR Switches	Apart from the WAN Link , since the latest hardware will be on 10Gbe NIC's and need 10Gbe (for the Application DB ,APP and Web Servers ,request you to clearly mention that bidder's need to include the 10GBe Top of the Rack switches as a part of their hardware design for all the DO,ZO,CO offices of LIC under consideration. This will further help LIC EDMS team to move to a full 10Gbe network later with more bandwidth for the Datacenter Fabric with backward compatibility to current 1Gbe DC LAN network.	The Bidder can propose suitably.
204	EDMS_RFP_161112	Hardware proposed should not be declared End of Sale (EOS) / End of life (EOL) End of Sale (EOS) / End of life (EOL) by the OEM. If it is declared so, the Hardware needs to be replaced by the vendor at no cost to LIC. It should also be ensured that the software is compatible with the replaced hardware. Loading consistent software on the changed HW is also the Bidder's responsibility at no cost to LIC.	EOS/EOL is OEM driven and usually has lifecycle of 3-5 years. The hardware change call should be taken based on mutual discussions and cost should be borne by LIC for upgradation/ replacement	Not acceptable.
205	EDMS_RFP_161112	Hardware proposed should not be declared End of Sale (EOS) / End of life (EOL) for the next 7 years by the OEM. If it is declared so, the Hardware needs to be replaced by the vendor at no cost to LIC. It should also be ensured that the software is compatible with the replaced hardware. Loading consistent software on the changed HW is Bidder's responsibility at no cost to LIC.	Request to delete	Not acceptable.
206	Hardware Sizing	Gartner's Magic Quadrant for General Purpose Disk Arrays	For Servers, is there any restriction that the OEM should be in Gartner's Magic Quadrant for Modular Servers	The proposed hardware OEM should be part of Gartner's Magic Quadrant.
207		Server Configuration	Please revise the specifications to mention bidder to include " Latest version on the CPU chipset (i.e. x86 V4 series) , DDR4 RAM , 2* 1.6TB SSD local HDD , 2* 16FC dual port HBA cards, 4x 10Gbe Converged Network Adapter Cards " This will help LIC with the performance benefits on deploying the EDMS application.	The Bidder can propose suitably.
208	EDMS_RFP_161112	A UAT set up at CO consisting of Six Servers of DO Size - 2 of each Configuration, 2 of ZO.....If created, or if any other office as decided by LIC, should also be provided with the above	How would be the costing consideration for the new/ additional hardware to be deployed on new locations over the contract period	The cost should be constant throughout the Contract period.

		configuration.		
209	EDMS_RFP_161112	For hardware, the detailed component wise pricing should include prices of every component like CPU, Storage, DVD writer, Memory, Raid controller, Mother board, other components / accessories, etc. and should be specified clearly along with the number/ quantity required.	There may be cases wherein the component wise pricing is not available from the OEM. Please clarify on such cases.	The component wise pricing is required especially for repair and replacement.
210	EDMS_RFP_161112	If the sizing provided by the Bidder does not support the desired performance levels and SLAs as mentioned in the RFP, cost for any additional hardware to meet performance standards will be recovered from the Bidder. This cost will be over and above the penalty levied for not adhering to the SLAs	Request to delete	Not acceptable.
211	EDMS_RFP_161112	Spares, consumables and support for the hardware should be available for the tenure of the Contract of seven years from the date of installation of the Hardware irrespective of whether the equipment is manufactured by the Bidder or procured from any other OEM. The entire responsibility will rest on the Bidder for servicing and proper functioning of the equipment supplied. During specified tenure, if it is found that spares/ consumables or support is not available, the hardware will have to be replaced by equivalent or higher model by the Bidder at no extra cost to LIC.	Request to delete	Not acceptable.
212	EDMS_RFP_161112		Please provide definition of minor change and what would be termed as non-minor (major) change. Any major change with significant change in functionality should be taken as additional requirement with extra cost outside the contract value.	Ongoing maintenance and customisation is part of support during the contract term for which onsite team is required.
213	EDMS_RFP_161112	Any software should not be declared End of Sale (EOS) / End of life (EOL) by the OEM / Service Provider within a period of 7 years. If declared then the bidder has to upgrade the same and other linked software without any cost to LIC. The software should also be compatible with the hardware.	Any software if declared End of Sale (EOS) / End of life (EOL) by the OEM / Service Provider within a period of 7 years then the bidder has to upgrade the same and other linked software with minimum cost implication to LIC. The software should also be compatible with the hardware.	Not acceptable.

214	EDMS_RFP_161112	Any software should not be declared End of Sale (EOS) / End of life (EOL) by the OEM / Service Provider within a period of 7 years. If declared then the bidder has to upgrade the same and other linked software without any cost to LIC. The software should also be compatible with the hardware.	Request to delete	Not acceptable.
215	EDMS_RFP_161112	The contract term includes the Warranty from the date of contract and further AMC covering the following: a. All product upgrades, modifications, enhancements that have to be provided to LIC. B. Upgrades would include product releases made by the Bidder to incorporate technological changes consolidating all bug fixes and enhancement requests made by LIC.	The contract term includes the Warranty from the date of contract and further AMC covering the following: a. All product upgrades, modifications, enhancements that have to be provided to LIC at mutually agreed cost to LIC. B. Upgrades would include product releases made by the Bidder to incorporate technological changes consolidating all bug fixes and enhancement requests made by LIC at mutually agreed cost to LIC.	The contract includes the commercials for various deliverables /services with the successful bidder. Refer ponit no 1,2,3,4 & 5 of Section 5.
216	Ref: CO/ITSD/EDMS/2016-17/RFP Date: 12/11/2016	Workflow Migration	Do you mean to migrate running workflows <<Or>> ALL existing Workflows in New System. Any business reason to migrate all existing workflows to New System.	Currently, the customized EDMS Workflows such as e-DAK, Notes and Approval Workflow and the data of standalone Propsino Pearl should be considered for as-is migration. Business Reasons are there. We cannot lose all the data and information.
217	EDMS_RFP_161112	Data migration	Plz clarify on the requirement of reconciliation tool,gap analysis,Fall back policy,Online migration MIS needed.	The information provided in Section 6.2.9 is self-explanatory.
218	Component s / Activities, Point Number 9, Data Migration	Data Migration	Though API's will be made available by LIC, it is a time consuming process for migrating the data from the existing format. The selected Bidder has to depend on the existing vendor which may result into delay without fault of the Selected Bidder. Therefore, It is also suggested to exclude penalty from migration activity	The timely migration is vital for LIC's Business Continuity.
219	Main RFP	The Work Flow System called Propsino Pearl and its database should also be migrated and merged with the new EDMS	Need more details of the workflows configured in the system. Are these workflows standard compliant?	Currently, customized EDMS Workflows such as e-DAK, Notes and Approval Workflow and the stand-alone underwriting workflow Propsino Pearl are to be considered for as-is migration. New workflows as per LIC business needs will be informed as and when needed.

