

Response to Prospective Bidders' Queries w.r.t. 'RFP For Procurement of HANA Hardware and Services (migration, development and managing of Investment System) for Life Insurance Corporation of India' Ref: LIC/CO/INVM/IIRMS/RFP/2021-2022/1 dated 08-Apr-2021					
RFP Document Reference(s) (Section)	RFP Document Reference(s) Page Number(s)	Content of RFP requiring Clarification(s)	Points for Clarification	Remarks	Response
SECTION-D: ELIGIBILITY OF BIDDER AND SOLUTION	30	The Bidder must have an average turnover of minimum Rs.50 crore during each of the three previous financial year(s). i.e., 2017-2018, 2018- 2019, 2019-2020	The Bidder must have an average turnover of minimum Rs.35 crore during each of the three previous financial year(s). i.e., 2017-2018, 2018- 2019, 2019-2020.	Request you to please amend the point.	No Change
SECTION-D: ELIGIBILITY OF BIDDER AND SOLUTION	30	Bidder must have undertaken 3 projects for supply / upgradation in last 4 Financial years for the IT systems with PO Value of above 10 Crores. [2017-2018, 2018- 2019, 2019-2020, 2020-2021]	Bidder must have undertaken 2 projects for supply / upgradation in last 4 Financial years for the IT systems with PO Value of above 10 Crores. [2017-2018, 2018-2019, 2019- 2020, 2020-2021] OR Bidder must have undertaken 3 projects for supply / upgradation in last 7 Financial years for the IT systems with PO Value of above 10 Crores. [2014-15, 2015-16, 2016-17, 2017-2018, 2018-2019, 2019-2020, 2020- 2021]	Request you to please amend the point	No Change
SECTION-D: ELIGIBILITY OF BIDDER AND SOLUTION	30	Bidder must have undertaken at least two projects for implementation of HANA in India in last 4 years from the date of RFP [2017-2018, 2018- 2019, 2019-2020, 2020- 2021] with PO Value of above 3 Crore.	Bidder must have undertaken at least one project for implementation of HANA in India in last 4 years from the date of RFP [2017-2018, 2018-2019, 2019-2020, 2020- 2021] with PO Value of above 3 Crore. OR Bidder/OEM must have undertaken at least two projects for implementation of HANA in India in last 4 years from the date of RFP [2017-2018, 2018- 2019, 2019-2020, 2020- 2021] with PO Value of above 3 Crore.	Request you to please amend the point	No Change
SECTION-D: ELIGIBILITY OF BIDDER AND SOLUTION			Point No. 5 and 7	Request to seek relaxation	No Change
Goal of Migration Phase	28		In such migration projects, testing faster is one of the success factors for the program. We recommend you to seek testing partner who is bringing reusable repository of Life Insurance user journeys (minimum 50,000 number) to expedite the test design and hence reduced testing cycle.		This is beyond the scope of this RFP
Goal of Migration Phase	28		We have seen organizations seeking for independent testing agency services to ensure quality, expertise and avoid any conflict of interest. Recommendation is to include a clause mandating independent testing agency.		This is beyond the scope of this RFP
Goal of Development and Maintenance Phase	29		Based upon the experience in similar migration projects, we have observed organizations seek following services from independent testing agency - 1. Functional testing 2. Test Automation to leverage in Support phase 3. Data Migration Validation (Automated) 4. Performance testing (Customer experience)		This is beyond the scope of this RFP

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Goal of Support Phase	29		In order to expedite the deployment, test automation of regression/sanity pack ensures faster enhancement cycles. We recommend you to include Test Automation as part of required services to have it live in Support phase.		This is beyond the scope of this RFP
General	-	-	Bidder Recommends to engage for Performance Testing for verification of load sustainability by Application Infrastructure during the migration so that seamless benchmarking is done for better customer experience.		This is beyond the scope of this RFP
General	-	-	Bidder Recommends Performance tuning activity to be incorporated in scope for collaborative approach with development team for bottleneck identification and faster resolution		This is beyond the scope of this RFP
General	-	-	Bidder recommends below industry standard for Service Level Agreement to be verified by Quality Assurance Partner: o Pass percentage for financial transactions: 100% o Pass percentage for non - financial transaction: 95 o Page Response Time at : Below 5 Seconds for all Pages o Hardware Utilization (CPU & Memory): Below 70%		This is beyond the scope of this RFP
Annexure N	All	What is the mode of SAP BASIS Support LIC needs (8x5, 16x5, 8x7,16x7, 24x5 or 24x7) Please specify			Defined in RFP
Annexure N	All	What is the system downtime acceptable for business to conduct the S4 or other migrations			None
Annexure N	All	For the testing of the new systems test cases needs to be presented by LIC key business , what is the timeline and team you have planned for			Timeline and Team details will be mutually agreed with the selected bidder
Annexure N	All	After S/4 migration there are other subsequent development works needed for example (FIORI BWOH, BO, PO etc). Do you have any phase wise plan for the same planned for ?			Bidders to propose the plan based on their experience
	16	Limitation of Liability.	We propose that the exception of infringement should be included in the total value of limitation and below language to be considered, "WITH RESPECT TO ALL CLAIMS UNDER THIS SECTION, BIDDER SHALL IN NO EVENT BE LIABLE IN AN AMOUNT THAT EXCEEDS, IN THE AGGREGATE FOR ALL SUCH LIABILITIES, THE MOST RECENT TWELVE (12) MONTHS OF CHARGES COLLECTED BY BIDDER PURSUANT TO THE APPLICABLE PO GIVING RISE TO THE LIABILITY.		No Change

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	16	Force Majeure	Discretion of LIC on force Majeure is not agreeable this has to be mutual agreement	We recommend that language of inclusion of <i>pandemic or epidemic</i> to incorporated in this clause as these are also beyond control of any vendor	No Chage
	17	Settlement of Dispute/Arbitration	If vendor has to provide services during ongoing dispute, then we ask for a clarification that LIC will have to pay for the services which are provided pending any dispute, Services which are undisputed what we mean here.		No Chage
1	17	Indemnifying LIC	"WITH RESPECT TO ALL CLAIMS UNDER THIS SECTION OF INDEMNITY, BIDDER SHALL IN NO EVENT BE LIABLE IN AN AMOUNT THAT EXCEEDS, IN THE AGGREGATE FOR ALL SUCH LIABILITIES, THE MOST RECENT TWELVE (12) MONTHS OF CHARGES COLLECTED BY BIDDER PURSUANT TO THE APPLICABLE PO GIVING RISE TO THE LIABILITY.		No Change
2	17	2) 2 If the vendor fails to indemnify LIC against above events and if LIC is required to pay compensation to a third party resulting from such events, the vendor shall be responsible for the compensation including all other expenses (court costs, lawyer fees etc.). LIC will give notice to the vendor of such claim.	We need clarity that LIC should not pay any compensation to any claims of the matters which are subjudice before any court or forum.		No Chage
6	20	Recover any dues payable by the selected Vendor from any amount outstanding to the credit of the selected Vendor, including the pending bills and/or invoking PBG, if any, under this contract.	Which dues will be received? This clause is not clear why LIC wants to recover from Bidder without any provision in the RFP referred		Details in RFP
i	24	The unconditional and irrevocable Performance Guarantee should be valid for the entire contract period and an additional 6 months from the date of notification.	we propose this extension should be 3 months instead of 6 months		No Chage
Annexure H Clause 3.14	3		what IEM means here?		INDEPENDENT EXTERNAL MONITORS

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Annexure F NDA	4	The Respondent herein agrees and undertakes to indemnify and hold LIC harmless from any loss, damage, claims, liabilities, charges, costs, or expense (including 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 honors, observe, adhere to, abide by or comply with any of the terms and conditions of this Agreement. In the event that the Respondent shall be liable to LIC in connection with this Agreement, the Respondent's liability shall be limited to the value of the Contract.	We would not prefer providing any indemnification in the NDA due to the preliminary nature of the agreement. Also, LIC already has an option to seek injunctive relief in cases of any alleged or actual breach of the confidentiality, which is a sufficient remedy on an NDA level.		No Change
Section – E : Commercial Evaluation & Payment Terms	32	9. Maintenance of system upto SAP Login Level on server <i>To be quoted by bidder, from Set-up of Hardware point (Payable on a monthly basis for seven years)</i>	Kindly make the payment monthly in advance for better cashflow so as to bidder can quote a competitive rate		Defined in RFP
Section: E Service Level Agreements	35	6. The total deduction per quarter shall not exceed 20% of the total QP value	Total deduction in relation to penalty to be capped at 10% of order value. Kindly confirm		No Change
Section: E Service Level Agreements	36	SLA Table-A Set-up of Hardware at all 3 Data Centres <i>A. Within 8 weeks = NIL B. For every 7 days of delay = 1% of QP C. Delay of 30 days = 5% of QP D. Beyond 45 Days = 10% of QP</i>	1. Kindly cap the total penalty to 10% of order value		No Change
Annexure I	NA	Sr No 2. Migration As is Migration	Payment will be made in 9 parts. In Excel cell H12, H13, H14 request you to kindly confirm the start date/month from which we would quote the month in which the payment would be made? Is it the contract signing date or issuance of PO?		No Change

