

Life Insurance Corporation of India



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CORRIGENDUM

for

Upgradation of the existing

**Enterprise Document Management System
(EDMS)**

of

*Life Insurance Corporation of
India*

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Corrigendum Points

S.No.	Page No. of RFP	Clause reference	Clause (in brief) of RFP requiring modification (s)	LIC modification in clause (highlighted in bold)
1	105	Annexure - 2 : Pre-Qualification Criteria	Annexure - 2	The Annexure - 2 is replaced with Annexure - 2A. Point no. 3 - Sub points are deleted. Point no.4 added with the following line. The Bidder shall provide Hardware - OEM's appearing in the Leaders of Gartner's Magic Quadrant for General-Purpose Disk Arrays.
2	15, 20	Annexure - 2 : Pre-Qualification Criteria	Annexure - 2	To be read as Annexure - 2A
3	107	Annexure - 3 : Bank Guarantee Format for EMD	This Bank Guarantee will be valid for a period up to _____ (for a period of 410 days from the date of publication of Bid)	Annexure-3 is replaced with Annexure-3A with the following changes: This Bank Guarantee will be valid for a period up to _____ (for a period of 410 days from the date of submission of Bid and should be valid upto 05.06.2017).
4	9, 14, 15, 23, 106	Annexure - 3 : Bank Guarantee Format for EMD	Annexure - 3	To be read as Annexure - 3A
5	108	Annexure - 4 : Technical Bid particulars to be provided by the Bidder	Para-3: We further confirm that any deviation to the clauses found anywhere in our Bid, implicit or explicit, shall stand unconditionally withdrawn, without any implication whatsoever to LIC of India, failing which the EMD may be forfeited.	Annexure - 4 is replaced with Annexure - 4A with the following changes: We further confirm that any deviation to the clauses found anywhere in our Bid, implicit or explicit, other than the format provided in the RFP under point no. 5 of Section 3.8 (page 17) , shall stand unconditionally withdrawn, without any implication whatsoever to LIC of India, failing which the EMD may be forfeited.
6	18	Annexure - 4 : Technical Bid particulars to be provided by the Bidder	Annexure - 4	To be read as Annexure - 4A
7	111	Annexure - 6 : Benchmark Specification	LIC would prefer use of open source products, e.g., PostgreSQL, JBOSS , etc.	To be read as: LIC would prefer use of open source products, e.g., PostgreSQL, Wildfly , etc.
8	114	Annexure - 9 : Financial Bid Form	Annexure - 9 - LTO6 tape drives (10 Nos. per location), no. of units for Mobile Device Application and migration cost.	Annexure - 9A - Modified for LTO6 tapes, no. of units for Mobile Device Application and migration cost.
9	18, 19, 20, 30, 34, 124	Annexure - 9 : Financial Bid Form	Annexure - 9	To be read as Annexure - 9A

10	14	Section 3.6 Earnest Money Deposit (EMD) Point no.1	The Bidder shall submit, along with its Bid, EMD of Rs. 2,00,00,000/- (Rupees Two Crores Only), in the form of a Bank Guarantee (in the format specified in Annexure - 3) issued by any Nationalized Bank in favour of Life Insurance Corporation of India, payable at Mumbai and should be valid for 410 days from the date of publication of Bid .	The Bidder shall submit, along with its Bid, EMD of Rs. 2,00,00,000/- (Rupees Two Crores Only), in the form of a Bank Guarantee (in the format specified in Annexure - 3A) issued by any Nationalized Bank in favour of Life Insurance Corporation of India, payable at Mumbai and should be valid for 410 days from the date of submission of Bid and should be valid upto 05.06.2017 .
11	20	Section 3.8 Preparation of Bids Point no.17d	Any deviations/ exceptions to the provisions of the Technical Specifications will not be accepted.	To be read as: Any deviations other than the format provided in the RFP under point no. 5 of Section 3.8 (Page 17) , to the provisions of the Technical Specifications will not be accepted.
12	23	Section 4.1 Pre-Qualification Criteria Point no.9	A self declaration from the Bidder is required.	To be read as: A self declaration must be submitted on original letter head of the bidder with signature and stamp.
13	25	Section 4.3 Scoring Model Point no.f	Migration Activities: Overall Migration Strategy including data transfer, Tools being used, Timelines, User interventions, Downtime Requirement, Business Continuity Plan during migration, Infrastructure requirement for migration activities, Checklist for pre and post migration activities, Deployment strategy for migration in all locations with Roadmap. Please refer Table-7.	Migration Activities: Overall Migration Strategy including data transfer, Tools being used, Timelines, User interventions, Downtime Requirement, Business Continuity Plan during migration, Infrastructure requirement for migration activities, Checklist for pre and post migration activities, Deployment strategy for migration in all locations with Roadmap. Please refer Table-7A. The Bidder should provide a post project migration strategy also as mentioned in Section 6.2 Point 18. The bidder should provide a post project migration strategy which includes Road map, Strategy, Readiness with Industry Standard formats (non-proprietary format) for smooth migration of the image data to the subsequent system before the contract ends as per the guidelines of Ministry of Finance. The plan should mention the readiness well in advance before the date of expiry of contract to facilitate smooth migration to the next system.
14	30	Section 4.5 Online Reverse Auction Point no.r	The Bidder shall not add any conditions / deviations in the commercial bid. Any such conditions / deviations may make the Bid liable for disqualification.	To be read as: The Bidder shall not add any conditions / deviations other than the format provided in the RFP under point no. 5 of Section 3.8 (page 17) , in the commercial bid. Any such conditions / deviations may make the Bid liable for disqualification.

15	33	Section 5.4 Performance Guarantee Point no.4	In the event of any replacement of defective system (i.e., the complete system) during the warranty period, the warranty for the replaced material shall be extended to a further period of 3 years. The Performance Bank Guarantee for proportionate value shall be extended by 6 months over and above the extended warranty period.	Point no.4 to be deleted
16	37	Section 5.11 Warranty Point no. 4	In the event of any replacement of defective system (i.e., the complete system) during the warranty period, the warranty for the replaced material shall be extended to a further period of 3 years. The Performance Bank Guarantee for proportionate value shall be extended by 6 months over and above the extended warranty period.	The para to be read as : In the event of any replacement of defective system (i.e., the complete system) during the warranty period, the warranty for the replaced system shall be extended to a further period of 3 years.
17	38	Section 5.13 Payment Point no.1.c	AMC for the 4th to 7th year will be paid on quarterly basis.	To be read as: AMC for the 4th to 7th year will be paid on quarterly basis in arrears .
18	38	Section 5.13 Payment Point no.2.e	ATS Charges will be paid on half-yearly basis at Central Office.	To be read as: ATS Charges will be paid on half-yearly basis in advance at Central Office.
19	40	Section 5.19 Penalties Point no.6	Penalty for not conducting the Preventive Maintenance of the System : 10% of annual cost of the System for each such case.	Penalty for not conducting the Preventive Maintenance of the System : Preventive Maintenance should be conducted as per the schedule. If not done, 10% of the cost of the preventive maintenance charges due for such period will be the penalty.
20	40	Section 5.19 Penalties Point no.7	Non availability of Onsite Support team : 1% annual cost of such resource/personnel for 1 week or part thereof if no replacement is provided. The maximum cap will be 20% of Project Management cost .	Non availability of Onsite Support team : 1% annual cost of such resource/personnel for 1 week or part thereof if no replacement is provided. The maximum cap will be 20% of Annual Project Management cost .
21	42	Section 5.19 Penalties Table Point no.6	10% of annual cost of the System for each such case	To be read as: 10% of the cost of the preventive maintenance charges due for such period will be the penalty .
22	42	Section 5.19 Penalties Table Point no.7	20% of Project Management cost	To be read as: 20% of Annual Project Management cost .