220	Ref: CO/ITSD/E DMS/2016- 17/RFP Date: 12/11/201 6	10. Integration with Core Business System of LIC 11. Integration with other Systems of LIC	Please provide list of Core Business Systems and Other Systems with Technologies and business logic/usage.	For Core Business Systems, please refer 8.78 of RFP Table-T3. All other Systems of LIC are using JAVA based Technologies.
221	EDMS_RFP _161112	Integration with other applications	Bidder to suggest just a road map or will it be part of SoW	The Bidder shall suggest a road map for integration. Integration is a part of scope of work.
222	EDMS_RFP _161112	Integration with other applications	Plz specify if it is the only work flow or there are other workflows to be linked.	Please refer section 6.2.7 for details. DMS workflows are integrated with other systems and existing New business workflow 'Propsino pearl' need to be developed afresh in DMS. This workflow is also linked to other systems of LIC.
223	EDMS_RFP _161112	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)	Compliance, including the approach to maintaining compliance with applicable laws, regulatory requirements, standards, best practices applicable to the bidder and LIC's enterprise security requirements and comply with LIC's System Audit(s)	Replaced as: Compliance, including the approach to maintaining compliance with applicable laws, regulatory requirements, standards, best practices applicable to the bidder and LIC's enterprise security requirements and comply with LIC's System Audit(s).
224		Point no 11 - Propsino Pearl is an underwriting Work Flow System not linked to the existing DMS but linked to other LIC Systems which has to be provided afresh in the new DMS	In case if the workflows of the Propsino Pearl has to be migrated then do we still need to link images to Propsino pearl application.(i.e. Image Enablement function in the Propsino Pearl application)	After migration, Propsino Pearl functionality will become a part of workflows of EDMS Solution.
225		Integration with other LIC system such as Portal, Data Warehouse, Mail Server, Propsino Pearl,E2E for SBA's, Bancassurance, Online Policies, etc.	What is the Scope of integration.	Other Systems should able to use EDMS Solution. Should be able to send/receive data/images
226	EDMS_RFP _161112		Providing test cases and involvement/ availability of required number of staff of LIC for testing as per test plan would be LIC onus.	No Change.
227	EDMS_RFP _161112	f. In the event of any deviation / discrepancies / errors observed during the pilot, the sign-off will only be given by the Division once the deviation / discrepancies / errors reported by the respective Division have been successfully rectified by the Bidder.	Would it be only critical deviations or any deviation?	All deviations reported by LIC.
228	EDMS_RFP _161112	The Bidder needs to roll-out the upgraded EDMS (Hardware as well as Software) as specified in the RFP across LIC. Any new Office opened by LIC would also be considered for roll-out as and when intimated by LIC.	How would the estimates and timelines changes for new locations be accounted? Delays due to new locations shall not attract any penalties and the scoping of new requirement needs to be done when such new requirements are put across by LIC to the existing vendor	Any new addition of Office will be intimated by LIC. Bidder needs to provide action plan for rollout for such cases as and when intimated by LIC.

229	EDMS_RFP_161112	LIC reserves the right to alter the delivery schedule and quantities based on the implementation plan. This will be communicated formally to the Bidder, if a need arises. LIC, at its discretion, may decide to accelerate the implementation and the Bidder would need to meet the requirements. The Bidder is required to adhere to the timelines specified for all the activities strictly unless communicated by LIC otherwise, such as "Site not ready", etc.	the quantity or BOM / revised delivery schedule or any alteration in current schedule has to be discussed and scoped mutually between LIC and successful bidder. BOM cant be changed once the contract is awarded as per the L1 criteria for a specific scope of work highlighted in RFP	Any related change shall be mutually decided and agreed upon.
230	EDMS_RFP_161112	Pilot Run	Support of LIC personnels would be of key significance during pilot run	LIC will provide all required support wherever necessary within the scope of the contract.
231	EDMS_RFP_161112	b. Other Software Support: To provide support for other Software Support like Linux..	what are other softwares to be supported?	Support for Web, Application layers, Database, Operating System.
232		Monitoring System (BAM)	How many reports are expected to be configured in the BAM System.	The proposed system should provide all reports as per Business requirements including real time MIS.
233	EDMS_RFP_161112	Payment module	what are the type of payments included? Have we to develop grounds up?	Bidder needs to provide a web based module with MIS functionality for monitoring the project payment related activities. Yes
234	Training	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	Training to be given to user as well as technical team.
235	EDMS_RFP_161112		What is expected methodology of training in terms of onsite/webex/Vcon. Providing Vcon facility and required infrastructure in terms of projectors, desktops etc. would be LIC responsibility	Submission of the training plan with the requirements and implementation is the Bidders responsibility. LIC will provide support wherever feasible. Vcon will be arranged by LIC
236	EDMS_RFP_161112	Training	Is it train the trainer only or all users and only for the DMS since the RFP also mentions testing training and Data Migration training . Also specify the batches , frequency, locations etc	Training to be given to user as well as technical team. All other details shall be shared with the successful bidder.
237	EDMS_RFP_161112	Retention and storage of backup files and softwar	Please provide the backup retention required	As per LIC's guidelines released from time to time.
238	EDMS_RFP_161112	Hardware backup for the main processo	Please elaborate on the requiremnet	An alternative option for the main processor for continuity of operations in case of failure.
239	EDMS_RFP_161112		Are there any statutory guidelines or LIC expectations on time for which the data should be preserved/ archived/ or accessible live. Please share.	Bidder shall provide approach plan for data preservation. Necessary information in this respect will be provided by LIC to the successful Bidder.