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Annexure I	NA	Commercial bid	In Excel cell column H request you to kindly confirm the start date/month from which we would quote the month in which the payment would be made? <i>Is it the contract signing date?</i>		Bidder to propose
Annexure I	NA	Cost of Manday	How will be the bidder paid for support provided in terms of man day? <i>Kindly confirm payment terms</i>		T&M
Annexure I	NA	Cost of Manday	When will the actual number of man days be decided, as in <i>commercial bid format a notional 1000 days are considered?</i>		Based on requirement
Section-A: Invitation for Request for Proposal	21	Termination and reduction for convenience i. LIC may, at any time, by a prior written notice of 30 days, terminate the contract or reduce the scope of the Services.	Notice to be given minimum 90 days in advance. Kindly confirm		No Change
Section-A: Invitation for Request for Proposal	21	If the contract is terminated, LIC is liable to make payment only for Services rendered before the effective date of termination	Termination must be mutual, and In case the customer terminates the services before the end of contract period for no fault of the bidder early termination charges equivilent to 100% of the remaining contract value to be paid to successful bidder		No Change
Section-A: Invitation for Request for Proposal	22	Notwithstanding whatever is mentioned above, total liability of the bidder shall not exceed the total value of such terminated services or the total value of purchase order(s) issued to the bidder	Kindly modify the clause as " <i>Notwithstanding whatever is mentioned above, total liability of the bidder shall not exceed the total value of such terminated services issued to the bidder.</i> "		No Change
Section – E : Commercial Evaluation & Payment Terms	32	NA	In case of delay in payment by LIC to bidder, LIC shall pay annual 18% interest on the outstanding amount		No Change
Annexure Q		App Landscape	Please share the Application for NDR site	DC& DR will have excatl same infrastructre	Refer RFP
Generic		User Access	Is the user will be connecting over MPLS or ILL , if MPLS then the breakout will be from DC		Network will be provided by LIC
Generic		Load balancer Configurations	No of concurrent Sessions Throughput Details	Only saas is required or can we quote for physical appliance	Refer RFP
DR Service	Generic	Drills	No of Drills		refer corrigendum
Migration Phase	Generic	Migration	In-house migration and then ship the necessary HW or looking for remote migration	If remote migration , then do we have to factor separate network link between DC & Existing On Prem	Bidders to propose the plan based on their experience
Co-location site - DC/DR & NDR	Generic		Can you confirm on the location or We can provide the Colocation		Refer RFP
Connectvity Options	Generic		Can you confirm the connectivity options will be on MPLS or ILL		Network will be provided by LIC
Rate of Replication Data between DC-DR	Generic		Please confirm the rate of change of data		Not relevant for response to this RFP
Future Scale Growth in %	Generic		Please confirm whether sizing is for 8 years or do we have to factor additional compute		Not relevant for response to this RFP
Backup Policy	Generic		Please share the backup policy		refer corrigendum
Annexure Q		App Landscape	Please share the Application for NDR site	DC& DR will have excatl same infrastructre	refer corrigendum
Migration Phase	Generic	Migration	In-house migration and then ship the necessary HW or looking for remote migration	If remote migration , then do we have to factor separate network link between DC & Existing On Prem	refer RFP
Future Scale Growth in %	Generic		Please confirm whether sizing is for 8 yrs or do we have to factor additional compute		HW as per Annexure-Q

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Set-up of Hardware at all 3 Data Centres	Generic		within 8 weeks from PO	In RFP its mentioned witin 8 weeks from PO the hardware should be installed at all three sites. Since LIC is going to provide site lcoation and site readiness selected vendor is not aware of . Due to ongoing pandemic delivery may delay from OEM so we would request to reconsider this clause	refer corrigendum
Adherence to RPO/RTO	Generic		Not given daily data transfer rate	Need daily data transfer rate between DC-DR based on which P-P Link would be size to maintain predefined RPO/RTO	bidder to proposed the network capacity based on experience
Eligibility Criteria	5 & 7 point	Can we get into a Tri party agreement for the SAP Implementation and we can share the references accordingly			No, Bidder to meet eligibility criteria on its own.
SLA - RPO & RTO	Page 27	Will it be LIC responsibility to deliver and maintain the low latency network required between DC and Near DR			Refer RFP
Section-F	Page 39	Can we bid only for the SAP Infrastructure + Managed Services with Basis support			Refer RFP
Section-E	Page32	AMC support for hardware maximum available is with 5 years and hardware OEM does not offer the prices for the new device required post 5 years. Reques LIC to limit the maintenance contract to 5 years and beyond 5 it will be renewed as per the support availability or with a new device as per the availability.			No Change
Annexure Q		App Landscape	Please share the Application for NDR site	DC& DR will have excatl same infrastructre	Refer RFP
Generic		User Access	Is the user will be connecting over MPLS or ILL , If MPLS then the breakout will be from DC		Refer RFP
Generic		Load balancer Configurations	No of concurrent Sessions Throughput Details	Only saas is required or can we quote for physical appliance	Refer RFP
DR Service	Generic	Drills	No of Drills		Refer RFP
Eligibility Criteria	5 & 7 point	Can we get into a Tri party agreement for the SAP Implementation and we can share the references accordingly			No, Bidder to meet eligibility criteria on its own.
Section D	31		We request for Allowing Consortium, although lead bidder will take full responsibility		No consortium is allowed as per RFP
Section E	32,33		Request that Payment for Application and hardware component be paid to REspective PArtners		Refer RFP
Section E		Custodial responsibilities for data, software, hardware	Who is currently managing custody of current IT landscape. Please suggest if there are more than one parties envolved along with their roles & responsibilities during course of this project. What will be their role during SAP S/4 HANA Implementation project & Hypercare? (ex- core team members / extended core team etc)		Not relevant for response to this RFP
Section E		Goal of different Phases	What is the strategic need to upgrade functionally / Technically?		This query is not relevant for response to this RFP

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Section E		LIC technical & Functional team	What is your core team member structure? (Require for planning UAT time) (SAP Basis, SAP ABAP, SAP Functional (module-wise & business wise), IT SPOC etc)		Details will be shared with selected bidder
Section E		System Up-time	What is the expected downtime window		nil
Section E		DB Migration Scope	What other systems are to be considered in Scope for OS-DB Migrations (other than ECC and BW)		Details available in Annexure N
General			Is the system Unicode/ Non Unicode		It is Unicode
General			Is Quality / Sandbox system with production data copy available? If no then kindly confirm if enough compute & storage is available for doing this copy.		No. Bidder to provide for the same.
Section E	Section E	Archive data	Is there archiving/Data deletion considered befoire migration? If yes whether it will be executed internally or by implementation partner		refer RFP
Section E	Section E	Solution Manager	What is the solution Manager version and database version,size		Solution manager version is 7.2. Oracle version is 11.2.
Section E	Section E	Solution Manager	What all functionalities are currently used in solution manager		Basic EWA functionality is currently used
Section E	Section E	Solution Manager	What is the roadmap for the existing Solution Manager?		New latest version to be implemented
Section E	Section E	Solution Manager	If upgrade of solution manager required then, would you like to upgrade same server Or You would prefer to Install a new solution manager?		New solution manager to be installed
General	Section E		Do we consider HA for all production databases (HANA/Non HANA)		refer RFP
Section E	Section E	SAP System Availability	do we have to consider application level clustering for High availability ?		Bidder to propose as per SLA requirement of uptime
Annexure N Section 2	Item 8 Page 7		For two factor authentication have you purchased any SAP (SSO)/third party product		No
Annexure N Section 2	Item 8 Page 7		Are you using 2 factor authentication in current landscape ?		No
General			What is your current basis team size		Not relevant for response to this RFP
Annexure N Section 2	Item 9 page 11	GRC	"Need more clarity on the limits and exposure triggers. These are based on transactions, and limited to S4 system. GRC AC is only limited to user access and no transaction monitoring can be carried out from GRC-AC. Transactional monitoring can be done through SAP GRC - Process Control (PC)" We are considering that total controls related to limit and exposure would be 5 controls, is this assumption OK?		approximately 50 controls.
Annexure N Section 2	Item 9 page 11	GRC	"Need more clarity on the type of controls expected. Automation of mitigating controls can be done through GRC Process Control" We are considering that total controls related to mitigation would be 20 controls, is this assumption OK?		approximately 50 controls.
Annexure N Section 2	Item 9 page 11	GRC	"Need more clarity on type of automated controls. GRC AC is only limited to user access and no transaction monitoring can be carried out from GRC-AC. Transactional monitoring can be done through SAP GRC - Process Control (PC)" We are considering that total controls related to automated controls would be 5 controls, is this assumption OK?		approximately 50 controls.
Annexure N Section 2	Item 9 page 11	GRC	Is GRC will be implemented on the same server as S4 HANA server (Embedded GRC), if no, then on which database GRC would be implemented (Sybase, HANA DB etc.)		Refer RFP
Annexure N Section 2	Item 9 page 11	GRC	GRC frontend will be Netweaver or Fiori UI		Bidder to propose

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Annexure N Section 2	Item 9 page 11	GRC	How many licenses of GRC Process Control have been taken		refer RFP
Annexure N Section 2	Item 9 page 11	GRC	How many systems are anticipated to be connected with GRC - AC and PC. Please provide the list of such applications		refer RFP
			Given the Lock down we request Relaxation in timelines and hard copy submission		refer corrigendum
IIRMS-SAP-S4HANA-ONPREM-RFP	Page 29	General Query	Please elaborate on the number of controls to be implemented in Process Control		approximately 50 controls.
IIRMS-SAP-S4HANA-ONPREM-RFP	Page 29	General Query	Please specify the number of users and roles in each SAP system		refer RFP
IIRMS-SAP-S4HANA-ONPREM-RFP	Page 29	General Query	Please provide the list of SAP systems to be connected to Access Control.		Will be provided to successful bidder
IIRMS-SAP-S4HANA-ONPREM-RFP	General	General Query	Are business partners already in use in ERP? If yes, for which role (customer/vendor)?		yes, customer
IIRMS-SAP-S4HANA-ONPREM-RFP	General	General Query	Is EA-FIN activated in ERP?		details will be shared with selected bidder
IIRMS-SAP-S4HANA-ONPREM-RFP	General	General Query	Please specify whether each system is a Single Stack (ABAP only) or Dual Stack (ABAP + Java)?		single stack
IIRMS-SAP-S4HANA-ONPREM-RFP	General	General Query	Request please share SAP BSR Report for conversion to S4HANA 2020		all available reports are provided in Annex-N
IIRMS-SAP-S4HANA-ONPREM-RFP	General	General Query	Request please share the readiness check report for S4HANA 2020		all available reports are provided in Annex-N
IIRMS-SAP-S4HANA-ONPREM-RFP : Section-Goal of Development and Maintenance Phase	Page 29	In this Phase, new developments/Re-engineering of processes and deployments shall be done. Some of the activities that LIC intends to be carried out by the bidder are: o GRC Implementation o Convert the existing GUI to Create minimum 100 Fiori Screens under this scope o Create a minimum of 100 analytics and reporting using Business Object o PI/PO Integration o Knowledge Transfer to LIC Team o Migration of BW on HANA to BW4HANA Details are provided in Annexure-N of this document	Please Clarify, the identified scope for Developments and Business process Reengineering for the functional areas of Loan / TRM is not included? Please Confirm		Development works and Business Process Reengineering for Loan/TRM will be handled on T&M Basis