23	42	Section 5.19 Penalties	20% of the cost of System for which complaint is logged	The following line to be added at the end of the table: The overall penalty cap is applicable at Central level for Point no.5 (A), (B), (C) and (D).
24	43	Section 5.23 Termination for Convenience Point no.1	The notice period shall be 30 days.	To be read as: The notice period shall be 60 days.
25	43	Section 5.23 Termination for Convenience Point no.2	The Systems, i.e., the Server, Storage etc., that are complete and ready for shipment within 30 days after the Bidder's receipt of notice of termination shall be accepted by LIC at the Contract terms and prices..	To be read as: The Systems, i.e., the Server, Storage etc., that are complete and ready for shipment within 60 days after the Bidder's receipt of notice of termination shall be accepted by LIC at the Contract terms and prices.
26	52	Section 6.2 Network Point no.4	a. Branch Office to Divisional Office - 2 MBPS b. Divisional Office to Zonal Office - 4 MBPS c. Zonal Office to Central Office - 8 MBPS	To be read as: a. Branch Office to Divisional Office - 2 Mbps b. Divisional Office to Zonal Office - 4 Mbps c. Zonal Office to Central Office - 8 Mbps
27	52	Section 6.2 Hardware Sizing Point no.5	The hardware architecture should use x86 architecture with latest processor series, and other components as required by solution.	To be read as: The hardware architecture should use standard architecture with latest processor series, and other components as required by solution. It is mandatory that the OEM should be under Leaders of Gartner's Magic Quadrant for General-Purpose Disk Arrays and the Analyst's report should be submitted.
28	59	Section 6.2 Post Project Migration Point no.18	The Bidder will be responsible for migration of the System to the new System then proposed at the end of the Contract period of 7 years. A declaration to this effect should be provided by the Bidder.	The Bidder will be responsible for migration of the System to the new System then proposed before the end of the Contract period. A declaration to this effect should be provided by the Bidder. The bidder should provide a post project migration strategy which includes Road map, Strategy, Readiness with Industry Standard formats (non-proprietary format) for smooth migration of the image data to the subsequent system before the contract ends as per the guidelines of Ministry of Finance. The plan should mention the readiness well in advance before the date of expiry of contract to facilitate smooth migration to the next system.

29	54	Section 6.2 Software Maintenance and Support Point no.8.e	Enhancements would include changes in the software due to Statutory and Regulatory changes and changes required due to changes in industry and other Insurance practices in India. It will also include all the functionalities as per requirement of LIC from time to time.	Enhancements would include changes in the software due to Statutory and Regulatory requirement and changes in industry and other Insurance practices in India. It will also include all the functionalities as per requirement of LIC from time to time. Currently, as per the Regulatory requirement, LIC's EDMS Services are enhanced for registration of e-Services through Customer Portal. This facilitates Customers to obtain the policy details, upload any documents and also to download policy images within the prescribed timelines.
30	69	Section 8.2 Service Level for the restoration of Systems	Table for SLA	To be deleted
31	71	Section 8.5 Availability measurements and Performance parameters Point 1	Disaster Recovery Site Availability: Business operations to resume from Disaster Recovery Site within 30 minutes of the Data Centre failing. The RPO required is 15 min and RTO required is 2 hours .	To be read as: Disaster Recovery Site Availability: Business operations to resume from Disaster Recovery Site within 30 minutes of the Data Centre failing. The RPO required is 15 minutes and RTO required is 30 minutes .
32	79	Table-3: Architecture / Software / New Features / Functional Evaluation	Table-3 Functional requirements from 7.01 to 8.24.	Table-3A Functional requirements added from 8.25 to 8.50.
33	25	Table-3: Architecture / Software / New Features / Functional Evaluation	Table-3	To be read as Table-3A
34	89	Table-7 : Migration Activities	Marking Criteria for migration activities.	Replaced by Table-7A for inclusion of Post project migration strategy (Point no.7(l) added).
35	25	Table-7 : Migration Activities	Table-7	To be read as Table-7A
36	90	Table-8 : Commercial Bid for the RFP (NPV)	Table-8 - LTO6 tape drives (10 Nos. per location)	Table-8A - LTO6 tapes (10 Nos. per location)
37	29, 30	Table-8 : Commercial Bid for the RFP (NPV)	Table-8	To be read as Table-8A

38	92	Table-9 : Distance between Branches and Divisions	The table contains the distance between Branches and Divisions for 105 Divisions.	Now the table is replaced with Table-9A (Distance between Branches and Divisions)
39	49	Table-9 : Distance between Branches and Divisions	Table-9	To be read as Table-9A
40	95	Table-10 : Projected volumes of dockets	The projected volumes were given for 105 Divisions.	Now the table is replaced with Table-10A having 113 Division data.
41	49,52	Table-10 : Projected volumes of dockets	Table-10	To be read as Table-10A
42	98	Table-11 : Projected volumes of Images	The projected volumes were given for 105 Divisions.	Now the table is replaced with Table-11A for 113 Divisions.
43	51,52	Table-11 : Projected volumes of Images	Table-11	To be read as Table-11A
44	100	Table-12 : Details for sizing	The sizing details were provided for 105 Divisions.	Now the table is replaced with Table-12A for 113 Divisions.
45	52	Table-12 : Details for sizing	Table-12	To be read as Table-12A
46	92	New Table Added - The table contains the distance between RMF Centres and Divisional Offices for 113 Divisions.	New Table added.	Table- 9B (Distance Range -Divisional Scanning Center to RMF Center) for 113 Divisions.
47	24	Annexure - 6 : Benchmark Specification	Annexure - 6	To be read as Annexure - 6A
48	90,114	Table - 8 and Annexure - 9	Table - 8 and Annexure - 9 (LTO6 tapes)	To be read as: LTO6 tapes or higher can be mentioned. If higher version is proposed, it should be a part of the deviation.

Table-3A: Architecture / Software / New Features / Functional Evaluation

S.No.	Components for Evaluation	Maximum Marks	Marking Criteria
II. Architecture / Software / New Features / Functional Evaluation		Total Marks 200	Supporting Documents required -Purchase Order / Credential Letters from client
1	Clear understanding of the Architecture	10	With a neat diagram
2	Software, Database, Operating System, Web Server, Application Server and any other Software	20	(a) Details of each component along with license procurement (b) Reconciliation procedures for Integrated Systems (c) Back up Procedures
3	Software Application migration and customization	20	(a) Migration of the software codes (b) Without disturbing the existing features (c) Additional features
4	Tools like Replication, Monitoring, etc.	15	(a) Name of each tool with description of feature (b) Replication Strategy and frequency of replication (c) Recovery Point Objective and Recovery Time Objective to be specified
5	Add-on features - BAM, BPM, Mobile Device Application etc.	15	(a) Details of the add-on features with benefits (b) How these features will be merged in the new EDMS?
6	Security aspects, Version Control, Audit trails etc.	20	(a) Details of the security aspects if the image is provided to the Customer through internet (b) How the DMS is secure even when it is integrated with other standalone Applications / Systems as well as with other Systems? (c) How to upgrade the existing EDMS with the latest Version of DMS and thereafter whenever a new Version is released? (d) How the logs are maintained internally as audit trails?
7	Functional Requirements	100	
7.01	API tool kit		API tool kit for application development and integration Both at server side and client side.
7.02	Application Server		The EDMS Server must support J2EE and XML based Application Server or Web Services.
7.03	Desktop Client		Document Scanning support from browser and client should be available.
7.04	Desktop Client		The EDMS product must support all versions of Windows and Linux clients and VXL thin clients.
7.05	Digital Signature		Digital Signature should be possible for Work Flows.
7.06	Digital Signature		The proposed EDMS solution must support digitally signed objects.