240	EDMS_RFP_161112	Archival policy should ensure that there is no loss of data. It must be possible to access the archived data for specific queries by the users in less than 2 minutes. Such query to historic data archived will be for a single policy or a single customer data. Hence, a provision should be available to access archived historic data. The archival system at DO level could also be a separate system with proper design / sizing for faster access. The purging of records should be a continuous activity based on LIC's discretion. The purged records for lapsed policy records should be archived in a separate Server / Folder and should be available as and when required. The retrieval methodology should be available to retrieve a single record also if required.	How historic is the data to be archived? How historic would the data to be purged be?	Archival and purging is not time dependent. It depends on other factors like status of the policy etc. LIC / Regulator decides on data is to be archived.
241	EDMS_RFP_161112	Data Backup and Archival	Please mention after how many years / months the data needs to be archived	Archival is not time dependent. It depends on other factors like status of the policy etc. LIC may plan this activity periodically.
242	EDMS_RFP_161112	Any costs for performing the benchmark such as travel, stay, etc. would be borne by the Bidder only.		no query, no comment
243	EDMS_RFP_161112	The sign-off will be given by LIC at various locations, when all the deliverables as mentioned in this RFP for that locations, are delivered in good condition, installed, commissioned, data migrated, tested, implemented and accepted along with the supporting documentation and training provided to LIC's employees in compliance with the terms of this RFP and as per the requirements of the contract executed between LIC and the Bidder and the acceptance criteria defined in this document is fully met.	Would the sign off will be given at 113 Dos and 8 ZO and 1 CO respectively?	Yes.
244	EDMS_RFP_161112	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 query. No comments.
245		SLA (Service Level Agreement) - Resolution Time	Can you please change the Resolution time to Response Time in the SLA.	No change

246	Project Timelines	Customization and installation of Propsino Pearl Software for switching over to the new System with all the existing functionalities and features	Bidder propose to descope Propsino Pearl Customisation. Bare Installation can be considered as bidder's scope.	After migration, Propsino Pearl functionality will become a part of workflows of EDMS Solution.
247	Project Timelines	Testing of the customized Solution along with the integration with e-FEAP and other Systems and fixing the bugs, if any	Bidder request clarifications on the term " Other Systems"	Other LIC Systems include Portal, Data Warehouse, Mail Servers, Propsino Pearl, E2E for SBAs, Bancassurance, Online Policies, etc.
248	Project Timelines	Scanning Centre readiness : To make the Scanning Centre Site ready for scanning at Pilot Divisions - 30 days from SOC	As the timelines for installing hardware, Applications and migrations at Pilot divisions is planned post Activity # 13; these scanning centers will be not operating and will be idle.	Once the scanning centre is ready, the uploaded scanned images can be tested with the Pilot Divisions for live data. Please refer Activity no. 9 under Section 7.1.
249	EDMS_RFP_161112	Project timelines	The timelines are very aggressive for both overall and individual milestones. Would the bidder be allowed to propose the timelines on mutually agreed terms during the contracting stage.	The overall timeframe is 10 months. Tentative timelines are provided in Section 7.1. The Bidder should complete the activities within the overall timeframe.
250	EDMS_RFP_161112	Hardware Order placement	The hardware delivery timelines from the OEMs are more than the stated in the RFP. We need to reconsider on the timelines.	Suggestive activity details and tentative timelines are provided in Section 7.1. The Bidder is free to plan activities within the overall timeframe.
251	Project Timelines	Testing of the integration with other Systems	Bidder request clarifications on the term " Other Systems"	Other LIC Systems include Portal, Data Warehouse, Mail Servers, Propsino Pearl, E2E for SBAs, Bancassurance, Online Policies, etc.
252	Project Timelines	Pilot run in 8 zones : Installation of Propsino Pearl Software, etc., Checking for the working of the Solution	Bidder propose to consider the statement as Checking for the working of the DMS solution	Installation of Propsino Pearl Software, etc., Checking for the working of the Solution shall be replaced as "Checking for the working of the entire Solution".
253	Project Timelines	Central Office Server : Installation of Propsino Pearl Software, etc., Checking for the working of the Solution	Bidder propose to consider the statement as Checking for the working of the DMS solution	Installation of Propsino Pearl Software, etc., Checking for the working of the Solution shall be replaced as "Checking for the working of the entire Solution".
254	Project Timelines	Sign-off for all locations	At what stage & substage of the Project Timelines the actual scanning activities will start at the Scanning Centers by the new bidder	Once the scanning centre is ready, the uploaded scanned images can be tested with the Pilot Divisions for live data with the new Bidder. Please refer Activity no. 9 under Section 7.1.
255	EDMS_RFP_161112	LIC may decide to have additional implementation at Divisions or Zones. Details for the same would be shared with the Bidder and implementation modalities will be arrived at with mutual consent.	How would the estimates and timelines changes for new locations be accounted? Delays due to new locations will not attract penalties	This refers to new locations after initial implementation and during the term of contract.
256	EDMS_RFP_161112	Project Locations	Whether LIC is considering DR location for the Central Office or is it going to be one single location, if DR is considered for CO then total number of locations would be 123	At one of the existing locations.