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ANNEXURE Q	Page 1, Page 2	On Page 1- the Application Servers have been mentioned as 3 for Primary Site, 2 for Near DR Site and 3 for Far DR Site. On page 2- application servers (ASCS) sizing mentioned for each environment	Please clarify if these application servers on page-1 are in addition to the mentioned in page-2. Presume the ASCS sizing includes application server sizing. Please also confirm if the same number of Application Servers need to be provisioned for DEV and QAS environments on both Primary and Far DR Site.		Refer to Annexure Q for details
Annexure N : Section 1 Scope of Work for Migration Phase	Page 2.	Sl. No. 1 SAP ERP: Readiness Check as performed by SAP for the SAP S4HANA1809 version for existing ECC Systems for HANA Conversion is available below. It also includes new customization and development required in HANA environment to make AS IS functionality available.	Is there a Readiness Check Report available for S4HANA 2020		Readiness Check Report for S4HANA 1809 is available in Annexure N
Annexure N : Section 1 Scope of Work for Migration Phase	Page 3	Sl. No. 4: SAP Solution manager latest version implementation with the following functions. 1) complete and proactive technical monitoring for S4 HANA and BW systems on the cloud 2) Early Watch Alert setup.	What are the functionalities currently implemented in Solution Manager?		Basic EWA functionality is currently used
Annexure-N	Page 7-8	2 Factor / Biometric Authentication for login 2 Factor Biometric Authentication for login to SAP Systems using LIC's existing biometric solution	We assume that biometric solution for 2FA, with required biometric devices for end users, is already in place and the bidder needs to integrate from proposed solution side through API/ SAML /std interfaces with the same. Also, we assume that required SAP licenses for authentication solution (e.g., Idm, SSO) are being made available by LIC. Kindly confirm		Biometric solution and devices are in place. Authentication solution to be proposed by bidder. Also any new software and/or licence cost to be factored in by bidder as per RFP.
Annexure-N	Page 8	12 TWRR Configuration and development needed for generation of Time Weighted Rate of Return as per IRDA requirement	kindly elaborate on the process and expectation of development w.r.t. TWRR		TWRR is currently generated for one month. System gives dump for building data for quarterly and above frequencies. Moreover existing configurations to be validated against IRDA requirements and suitably changed where required
	General	General Query	Please provide details about current inflight projects that will impact the upgrade / migration		Details will be shared with selected bidder

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	General	General Query	What is your archiving strategy for ERP. How many years of data is residing in database , that will be part of conversion to S4HANA.		All data since original implementation of 2008 to be converted to S4HANA without any loss
	General	General Query	Can the latest HANA sizing report be shared?		Sizing done in consultation with SAP
	General	General Query	Please share the overall landscape details including Dev, Quality and Production		refer RFP
IIRMS-SAP-S4HANA-ONPREM-RFP	Page 26	The proposed system landscape shall have DR provisioning for switchover testing	Kindly suggest if the bidder is required to include DR Mgmt. tool in it's proposal or its going to be made available by LIC		Bidder to propose as per SLA requirement of uptime
IIRMS-SAP-S4HANA-ONPREM-RFP	Page 27	iii. The bidder shall be providing adequate Racks at DC & DRs	Kindly confirm that no other non-IT/ passive items under supply and implementation scope of the bidder		refer RFP
IIRMS-SAP-S4HANA-ONPREM-RFP	Page 27	iv. The bidder will be responsible for provisioning of requisite network infrastructure (including switches, routers and firewalls)	While Annexure-Q lists Network (ToR) switches, it doesn't mention about routers, firewalls etc. Kindly suggest. Request LIC to amend the list with all infra requirements along with applicable minimum specifications.		Providing Rack Space and Network will be responsibility of LIC. All other aspects like racks, power strips, network cables from server to L3 Switch etc will be bidder's responsibility. Compatibility with hardware being supplied to be ensured for all components
IIRMS-SAP-S4HANA-ONPREM-RFP	Page 27	v. The bidder shall provide backup solution at all the sites (PR and both DRs).	We assume existing available Veritas backup license fulfills this requirement for all 3 sites and bidder can utilize the same. Kindly confirm		all license details are provided in RFP. Additional requirements are to be factored in.
IIRMS-SAP-S4HANA-ONPREM-RFP	Page 36	1 Set-up of Hardware at all 3 Data Centers within 8 weeks from PO	In the current situation, HW supply itself is usually taking more than 10 weeks. We thus request this timeline to be changed to minimum 4 months / 17 weeks.		refer corrigendum
RFP document	Objective, Page 7	Table: Hardware Delivery - 6 weeks from Contract Signing Hardware Set-up - 8 weeks from Contract Signing	Due to current Pandemic situation all OEM expects lead time to be minimum 12 weeks, request to change the same. Also looking at large multi-site project 2 weeks is extremely aggressive for hardware setup. Request to provide at least 4 weeks after delivery		refer corrigendum
RFP document	Bidder to consider, Page 27	vi. The RPO during disaster recovery shall be <=30 Minutes and RTO shall be <=2Hours.	Pls. conform the given RPO & RTO between each sites is same for PRI, Near DR and Far DR		Yes. It is confirmed
RFP document	Scope of Work for Support Phase, Pg 25	Managed Services of the Proposed Infra in DC, NDR & DR	We understand that no support is required during Migration & Development phases of the bid, it is applicable only in the support phase		SoW as per Annexure-N
RFP document	Consideration of Sizing, Pg 26	a) Switch over of application from one Data Centre to another as per defined RTO and RPO b) Complete Data Replication and Reverse Data Replication as per RPO	Request LIC to confirm whether there is any DR Replication / Failover tool available at LIC, or is the Bidder required to propose the same		No tool is available. Bidder to propose appropriate tools, procure licences and implement the same, considering SLA requirement of uptime

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RFP Document Reference(s) (Section)	RFP Document Reference(s) Page Number(s)	Content of RFP requiring Clarification(s)	Points for Clarification	Remarks	Response
RFP document	Scope of Work for Support Phase, Pg 25	Ticketing Tool / ITSM Tool	Request LIC to confirm which tools is deployed for Tracking user tickets and providing dashboard, and whether the bidder operations team can leverage the same, or does the bidder have to propose a new tool kindly confirm		No tool is available. Bidder to propose appropriate tools, procure licences and implement the same.
RFP document	Scope of Work for Support Phase, Pg 25	Monitoring Tools	Request LIC to confirm which Monitoring tool is currently deployed and can the bidder leverage the same for monitoring the proposed infrastructure or does the bidder need to propose new tool please confirm		bidder to propose
RFP document	Scope of Work for Support Phase, Pg 25	IT Asset Management	Request LIC to confirm which Asset Management tool is currently deployed and can the bidder leverage the same for asset management of the proposed infrastructure or does the bidder need to propose new tool please confirm		bidder to propose
RFP document	Scope of Work for Support Phase, Pg 25	Patch Management	Request LIC to confirm which Patch Management tool is currently deployed and can the bidder leverage the same for patching the proposed software or does the bidder need to propose new tool please confirm		bidder to propose
RFP document	Scope of Work for Support Phase, Pg 25	Application Performance Management(APM)	Is there any APM tool deployed in LIC environment for Application Performance Monitoring, if yes, please share the OEM name and kindly confirm whether APM is part of scope, if the tool is not deployed then please confirm whether Bidder needs to propose a new APM solution		bidder to propose
RFP document	Scope of Work for Support Phase, Pg	DR Drill	Please confirm the frequency of DR Drill, whether it is Quarterly, Half Yearly or Yearly		refer Corrigendum
Annexure Q	Bidder to consider, Page 27 & Annexure Q - Specification	The bidder will be responsible for provisioning of requisite network infrastructure (including switches, routers and firewalls) to ensure accessibility of the servers as per defined SLA's, in LIC's Data Centers at Mumbai and Bangalore	The Hardware Specification has various Hardware requirement listed, in Networks only ToR switches are mentioned, does it mean any Core Router or Leaf, Core Switches are required then the same will be provided by LIC, please confirm		All required HW shall be provided by Bidder
Annexure Q	Bidder to consider, Page 27 & Annexure Q - Specification	The bidder will be responsible for provisioning of requisite network infrastructure (including switches, routers and firewalls) to ensure accessibility of the servers as per defined SLA's, in LIC's Data Centers at Mumbai and Bangalore	However in RFP main document it is mentioned we have to provide router as well, this is contradictory		All required HW shall be provided by Bidder

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RFP Document Reference(s) (Section)	RFP Document Reference(s) Page Number(s)	Content of RFP requiring Clarification(s)	Points for Clarification	Remarks	Response
Annexure Q	Bidder to consider, Page 27 & Annexure Q - Specification	The bidder will be responsible for provisioning of requisite network infrastructure (including switches, routers and firewalls) to ensure accessibility of the servers as per defined SLA's, in LIC's Data Centers at Mumbai and Bangalore	Is there any requirement of Load Balancer will the same be provided by LIC		Load balancer as required for the solution to be proposed and included in final quote
Annexure Q	Bidder to consider, Page 27 & Annexure Q - Specification	The bidder will be responsible for provisioning of requisite network infrastructure (including switches, routers and firewalls) to ensure accessibility of the servers as per defined SLA's, in LIC's Data Centers at Mumbai and Bangalore	We presume the connectivity required between DC, NDR, & Far DR will be provided by LIC, please confirm		Yes. It is confirmed
Annexure Q	Hardware Specification,	Warranty & AMC Period	Request LIC to confirm the Warranty & AMC period		Bidder to propose as per Contract Period
RFP	Page No 32 of 40	50% of HW Cost: on complete infrastructure set-up and Hardware power-on position	80% of HW Cost: on complete infrastructure set-up and Hardware power-on position		No Change
RFP	Page No 32 of 41	30% of HW Cost: on complete landscape Set-up	10% of HW Cost: on complete landscape Set-up		No Change
RFP	Page No 32 of 42	20% of HW Cost: On Go-Live	10% of HW Cost: On Go-Live		No Change
RFP	Page No 35 of 40	The total deduction per quarter shall not exceed 20% of the total QP value	Proposing total deduction shall not exceed 5% of the total QPs Value		No Change
RFP	Page No 35 of 41	Two consecutive quarterly deductions amounting to more than 20% of the QPs on account of any reasons will be deemed to be an event of default and termination	Propose delete this clause		No Change

RFP Document Reference(s) (Section)	RFP Document Reference(s) Page Number(s)	Content of RFP requiring Clarification(s)	Points for Clarification	Remarks	Response
Section-A: Invitation for Request for Proposal : Objective : 1	7	This will require procurement of Hardware, installation of required software, migration activity, at least two Mock tests, Go-Live and after go-live event, providing critical support services to migrated software for a period of six months.	Recommended critical support services to migrated software for a period of six months to be started on completion of Second Mock Test.		No Change
Section-A: Invitation for Request for Proposal : Objective : 2	7	The second phase (herein after referred to as Development and Maintenance Phase) shall start after Migration Phase "Go-Live" happens and in conjunction with "Critical-Support" period. Development and Maintenance phase, shall continue for a period of 2(two) years.	Recommended second phase shall start after completion of Second Mock Test.		Bidder to plan and propose accordingly
Section-A: Invitation for Request for Proposal : Objective : 4 : Details are provided in The Broad work items/timelines for the phases is given below	7	Migration Phase: Activity Details Time Lines ----- ----- ----- Contract Signing and Issuance of PO 7 days from issue of LOI Hardware Delivery 6 weeks from Contract Signing Hardware Set-up 8 weeks from Contract Signing Go-Live 8 months from Contract Signing Critical Support 6 months from go-live	Recommended any activity time line should be from date of PO and not from contract signing date.		No Change