7.07	Document Management		Association of data classes with documents and folders for easy search and retrieval
7.08	Document Management		Creation of User-defined data classes with multiple user-defined indexes on various data types. Functionality for defining user-defined indexes or fields that could be associated to any document across the cabinet.
7.09	Document Management		Document Repository for managing information
7.10	Document Management		EDMS must provide Inbox and Outbox for individual users for posting documents.
7.11	Document Management		Facility to add keywords with documents to act as quick reference for the documents.
7.12	Document Management		Filing and indexing of documents for quick retrieval
7.13	Document Management		It is desirable for the EDMS solution NOT to store annotations in image headers.
7.14	Document Management		It is desirable for the EDMS solution to be able to catalogue documents that are stored off-line.
7.15	Document Management		It is desirable for the EDMS solution to store documents up to 1,000 pages in length.
7.16	Document Management		Linking of documents for cross-referencing related documents.
7.17	Document Management		Lock documents and folders for modifications
7.18	Document Management		Support for auto indexing using CSV import from other applications.
7.19	Document Management		Support for indexing the documents or folders on user defined and system defined parameters.
7.20	Document Management		Support for setting event based alarms and time based reminders.
7.21	Document Management		The EDMS product must provide convenient page viewing features such as rotate, zoom, go to "n" page, book marks etc.
7.22	Document Management		The EDMS product must support a hierarchical organization of documents in cabinets, folders and subfolders or any other comparable structure for Classification of information and hierarchical storage management for large volume of documents.
7.23	Document Management		The EDMS solution must be able to produce an audit trail for various document activities such as add, delete, view, print, etc.
7.24	Document Management		The EDMS solution must have the capability to rendition documents from MS Word to PDF format.
7.25	Document Management		The EDMS solution must provide creation, viewing and printing of annotations on documents, pages and folders.
7.26	Document Management		The EDMS solution must provide the capability to any user to view or "play" any electronic object types stored in the repository.

7.27	Document Management		The EDMS solution must provide the capability to restrict document manipulation functions (add, delete, modify) to certain users based on user selectable parameters (e.g., folder type and document type).
7.28	Document Management		The EDMS solution must restrict access to annotations to unauthorized users.
7.29	Document Management		The EDMS solution must support concurrent read/print access to documents by multiple users.
7.30	Document Management		The EDMS solution must support XML documents.
7.31	Document Management		Version control for tracking document revisions. Check-in and Checkout support for collaborative working on documents.
7.32	Document Processing Capability		The proposed system must have the capability to extract data from any form, structured or unstructured. Perform the data extraction using techniques such as OMR, ICR, OCR, MICR and Barcodes. Export the data to the document management system for image retrieval.
7.33	Document Viewing		Bookmark pages for viewing
7.34	Document Viewing		Can recognize and launch appropriate application for any object type for which software does not have viewer
7.35	Document Viewing		Facility of viewing or taking printouts with or without annotations.
7.36	Document Viewing		Multiple document windows open at once by single user
7.37	Document Viewing		Support for Document View through browser based plug-in. Support for Image viewing applet for effective and platform independent image
7.38	Document Viewing		Support for Thumbnails and direct page level access within a document should be possible.
7.39	Document Viewing		Support for Viewing Non Image documents like MS Word, Excel, power point etc, without native applications in PDF or HTML format. Supports viewing of common file formats without launching application that created them (viewers), including images i.e. able to view file formats without requiring the native application
7.40	Document Viewing		Uses a variety of page display methods and supports user in moving through document in variety of ways, such as: display pages one a time, multiple pages on screen at once, select desired page easily, go to first/last page. Facility to traverse to next page/previous page or specific page for viewing multi page documents.
7.41	Document Viewing		Viewer must allow strip-by-strip display of the image in case of low band width availability
7.42	DMS Software		Support for Billions of documents in the image repository.
7.43	DMS Software		Support for separate image and server(s) for storing actual images.
7.44	DMS Software		Support for web services or other messaging standards and also standard EAI products (Corporation is currently

			using TIBCO)
7.45	DMS Software		The EDMS product must be compatible with latest version of Linux at the server. It should not have any requirement of any commercial OS.
7.46	DMS Software		The EDMS product must support access to repositories and workflow functionality over the LAN, Internet and LIC intranet (WAN).
7.47	DMS Software		The EDMS product must support access to the document repositories and workflow functionality through Internet Explorer, mozilla firefox, open source and other industry-standard browsers.
7.48	DMS Software		The EDMS product must support fail-over back-up and recovery capabilities.
7.49	DMS Software		The EDMS product must support various data storage platforms appropriate to the size and requirements of LIC application
7.50	DMS Software		The system should support for multiple Image Servers connecting to single database.
7.51	DMS Software		The proposed Solution should be capable of continuing the existing EDMS features currently in operation.
7.52	DMS Software		Highly integrated product architecture with tightly integrated back-end application server.
7.53	DMS Software		The DMS software should be compatible with any commercial RDBMS.
7.54	DMS Software		The EDMS product must be scalable to the number of users, retrieval volume and document storage as estimated in the scope of work.
7.55	DMS Software		The EDMS product must support TCP/IP or be network protocol independent. The product must work in network environment (web based) with multiple users.
7.56	DMS Software		The EDMS should also support, Oracle, PostgreSQL, Microsoft SQL and other DBMS for Divisional/ Central level deployment.
7.57	DMS Software		The EDMS solution must support the estimated volume of transactions and documents through such features as server replication and clustering or equivalent
7.58	DMS Software		The software is supporting a multi-tiered architecture the logical and physical separation of metadata storage from document repository storage, and the separation of client processes, server processes and interfacing processes
7.59	DMS Software		The software is supporting creation of multiple, distributed repositories and transparent access to multiple, distributed document repositories from any client.
7.60	Image Capture		Automatic segregation of batch of documents based on Barcode, Blank Page, Fixed page and auto form recognition.