257	EDMS_RFP_161112	Each planned down-time for application, database and operating system servicing, delivery channels and interface servicing (Upgrades, Bug fixing, Patch uploads, Regular maintenance etc.) will not be more than 4 hours. This activity will not be carried out during business hours.	Some of the maintenance activities may take longer than 4 hrs. please reconsider the timelines to 8hrs for planned and pre communicated activities during non business hrs.	Consideration may be on a case-to-case basis.
258	EDMS_RFP_161112	Response time for images should be <3 seconds	Understand this response time is calculated within the DC LAN. Please confirm	The response time is for the System and is independent of the location of the System.
259	EDMS_RFP_161112	Time window for backup should be zero	Please give further information on the expectations on the backup.	Zero time with zero data loss.
260		Response Time for the image should be less than 3 Seconds	We assume that the response will be from the respective Local Server. Is our understanding correct?	The response time is for the System and is independent of the location of the System.
261	EDMS_RFP_161112	Response times for all report previews should be < 60 seconds	Understand this response time is calculated within the DC LAN. Please confirm	The response time is for the System and is independent of the location of the System.
262	EDMS_RFP_161112	Critical Gap / Bugs / Defects / Showstoppers The Bidder shall ensure that all bugs reported by the users/ testing team will be resolved within 24 hours from reporting.	Request to reconsider the timelines from 24hrs to 36hrs, considering the interdependencies and solution.	Not acceptable.
263	EDMS_RFP_161112	The Bidder shall ensure that all modifications, enhancements reported by LIC will be duly resolved as per the agreed timeframes.	All the further modifications, enhancements post signoff to be carried out through a change request. Please confirm	It will be informed through a documented system.
264		Table T1 (Eval Criteria) - Point 12 - POC Criteria	What would be the scope for POC	Successful deployment, migration and end-user acceptance for end-to -end solution
265	Project Implementation Capability	On-site Do-Coordination	We propose the RFP should include the requirement of DO-Coordination (atleast 1 per 2 divisions) as they will be key persons to manage the divisional operations.	Please refer corrigendum
266	Table-T2: Project Implementation Capability	If the reference site is a Banking, Financial services and Insurance (BFSI) / Public Sector Organizations in India, then 7 marks	We request to accept International Experience	Bidder may also submit international reference. Refer Table-T2: Project Implementation Capability for details.
267	Table-T2: Project Implementation Capability	Request from LIC	As we are aware that project is having 2 types of scope 1) Supply, Customization, Deployment and Maintenance of Software and 2) Scanning and Logistics >>> Scanning and Logistics are generally outsourced to the partners at several location. We request to allow Consortium Partner in Bid and Experience of	The RFP stipulates that the upgradation of EDMS is a Turn Key Project for LIC and hence the response is invited from the System Integrators. Refer Point no.18 of Section 1.1 for details.

			Consortium Partner shall be considered	
268	Table-T2 (Project Implementation Capability), Technical Professional Strength, point no. 4	Support Engineer / System Administrators	As we understand that this requirement to be taken up once the project is awarded. The details of 113 candidates at the time of bidding should not be mandatory.	Please refer to Section 6.2.16.
269	Table-T3: Architecture / Software / New Features / Functional Evaluation	Supporting Documents required - Purchase Order / Credential Letters from client stating that the solution is implemented properly and working satisfactorily	We understand that this section is for submitted technical proposal. Marking of this section can not be done based on Purchase Order. Please clarify.	LIC expects supportive documents to verify the credentials in the related area. Refer Point no.16 of Section 3.8.
270	Table-T3: Architecture / Software / New Features / Functional Evaluation	Functional Requirements	For browser scanning, do you require zero footprint at desktop client?	Refer Table-T3. Additional DMS features shall be suggested by the Bidder.
271	Table-T3: Architecture / Software / New Features / Functional Evaluation	Functional Requirements	Which Digital signature LIC is currently using for integrating with DMS	Currently, LIC is in the process of finalizing the implementation of Digital Signature.
272	Main RFP	Document Scanning support from browser and client should be available.	In what scenario client (thick client will be used)? Is the target system supposed to be using web interface?	The Bidder shall suggest suitably.
273	Main RFP	The EDMS product must support all versions of Windows and Linux clients.	Are these thick clients installed on individual user machine or web client? What is the browser compatibility for web client?	The Bidder shall suggest suitably.
274		Point no 8.13 - It is desirable for the EDMS solution NOT to store annotations in image header	Can you please share the requirement	This function is desirable in 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.
275		Point no 8.14 - It is desirable for the EDMS solution to be able to catalogue documents that are stored off-line	Can you please elaborate if possible with an use case	The catalog file shall contain the details of path, filename, and volume name of the original, if the original file is stored
276		Point no 8.06 - Digital Signature should be possible for Work Flows.	Which digital signature is being currently used by LIC?	Currently, LIC is in the process of finalizing the

				implementation of Digital Signature.. Suitable options to enable this feature is expected.
277	Main RFP	The EDMS solution must provide creation, viewing and printing of annotations on documents, pages and folders.	Does the capability for switching on/off anotation required?	Yes.
278	Ref: CO/ITSD/E DMS/2016- 17/RFP Date: 12/11/201 6	Perform the data extraction using techniques such as OMR, ICR, OCR, MICR, Barcodes, etc.	Is existing System Supports OMR, ICR, OCR, MICR, Barcodes, etc. and stored in the repository?	Yes, but not implemented.
279	Table-T3: Architectur e / Software / New Features / Functional Evaluation	Functional Requirements	Do you need barcode reader	Refer Table-T3. Additional DMS features shall be suggested by the Bidder.
280		Point 8.32 - 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.	What all form are there where extraction functionality are required. And what would be the Volumes of those forms.	Extraction functionality is required for all types of forms. This is a new System to be implemented. Next year's New Business may be taken as the initial volume.
281		Point 8.26 - 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	The Bidder shall suggest suitably.
282		Point 8.39 - 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?	The Bidder's assumption is correct. The Bidder shall suggest suitably any additional requirement
283	Main RFP	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.	What are the scenarios usner which these capabilities will be used?	The Bidder shall suggest suitably.
284	Main RFP	Should recognize and launch appropriate application for any object type for which software does not have viewer	for which softwares the viewer capoability is required?	The Bidder shall suggest suitably.

285	Table-T3: Architecture / Software / New Features / Functional Evaluation	Functional Requirements	Do you need 2D barcode	Refer Table-T3. Additional DMS features shall be suggested by the Bidder.
286	Table-T3: Architecture / Software / New Features / Functional Evaluation	Functional Requirements	Do you need auto classification in scanning solution	Refer Table-T3. Additional DMS features shall be suggested by the Bidder.
287	Main RFP	Support for all standard scanning protocols like TWAIN, WIA, ISIS, SANE etc.	what protocols are supported by the scanners	The Bidder shall suggest suitably.
288	Table-T3: Architecture / Software / New Features / Functional Evaluation	Functional Requirements	How many users need access to scanning solution	LIC expects Enterprise level usage.
289	Main RFP document	Support for incremental and full Backups	It is so important to ensure that the data is not just backed up and dumped into disks and tapes, but is also available for instant recovery and availability to ensure Non-Disruptive operations. We request this to be changed to "Support for Incremental and Full Restorable Backups with instant restoration and data availability at all times."	No change.
290	Main RFP document	The EDMS solution must support mirrored drives	As there are a lot of drive protection technologies apart from just mirroring alone, we wish to encourage LIC to leverage those data protection technologies for this solution. Hence we recommend that let the solution provider/bidder decide the data protection technologies suitable for the disks involved in this solution. We request this to be changed to "The EDMS solution must support Industry standard hard drive protection best practices such as RAID-10/ RAID-4/ RAID-5/ RAID-6 or RAID--"	The Bidder shall suggest suitable System.