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RFP Document Reference(s) (Section)	RFP Document Reference(s) Page Number(s)	Content of RFP requiring Clarification(s)	Points for Clarification	Remarks	Response
Section-A: Invitation for Request for Proposal : Objective : 4 : Details are provided in The Broad work items/timelines for the phases is given below	7	Support Phase for Hardware Maintaining Hardware, OS, patching and updating all related software and providing services as mentioned in Annexure-N, with performance as per SLA. This will be for a period of 7 years from Hardware set-up.	Support phase for hardware shall be for a period of 7 years from the Hardware Delivery date.		Suitable Corrigendum is being issued
Force Majeure	16		Request to add below statement at the end of the clause If the Force Majeure situation continues beyond 30 (thirty) days, either Party shall have the right to terminate the Agreement by giving a notice to the other Party. Neither Party shall have any penal liability to the other in respect of the termination of this Agreement as a result of an event of Force Majeure. However, Service Provider shall be entitled to receive payments for all services actually rendered up to the date of the termination of this Agreement.		No Change
Right to Audit	19	Point 1. All costs for such audit shall be borne by LIC. Point 2. All costs for such audit shall be borne by the service provider/vendor. However, the travel and stay cost for LIC officials will be borne by LIC	Contradictory clause statements in clause "Right to Audit" point 1 and point 2. Propose to remove the statement "All costs for such audit shall be borne by the service provider/vendor." from point 2. All cost of the Audit shall be borne by LIC.		No Change
Termination and reduction for convenience	21	i. LIC may, at any time, by a prior written notice of 30 days, terminate the contract or reduce the scope of the Services.	Recommended a prior written notice of 90 days for the termination for convenience / reduction.		No Change

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RFP Document Reference(s) (Section)	RFP Document Reference(s) Page Number(s)	Content of RFP requiring Clarification(s)	Points for Clarification	Remarks	Response
Termination by LIC for default	22	i. LIC may, without prejudice to any other remedy for breach of contract, by written notice of default sent to the Vendor, terminate the Contract in whole or part if the Vendor fails to deliver any or all of the resources/services within the period(s) specified in Scope of Work of the RFP, or if the Vendor fails to perform any other obligation(s) under the Contract.	Recommended a prior written notice of 30 days before for the termination for default along with 30 days cure period.		No Change
Termination by LIC for default	22	ii. In the event of LIC terminating 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 from any other source, the Vendor shall be liable to LIC for such costs for such similar resources or Services.	Recommended, in such case service provider's step-in-cost liability shall be capped to 110% of the value of undelivered system or services by service provider.		No Change
ii.Contracting	25	b. LIC, at all times, reserve the right to modify, include or exclude procurement of products under consideration in this RFP if it is to LIC's advantage to do so.	Recommended after completion of Reverse Auction no exclusions of procurement of products under consideration in this RFP.		No Change
Section: E Service Level Agreements : Note: 6	35	The total deduction per quarter shall not exceed 20% of the total QP value	Recommended overall cumulative penalty shall be capped at maximum 5% of respective year Support services related cost.		No Change
Service Level Agreements Entire Infrastructure : Note: 7	35	Two consecutive quarterly deductions amounting to more than 20% of the QPs on account of any reasons will be deemed to be an event of default and termination	Propose removal of this clause, as application of penalty shall be sole remedy for SLA non-compliance.		No Change

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RFP Document Reference(s) (Section)	RFP Document Reference(s) Page Number(s)	Content of RFP requiring Clarification(s)	Points for Clarification	Remarks	Response
Exit Management / Transition-Out Responsibilities - 1	38	Provide necessary handholding and transition support to ensure the continuity and performance of the Services to the complete satisfaction of LIC.	Proposed transition period of 1 month from the expiry of the Agreement / termination of agreement.		No Change
Additional Manpower Requirement	39	b. LIC shall send its requirement for and resource(s) shall be provided within next 2 working days.	Recommended to modify the statement as "b. LIC shall send its requirement for and resource(s) shall be provided as per mutually agreed time line at the time of requirement of resource/s."		refer corrigendum
Additional			Consider allowing of sub-contracting for this contract with LIC's prior written approval.		Sub contracting is not allowed as per RFP
Section B Limitation of Liability	16	Except in cases of criminal negligence or willful misconduct, and in the case of infringement pursuant to Conditions of the Contract Clause, the bidder shall not be liable to LIC, whether in contract or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs; and the aggregate liability of the bidder to LIC, whether under the Contract, in tort or otherwise, shall not exceed the total value of purchase order(s) issued to the bidder.	While we are principally fine with the clause, however, we humbly request to delete the liability pertaining to infringement from the purview of indirect damages.		No Change
Section B Indemnifying LIC	17	Against all actions, proceedings, claims, demands, costs and expenses which may be made against LIC by a third party arising out of sale of vendor's services to LIC.	This being performance indemnity, we humbly propose deletion of the same. Per our understanding, the RFP already provides numerous remedies for breach of performance.		No Change
Section B Termination and reduction for convenience	21	LIC may, at any time, by a prior written notice of 30 days, terminate the contract or reduce the scope of the Services.	We humbly request your good office to extend the timelines for termination for convenience from 30days to 90days. Further, the entitlement of reduction of scope is humbly requested to be deleted, as it will have direct impact on vendor's budgeting for the project.		No Change

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RFP Document Reference(s) (Section)	RFP Document Reference(s) Page Number(s)	Content of RFP requiring Clarification(s)	Points for Clarification	Remarks	Response
Section B Right to Audit (Pt. no 3)	17	Vendor further agrees that whenever required by LIC, it will furnish all relevant information, records/data to such auditors and/or inspecting officials of the LIC/ IRDAI and or any Regulatory authority required for conducting the audit. LIC reserves the right to call and/or retain for any relevant material information / reports including audit or review reports undertaken by the Vendor (e.g., financial, internal control and security reviews) & findings made on the Vendor in conjunction with the services provided to LIC	While we are principally fine with the right of audit of LIC, however, we humbly propose the following: • Audit should ideally be conducted once per annum; Audit should be restricted to records pertaining to the Services and Deliverables under the Agreement; • Audit should be subject to prior written notice of period as may be mutually agreed between the parties, ideally 15 days; • Use of any third party auditor that is a competitor of Company shall be subject to Company 's prior written approval, such approval not to be unreasonably withheld or delayed; • Client or any auditor conducting any such audit shall at all times comply with any and all reasonable security and confidentiality guidelines and other policies of Company with respect to the audit. • Client shall not be entitled to audit: (a) data or information of other customers or clients of Company; (b) any cost information unless such is the basis of a billable expense; (c) Company's quality assurance reviews, contract management reports, and security functions; (d) third parties except to the extent Company has the right to grant such rights, or (v) any other Confidential Information of Company that is not directly relevant for the authorized purposes of the audit.		LIC reserves the Right to Audit of all the infrastructure deployed for the project by the selected bidder. The selected bidder shall facilitate such audit. The selected bidder shall also submit an Annual Self Certification about audit of its own infrastructure deployed for the project.
Section E Work completion timelines and Payment Terms	33	LIC will release the payment within 30 days of date of submission of valid invoice subject to the condition that invoice and all supporting documents produced are in order and work is performed as per the scope of the project and meeting the SLA Criteria. LIC shall be entitled to delay or withhold the payment of a disputed invoice or part of it delivered by Bidder, when LIC disputes such invoice or part of it, provided that such dispute is bonafide.	While we are principally fine with the clause, we request your good office to specify the timelines for resolution of disputes pertaining to invoices. We humbly propose to have the right to dispute within 7 days from the date of receipt of invoice, where after resolution of dispute within 15 days from the date of dispute and 15 days thereafter for payment (if any).		No Change
RFP Document	5	Last date & time for submission of online bids : 06-May-2021, latest by 02:30 PM	Considering the complexity of the Bid & the documentation Involved request the submission to be extended to 21st May 2021 or 15 days from the date of publishing of all corrigendum's/Pre Bid queries response whichever is later		No Change

RFP Document Reference(s) (Section)	RFP Document Reference(s) Page Number(s)	Content of RFP requiring Clarification(s)	Points for Clarification	Remarks	Response
RFP Document	14	Those bidders who qualify in "Eligibility of Bidder and Solution" shall be required to submit the hardcopy (physical submission) of the entire uploaded document without the price Bid within 2(two) working days of intimating the same. Price Bid is to be submitted online only.	Considering the resurgence of the pandemic request that the Physical submission be waived off.		No Change
RFP Document	16	The bidder shall upload and submit Integrity Pact as per the format given in Annexure-H on a stamp paper of Rs.250.00 or as per stamp duty requirement in Mumbai. Any bid submitted without the Integrity Pact will summarily be rejected.	Request that Integrity Pact be submitted on a Plain Paper duly signed by the Authorized signatory.		No Change
RFP Document	21	Terms of Assignment : Neither the contract nor any rights granted under the contract may be sold, leased, assigned, or otherwise transferred, in whole or in part, by the selected Vendor without advance and explicit written consent of LIC and any such sale, lease, assignment or transfer otherwise made by the selected Vendor shall be void and of no effect.	This Project is complex & requires the collective contribution of Consultants/Domain Experts for a successful implementation. By virtue of this clause the same is not possible & request that Consultants/Third part as deemed may be utilized by the bidder.		No Change
RFP Document	24	"Model RFP Template and Guidance Notes for Selection of Implementing Agencies, 2018" https://www.meity.gov.in/mo-del-rfp-template-and-guidance-notes-e-gov-projects	This is a 600+ pages document for guidance. It will be impossible for the bidder to review every clause in the same. For contracting request that only clauses part of this RFP be incorporated in the contract signing phase.		No Change

RFP Document Reference(s) (Section)	RFP Document Reference(s) Page Number(s)	Content of RFP requiring Clarification(s)	Points for Clarification	Remarks	Response
RFP Document	28	Project Duration : Seven years from set-up of hardware which is extendable by one year based on LIC's requirement. The whole project is divided into three segments, Migration Phase, Development and Maintenance Phase and Support Phase. For certain period, all Phases will run concurrently. The project scope and timeline is given below. The desired scope vis-à-vis performance shall be measured with reference to scale as defined in SLA.	Warranty Period is not clear & request clarity on the same.		Bidder to propose
RFP Document	29	Goal of Support Phase : In this phase, support shall be provided by the bidder in such a way that, for Mumbai Data Centers, whenever required, services shall be provided on premise and for Bangalore Data Centre, the Service Levels may be ensured by remotely accessing.	Please confirm if the resources for Onsite support across streams (Application/Infra/Security) must be provisioned onsite at LIC DC by the Bidder ? Also on remote access for NDR/DR please confirm if this will happen from DC only ?		Bidder to propose as per SLA and Scope of Work
RFP Document	30	The Bidder must have an average turnover of minimumRs.50crore during each of the three previous financial year(s). i.e. 2017-2018, 2018-2019, 2019-2020	Considering the importance of this project request only companies with sound financial be part of the evaluation process. Requesting the EC be changed as follows "The Bidder must have an average turnover of minimumRs.500 crore from IT operations during each of the three previous financial year(s). i.e. 2017-2018, 2018- 2019, 2019-2020		No Change
RFP Document	30	NA	Considering the importance of this project request only companies with sound financial be part of the evaluation process. Requesting to add additional EC on profitability as follows "The Bidder must have been profitable during each of the three previous financial year(s). i.e. 2017-2018, 2018-2019, 2019-2020. Certificate from Chartered account to be produced		Suitable Corrigendum is being issued