7.61	Image Capture		Extensive Reports & Audit trail like Report on total records scanned along with associated indexes, Records exported or not exported to DMS etc.
7.62	Image Capture		Facility for assigning document types
7.63	Image Capture		Facility to scan multiple pages into batches for auto/manual processing, support for scanning different pages of a document at different dpi resolutions.
7.64	Image Capture		Support for both Twain and ISIS protocols
7.65	Image Capture		Support for production level scanning, Scripts for handling complex scanning using simplex and duplex scanners.
7.66	Image Capture		The EDMS must support imaging of 8-1/2" x 11" and legal size, single-sided or double-sided pages (duplex on demand).
7.67	Image Capture		The EDMS must support the deletion and re-scanning of pages / documents before committing to disk.
7.68	Image Capture		The EDMS must support the following file formats and compression formats: TIFF multi-page files G3 and G4 compression, JPEG, GIF, XML and PDF.
7.69	Image Capture		The EDMS solution must support bi-tonal and gray-scale image scanning. Colour scanning is limited to 2 documents as on date.
7.70	Image Capture		The EDMS solution must support image capture at 150, 200, 300,400 and 600 dots per inch.
7.71	Image Capture		The EDMS solution must support various image enhancements and clean-up techniques such as de-skew, de-speckle and Darkening / lightening.
7.72	Image Capture		Simplified Export of scanned batches into DMS with auto folder/sub folder creation document filing & indexing on user defined fields.
7.73	Image Capture		The EDMS must support appropriate scanners for the page volumes estimated in this RFP and the quick import of the output of the scanners capable of scanning a minimum of 80 ppm. EDMS should support import of both image and electronic documents from any source including our Cobol applications.
7.74	Image Capture		The EDMS must support automatic indexing through bar code recognition for interleaved 3 of 9 and other standard formats.
7.75	Imaging Tool kit, API.		Imaging processing libraries that support image enhancement, image recognition, image compression, image manipulation, data extraction, form processing, image view.
7.76	Integration		Interface for data import and export.
7.77	Integration		Interface for rapid development of custom web interfaces

7.78	Integration		The EDMS must be based on open systems standards and an interface must be available for integration of the EDMS with in-house Insurance package (e-FEAP) developed in mf cobol and on Red Hat Linux (current version being RHEL5.4) and other line of business applications.
7.79	Integration		XML or Web Based Document Management and Workflow API toolkit for system integration and application development.
7.80	Mobile Support		Laptop/desktop could act as server when disconnected from network. Download files to a laptop and view documents off-line(read-only)
7.81	Printing		The EDMS solution must be able to send print jobs to network printers and to print from individual printers attached to workstations, subject to proper authentications.
7.82	Printing		The EDMS solution must have high volume, high speed print capabilities to generate 1,000+ pages per day
7.83	Records Management		The EDMS should provide automatic migration of documents between storage platforms as part of the archiving and document lifecycle management process based on triggering events initiated from another system.
7.84	Response Time		Response time for retrieval of images
7.85	Searching		Full text documents may be searched by phrases, word proximity search, wild cards and Boolean searches.
7.86	Searching		Provides a list of matching documents (repository search) listed by relevancy.
7.87	Searching		Save document search queries for re-use
7.88	Searching		Search single document or document repository based on user-defined criteria (index attribute or full-text)
7.89	Searching		Software optimized for rapid search and retrieval on multiple very large document repositories (billion pages and above)
7.90	Searching		Support fuzzy searching
7.91	Searching		Transparent Search across multiple repositories and servers
7.92	Security / Access		A security/access group must be able to be configured for a single individual, multiple specific users, all users and other membership parameters.
7.93	Security / Access		A user must be able to belong to more than one group for purposes of document access.
7.94	Security / Access		Access restrictions must be configurable at the folder or file (collection of documents) and document (multiple pages) levels and also on user defined Indexes (Data Class).
7.95	Security / Access		Data encryption should be possible
7.96	Security / Access		Disaster recovery for all levels for all activity functions.

7.97	Security / Access		It is desirable the EDMS solution hide from view the existence of any documents the current user is not permitted access to.
7.98	Security / Access		Secure access to EDMS application where user authentication should be based on X.509 certificate under the PKI and as per the provision of the IT Act. Support for the password encryption.
7.99	Security / Access		The EDMS product must permit the security/access restrictions on documents and groups to be modified, and to add/delete members to/from a group. Support for system privileges for creating, deleting users, creating indexes, workflow definition etc.
8.00	Security / Access		The EDMS product must support very granular access and security restrictions, as described in the scope of work, including the creation of groups of users with specific document manipulation rights (add documents, delete, view, print, etc.) to designated types of documents (index field) groups of documents (index field) and specific individual documents. The system should enable definition of users and groups relation in the system.
8.01	System		Support for incremental and full Backups
8.02	System		Support for replicating data onto remote sites.
8.03	System		The EDMS capabilities must include backup capabilities for the document repository and database(s).
8.04	System		The EDMS solution must be Year 2000 compliant and free from any date-related malfunctions.
8.05	System		The EDMS solution must support mirrored drives.
8.06	Systems Admin.		EDMS System performance, utilization, load etc related reports and statistics to be provided by EDMS.
8.07	Systems Admin.		Remote systems administration over an intranet must be a feature of the EDMS. (Web based administration).
8.08	Systems Admin.		Systems administration functions leverage OS (Linux) services such as User IDs, passwords and security levels.
8.09	Systems Admin.		Unified systems administration for all EDMS modules (rather than separate administration for each module) are highly desirable.
8.10	Web Publishing		The EDMS solution must allow browser based users to enter information over the Internet into forms, and for forms-based information to propagate through the system using the product's workflow or other capabilities.
8.11	Web Publishing		The EDMS solution must be able to publish documents to a Web server.
8.12	Web Publishing		The EDMS solution must facilitate browser based users to search for and retrieve, download and print documents in the repository. The feature will be used in future Phases, but must be present to be used later.
8.13	Workflow		Create Ad-hoc or predefined routes for automatic document routing on sequential or parallel routes

8.14	Workflow		Divert work items to other users for delegating or substituting.
8.15	Workflow		Facility to act upon, forward, return or complete work-items
8.16	Workflow		It is required for the EDMS to maintain a log of actions that have been taken on a document (e.g. the routing sequence, notes about problems in processing a document, people who need to review the document and other annotations).
8.17	Workflow		Refer work items to other users for reference
8.18	Workflow		The EDMS must support adaptive workflow for routing and tracking of documents, messages and forms within or across workgroup. Collaborative working on documents in a secure environment through work-items.
8.19	Workflow		The EDMS must support split screen viewing (a document in one window and another application screen in a second window).
8.20	Workflow		The EDMS should provide the capability of routing documents based on user decisions.
8.21	Workflow		The workflow solution is compatible with SMTP gateways and supports transmission of document through email
8.22	Workflow		The workflow system must support a “universal inbox” which is accessible concurrently by multiple users and secure inboxes (access restricted to specific users).
8.23	Workflow		The workflow system must support the generation of workflow statistics and status of work items reports.
8.24	Workflow		Workflow processes must be able to be accessed and executed over the intranet, via dial-up access and over the Internet by browser-based clients using Internet or LAN.
8.25	DMS Software		The application should provide the APP lock feature.
8.26	DMS Software		The application should provide integration with Biometric device and Printers.
8.27	DMS Software		The application should provide support of payment gateways.
8.28	DMS Software		Application should be integrated with any domain controller system i.e. LDAP.
8.29	DMS Software		The system should support for replication between remote or local Image Servers.
8.30	DMS Software		The system should support for replication on immediate as well as scheduled basis.
8.31	DMS Software		The system should support page-wise data fetching of multi-page images for better bandwidth utilization.
8.32	DMS Software		The system shall support attaching notes with user name, date and time of putting annotations.
8.33	DMS Software		The system shall provide facility for securing annotations (Secured Notes) for selective users