			DP technologies."	
291	Main RFP	The application should provide support of payment gateways.	Please elaborate	It is a desired feature of DMS software to support cashless payment transactions.
292	Table-T4: Hardware	Supporting Documents required - Purchase Order / Credential Letters from client stating that the solution is implemented properly and working satisfactorily	We understand that this section is for offered Hardware Solution. Marking of this section can not be done based on Purchase Order. Please clarify.	LIC expects supportive documents to verify the credentials in the related area. Refer Point no.16 of Section 3.8.
293	Table-T5: Project Management	Supporting Documents required - Purchase Order / Credential Letters from client stating that the solution is implemented properly and working satisfactorily	We understand that this section is for submitted Project Plan, Team Structure etc. Marking of this section can not be done based on Purchase Order. Please clarify.	LIC expects supportive documents to verify the credentials in the related area. Refer Point no.16 of Section 3.8.
294	Table-T6: Scanning Activities and Logistics	Supporting Documents required - Purchase Order / Credential Letters from client stating that the solution is implemented properly and working satisfactorily	We understand that this section is for submitted plan for Managing Scanning Activities & Logistics, Team Structure etc. Marking of this section can not be done based on Purchase Order. Please clarify.	LIC expects supportive documents to verify the credentials in the related area. Refer Point no.16 of Section 3.8.
295	Table-T6: Scanning Activities and Logistics		How many scanning stations are required	Refer Section 7.2 Project locations.
296	Table-T7: Migration Activities	Supporting Documents required - Purchase Order / Credential Letters from client stating that the solution is implemented properly and working satisfactorily	We understand that this section is for submitted plan for Migration Strategies. Marking of this section can not be done based on Purchase Order. Please clarify.	LIC expects supportive documents to verify the credentials in the related area. Refer Point no.16 of Section 3.8.
297		The Non-DMS Solutions like Propsino Pearl, a Workflow for Business Underwriting have to be migrated both images and database with programs written afresh. We need a One day Workshop for Understanding the Working of Propsino and the functional specs of the Propsino Including demo	We need a one day Workshop for understanding the working of Propsino Pearl application and the functional specification of the Propsino Pearl application including the demo before the bid submission.	Propsino Pearl is a standalone underwriting workflow which should be merged with the EDMS workflows. No need for a demo or workshop.
298	2.HARDWARE: At Divisional Office : Configuration-A / B / C	Tape Library LTO6/LTO7 tapes (10 Nos. per location)	A) LIC has not mentioned number of LTO7 DRIVES to be available/required in the Tape library for this category , hence please let us know the No of Drives required in the Tape library for this category. B)Should the offered tape library be supplied & Included with a redundant Power Supply (Yes/No) A) Pl Specify LTO6 or LTO7 , So that all Bidders Quote the same Technology. LTO7 is Latest and it can be well served for next 7	(A) The Bidder can suggest suitably. (B) The tape library should be with a redundant power supply. LIC prefers LTO7.

			years (both hardware and tapes)	
299	EDMS_RFP_161112	Tape Library	The cartridge quantity considered (10) at each location is it only for daily incremental or do we need to consider monthly full as well	10 tapes for initial requirement should be part of delivery. Subsequent requirements according to the volumes will be procured later.
300	At Zonal Office : Configuration-1	Tape Library	A) LIC has not mentioned number of LTO7 DRIVES to be available/required in the Tape library for this category , hence please let us know the No of Drives required in the Tape library for this category. B)Should the offered tape library be supplied & Included with a redundant Power Supply (Yes/No) A) PI Specify LTO6 or LTO7 , So that all Bidders Quote the same Technology. LTO7 is Latest and it can be well served for next 7 years (both hardware and tapes)	(A) The Bidder can suggest suitably. (B) The tape library should be with a redundant power supply. LIC prefers LTO7.
301	At Central Office	Tape Library	A) LIC has not mentioned number of LTO7 DRIVES to be available/required in the Tape library for this category , hence please let us know the No of Drives required in the Tape library for this category. B)Should the offered tape library be supplied & Included with a redundant Power Supply (Yes/No) A) PI Specify LTO6 or LTO7 , So that all Bidders Quote the same Technology. LTO7 is Latest and it can be well served for next 7 years (both hardware and tapes)	(A) The Bidder can suggest suitably. (B) The tape library should be with a redundant power supply. LIC prefers LTO7.
302	COMMERCIAL BID FOR THE RFP	At Central Office	Only production hardware has asked. Requesting LIC to clarify on the requirements of DR for Central office environments	The Servers mentioned includes DR.
303	EDMS_RFP_161112	We further confirm that any deviation to the clauses found anywhere in our Bid, 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 may get forfeited. We certify that all the information provided in our bid, including the information regarding the team members, are true. We understand that any misstatement	We further confirm that any deviation to the clauses found anywhere in our Bid, 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 may get forfeited. We certify that all the information provided in our bid, including the information regarding the team	Not acceptable.

