ANNEXURE 4a: BID EVALUATION METHODOLOGY

A. Technical Evaluation:

Technical criteria are classified under 3 heads - Credentials, People, ability to meet functional and non-functional requirements. The table below highlights the parameters under the technical criteria and scoring methodology

Criteria	Evaluation Parameters	Supporting Documents	Max Marks (Illustrative)	Scoring Methodology (Illustrative)
Credentials	Experience of implementing Enterprise Risk Management System (ERMS) in Public / private insurance or financial services company in India in the last 7 years.	1) Engagement letters along with synopsis of at least one completed project to be considered 2) At least two references with contact details to be given for experience	**20**	**4 marks each** for implementation of ERMS in Public / private insurance or financial services company with **maximum up to 20 marks for 5 companies in India**
	Sub-Total		**20**	
People	Engagement Manager should have minimum 5 years experience in any public or private sector insurance or financial service company in India and/or globally. He should have handled at least 1 ERMS projects in insurance sector in India.	Supported by CV's and self-declarations with client credentials and references for validation	**3**	Full marks (3) – If criteria is Met 1.5 mark for meeting the criteria partially Nil – Other **Maximum 3 marks**
	No. of members in the proposed team, excluding the engagement manager should have handled ERM projects in any public/private sector Insurance or financial services company in India for at least three years.	Supported by CV's and self-declarations with client credentials and references for validation	**5**	2 team members- 1 mark 4 team members- 2 marks 6 team members- 3 marks 9 team members- 5 marks **Maximum 5 marks**

Criteria	Evaluation Parameters	Supporting Documents	Max Marks (Illustrative)	Scoring Methodology (Illustrative)
	If any members of the proposed team including engagement manager and Overall person responsible has additional Risk management / insurance qualifications (Financial Risk Management (FRM), Professional Risk Manager (PRM), Chartered Property Casualty Underwriter (CPCU), Fellow of Insurance Institute of India (FIII))	Self-attested copies of the original certificate	**2**	Maximum of 1 mark per member, with a **total of 2 marks**
	Sub-Total		**10**	
Functional and Non-functional requirements	Vendor's ability to meet Functional and Non-Functional Requirements	For each of the user requirement, the vendor must do self-assessment and update score as either 0, 1 or 2 in attached sheet	**70**	Self-evaluation of their capability of meeting the Functional and Non-functional Requirements **Maximum 70 marks**
	Sub-Total		**70**	
	Total Marks		**100**	

Evaluation of Functional and Non-Functional Requirements: As LIC needs to understand/ evaluate the capability of the bidders to meet the requirements of the proposed ERM system, it becomes very much critical for all bidder(s) to submit self-evaluation of their capability of meeting the Functional and Non-functional requirements (total 140 row items).

For each line item as mentioned in the detailed Functional and Non-Functional requirements, vendors should provide self-evaluation basis the scoring methodology mentioned.

Example:

For a total of 140 row items in Functional and Non-functional requirements, maximum total marks (2 for each row) can be 280.
Scoring out of a maximum of 70 marks can be calculated as below:

Score = (Marks obtained / Total Marks) * 70

E.g. If marks obtained by vendor against list of functional and non-functional requirements is 180, final score to be considered:

Score = (180/280) *70 = 45.00 (rounded off to 2 decimal places)

Notes

i. Only those completed assignment shall be considered for evaluation purpose for which date of completion falls during the period of seven years counted backwards from the date of RFP

ii. Those ongoing assignments shall also be considered for evaluation purpose for which date of contract falls between six months prior to the date of RFP and seven years counted backwards from the date of RFP.

iii. For evaluation purpose only, those assignment shall be considered as Enterprise Risk Management assignments for which documentary evidence submitted as proof of such assignments:

a) Either specifically uses the words Enterprise Risk Management to describe the assignments undertaken. The documentary evidence using any other set of words such as Integrated Risk Management, Holistic Risk Management etc. will not be treated as projects under ERM.
b) Or specify to the satisfaction of EC that the scope of work or terms of reference of the assignment undertaken involve implementation/setting of IT systems for Enterprise Risk Management (which may include Corporate/Risk Governance, Risk Identification, Risk Prioritization & Documentation of Mitigation Plans, Risk Monitoring & Reporting) and the assignment is done for the organization and not for a part/department of it.

iv. For members of the proposed team (including engagement manager) experience will be counted only if the member has gained experience in past seven years to be reckoned from the date of RFP.

v. For members only, those consulting assignments shall be counted which are done for a third party other than their employer.

vi. Declaration of the professional who is a member of the proposed team in form TECH -3 stating the name of the project, nature of the project using the words which specifically fulfills the requirement mentioned in point iii, iv and v above, the entity for which the project was done, jobs performed and dates during which the job was performed, countersigned by the Authorized signatory shall be submitted for each member as documentary evidence for point iv, point v and point vi.