8.34	DMS Software		The system shall store annotations as separate file and at no time, the original image shall be changed. The system shall provide facility of taking print outs with or without annotations
8.35	DMS Software		All annotations done on the document shall be logged with user name and date stamp.
8.36	Document Management		The System shall provide facility to index folders and documents on user-defined indexes like application number, name etc.
8.37	Document Management		The system shall support search on document or folder on profile information such as name, created, modified or accessed times, keywords, owner etc
8.38	Document Management		Quick search of folders based on folder name.
8.39	Document Management		The system shall support facility to export search results in excel format.
8.40	Document Viewing		Document view shall have the provision to draw a line, insert rectangle, write comments etc. over image document.
8.41	Document Viewing		Document view shall have the provision to highlight or hide certain text by drawing line rectangle and solid rectangle.
8.42	Document Viewing		Document view shall have the provision to insert text over image document
8.43	Image Capture		The application should be able to convert a colour image to B&W.
8.44	Image Capture		The application should merge multiple captured pages to one single document for each document type
8.45	Image Capture		The application should automatically detect, crop (remove background) and save photograph from physical documents as a different document type.
8.46	Image Capture		The application shall support automatic cropping of specific portion of image and save it as an additional page in same multi-page Tiff while scanning and converting source image in to monochrome for color/gray scale image).
8.47	Security / Access		The application should provide two factor authentication through User Registration and Device Registration for a secured access to application.
8.48	Security / Access		The application should provide the masking of data and document for purposes such as software testing and user training.
8.49	Workflow		The workflow should have a maker, checker and exception handling functionality.
8.50	Workflow		The application should provide a workflow to validate the uploaded images.

Table-7A: Migration Activities

S.No.	Components for Evaluation		Marking Criteria
VI. Migration Activities		Total Marks 150	Supporting Documents required - Purchase Order / Credential Letters from client
1	Checklist for pre and post migration activities	25	With timelines (a) Finding out the actual image data and database data to be migrated (b) Checklist of pre and post migration activities in detail (c) Purification of the existing image data (d) Reconciliation of the missing records with the Core Business System (e-FEAP) (e) Removal of the tuples in the database data
2	Migration Plan	90	For extraction, transformation and upload (ETL) (a) Overall migration Strategy for image data and database data and details of the migration tool (b) Merging of the duplicate records using a tool (c) Analysis of the images in the error path and merging with the original e-docket (d) Testing of the data before and after migration (e) Timelines of each activity of migration (Not to exceed 6 months from the date of signing of the Contract) (f) Details of the Personnel to be deployed for migration (g) Conducting of a Pilot Division (h) Business Continuity Plan during migration (i) Downtime requirement for migration (j) Deployment Strategy in all locations (k) Storing the signature from the proposal form as a blob (l) Post Project Migration Strategy

3	Reconciliation and auditing of the migrated data	10	With Reports (a) Reconciliation of the migrated data without missing a single record (b) Audit trails of the migration in the form of Dash Boards and MIS Reports
4	Infrastructure requirements for migration activities	5	To be arranged by the Bidder; Details of the infrastructure should be provided
5	Separate migration strategy for Workflow	20	Existing Workflow using DMS and Non-DMS Solutions (a) The Workflows available at Central Office, Zonal Office and Divisional Office Departments to be migrated to the new EDMS (b) The Non-DMS Solutions like Propsino also contains Workflow components and the same should also be migrated and merged with the new EDMS

Table-8A: COMMERCIAL BID FOR THE RFP (NPV)						
RFP for Upgradation of EDMS						
CO/ITSD/EDMS/2015-16/RFP dated: 05/03/2016						
Name of the Bidder:				Online Reverse Auction Date:		
COMMERCIAL BID FOR THE RFP (NPV)						
Description	Unit Rate	No. of Units	Office	Total Cost	Discount factor	NPV
I. Operations						
Logistics Charges			DO			
Scanning and Upload Charges			DO			
(For Logistics and Scanning volumes for 7 years, refer Section 6.2)						
2. Hardware						
Server (2 Nos. per location)		234	DO/CO			
Server		27	ZO/CO			
Storage		122	DO/ZO/CO			
Storage Switch (if required)		122	DO/ZO/CO			
Backup Server		113	DO/ZO/CO			
Tape Library		122	DO/ZO/CO			
LTO6 tapes (10 Nos. per location)		1220	DO/ZO/CO			
3. Software						
Operating System		122	DO/ZO/CO			
DMS Software		122	DO/ZO/CO			
Database		122	DO/ZO/CO			
Web and Application Server Software		122	DO/ZO/CO			
Cluster Agent		244	DO/ZO/CO			
Business Activity Monitoring (BAM) Tool		122	DO/ZO/CO			
Business Process Monitoring (BPM) Tool		122	DO/ZO/CO			
Mobile Device Application Software		2	CO			
Replication Tool		122	DO/ZO/CO			
4. Other Services						
Migration Cost		122	DO/ZO/CO			
Annual Maintenance Charges (4 years) for Hardware Maintenance (after warranty of 3 years)		122	DO/ZO/CO			
Annual Technical Charges (7 years) for Software Maintenance		1	CO			
Project Management (7 years)		1	CO			
Software Application Migration		1	CO			
5. Any other deliverables (Please specify)						
Grand Total Cost						
Grand Total Cost (NPV) - Figure to be Quoted in Online Reverse Auction						

Table-9A: Approximate Distance Between Branches and Division				
Sr.No	Zone	DIVISION Code	DIVISION Name	Average.Distance from DO
1	NZ	10	JODHPUR	123
2	NZ	11	DELHI-I	7
3	NZ	12	DELHI-II	19
4	NZ	13	JALANDHAR	51
5	NZ	14	SRINAGAR	179
6	NZ	15	SHIMLA	149
7	NZ	16	CHANDIGARH	53
8	NZ	17	KARNAL	69
9	NZ	18	AJMER	144
10	NZ	19	JAIPUR	100
11	NZ	30	LUDHIANA	49
12	NZ	33	DELHI-III	17
13	NZ	47	AMRITSAR	69
14	NZ	50	BIKANER	167
15	NZ	101	UDAIPUR	92
16	NZ	102	ROHTAK	94
17	NZ	103	Jaipur-2	114
18	NCZ	21	LUCKNOW	56
19	NCZ	22	BAREILLY	64
20	NCZ	23	KANPUR	84
21	NCZ	24	HALDWANI	86
22	NCZ	25	MEERUT	62
23	NCZ	26	AGRA	71
24	NCZ	27	DEHRADUN	84
25	NCZ	28	VARANASI	68
26	NCZ	29	GORAKHPUR	68
27	NCZ	31	ALLAHABAD	56
28	NCZ	56	ALIGARH	50
29	NCZ	201	FAIZABAD	73
30	CZ	20	GWALIOR	88
31	CZ	34	INDORE	85
32	CZ	35	BHOPAL	82
33	CZ	37	JABALPUR	119
34	CZ	38	RAIPUR	97
35	CZ	301	SATNA	79
36	CZ	302	SHAHNOL	123
37	CZ	303	Bilaspur	74
38	EZ	41	CALCUTTA (M)-I	2
39	EZ	42	CALCUTTA (S)	156
40	EZ	43	HOWRAH	40