		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	members, are 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	
304	EDMS_RFP_161112	If our Bid is accepted, we will obtain the guarantee of a bank in the form prescribed by LIC for a sum equal 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, together with your written acceptance thereof and your notification of the award, shall constitute a binding Contract between us.	We agree to abide by this Bid for the Bid validity period specified in this RFP and it shall remain binding upon us and may be accepted at any time before the expiry of that period. Until a formal contract is prepared and executed, this Bid, together with your written acceptance thereof and your notification of the award, deviations submitted, shall constitute a binding Contract between us.	Replaced as: 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.
305	Details of sizing		Share the total number of named users licenses required for internal users	LIC expects Enterprise level usage.
306	Table-T13: Details for Sizing	Performance requirement clarification	Request Bank to provide any performance requirement from storage in form of IOPS, Throughput, Accessing speed etc.	Refer Annexure-A6.
307	Table-T13: Details for Sizing	Content Datatype	Request Bank to give some clarity whether the storage required is NAS/SAN/Unified which would be helpful for sizing the Storage.	The Bidder shall suggest suitable System.
308	Table-T13: Details for Sizing	Sizing Details	Request Bank to give some more clarity on sizing the solution for branches that are mentioned as "NEW DIVISION"	Refer Section 6.2.5 and in Table-T12 and Table-T13.
309	Table-T13: Details for Sizing	Backup	What is the backup window that we need to consider for all the locations? Will it be the same for DO/ZO/CO?	Time window for backup should be zero time with zero data loss. Refer Page 75
310	Table-T13: Details for Sizing	Backup	How many copies of the backup data need to be maintained for DO/ZO/CO?	The Bidder shall suggest suitable System.
311	Details for Sizing	Zonal Office Details	As ZO is a DR Site, ZO users have to access Primary Site at Divisional Offices. Is our understanding correct?	No. The Primary Site for ZO users shall be ZO Servers only
312	Annexure-A2: Pre-Qualification Criteria	Audited Balance Sheet along with Profit and Loss Statements for the last three accounting years (2015-16, 2014-15, 2013-14) 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.	Balance Sheet & Profit and Loss Statements for the the year 2015-16 is not yet audited. Can Bidder provide the last three accounting years starting from 2012-13, 2013-14 & 2014-15.	Not acceptable.

313	Annexure-A2: Pre-Qualification Criteria	Request from LIC	We are requesting to allow consortium partner.	The RFP stipulates that the upgradation of EDMS is a Turn Key Project for LIC and hence the response is invited from the System Integrators. Refer Point no.18 of Section 1.1 for details.
314	Annexure-A3 : Bank Guarantee Format for EMD		Pls add below text to the EMD format Notwithstanding anything contained hereinabove: (i) Our liability under this Bank Guarantee shall not exceed Rs..... (ii) This Bank Guarantee shall be valid up to post which it ceases to be in effect in all respects whether or not the original Bank Guarantee is returned to us and; (iii) Our liability under this guarantee will arise only if we receive a claim or demand in writing, in accordance with the terms of this guarantee, from Life Insurance Corporation of India, "Yogakshema", Jeevan Bima Marg, Mumbai – 400021 on or before	Not acceptable.
315	EDMS_RFP_161112	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.
316	EDMS_RFP_161112		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.	No change.
317	10-Annexure	Bidder agree that all of its obligations undertaken herein as the Bidder shall survive and continue for the period of the existence of this NDA and a period of three years thereafter regardless of any prior termination of this NDA	Kindly clarify if the terms of the NDA would be co-terminus with the term of the main agreement.	Yes.
318	10-Annexure	The Bidder herein agree and undertake to indemnify and hold LIC harmless from liabilities, charges, costs, or expense (including reasonable attorneys' fees), that may arise or be caused or result from or be	We request to delete this clause	Not acceptable.

		paid/incurred/suffered or caused to be paid/incurred/ suffered by reason of any breach, failure, delay impropriety or irregularity on its part to honour, observe, adhere to, abide by or comply with any of the terms and conditions of this Agreement		
319	EDMS_RFP_161112	The Bidder herein agree and undertake to indemnify and hold LIC harmless from any loss, damage, claims, liabilities, charges, costs, or expense (including reasonable attorneys' fees), that may arise or be caused or result from or be paid/incurred/suffered or caused to be paid/incurred/ suffered by reason of any breach, failure, delay impropriety or irregularity on its part to honour, observe, adhere to, abide by or comply with any of the terms and conditions of this Agreement	The Bidder herein agree and undertake to indemnify and hold LIC harmless from any loss, damage, claims, liabilities, charges, costs, or expense (including reasonable attorneys' fees), that may arise or be caused or result from or be paid/incurred/suffered or caused to be paid/incurred/ suffered by reason of any breach, failure, delay impropriety or irregularity on its part to honour, observe, adhere to, abide by or comply with any of the terms and conditions of this Agreement	Not acceptable.
320	10-Annexure	Performance and Scalability Requirements	We request to dispense with this requirement	Not acceptable.
321	EDMS_RFP_161112	Image retrieval time for a user should be less than one second	Is this possible with the existing EDMS system	Retrieval expectation is for the new EDMS system
322	EDMS_RFP_161112	Progressive display of image view for a user should complete in less than 3 second	Is this possible with the existing EDMS system	Expectation is for the new EDMS system
323	EDMS_RFP_161112	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 for the sum of (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.	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 for the sum of(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 except for the deviations submitted along with this bid as Annexure X.	Replaced as: 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 for the sum of(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.
324	A9-Commercial Bid (At central	Concurrent users for Mobile Apps	Kindly confirm how many are there the Concurrent users for Mobile Apps.	Mobile application is a new feature to be implemented. The Bidder shall suggest the capability of mobile

	office)			application for handling maximum number of concurrent users.
325	A9-Commercial Bid (At central office)	External Interactions	What are the external Interactions? Kindly provide details for the same.	External interactions refers to communications between LIC and other external entities like IRDA, GOI, Banks, etc. based on rights and procedures approved by LIC for the defined intended purpose.
326	Annexure - A9	Software Pricing	Our Global Standard for Unlimited Licensing Agreement restricts the agreement term of max 5 years hence request reconsidering the software commercials for 5 years instead of 7 years as stated in the RFP.	Not acceptable.
327	Annexure -A11: Pre Contract Integrity Pact point no. 8.6	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 BIDDER/Subcontractor(s) with confidentiality.	THIS may be changed to "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 consortium partner. The Monitor shall be under contractual obligation to treat the information and documents of the BIDDER/Subcontractor(s) with confidentiality.	Not acceptable.
328	10-Annexure	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 13/141) 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 referred to herein	This refers to Performance Bank Guarantee.
329	EDMS_RFP_161112	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	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	Not acceptable.