RFP Document Reference(s) (Section)	RFP Document Reference(s) Page Number(s)	Content of RFP requiring Clarification(s)	Points for Clarification	Remarks	Response
RFP Document	31	Presentation by the bidder Bidders shall be required to make a presentation, at short notice, their capabilities, competencies and plan to handle the end to end project implementation	Request LIC to give minimum one week notice for the presentation. Also considering get situation where Domestic travel is restricted request the presentation be made online.		No Change
RFP Document	32	Price Variation Factor and H1 Elimination clause: This clause shall be invoked provided the numbers of Qualified Bidders for Commercial Bid are more than five. When the number of such Qualified Bidders are more than five, the qualified H1 bidder (Bidder with the Highest Quoted "Total Indicative cost for BID" as per Annexure-I) will be disqualified and eliminated from participating in online reverse auction, if his bid value as per the submitted commercial bid (indicative) is higher by more than 40% as compared to the average of quoted "Total Indicative cost for BID" of all such qualified bidders.	Request that only indicative commercials be collected during bidding & final price be determined by ORA. Kindly revoke this entire clause of elimination based n commercials		No Change
RFP Document	35	6. The total deduction per quarter shall not exceed 20% of the total QP value	This penalty cap is very high. Request that Penalty be limited to 5% of the quarterly payout.		No Change
RFP Document	35	6. The total deduction per quarter shall not exceed 20% of the total QP value	Overall Penalty Cap is not mentioned clearly for the contract period. Request the same to be clarified. Also we request that the overall penalty cap for the contract period is capped to 10% of the contract value.		No Change

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RFP Document Reference(s) (Section)	RFP Document Reference(s) Page Number(s)	Content of RFP requiring Clarification(s)	Points for Clarification	Remarks	Response
RFP Document	36	SLA Table-A : Penalty calculations	Request that Penalty be calculated only on the Line item value for Non Delivered Products/Services & not on the Total Quoted Price. This will be exorbitantly high . A sample is shown below for Hardware Setup A. Within 8 weeks = NIL B. For every 7 days of delay = 1% of undelivered Hardware C. Delay of 30 days = 5% of undelivered Hardware D. Beyond 45 Days = 10% of undelivered Hardware		No Change
Annexure G	1	Authorization of signatory	Request LIC to consider Bidder's standard Authorization Format signed by the Company Secretary for this purpose.		The Annexure is clear
Annexure J		Successful bidder/vendor shall be required to submit the final prices quoted during the Reverse Auction in LIC Price Format after the completion of eRA to LIC, duly signed and stamped as token of acceptance without any new condition within two working days of auction without fail.	Request LIC to give at least 5 working days to submit the commercials in price formats as OEMs give only bulk pricing during RA.		Corrigendum extending timeline to one calendar week is being issued
Annexure M		Generic	Request LIC to consider deviations/assumptions given the complexity of the bid.		No Change
IBU SAP	IIRMS_SAP_S4HANA_ONPREM_RFP ; Reference -	6 out of 39	DR and it's timeframe plan was not mentioned in the timeframe.	Usually, DR setup starts after DC SAP installation has been completed. Kindly confirm.	It is part of Migration Phase
IBU SAP	IIRMS_SAP_S4HANA_ONPREM_RFP ; Reference - Overview of RFP: Roles and	9 out of 39	How often DC DR Drill will be performed? And estimated day of such a month. For example 2nd or 3rd Sunday of scheduled month.	This will help us be prepared with a execution plan to execute this activity.	Refer to Corrigendum
IBU SAP	IIRMS_SAP_S4HANA_ONPREM_RFP ; Reference - Compliance with Information	18 out of 39	Scope of Audit and Compliance parameters.	This will help us implement additional security aspects of Audit, beforehand, to be met in new HANA systems. Kindly share last 4 year old Technical Audit Reports given by Third Party Auditors.	Details will be shared with selected bidder
IBU SAP	IIRMS_SAP_S4HANA_ONPREM_RFP ; Reference -	27 out of 39	Confirmation on existing SAP PO & BO – Available or not	As per table, this information has been left blank.	New Implementation of PO and BO.
IBU SAP	IIRMS_SAP_S4HANA_ONPREM_RFP ; Reference - Bidder to	27 out of 39	Will LIC pay for extra licenses purchased when we hand over this extra license to them	Kindly request for clarification on post license purchase.	Yes, if it is part of Commercial Bid

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RFP Document Reference(s) (Section)	RFP Document Reference(s) Page Number(s)	Content of RFP requiring Clarification(s)	Points for Clarification	Remarks	Response
IBU SAP	IIRMS_SAP_S4HANA_ONPREM_RFP ; Reference - Bidder to Consider	27 out of 39	How often Quality Refresh would be performed.	SAP best practices states that Quality refresh must be performed Quarterly.	Quality Refresh will happen every month
IBU SAP	IIRMS_SAP_S4HANA_ONPREM_RFP ; Software	28 out of 39	Software license. SAP Developer user only one.	Only one will be insufficient at least should have 4.	Refer to RFP page 27 point no 2
IBU SAP	IIRMS_SAP_S4HANA_ONPREM_RFP ; Point 3. Critical Support	36 out of 39	Item 3 time of resolution is 2hrs during critical support period	Standard practice is no SLA during critical support period. LIC to waive off the SLA during critical support period	No Change
IBU SAP	Annexure N; Reference - Table A Diagrammatic Representation of AS-IS System	2 out of 33	Given DR to be exact replica of DC. Kindly state percentage of Business Operational Efficiency of DR site? for example - 100%, 80%, 50%.	Current landscape hosts only ECC & BW, and from our understanding current DR has only 50% to 60% Business Operational Efficiency.	refer Corrigendum
IBU SAP	Annexure N; Reference - Scope of Work for Development & Maintenance	7 out of 33	2 Factor / Biometric authentication – Currently, such authentication can be enabled only on Android based devices.	If biometrics in currently enabled, how users are using biometrics to login, for example via SAP LogonPad, Web Browser, Mobile App?	It is a fresh implementation
IBU SAP	Annexure N ; Scope of Work for Development & Maintenance Phase Point No. 9: New GRC	7 out of 33	GRC scope that GRC system needs to automate access assignments across SAP and non-SAP systems	Our understanding is that GRC scope is limited to SAP systems	refer Annex-N
IBU SAP	Annexure N; Reference - Readiness Check	12 out of 33	SAP Readiness Check for SAP S/4HANA is too old	Kindly request you to share latest SAP Readiness Check for SAP S/4HANA.	Selected bidder to perform the latest Readiness Check
IBU SAP	Annexure Q ; Reference - Hardware	1 out of 2	Near DR and Far DR would increase commercials and in current IT Business world, two DR sites are no longer advised.	With 1 DR in hand at Bangalore location, should be cost friendly to LIC in future.	No Change
IBU SAP	Annexure Q; Reference - Hardware	2 out of 2	Separate Server with Windows OS would be required for each installation of SAP Router and Web Dispatcher.	If existing infrastructure exists then we can use the same for installation.	Bidder to provide as per RFP page 27
INFRA	IIRMS_SAP_S4HANA_ONPREM_RFP , Section: Overview of RFP: Roles and Responsibility	8 out of 39	LIC providing network and power supply	Request to kindly LIC to kindly confirm the following: 1) LIC shall provide connectivity between Primary Datacenter, Near DR & Far DR 2) LIC shall provide dedicated link between DC & FAR DR for data replication ensuring RPO <=30minutes 3) LIC shall provide connectivity between LIC offices and DC, NearDR & FAR DR 4) LIC shall provide necessary internet connection, if any, for its user to access application over internet	Statements in point 1,3 and 4 are confirmed. For point 2, bidder to propose capacity to ensure desired RPO

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RFP Document Reference(s) (Section)	RFP Document Reference(s) Page Number(s)	Content of RFP requiring Clarification(s)	Points for Clarification	Remarks	Response
INFRA	IIRMS_SAP_S4HANA_ONPREM_RFP , Section: Overview of RFP: Roles and	8 out of 39	LIC providing network and power supply	LIC to confirm on the provision of precision AC at DC, Near DR & Far DR along with UPS power supply avoiding voltage surges	Yes it is confirmed
INFRA	IIRMS_SAP_S4HANA_ONPREM_RFP , Section: Overview of RFP: Roles and	8 out of 39	LIC providing network and power supply	LIC to confirm on the provision of desired link, which is capable enough to migrate the data between old servers to new server setup within the stipulated time.	Near DR link to be used
INFRA	IIRMS_SAP_S4HANA_ONPREM_RFP - Bidder	8 out of 39	Set-up and continuously monitoring of all hardware	Is LIC have any monitoring tool in the existing setup which can be extended for new Solution	LIC does not have any monitoring tool in existing set up. Bidder to propose.
INFRA	IIRMS_SAP_S4HANA_ONPREM_RFP - Roles and	9 out of 39	Backup and restoration activities	Does LIC have any Backup Tool in the existing setup which can be extended for new Solution	LIC does not have any monitoring tool in existing set up. Bidder to propose.
INFRA	IIRMS_SAP_S4HANA_ONPREM_RFP - Bidder to Consider	27 out of 39	Software Licenses LIC has the Licenses for the SAP and Backup software for investment department as follows which consists mainly of : (Veritas NetBackup 7.5 Backup License - 15 Nos)	If Veritas Backup Tool is not compatible to the new Solution , Hope Bidder can procure new backup tool based on the New Solution Compatibility	Bidder to propose.
INFRA	IIRMS_SAP_S4HANA_ONPREM_RFP - Bidder	28 out of 39	Project Duration: Seven years from set-up of hardware which is extendable by one year based on LIC's requirement. The whole project is divided into three segments, Migration Phase, Development and Maintenance Phase and Support Phase. For certain period, all Phases will run concurrently. The project scope and timeline is given below. The desired scope vis-à-vis performance shall be measured with reference to scale as defined in SLA.	Is Bidder have to support the old systems as well (during Migration Phase, Development and Maintenance Phase) Till new Hardware Setup OR This Old System Support will be handled by the Existing team/vendor.	Support of old system is beyond the scope of this RFP
INFRA	IIRMS_SAP_S4HANA_ONPREM_RFP - Bidder	29 out of 39	OS update, patch management as and when required	Is there any OS Patch Management Solution in the existing setup which can be extended for new solution	No. Bidder to propose.
INFRA	IIRMS_SAP_S4HANA_ONPREM_RFP	29 out of 39	CA , VA updations once in every six months on the deployed infrastructure	Is there any VA Tool in the existing setup which can be extended for new solution	No. Bidder to propose.
INFRA	IIRMS_SAP_S4HANA_ONPREM_RFP , Section-C: Project Scope and Deliverables	29 out of 39	Provide minimum 99.95% SAP Application Login level system availability at application server	Request LIC to consider 99.95% availability measurement only with in DC, Near DR & FAR DR server room network only, as external network is provided by LIC itself. Access to application from external world also include WAN, Internet etc. which is provided by LIC	Refer RFP