41	EZ	44	JORHAT	181
42	EZ	45	JALPAIGURI	145
43	EZ	46	ASANSOL	46
44	EZ	48	GUWAHATI	81
45	EZ	49	SILCHAR	206
46	EZ	401	BONGAIGAON	74
47	EZ	402	CALCUTTA (M)-II	12
48	EZ	403	KHARAGPUR	59
49	EZ	404	BARDHMAN	47
50	SCZ	36	BANGLORE-II	28
51	SCZ	60	SECUNDERABAD	87
52	SCZ	61	BANGALORE-I	35
53	SCZ	62	UDIPI	81
54	SCZ	63	DHARWAD	80
55	SCZ	64	HYDERABAD	33
56	SCZ	65	CUDDAPAH	156
57	SCZ	66	RAICHUR	182
58	SCZ	67	MASULIPATNAM	88
59	SCZ	68	WARANGAL	78
60	SCZ	69	VISHAKHAPATNAM	53
61	SCZ	72	MYSORE	64
62	SCZ	80	RAJAMUNDRY	58
63	SCZ	84	NELLORE	122
64	SCZ	601	BELGAUM	105
65	SCZ	602	KARIMNAGAR	70
66	SCZ	603	SHIMOGA	68
67	SZ	32	TIRUNELVELI	52
68	SZ	39	KOTTAYAM	47
69	SZ	70	SALEM	54
70	SZ	71	CHENNAI(I)	16
71	SZ	73	VELLORE	107
72	SZ	74	MADURAI	50
73	SZ	75	THANJAVUR	64
74	SZ	76	COIMBATORE	56
75	SZ	77	ERNAKULAM	20
76	SZ	78	TRIVANDRUM	37
77	SZ	79	KOZHIKODE	69
78	SZ	701	CHENNAI(II)	19
79	SZ	702	Thrissur	40
80	WZ	81	RAJKOT	102
81	WZ	82	AMRAVATI	107
82	WZ	83	AHMEDABAD	12
83	WZ	85	GANDHINAGAR	83
84	WZ	86	SURAT	29

85	WZ	87	VADODARA	30
86	WZ	88	MUMBAI-II	10
87	WZ	89	MUMBAI-III	11
88	WZ	90	KOLHAPUR	73
89	WZ	91	MUMBAI-I	2
90	WZ	92	THANE	44
91	WZ	93	GOA	31
92	WZ	94	SATARA	82
93	WZ	95	PUNE-1	76
94	WZ	96	NASHIK	144
95	WZ	97	NAGPUR	69
96	WZ	98	AURANGABAD	164
97	WZ	801	BHAVNAGAR	76
98	WZ	802	NADIAD	63
99	WZ	901	MUMBAI-IV	2
100	WZ	902	NANDED	76
101	WZ	903	SSS DIVISION	0
102	WZ	904	Pune-2	87
103	ECZ	51	PATNA	51
104	ECZ	52	BHAGALPUR	89
105	ECZ	53	MUZAFFARPUR	68
106	ECZ	54	HAZARIBAGH	108
107	ECZ	55	JAMSHEDPUR	94
108	ECZ	57	BERHAMPUR	187
109	ECZ	58	CUTTACK	124
110	ECZ	59	SAMBALPUR	114
111	ECZ	501	Bhubaneshwar	38
112	ECZ	502	Begusarai	71
113	ECZ	503	Patna-2	101

Table-9B: Distance Range -Divisional Scanning Center to RMF Center		
Sr.No.	Distance Range	% of Divisions
1	0 km (Within Division Premises)	32
2	0 km - 5km	19
3	6 km - 15km	25
4	16 km -25 km	10
5	26 km -50 km	10
6	50 km-100 km	3
7	100 km & above	1

Table-10A: Projected volumes of dockets

S.No	Zone	Division	Y1	Y2	Y3	Y4	Y5	Y6	Y7	Total no. of dockets
		For Logistics	(No. of dockets in Lakhs)							
1	CZ	BHOPAL	3	3	4	4	4	5	5	28
2	CZ	BILASPUR	2	2	2	3	3	3	3	18
3	CZ	GWALIOR	2	3	3	3	3	4	4	23
4	CZ	INDORE	5	5	6	6	7	8	8	44
5	CZ	JABALPUR	4	4	4	5	5	6	7	35
6	CZ	RAIPUR	5	5	6	6	7	8	8	45
7	CZ	SATNA	2	2	3	3	3	3	4	20
8	CZ	SHAHNOL	2	2	3	3	3	4	4	21
9	ECZ	BEGUSARAI	2	2	2	3	3	3	3	18
10	ECZ	BERHAMPUR	3	3	3	4	4	4	5	25
11	ECZ	BHAGALPUR	7	7	8	9	10	10	12	62
12	ECZ	BHUBANESHWAR	2	2	2	3	3	3	3	18
13	ECZ	CUTTACK	8	9	10	11	12	14	15	80
14	ECZ	HAZARIBAGH	4	4	5	5	6	6	7	37
15	ECZ	JAMSHEDPUR	3	4	4	4	5	5	6	31
16	ECZ	MUZAFFARPUR	6	6	7	7	8	9	10	53
17	ECZ	PATNA-1	9	10	11	12	13	14	15	83
18	ECZ	PATNA-2	3	3	4	4	4	5	6	29
19	ECZ	SAMBALPUR	3	3	3	4	4	4	5	25
20	EZ	ASANSOL	6	7	8	8	9	10	11	59
21	EZ	BARDHAMAN	2	2	2	3	3	3	3	18
22	EZ	BONGAIGAON	2	2	2	2	2	3	3	16
23	EZ	GUWAHATI	3	3	4	4	5	5	6	30
24	EZ	HOWRAH	5	5	6	6	7	7	8	43
25	EZ	JALPAIGURI	5	5	6	6	7	8	9	46
26	EZ	JORHAT	3	3	3	4	4	4	5	26
27	EZ	KHARAGPUR	4	4	4	5	5	6	6	35
28	EZ	KMDO-I	4	5	5	6	6	7	7	40
29	EZ	KMDO-II	4	4	4	5	5	6	7	35
30	EZ	KSDO	5	6	6	7	8	8	9	49
31	EZ	SILCHAR	3	3	3	3	4	4	4	24
32	NCZ	AGRA	3	4	4	4	5	5	6	32
33	NCZ	ALIGARH	3	3	3	3	4	4	5	25
34	NCZ	ALLAHABAD	3	3	4	4	4	5	5	28
35	NCZ	BAREILLY	3	3	3	4	4	5	5	27
36	NCZ	DEHRADUN	3	4	4	4	5	5	6	32
37	NCZ	FAIZABAD	5	5	6	7	7	8	9	47
38	NCZ	GORAKHPUR	6	7	8	9	9	10	11	61