B. **Turn Around Time for Maintenance**

Sr. No.	Service Measure	Expected Resolution Turn Around Time	Remarks (if any)
1			
2			
3			

ANNEXURE 4b: OVERALL BID EVALUATION METHODOLOGY

i. Applicant bidder will be informed of the marks secured by him in the Technical evaluation criteria defined above on the email id supplied in Tech-1.

ii. The applicant bidder firm shall be given 3 days with in which the firm must submit its objections, if any, on the marks awarded. The objections should be supported with the sufficient documentary evidence. The objections so raised by the applicant bidder will be examined and decided by the EC. The decision of the EC shall be final and binding.

iii. Bidders securing a minimum of 42 marks (i.e. 60% of maximum 70) for "Functional/Non-functional" requirements and 18 marks (i.e. 60% of maximum 30) for "People and Credentials" requirements will be considered for technical qualification. Additionally, bidders must secure **overall 75 marks** (out of maximum 100 overall) as per evaluation criteria given above to be considered as technically qualified.

iv. **Proof of Concept (POC)/ Product Demonstration:** Proof of Concept (POC)/ Product Demonstration shall be conducted for vendors who have qualified the "Technical Evaluation" as per criteria mentioned in point (iii) above Hardware provisions required for POC are to be procured by vendor for POC. POC shall be conducted as per the criteria mentioned in the table below:

Sr. No.	POC criteria to be demonstrated by the bidder (in LIC Premises)	Theme	Pass/Fail
1	Demonstrate capability to upload and store documents	Document repository	
2	Demonstrate workflow management for approval and escalation. Further notifications can be sent for relevant risk activities.	Workflow	
3	Demonstrate generation of reports and dashboards (with drill down functionality) based on underlying data.	Reports/ dashboards	
4	Demonstrate ability to capture and monitor actionable (including ownership and timelines)	Action tracker	
5	Demonstrate that results will be automatically displayed for Risk Appetite, Top Risks and Key Risk Indicators by picking up relevant data from defined folder (staging table). Further, calculation logics can be applied to the data for automatic population of results.	Risk Appetite and Key Risk Indicators	
6	Demonstrate functionality for risk control self-assessment (including aggregation of risk registers at lower operating offices at higher level)	Risk Control Self-Assessment	
7	Demonstrate ability to segregate incidents as per incident categories and link incidents with risks in RCSA	Incident Management	
8	Demonstrate capability to define access-based roles along with super user access	Access Management	
9	Demonstrate capability to adhere to IT policies of LIC (e.g. Password management)	IT	

v. In case less than 3 applicant bidders get qualified as per evaluation criteria given in point (iii) above, then LIC may select Applicant(s) with the next highest scores in descending order subject to having obtained **overall 65 marks** (out of 100). Please note that the criteria of securing minimum of 42 marks (i.e. 60% of maximum 70) for "Functional/Non-functional" requirements and 18 marks (i.e. 60% of maximum 30) for "People and Credentials" requirements will have to be met too.

vi. Indicative financial proposal of such applicants who have qualified the "Technical Evaluation" and met the "Proof of Concept" criteria will be opened. However, in such an event as mentioned in (v), the total number of Applicants selected for opening of indicative financial proposal including those who qualify as per evaluation criteria in point (iii) shall be restricted to 3.

vii. It should be noted that in a scenario where more than 5 bidders qualify as per criteria defined in Annexure-4b (Method of Selection - clause (iii)) and highest indicative financial/commercial bid (H1) out of these qualified bidders is up and above 40% of average of all qualified bids, H1 will be excluded from participating in Online Reverse Auction at the discretion of LIC.

viii. In the event of there being more than one candidate securing similar score in technical evaluation criteria defined and in case any one of them is required to be selected to make the number of applicant bidder selected for opening of indicative financial proposal equal to three, all such applicant bidder who secure similar marks to one that is required to be selected will be considered for opening of indicative financial proposal.

ix. If the number of candidates eligible as per evaluation criteria defined in (iii), (iv) and (v) is less than 2 (two) LIC may either annul the selection process or lower the selection criteria at its discretion.

x. After opening of Indicative financial proposals, online reverse auction will be held. After completion of online reverse auction all applicant bidders are required to submit revised financial proposals in the formats Annexure-3 (Financial Proposal proforma) within 24 hours.

xi. The proposals will be ranked in terms of revised Financial proposals. The proposal (applicant bidder) with the lowest Financial proposal at the completion of online reverse auction shall be considered for award of contract (after getting approval of the EC) at the price quoted in revised financial proposal after negotiations if any.