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INFRA	IIRMS_SAP_S4HANA_ONPREM_RFP - Bidder	34 out of 39	e. "Resolution Time" shall mean the time taken (after the incident has been reported at the helpdesk), in resolving (diagnosing, troubleshooting and fixing) or escalating (to the second level) getting the confirmatory details about the same from the bidder and conveying the same to the end-user), the services related troubles during the first level escalation.	Is there any helpdesk solution is available in the existing setup which can be extended to new solution ? If Bidder have to introduce the Helpdesk solution then what is the concurrent users expected , What is ticket volume expected per day , Who are all the audience will have access to this helpdesk tool , Is there any India Based Toll Free Number expected for Helpdesk team.	No helpdesk solution available in existing set up. Bidder to propose. Details required may be gathered from RFP and bidder's past experience of managing similar projects
INFRA	IIRMS_SAP_S4HANA_ONPREM_RFP - Bidder	39 out of 39	In this phase, support shall be provided by the bidder in such a way that, for Mumbai Data Centers, whenever required, services shall be provided on premise and for Bangalore Data Centre, the Service Levels may be ensured by remotely accessing. However, in exceptional situations, this shall not prevent LIC from seeking on premise services in Bangalore as well.	Hope Offshore Support Can be facilitated during the Support Phase.	Yes
FIN	IIRMS_SAP_S4HANA_ONPREM_RFP ; Section B	21 out of 39	Termination and reduction for convenience: LIC may, at any time, by a prior written notice of 30 days, terminate the contract or reduce the scope of the Services.	We would like to have at least 90 days prior written notice before terminating the contract or reducing the scope of services as we need to shift the aligned resources which cannot be completed in 30 days time period. Customer to pay for all the efforts rendered till the date of termination including the WIP and the appropriate termination charges.	No Change
FIN	IIRMS_SAP_S4HANA_ONPREM_RFP ; Section B	22 out of 39	Termination by LIC for default: In the event of LIC terminating 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 from any other source, the Vendor shall be liable to LIC for such costs for such similar resources or Services. However, the Vendor shall continue the performance of the Contract to the extent not terminated. Notwithstanding whatever is mentioned above, total liability of the bidder shall not exceed the total value of such terminated services or the total value of purchase order(s) issued to the bidder.	We would like to understand what is the cap for such cost that needs to be borne.	The clause is self explanatory
FIN	IIRMS_SAP_S4HANA_ONPREM_RFP ; Section E	33 out of 39	Work Completion Timelines & Payment Terms (Notes): 3. If the Bidder is liable for any penalty as per the SLA (refer to the related clause of this RFP), the same shall be adjusted from payments due to the Bidder.	We propose to have Credit Note Mechanism instead of direct set off on any SLA's	No Change
FIN	IIRMS_SAP_S4HANA_ONPREM_RFP ; Section F	Annexure M		We cannot sign since we will have deviations. If we want to submit the proposal as a no-deviation proposal we will need to seek all approvals prior to submission of the bid.	No Change

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LEG	IIRMS_SAP_S4HANA_ONPREM_RFP ; Terms and Conditions	9 out of 39	Responding to this RFP and submission of the Bid by the bidder will be deemed as consent from the bidder to all the terms and conditions mentioned in this RFP Document and the contents of the RFP along with the annexure(s), clarifications, corrigendum(s) issued, if any, will be contractually binding on the bidder.	LIC to confirm if vendor can propose minimal deviation to terms and conditions. Is there any specific format to share response/deviations on RFP terms and conditions.	No Change
LEG	IIRMS_SAP_S4HANA_ONPREM_RFP ; Limitation of Liability	16 out of 39	Except in cases of criminal negligence or willful misconduct, and in the case of infringement pursuant to Conditions of the Contract Clause, the bidder shall not be liable to LIC, whether in contract or otherwise, for any indirect or consequential loss or 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 value of purchase order(s) issued to the bidder.	We would like to propose the following- 1) We are not agreeable to keep liquidated damages outside the liability cap. 2) the aggregate liability to be limited to the average amounts paid by LIC to Supplier under the applicable statement of work during each consecutive twelve (12) months following the effective date.	No Change
LEG	IIRMS_SAP_S4HANA_ONPREM_RFP ; Force Majeure	16 out of 39	The vendor shall be liable for any delay in execution or failure of their respective obligations under this agreement except for delay caused by occurrence of events.....Notwithstanding the above, the decision of LIC shall be final and binding on the Vendor.	We would like to propose the inclusion of the following language at the end of this clause:- 1) "A Force Majeure situation shall neither relieve LIC of its payment obligations for Services and Deliverables actually rendered by Supplier prior to the occurrence of Force Majeure situations." 2) "In the event Supplier is subjected to uncontrollable event(s) including but not limited to pandemic, government action or prohibition, curtailment or prohibition of transportation, affecting health and safety of employees, where Supplier is unable to provide services from the service location set out in the Statement of Work and/or implement its business continuity plan ("Uncontrollable Event"), then LIC hereby agrees that (a) unless otherwise notified by the Supplier, such Uncontrollable Event shall not be construed as a Force Majeure Event as set out in Section; and (b) the Supplier shall be entitled to allow its employees to work and perform Services from an alternative location using hardware (laptop or desktop or thin client) provided by Supplier or the LIC or that is personal to the employee ("Remote Working"). In the event of an Uncontrollable Event leading to Remote Working, Supplier shall notify in writing or	No Change

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LEG	IIRMS_SAP_S4HANA_ONPREM_RFP ; Indemnity	17 out of 39	Infosys to indemnify i) Against all actions, proceedings, claims, demands, costs and expenses which may be made against LIC by a third party arising out of sale of vendor's services to LIC. ii) Against all third party claims of infringement of patent, copyright, trademark etc.	i) Propose to delete as this indemnity is generic in nature. Infosys can agree to indemnify for specific instances. ii) Propose to exclude "patent" from the clause. Infosys could agree to indemnify against patent provided such patents have been in effect at the time of relevant SOW was executed in the jurisdiction in which the services are provided.	No Change or deleted
LEG	IIRMS_SAP_S4HANA_ONPREM_RFP ; SLA Table-A	35 out of 39	Penalty for each event are mentioned separately.	Propose to have consolidated penalty for breach of SLAs with maximum limit agreed between the parties	No Change
LEG	Annexure F	Non-Disclosure Agreement	NDA is one-sided in nature protecting LIC's information	Propose to make NDA mutual as Infosys's commercial and technical details are confidential information and to be protected by recipient.	No Change
LEG	IIRMS_SAP_S4HANA_ONPREM_RFP ; Indemnity	17 out of 39	Infosys proposes to add the term	Indemnity from LIC- LIC shall indemnify, defend and hold harmless Supplier against all liability, claims, costs, losses, damages, and expenses incurred by Supplier arising from or related to any claim, suit, or action brought against Supplier by a third party for infringement or misappropriation of a third party's copyright, patent, trade secret or other intellectual property rights by any intellectual property provided by LIC to Supplier under this Agreement. Supplier shall give LIC prompt written notice of, and the parties shall cooperate in, the defense of any claim, suit or action, including appeals and negotiations. This indemnity shall not extend to any claim of infringement or misappropriation to the extent resulting from Supplier's unauthorized modification of such intellectual property.	No Change
LEG	IIRMS_SAP_S4HANA_ONPREM_RFP ; Non-Solicitation		Infosys proposes to add the term	Except as otherwise expressly agreed to by Supplier in writing, during the period of their involvement with the provision of the Services and a further period of one (1) year thereafter, LIC agrees not to directly or indirectly or through third parties solicit or hire for employment any of Supplier's current or previous employees.	No Change

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RFP Document Reference(s) (Section)	RFP Document Reference(s) Page Number(s)	Content of RFP requiring Clarification(s)	Points for Clarification	Remarks	Response
SECTION-D: ELIGIBILITY OF BIDDER AND SOLUTION	29	5.Bidder must have undertaken atleast two project for implementation of HANA in India in last 4 years from the date of RFP [2017-2018, 2018-2019, 2019-2020, 2020-2021] with PO Value of above 3 Crore.	Request to modify the clause as: Bidder or Bidder's Parent Company (in case bidder is a 100% wholly owned subsidiary of parent company) must have undertaken atleast one project for implementation of HANA in India in last 4 years from the date of RFP [2017-2018, 2018-2019, 2019-2020, 2020-2021].		Bidder to qualify on all Eligibility Conditions on his own.
SECTION-D: ELIGIBILITY OF BIDDER AND SOLUTION	29	All clauses	Request to consider "Bidder" as " Bidder or Bidder's Parent Company (in case bidder is a 100% wholly owned subsidiary of parent company)"	In case of acquisition/ merger/ de merger, credentials related to Finance and Experience of the previous organization may be considered.	Bidder to qualify on all Eligibility Conditions on his own.
SECTION-D: ELIGIBILITY OF BIDDER AND SOLUTION	29	The Bidder must be SAP Partner duly authorized by SAP .	Request to modify the clause as: The Bidder or Bidder's Parent Company (in case bidder is a 100% wholly owned subsidiary of parent company) must be SAP Partner duly authorized by SAP .		Bidder to qualify on all Eligibility Conditions on his own.
SECTION-D: ELIGIBILITY OF BIDDER AND SOLUTION	29	The Bidder must have an average turnover of minimumRs.50crore during each of the three previous financial year(s). i.e. 2017-2018, 2018- 2019, 2019-2020	Request to modify the clause as: The Bidder or Bidder's Parent Company (in case bidder is a 100% wholly owned subsidiary of parent company) must have an average turnover of minimumRs.50crore during each of the three previous financial year(s). i.e. 2017-2018, 2018- 2019, 2019-2020		Bidder to qualify on all Eligibility Conditions on his own.
SECTION-D: ELIGIBILITY OF BIDDER AND SOLUTION	29	Bidder must have undertaken 3 projects for supply /upgradation in last 4 Financial years for the IT systems with PO Value of above 10Crores. [2017-2018, 2018-2019, 2019-2020, 2020-2021]	Request to modify the clause as: Bidder or Bidder's Parent Company (in case bidder is a 100% wholly owned subsidiary of parent company)must have undertaken 3 projects for supply /upgradation in last 4 Financial years for the IT systems with PO Value of above 10Crores. [2017-2018, 2018-2019, 2019-2020, 2020-2021]		Bidder to qualify on all Eligibility Conditions on his own.
SECTION-D: ELIGIBILITY OF BIDDER AND SOLUTION	29	Bidder must have undertaken atleast two project for implementation of HANA in India in last 4 years from the date of RFP [2017-2018, 2018-2019, 2019-2020, 2020-2021] with PO Value of above 3 Crore.	Request to modify the clause as: Bidder or Bidder's Parent Company (in case bidder is a 100% wholly owned subsidiary of parent company) must have undertaken atleast one project for implementation of HANA in India in last 4 years from the date of RFP [2017-2018, 2018-2019, 2019-2020, 2020-2021].		Bidder to qualify on all Eligibility Conditions on his own.
SECTION-D: ELIGIBILITY OF BIDDER AND SOLUTION	29	The Bidder shall have back-to-back support with all related OEMs till the completion of Support Phase	Request to modify the clause as: The Bidder or Bidder's Parent Company (in case bidder is a 100% wholly owned subsidiary of parent company) shall have back-to-back support with all related OEMs till the completion of Support Phase		Bidder to qualify on all Eligibility Conditions on his own.