39	NCZ	HALDWANI	3	3	3	3	4	4	5	24
40	NCZ	KANPUR	4	5	5	6	6	7	7	40
41	NCZ	LUCKNOW	4	5	5	6	6	7	7	40
42	NCZ	MEERAT	6	6	7	8	8	9	10	54
43	NCZ	VARANASI	6	7	8	8	9	10	11	59
44	NZ	AJMER	4	4	5	5	6	6	7	36
45	NZ	AMRITSAR	2	3	3	3	4	4	4	23
46	NZ	BIKANER	4	4	4	5	5	6	6	33
47	NZ	CHANDIGARH	3	4	4	4	5	5	6	32
48	NZ	DELHI-I	4	5	5	6	6	7	8	41
49	NZ	DELHI-II	5	6	6	7	8	8	9	49
50	NZ	DELHI-III	3	4	4	4	5	5	6	32
51	NZ	JAIPUR-1	7	7	8	9	10	11	12	65
52	NZ	JAIPUR-2	2	2	2	3	3	3	3	18
53	NZ	JALANDHAR	3	3	3	3	4	4	5	25
54	NZ	JODHPUR	5	5	6	6	7	8	8	45
55	NZ	KARNAL	3	4	4	4	5	5	6	32
56	NZ	LUDHIANA	2	2	3	3	3	4	4	21
57	NZ	ROHTAK	3	3	4	4	4	5	5	28
58	NZ	SHIMLA	4	4	5	5	6	6	7	37
59	NZ	SRINAGAR	3	3	3	3	4	4	4	24
60	NZ	UDAIPUR	3	4	4	4	5	5	6	30
61	SCZ	BANGALORE-I	5	5	6	6	7	8	9	46
62	SCZ	BANGALORE-II	3	4	4	4	5	5	6	30
63	SCZ	BELGAUM	3	4	4	5	5	6	6	32
64	SCZ	DHARWAD	4	4	5	5	6	6	7	36
65	SCZ	HYDERABAD	4	5	5	6	6	7	7	39
66	SCZ	KADAPA	4	4	5	5	6	6	7	36
67	SCZ	KARIMNAGAR	4	4	5	5	6	6	7	37
68	SCZ	MACHILIPATNAM	5	5	6	6	7	7	8	44
69	SCZ	MYSORE	5	5	6	6	7	7	8	44
70	SCZ	NELLORE	4	4	4	5	5	6	6	33
71	SCZ	RAICHUR	3	4	4	5	5	5	6	32
72	SCZ	RAJAHMUNDRY	4	4	5	5	6	6	7	38
73	SCZ	SECUNDERABAD	5	6	6	7	8	9	9	50
74	SCZ	SHIMOGA	3	4	4	4	5	5	6	31
75	SCZ	UDIPI	4	4	5	5	6	6	7	38
76	SCZ	VISHAKHAPATNAM	4	4	5	5	6	6	7	37
77	SCZ	WARANGAL	3	3	4	4	5	5	5	29
78	SZ	CHENNAI-I	3	4	4	5	5	6	6	33
79	SZ	CHENNAI-II	4	4	4	5	5	6	6	34
80	SZ	COIMBATORE	5	5	6	6	7	8	9	46
81	SZ	ERNAKULAM	6	7	8	8	9	10	11	61
82	SZ	KOTTAYAM	4	4	4	5	5	6	7	35

83	SZ	KOZHIKODE	6	6	7	8	9	9	10	56
84	SZ	MADURAI	4	4	5	5	6	7	7	38
85	SZ	SALEM	4	4	5	5	6	6	7	38
86	SZ	THANJAVUR	5	5	6	6	7	8	9	46
87	SZ	THRISSUR	2	2	2	3	3	3	3	18
88	SZ	TIRUNELVELI	3	3	4	4	4	5	5	28
89	SZ	TRIVANDRUM	4	4	4	5	5	6	6	34
90	SZ	VELLORE	5	5	6	6	7	7	8	43
91	WZ	AHMEDABAD	6	6	7	8	8	9	10	55
92	WZ	AMRAVATI	3	3	4	4	4	5	5	27
93	WZ	AURANGABAD	3	3	3	4	4	5	5	27
94	WZ	BHAVNAGAR	2	2	2	2	2	3	3	16
95	WZ	GANDHINAGAR	4	4	4	5	5	6	6	33
96	WZ	GOA	2	2	2	2	2	3	3	15
97	WZ	KOLHAPUR	3	4	4	4	5	5	6	31
98	WZ	MUMBAI-I	3	3	3	4	4	4	5	26
99	WZ	MUMBAI-II	3	4	4	4	5	5	6	31
100	WZ	MUMBAI-III	3	4	4	5	5	6	6	33
101	WZ	MUMBAI-IV	3	3	3	4	4	5	5	27
102	WZ	MUMBAI-SSS	1	1	1	1	1	1	1	5
103	WZ	NADIAD	3	3	3	3	4	4	4	24
104	WZ	NAGPUR	5	6	7	7	8	9	10	52
105	WZ	NANDED	2	2	2	3	3	3	3	18
106	WZ	NASIK	4	4	5	5	6	7	7	39
107	WZ	PUNE-1	8	8	9	10	11	12	14	73
108	WZ	PUNE-2	2	2	2	3	3	3	3	18
109	WZ	RAJKOT	4	4	4	5	5	6	6	33
110	WZ	SATARA	3	3	3	4	4	4	5	25
111	WZ	SURAT	5	5	6	6	7	8	9	46
112	WZ	THANE	5	6	6	7	7	8	9	48
113	WZ	VADODARA	3	3	4	4	4	5	5	29
	Total		425	467	515	566	622	685	754	4032

Table-11A: Projected volumes of Images										
S.No	Zone	Division	Y1	Y2	Y3	Y4	Y5	Y6	Y7	Total no. of images
		For Scanning	(No. of images in Lakhs)							
1	CZ	BHOPAL	68	75	82	90	99	109	120	643
2	CZ	BILASPUR	48	53	58	64	70	77	85	455
3	CZ	GWALIOR	52	58	63	70	77	84	93	497
4	CZ	INDORE	101	112	123	135	148	163	180	962
5	CZ	JABALPUR	82	90	99	109	120	132	145	778
6	CZ	RAIPUR	100	110	121	133	147	161	178	951
7	CZ	SATNA	46	50	55	61	67	74	81	434
8	CZ	SHAHNOL	51	56	62	68	75	82	90	484
9	ECZ	BEGUSARAI	95	105	115	126	139	153	168	901
10	ECZ	BERHAMPUR	58	64	70	77	85	93	102	549
11	ECZ	BHAGALPUR	139	153	168	185	203	223	246	1,316
12	ECZ	BHUBANESHWAR	80	88	97	106	117	129	142	759
13	ECZ	CUTTACK	182	200	220	243	267	293	323	1,729
14	ECZ	HAZARIBAGH	83	92	101	111	122	134	148	790
15	ECZ	JAMSHEDPUR	69	76	83	92	101	111	122	654
16	ECZ	MUZAFFARPUR	122	134	147	162	178	196	215	1,154
17	ECZ	PATNA-1	179	197	217	239	263	289	318	1,703
18	ECZ	PATNA-2	119	131	144	158	174	192	211	1,129
19	ECZ	SAMBALPUR	61	67	74	81	89	98	108	577
20	EZ	ASANSOL	140	154	170	187	206	226	249	1,332
21	EZ	BARDHAMAN	56	62	68	75	82	90	99	531
22	EZ	BONGAIGAON	38	42	46	51	56	61	67	361
23	EZ	GUWAHATI	67	74	82	90	99	109	120	640
24	EZ	HOWRAH	100	109	120	132	146	160	176	944
25	EZ	JALPAIGURI	110	120	132	146	160	176	194	1,039
26	EZ	JORHAT	57	63	69	76	84	92	101	542
27	EZ	KHARAGPUR	80	88	97	107	117	129	142	760
28	EZ	KMDO-I	89	98	107	118	130	143	157	842
29	EZ	KMDO-II	82	91	100	110	121	133	146	781
30	EZ	KSDO	109	120	132	145	159	175	193	1,033
31	EZ	SILCHAR	54	59	65	71	78	86	95	508
32	NCZ	AGRA	75	83	91	100	110	121	133	715
33	NCZ	ALIGARH	57	63	69	76	84	92	101	543
34	NCZ	ALLAHABAD	64	70	78	85	94	103	113	608
35	NCZ	BAREILLY	64	70	77	85	94	103	113	607
36	NCZ	DEHRADUN	79	87	96	105	116	127	140	751
37	NCZ	FAIZABAD	111	122	135	148	163	179	197	1,055
38	NCZ	GORAKHPUR	135	149	164	180	198	218	239	1,282
39	NCZ	HALDWANI	58	64	70	77	85	94	103	552