		2(77) of the Companies Act 2013	by the BIDDER at the time of filing of tender. The term 'relative' for this purpose would be as defined in section 2(77) of the Companies Act 2013	
330	EDMS_RFP_161112	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.	Not acceptable.
331	EDMS_RFP_161112	Earnest Money (Security Deposit):	Request to delete	Not acceptable.
332	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 product/systems/ite 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.	We propose modification of this clause as follows: "The BIDDER undertakes that <u>durig the last six (6) months</u> it has not supplied same solution based on the same terms and conditions at a price lower than that offered in the present bid in respect of any other Ministry/Department of the product/systems/ite Government of India or PSU and if it is found at any stage that during the last six (6) months same solution at the same terms and conditions 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."	Not acceptable
333	10-Annexure	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 difference in the cost would be refunded by the BIDDER to the BUYER, if the contract has already been concluded.	We propose deletion of this clause	Not acceptable.

334	EDMS_RFP_161112	(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, 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.	(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, 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.	Not acceptable.
335	EDMS_RFP_161112	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. (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.	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. 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.	Not acceptable.
336	EDMS_RFP_161112	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	Not acceptable.

			Bidder has been convicted for the same by a court of competent jurisdiction.	
337	EDMS_RFP_161112	Fall Clause	Request to delete	Not acceptable.
338	EDMS_RFP_161112	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.	Not acceptable.
339	EDMS_RFP_161112	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 BIDDER/Subcontractor(s) with confidentiality.	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 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.	Not acceptable.
340	EDMS_RFP_161112	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.	Not acceptable.

341	Pre Contract Integrity Pact point no. 8.6	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 BIDDER/Subcontractor(s) with confidentiality.	This may be changed to "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 pre tender consortium partner. The Monitor shall be under contractual obligation to treat the information and documents of the BIDDER/Subcontractor(s) with confidentiality.	Not acceptable.
342		There is no mention of virtualization/private cloud technologies in the RFP	We request you include usage of virtualization/private cloud technologies for deploying eDMS server. This will help drive down cost of the entire setup and increase overall availability of the setup	Not acceptable.
343	Ref: CO/ITSD/E DMS/2016-17/RFP Date: 12/11/2016	Scanning Backlog	Is there any pending backlog, if yes what is the Size in Total. Whether these docs are Latest <<Or>> from Archival	Pending backlog may constitute the previous year completions but yet to be scanned or any missed documents found subsequently. These documents are mostly the latest ones.
344	Ref: CO/ITSD/E DMS/2016-17/RFP Date: 12/11/2016	Language	Please provide list of languages expected for Application and ICR/OCR	Mainly it is English and Hindi. However, forms in the local languages are available in some locations and need to be considered. Details will be provided later
345	Ref: CO/ITSD/E DMS/2016-17/RFP Date: 12/11/2016	Document Scanning	Documentation that needs to be scanned has any pre-defined templates?	Currently, a pre-defined template is being used. The Bidder shall suggest.
346	Ref: CO/ITSD/E DMS/2016-17/RFP Date: 12/11/2016	Document Size	Please list expected documents Size A3/A4/A5/?	Mostly of A4 size.
347	Ref: CO/ITSD/E DMS/2016-17/RFP Date: 12/11/2016	Document Classification	Please list type of documents needs automatic classification based on business needs.	Currently document types such as Proposal form, medical report, signature page, policy bond, nomination, assignment, alteration, revivals, policy loans, surrender, claims, e-KYC, correspondence, NEFT, NACH, etc. are in use.

348	Ref: CO/ITSD/E DMS/2016- 17/RFP Date: 12/11/201 6	Document Types - Printed <<Or>> Hand Written	What type of documents needs to be scanned - printed/hand written. What is % of Printed Vs Hand Written.	Both, but mostly printed.
349	Ref: CO/ITSD/E DMS/2016- 17/RFP Date: 12/11/201 6	Back to Back Scanning	Is there any back to back document scanning expected?	Yes.
350	Ref: CO/ITSD/E DMS/2016- 17/RFP Date: 12/11/201 6	Migration	Please provide the volume of data to be migrated?	Please refer Table-T13.
351	General		if you have already EDMS software than why there is Requirement of new EDMS. Please clarify	EDMS software is part of EDMS end-to -end solution for which the contract term is getting expired.
352	EDMS_RFP _161112		Please provide the dedicated link connectivity available between the branches and DO	Details available in RFP Page 53
353	EDMS_RFP _161112		Is there any link / connectivity available between branches and ZOs	Branch and Zone are linked through Divisions.
354	EDMS_RFP _161112		If we propose disk to disk backup solution, does the same can be considered as data backup and archival or separate archival tool to be proposed	Bidder shall suggest best suitable solution
355	EDMS_RFP _161112		Whether exactly the T & D and UAT setup to be considered, in any of the ZO or at CO and at what percentage of production	UAT is at CO. Percentage will be dependant on priority and nature of the requirement
356	EDMS_RFP _161112		As part of the EDMS solution, whether application data needs to be replicated to DR location or only database to be considered for replication.	Bidder shall suggest best suitable solution
357	EDMS_RFP _161112	LTO 6 / LTO 7	There is huge capacity difference between LTO6 & LTO7, 6.25TB compressed in LTO6 and 15TB compressed in LTO7 also there is big difference on the the data throughput as well. Hence please confirm do we need to propose LTO6 or LTO7 tape	Please see Corrigendum
358	EDMS_RFP _161112	Interaction with subject matter experts entirely at bidder's cost if they are expected to travel for the interaction	Interaction with subject matter experts entirely at bidder -LIC's cost if they are expected to travel for the interaction	Not acceptable.
359	EDMS_RFP _161112		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-	Not acceptable.

			performance due to LIC's omissions or actions whatsoever.	
360	EDMS_RFP_161112		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.
361	EDMS_RFP_161112		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.	Bidder's assumption is correct.
362	EDMS_RFP_161112		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.	Bidder's assumption is correct.
363	EDMS_RFP_161112		In the event of termination by LIC, the Bidder shall be paid for the: 1. goods delivered 2. services rendered 3. work in progress 4. unpaid AMCs 5. third party orders in pipeline which cannot be cancelled despite Bidder's best efforts 5. unrecovered investments shall be paid by LIC as per termination schedule till the date of termination.	Not acceptable.
364	EDMS_RFP_161112		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.