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RFP Document Reference(s) (Section)	RFP Document Reference(s) Page Number(s)	Content of RFP requiring Clarification(s)	Points for Clarification	Remarks	Response
SECTION-D: ELIGIBILITY OF BIDDER AND SOLUTION	29	The Bidder must have strength of at least 50 IT Professionals in networking, system administration and SAP on their payroll as on date of submission of this bid. At least 20 of these professionals must have experience of minimum 3 years. Minimum 20 SAP certified ABAP and BASIS resources must be on payroll.	Request to modify the clause as: The Bidder or Bidder's Parent Company (in case bidder is a 100% wholly owned subsidiary of parent company) must have strength of at least 50 IT Professionals in networking, system administration and SAP on their payroll as on date of submission of this bid. At least 20 of these professionals must have experience of minimum 3 years. Minimum 20 SAP certified ABAP and BASIS resources must be on payroll.		Bidder to qualify on all Eligibility Conditions on his own.
SECTION-D: ELIGIBILITY OF BIDDER AND SOLUTION	29	The Bidder should not have been blacklisted by any Govt./ PSU/ reputed listed company for corrupt or fraudulent practices or non-delivery / non-performance in the last three years from date of this RFP.....	Request to modify the clause as: The Bidder or Bidder's Parent Company (in case bidder is a 100% wholly owned subsidiary of parent company) should not have been blacklisted by any Govt./ PSU/ reputed listed company for corrupt or fraudulent practices or non-delivery / non-performance in the last three years from date of this RFP.....		Bidder to qualify on all Eligibility Conditions on his own.
SECTION-B: INSTRUCTIONS TO BIDDERS (ITB)	12	EMD Earnest Money Deposit Bidders shall submit, along with the "Eligibility of Bidder and Solution" Bid, EMD of Rs.5,00,000/- (Rupees Five Lakhs only) in the form of unconditional and irrevocable Bank Guarantee (BG) as per the format given in Annexure L, which should be executed by a Nationalized or Scheduled bank, acceptable to LIC, having its branches in Mumbai.	Request to Waive off the EMD against which we shall provide Bid Security Declaration that we may be liable to be suspended from participation in any future tenders of the Bank if 1. The bid submitted by us is withdrawn/modified during the period of bid validity. 2. If any statement or any form enclosed by us as part of this Bid turns out to be false / incorrect at any time during the period of prior to signing of Contract. 3. In case of we becoming successful bidder and if: a) we fail to execute Contract within the stipulated time. b) we fail to furnish Performance Bank Guarantee within the timelines stipulated in this RFP document.	As per the Finance ministry circular dt: 12th Nov. 2020, it is reiterated in the Procurement Manuals, no provisions regarding Bid Security should be kept in the Bid Documents in future and only provision for Bid Security Declaration should be kept in the Bid Documents.	No Change
SECTION-B: INSTRUCTIONS TO BIDDERS (ITB)	23	i. Performance Guarantee The selected vendor will provide an unconditional and irrevocable Performance Bank Guarantee, within 7 days from the Notification of award, for a value equivalent to 10% of the total Contract Value.	Request to limit the Performance bank Guarantee equivalent to 3% of the total contract value.	As per the circular from Ministry of finance, GOI, dt: 12th Nov. 2020	No Change

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RFP Document Reference(s) (Section)	RFP Document Reference(s) Page Number(s)	Content of RFP requiring Clarification(s)	Points for Clarification	Remarks	Response
Section – E : Commercial Evaluation & Payment Terms	32	Work Completion Timelines & Payment Terms 2.Set-up of Hardware----To be quoted by the bidder. Three time cost 50% of HW Cost: on complete infrastructure set-up and Hardware power-on position 30% of HW Cost: on complete landscape Set-up 20% of HW Cost: On Go-Live	Request to modify the payment terms for Set-up of hardware as : To be quoted by the bidder. Three time cost 80% of HW Cost: on complete infrastructure set-up and Hardware power-on position 20% of HW Cost: on complete landscape Set-up <u>20% of HW Cost: On Go-Live---to be deleted as we shall be covering the risk anticipated by LIC by tendering 3% PBG on total contract value.</u>		No Change
Section – E : Commercial Evaluation & Payment Terms	32	Work Completion Timelines & Payment Terms 3.Migration of As- Is Solution----- To be quoted by the bidder. Mock-1 : 25% Mock-2: 25% Go-Live: 26% Critical Support (i.e. 6 months post go-live) : 4% per month totaling 24%	1. Kindly provide the clarity of the term "Mock". 2. Kindly define the SOW/ activities covered in "Mock 1" and "Mock 2". 3. What will be the time duration in which "Mock 1" and "Mock 2" need to be completed.		Mock-1 and Mock-02 shall be testing round of complete Application in new HW and SW where feedback of users will be used to rectify errors
Section – E : Commercial Evaluation & Payment Terms	32	Work Completion Timelines & Payment Terms 3.Migration of As- Is Solution----- To be quoted by the bidder. Mock-1 : 25% Mock-2: 25% Go-Live: 26% Critical Support (i.e. 6 months post go-live) : 4% per month totaling 24%	Request to modify the payment terms of the clause as: 3.Migration of As- Is Solution-----To be quoted by the bidder. Mock-1 : 54% Mock-2: 15% Go-Live: 7% Critical Support (i.e. 6 months post go-live) : 4% per month totaling 24%		No change
Annexure N - Technical Scope of Work Application Migration	General	General	What is your SAP S/4 HANA Target Version?		Refer to RFP.
Annexure N - Technical Scope of Work Application Migration	23	4.1 Custom Code	Is your SAP sytem Unicode? (If not, Unicode conversion is the first mandatory prerequisite for S4H Migration). Will it be in scope of the bidder?		Existing SAP System is Unicode
Annexure N - Technical Scope of Work Application Migration	General	General	Do you have a dual-stack system? (ABAP/Java) . If you want to convert from a dual-stack system, you first have to do a dual-stack split. (Only ABAP stack is supported by S4 HANA)		Existing SAP System is Single Stack
Annexure N - Technical Scope of Work Application Migration	General	General	As a mandatory prerequisite for S4H Migration, you may have to first upgrade Solution Manager to bring it to below level - oSAP Solution Manager 7.1 SPS 12 or higher OR oSAP Solution Manager 7.2 SPS 3 or higher		Solman 7.2 deployed but not implemented except EWA
Annexure N - Technical Scope of Work Application Migration	General	General	How many tiers are there in the landscape? Describe the system environment strategy including descriptions of use for each environment (e.g. SBX, DEV, QA, PRD etc.). Please provide a diagram if possible.		Refer to RFP
Annexure N - Technical Scope of Work Application Migration	General	General	Please specify the version and Enhancement Pack (EhP) levels		ECC6 EHP 6

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Annexure N - Technical Scope of Work Application Migration	General	General	Please provide a copy of the most recent Early Watch Report for Production SAP ERP solutions. The report can be generated from SAP Solution Manager		Details will be shared with selected bidder
Annexure N - Technical Scope of Work Application Migration	General	General	Is Archiving active in the system? If so, please describe the objects being archived and any unique technology utilized		Archiving is not active in the System
Annexure N - Technical Scope of Work Application Migration	General	General	Is database compression in use? If so, what type?		Not relevant for response to this RFP
Annexure N - Technical Scope of Work Application Migration	General	General	Is High Availability & DR configured in the landscape? Please describe the tool/mechanism, and distance between data centers for DR?		Refer to RFP
Annexure N - Technical Scope of Work Application Migration	General	General	Please provide any defined Service Level Agreements (SLAs) that impact High Availability requirements		Refer to RFP
Annexure N - Technical Scope of Work Application Migration	General	General	Please provide the Recovery Point Objective (RPO) and Recovery Time Objective (RTO) for Disaster Recovery		Refer to RFP
Annexure N - Technical Scope of Work Application Migration	General	General	Is the Central Instance located on the Database server?		Query is not clear
Annexure N - Technical Scope of Work Application Migration	General	General	Please provide the Operating System version and patch level for application server(s) Complete only if source ERP is running NON HANA DB		Refer to RFP in its entirety
Annexure N - Technical Scope of Work Application Migration	General	General	If SAP ECC is running on HANA DB, what is the HANA DB Version?		Refer to RFP in its entirety
Annexure N - Technical Scope of Work Application Migration	General	General	Please provide the quantity and size (CPU and memory) of application servers in use for each application in scope		Refer to RFP in its entirety
Annexure N - Technical Scope of Work Application Migration	General	General	Are you migrating into a Managed Cloud (i.e. SAP HEC)? Or an On-Premise migration/deployment?		Refer to RFP in its entirety
Annexure N - Technical Scope of Work Application Migration	General	General	How long (number of weeks) you normally allocate for each testing cycle based on experiences with upgrades/major releases thus far?		Refer to RFP in its entirety
Annexure N - Technical Scope of Work Application Migration	General	General	What are your testing requirements (i.e. integration, regression, user acceptance, HA, DR etc.)?		Refer to RFP in its entirety
Annexure N - Technical Scope of Work Application Migration	General	General	Are there any on-going upgrades/release projects in progress? If yes, please provide details of each, including when they will be completed.		Refer to RFP in its entirety
Annexure N - Technical Scope of Work Application Migration	General	General	What is the total downtime (Total downtime = Business & Technical) tolerance for each tier (DEV, QAS, TRN, PRD)?		Refer to RFP in its entirety
Annexure N - Technical Scope of Work Application Migration	General	General	Please provide a synopsis of your release strategy (i.e. quarterly releases, 6 month releases or once a year releases). What SAP methodology do you use for these releases (i.e. 3 system landscape, N+1, permanent 5 system landscape etc)?		Refer to RFP in its entirety

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Annexure N - Technical Scope of Work Application Migration	General	General	Please provide details of connecting NetWeaver systems (for example EP, PI/PO, BW) and their respective NetWeaver versions.		Refer to RFP in its entirety
Annexure N - Technical Scope of Work Application Migration	General	General	Do you currently run MDG in a HUB configuration in your landscape? Please provide version.		Refer to RFP in its entirety
Annexure N - Technical Scope of Work Application Migration	General	General	Do you currently run Fiori Gateway (Frontend Server) in a HUB configuration in your landscape? Please provide version and if any Fiori apps are being used today		Refer to RFP in its entirety
Annexure N - Technical Scope of Work Application Migration	General	General	Is GRC co-deployed on your source ERP system? Yes/No		Refer to RFP in its entirety
Annexure N - Technical Scope of Work Application Migration	General	General	If source SAP ERP6 system is a Suite on HANA system, is SAP Simple Finance (1503) or S/4HANA Finance(1605) implemented?		refer RFP
Annexure N - Technical Scope of Work Application Migration	General	General	If source SAP ERP system is a Suite on HANA system, do you have HANA Live Content deployed? Please list if applicable.		refer RFP
Annexure N - Technical Scope of Work Application Migration	General	General	Please list all connected/installed 3rd party applications and their connectivity type (SAP & Non SAP)		One 3rd Party application (TickerPlant) integrated with SAP
Annexure N - Technical Scope of Work Application Migration	General	General	Describe any Single-Sign On, SSL, SNC solutions in use and the associated technology in use, including 3rd party products where applicable		Not in use
Annexure N - Technical Scope of Work Application Migration	General	General	Describe front-end solutions in use for SAP ERP (e.g. Portal, SAPGUI, Fiori, NWBC, etc.).		SAP GUI
Activity Schedule	5	Bid Processing Fee/ Cost of Bid / Bid Price	Last date for submission of bid processing fee	Please clarify the last date of submitting bid processing fee	No Change
Section D -ELIGIBILITY OF BIDDER AND SOLUTION	30	The Bidder must have an average turnover of minimumRs.50crore during each of the three previous financial year(s). i.e. 2017-2018, 2018- 2019, 2019-2020	Turnover value	Please allow minimum average turnover of Rs. 30 Crore for previous three financial years.	No Change
Section D -ELIGIBILITY OF BIDDER AND SOLUTION	30	Point 4 and 5	both point 4 & 5	Please review the applicability of both criteria at same time as most vendors will not be able to meet these both criteria.	No Change
Section D -ELIGIBILITY OF BIDDER AND SOLUTION	30	Bidder must have undertaken 3 projects for supply /upgradation in last 4 Financial years for the IT systems with PO Value of above 10Crores. [2017-2018, 2018-2019, 2019-2020, 2020-2021]	Minimum order value of Rs. 10 Crore	Please keep minimum qualifying PO value to 5 crore instead of 10 crore. please allow the concession as it is highly unlikely that any partner can meet the stringent criteria.	No Change

Response to Prospective Bidders' Queries w.r.t. 'RFP For Procurement of HANA Hardware and Services (migration, development and managing of Investment System) for Life Insurance Corporation of India' Ref: LIC/CO/INVM/IIRMS/RFP/2021-2022/1 dated 08-Apr-2021					
RFP Document Reference(s) (Section)	RFP Document Reference(s) Page Number(s)	Content of RFP requiring Clarification(s)	Points for Clarification	Remarks	Response
Section D -ELIGIBILITY OF BIDDER AND SOLUTION	30	Bidder must have undertaken atleast two project for implementation of HANA in India in last 4 years from the date of RFP [2017-2018, 2018-2019, 2019-2020, 2020-2021] with PO Value of above 3 Crore.	Minimum order value of Rs. 3 Crore	Please keep minimum PO value to 1.5 Crore instead of 3 Crore. please allow the concession as it is highly unlikely that any partner can meet the stringent criteria.	No Change
Section D -ELIGIBILITY OF BIDDER AND SOLUTION	30	Minimum 20 SAP certified ABAP and BASIS resources must be on payroll.	Number of certified SAP ABAP and BASIS resources	Please keep criteria to minimum 10 certified SAP ABAP and BASIS professional. Please allow the concession as it is highly unlikely that any partner can meet this criteria.	No Change
payment terms	32	50% of HW Cost: on complete infrastructure set-up and Hardware power-on position 30% of HW Cost: on complete landscape Set-up 20% of HW Cost: On Go-Live	50% of HW Cost: on complete infrastructure set-up and Hardware power-on position 30% of HW Cost: on complete landscape Set-up 20% of HW Cost: On Go-Live	Please keep the payment terms for hardware as: 60% of HW Cost: on complete infrastructure set-up and Hardware power-on position 30% of HW Cost: on complete landscape Set-up 10% of HW Cost: On Go-Live	No Change
Section C - Product scope and deliverables	26	S/4 HANA Production	Please confirm if only Appliance can be quoted or solution based on TDI model would also be accepted.		Hardware requirement are specified in Annexure Q
Section C - Product scope and deliverables	26	Storage for Application servers	Please confirm if flash storage with SSD drives is required to be quoted here		Hardware requirement are specified in Annexure Q
Section-D (Point no 7)	30	The Bidder must have strength of at least 50 IT Professionals in networking, system administration and SAP on their payroll as on date of submission of this bid. At least 20 of these professionals must have experience of minimum 3 years. Minimum 20 SAP certified ABAP and BASIS resources must be on payroll.	Bidder requests LIC to change the clause to "Minimum 10 SAP certified ABAP and BASIS resources must be on payroll"		No Change

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RFP Document Reference(s) (Section)	RFP Document Reference(s) Page Number(s)	Content of RFP requiring Clarification(s)	Points for Clarification	Remarks	Response
Section-D (Point no 5)	30	Bidder must have undertaken atleast two project for implementation of HANA in India in last 4 years from the date of RFP [2017-2018, 2018-2019, 2019-2020, 2020-2021] with PO Value of above 3 Crore.	Bidder requests LIC to consider indirect orders where Bidder is the OEM and has got orders via partner and executed directly for the end customer		No Change
Section: E Service Level Agreements (SLA Table A and B)	36, 37	Penalty basis % of QP value	Bidder requests LIC to consider the penalty % on the delayed or affect hardware / Software / Services value and not on the QP value		No Change
Section – E : Commercial Evaluation & Payment Terms Work Completion Timelines & Payment Terms (Point no 2)	32	To be quoted by the bidder. Three time cost 50% of HW Cost: on complete infrastructure set-up and Hardware power-on position 30% of HW Cost: on complete landscape Set-up 20% of HW Cost: On Go-Live	Bidder requests for following payment milestones: 50% of HW Cost on delivery 50% of HW Cost on installation and power-on position		No Change

RFP Document Reference(s) (Section)	RFP Document Reference(s) Page Number(s)	Content of RFP requiring Clarification(s)	Points for Clarification	Remarks	Response
Buy-Back of existing Hardware:	33	The bidder shall offer price quote against Buy Back of existing hardware (database, application and backup servers) which are being replaced by the bidder and would be handed over. The servers are presently in functional condition and contain live data and applications. Bidder shall have to make arrangement for lifting of old hardware their own cost. The lifting shall happen one year after go-live. All data and applications shall have to be erased and have to be brought at the irrecoverable state. No system shall be sold to any third party and disposal shall have to be done as per e-waste management policy of Government of India.	Bidder submits that the Buy Back of equipment shall be executed via third party partner identified by the Bidder for the value included in the commercials by way of recovery of the value of buy back from the partner, Bidder undertakes to facilitate the transaction of Buy Back between the LIC and the Partner. Also Bidder requests LIC to clarify on procedure for buy back into Bidder system.		No Change
General Term			Due to the prevailing pandemic conditions, Bidder requests if this RFP can be submitted online as due to local government norms private bidders have restriction at major cities		No Change
Technical Term			Bidder requests LIC to provide the no of infocubes in BW and no of custom codes in S4 HANA to be migrated		Refer to Annexure N for details
Terms and Conditions	9	Responding to this RFP and submission of the Bid by the bidder will be deemed as consent from the bidder to all the terms and conditions mentioned in this RFP Document and the contents of the RFP along with the annexure(s), clarifications, corrigendum(s) issued, if any, will be contractually binding on the bidder	We request to relax this clause to suggest alternate language to the terms and conditions.		No Change

Response to Prospective Bidders' Queries w.r.t. 'RFP For Procurement of HANA Hardware and Services (migration, development and managing of Investment System) for Life Insurance Corporation of India' Ref: LIC/CO/INVM/IIRMS/RFP/2021-2022/1 dated 08-Apr-2021					
RFP Document Reference(s) (Section)	RFP Document Reference(s) Page Number(s)	Content of RFP requiring Clarification(s)	Points for Clarification	Remarks	Response
Indemnifying LIC	17	Indemnifying LIC	We request deletion of the following as the parties have other remedies under the RFP: <i>"Against all actions, proceedings, claims, demands, costs and expenses which may be made against LIC by a third party arising out of sale of vendor's services to LIC."</i>		No Change
Compliance with Information Security (IS) Policies of LIC	18	Compliance with Information Security (IS) Policies of LIC	We request that a copy of the policies be shared with us prior to our agreement on the compliance.		Details will be shared with selected bidder
Renegotiation of agreements	23	No re-negotiation of clauses before/during/after the contract between the parties is allowed except in unavoidable and special cases.	We submit that any extension of the contract shall be as per mutually agreed terms.		No Change
Contracting	24	LIC reserves the right to incorporate standard contract provisions and the contract shall at all times be compliant to: ☐ "Model RFP Template and Guidance Notes for Selection of Implementing Agencies, 2018"	We understand that the contract shall be as per mutual agreement. inability to execute the contract as per mutual agreement shall not attract any liability to either party under the RFP.		No Change
Section E: Service Level Agreement	35	The total deduction per quarter shall not exceed 20% of the total QP value	We request that the cumulative service level penalties be capped at 10% of the QP value.		No Change
Exit Management / Transition-Out Responsibilities	37	Exit Management / Transition-Out Responsibilities	We submit that transition services shall be mutually agreed between the parties.		No Change