365	EDMS_RFP_161112		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 or modify such Deliverables so that they become non-infringing.	Not acceptable.
366	EDMS_RFP_161112		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 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.	Not acceptable.
367	EDMS_RFP_161112		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 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	Not acceptable.
368	General	License for Database Operating System	Also kindly confirm whether the prospective bidder has to	The Bidder shall use the licensces, which LIC is

			purchase the licences for data base operating system or Can the bidder use the existing licences.	having, as mentioned in the RFP under Section 6.1.
369	General	DR Drills	Number of DR Drills to be conducted in a year and at which locations DO/ZO/CO need to be clarified.	As per Business needs.
370	General	OS Licenses	Does LIC has OS licenses and other Licenses or the Bidder needs to load the cost of OS Licenses (Either Enterprise or community Edition)	For the products for which LIC is having licences, no rate should be quoted. Please refer Section 6.1. We have RedHat Linux Enterprise Licence
371	General	Servers	Servers should be in Magic Quadrant or not?	The hardware OEM should be in the Magic Quadrant.
372	General	Back up solution	Is it mandatory to have Backup on Tape or can we go ahead with Disk to Disk Solution?	The Bidder shall suggest a suitable solution for LIC.
373	General	Branchwise volume	We request LIC to provide branchwise volume as it will help us in calculating the Logistic cost.	Kindly use the information already provided
374	General	IT Infrastructure for scanning	We request LIC to kindly confirm who provide Wiring, cabling, networking etc for installation of IT Infrastructure for scanning	LIC will provide the space for Scanning Center. All infrastructural aspects like Wiring, cabling, networking etc. will be the responsibility of the chosen Bidder. Refer 5.32 Site Preparation and Installation, Page 47 of RFP
375	General	Divisional offices	On an average, how many new Divisional offices are added to across India in a year. How many Dos will be added to during course of 7 years contract period.	Divisional Offices are not regularly added every year. In case of any addition, the same should be taken care of.
376	General	OEM	Kindly confirm whether the Work order can be issued directly by LIC to the OEM of the System Integrator	The System integrator will be the Single Point of Contact for LIC. The work order will be issued to the System Integrator only.
377	General	Approved partners for Scanning & Logistic services	Kindly confirm whether LIC has its own approved partners for scanning and logistic services. If yes, please share the same.	The partners for scanning and logistic services are the partners of the System Integrator which should be approved by LIC.
378	General	Secured vehicle	Kindly define the Secured Vehicle required for picking up documents from branches to scanning locations and dispatching the documents to RMF subsequently after scanning and uploading is done.	LIC expects movement of LIC records / documents in a secured manner and catering to all the rules, regulations, norms of the government agencies, provisions of law in place, ensuring no loss of documents.
379	General	Connectivity between Scanning Centers/ DOs to EDMS servers	Is there connectivity available between all scanning centers and DOs to EDMS servers for uploading documents?	Currently, Scanning Centres are not under LAN of LIC. However, the Bidder shall suggest as mentioned in Section 6.2.2.
380	General	Dedicated cabling	Whether LIC will provide all permissions for dedicated cabling.	Bidder is responsible for all infrastructural requirement / peripherals / jobs and LIC will provide support wherever feasible.

381	General	Delay in QC on part of LIC	Who would be responsible if QC of scanned documents is delayed by LIC due to reasons whatsoever and how it would be adjusted/compensated?	Refer Section 5.17, Point no.3 of the Table in Page 42. Delay attributable to LIC for QC will be excluded while calculating TAT.
382	General	E-KYC	If e-kyc is introduced later, what will be impact on scanning & logistic part of this RFP and how it would be addressed?	e-KYC is a regulatory requirement. Such mandatory changes have to be considered by the successful Bidder.
383	General	Data preservation	How many years the SI has to preserve the database?	LIC is the owner of all types of data. The entire data have to be preserved as per IRDAI regulations and / or till LIC's instructions in this regard.
384	General	Migration	Legacy data / old tape data also need to be migrated to the new EDMS?	The Bidder needs to migrate all types of data available on all EDMS Servers. Data on Tape backup shall be used in case of retrieval issue from Server. Please refer Point no. 9 of Section 6 for details.
385	Reverse Auction		Comment: We request removing License cost of DMS software and Total Cost of Migration from the purview of Reverse Auction. Reason being, vendors proposing Omnidocs will incur no License and No Migration cost, and this will provide them undue advantage over other competing DMS providers.	Not acceptable.
386		The RFP mentions delivery of the eDMS application on mobile devices (phones/tabs).	Are these mobiles/tabs supplied by corporate or bought by employees/agents? What is the number of users that will use this application on mobile devices? Will these users access the application from Internet? Does LIC expect specific DLP controls to be activated on the mobile device once the app is invoked (eg. Disable camera, disable copying data to SD Card)? Can you provide functional specifications for Mobile Application Management to ensure secure delivery of the eDMS application to mobile devices as part of the RFP?	The Mobiles / Tabs shall be provided by LIC or will be the property of the authorised user. The Bidder shall suggest the capability of mobile application for handling maximum number of concurrent users. The Bidder shall suggest suitable System.
387		The RFP mentions a ZO/DO based deployment of eDMS infrastructure (servers/storage).	Is LIC willing to look at a centralized architecture where all application components will be virtualized and located in the central office? This will help LIC achieve significant cost reduction (to the tune of 45%) and also help deliver a resilient, agile and secure infrastructure to host the eDMS application. This will help LIC significantly simplify the DR/BC process, provide comprehensive operational visibility into the platform and	The architecture is as mentioned in RFP.

			deliver zero-trust security in the data-center. We would request the RFP team to provide a timeslot for VMware to present this approach.	
388	Prequalification criterion	Gartner's magic quadrant	We request you to add - "The bidder shall provide hardware where OEM appears in Gartner's Magic Quadrant for Modular Servers as per their report released on 23rd May 2016". This will help LIC get the leading brands for x86 servers.	The hardware OEM should be in the Magic Quadrant.
389		Hardware	Will LIC be considering virtualized environment instead of physical servers as listed in this section	The Bidder shall suggest within the framework of the stipulated architecture mentioned in the RFP.
390		Regarding Balance sheet for last 3 yrs, for FY 15-16	can we submit Balance sheet of Jan 2015 to Dec 2015, or can we submit the CA certificate for unaudited balance sheet of Apr 2015 to March 2016.	Please submit both
391			Kindly share the word format of the RFP for price and other formats.	PDF format is provided in the RFP.