40	NCZ	KANPUR	93	102	112	124	136	150	165	882
41	NCZ	LUCKNOW	94	103	113	125	137	151	166	888
42	NCZ	MEERAT	131	144	159	175	192	211	233	1,245
43	NCZ	VARANASI	131	144	159	175	192	212	233	1,246
44	NZ	AJMER	85	94	103	114	125	138	151	811
45	NZ	AMRITSAR	55	60	66	73	80	88	97	521
46	NZ	BIKANER	80	88	97	106	117	129	141	758
47	NZ	CHANDIGARH	76	84	92	101	111	123	135	722
48	NZ	DELHI-I	95	104	115	126	139	153	168	900
49	NZ	DELHI-II	112	124	136	150	165	181	199	1,067
50	NZ	DELHI-III	75	82	91	100	110	121	133	711
51	NZ	JAIPUR-1	151	166	182	201	221	243	267	1,431
52	NZ	JAIPUR-2	78	86	94	104	114	126	138	740
53	NZ	JALANDHAR	61	67	74	81	89	98	108	580
54	NZ	JODHPUR	106	116	128	141	155	170	187	1,002
55	NZ	KARNAL	78	86	94	104	114	126	138	740
56	NZ	LUDHIANA	51	56	62	68	75	82	91	485
57	NZ	ROHTAK	66	73	80	88	97	107	117	628
58	NZ	SHIMLA	89	98	108	119	131	144	158	847
59	NZ	SRINAGAR	59	65	72	79	87	96	105	564
60	NZ	UDAIPUR	76	83	92	101	111	122	134	718
61	SCZ	BANGALORE-I	116	127	140	154	169	186	205	1,096
62	SCZ	BANGALORE-II	72	80	88	96	106	117	128	688
63	SCZ	BELGAUM	79	86	95	105	115	127	139	746
64	SCZ	DHARWAD	89	98	108	118	130	143	158	845
65	SCZ	HYDERABAD	97	107	118	129	142	156	172	922
66	SCZ	KADAPA	90	99	109	120	131	145	159	852
67	SCZ	KARIMNAGAR	96	106	116	128	141	155	170	913
68	SCZ	MACHILIPATNA M	109	119	131	144	159	175	192	1,030
69	SCZ	MYSORE	108	119	131	144	158	174	191	1,025
70	SCZ	NELLORE	82	90	99	109	119	131	145	774
71	SCZ	RAICHUR	79	87	96	106	116	128	141	754
72	SCZ	RAJAHMUNDRY	94	103	113	125	137	151	166	890
73	SCZ	SECUNDERABA D	122	135	148	163	179	197	217	1,161
74	SCZ	SHIMOGA	77	85	93	102	113	124	136	731
75	SCZ	UDIPI	97	106	117	129	142	156	171	918
76	SCZ	VISHAKHAPATN AM	88	96	106	117	128	141	155	831
77	SCZ	WARANGAL	74	82	90	99	109	119	131	703
78	SZ	CHENNAI-I	73	81	89	98	108	118	130	697
79	SZ	CHENNAI-II	83	91	100	110	121	133	147	785
80	SZ	COIMBATORE	117	129	142	156	171	188	207	1,110
81	SZ	ERNAKULAM	148	163	179	197	217	239	263	1,406

82	SZ	KOTTAYAM	89	98	108	119	131	144	158	846
83	SZ	KOZHICODE	138	152	167	184	202	222	244	1,309
84	SZ	MADURAI	93	103	113	124	137	150	165	886
85	SZ	SALEM	98	108	118	130	143	158	173	929
86	SZ	THANJAVUR	108	119	131	144	159	175	192	1,028
87	SZ	THRISSUR	90	99	109	120	132	145	159	854
88	SZ	TIRUNELVELI	70	77	85	93	102	113	124	663
89	SZ	TRIVANDRUM	88	97	106	117	129	141	156	833
90	SZ	VELLORE	109	120	132	145	159	175	193	1,032
91	WZ	AHMEDABAD	133	147	161	178	195	215	236	1,265
92	WZ	AMRAVATI	62	68	75	82	90	99	109	586
93	WZ	AURANGABAD	61	67	74	81	90	99	108	580
94	WZ	BHAVNAGAR	39	43	47	52	57	63	69	371
95	WZ	GANDHINAGAR	76	84	92	101	111	122	135	721
96	WZ	GOA	37	41	45	49	54	60	66	353
97	WZ	KOLHAPUR	75	83	91	100	110	121	133	714
98	WZ	MUMBAI-I	59	65	72	79	87	95	105	561
99	WZ	MUMBAI-II	70	77	84	93	102	112	124	663
100	WZ	MUMBAI-III	75	83	91	100	110	121	133	713
101	WZ	MUMBAI-IV	63	69	76	84	92	101	112	598
102	WZ	MUMBAI-SSS	16	17	19	21	23	25	28	150
103	WZ	NADIAD	57	62	68	75	83	91	100	536
104	WZ	NAGPUR	120	132	146	160	176	194	213	1,142
105	WZ	NANDED	43	47	52	57	62	69	76	404
106	WZ	NASIK	86	95	105	115	127	139	153	821
107	WZ	PUNE-1	174	191	211	232	255	280	308	1,651
108	WZ	PUNE-2	69	76	83	92	101	111	122	655
109	WZ	RAJKOT	80	88	97	107	118	129	142	762
110	WZ	SATARA	59	65	71	79	86	95	105	560
111	WZ	SURAT	103	114	125	137	151	166	183	980
112	WZ	THANE	110	121	134	147	162	178	196	1,047
113	WZ	VADODARA	68	75	82	90	99	109	120	644
Total			9,814	10,796	11,875	13,063	14,369	15,806	17,386	93,108

Table-12A: Details for Sizing

Zone	Division	No. of Branches	DMS Users	Work Flow Users	Total Concurrent Users for the Division	No. of Digitized Policies	Existing Database data (In GB)	Existing Image data (In GB)
	BHOPAL	21	5	10	315	31,35,000	147	3202
	BILASPUR	10	5	10	150	22,44,292	118	4060
	GWALIOR	16	5	10	240	24,48,250	118	2265
	INDORE	32	5	10	480	50,22,750	228	5149
	JABALPUR	21	5	10	315	41,05,000	274	4252
	RAIPUR	16	5	10	240	35,34,458	156	2385
	SATNA	12	5	10	180	23,25,750	127	2561
	SHAHNOL	12	5	10	180	21,31,000	105	2599
CZ	Zone Total	140						
	BEGUSARAI	10	5	10	150	29,16,205	219	2260
	BERHAMPUR	14	5	10	210	29,30,000	118	2911
	BHAGALPUR	14	5	10	210	33,62,440	297	2171
	BHUBANESWAR	9	5	10	135	22,72,473	103	3753
	CUTTACK	19	5	10	285	65,79,527	210	4232
	HAZARIBAGH	18	5	10	270	48,58,000	387	4448
	JAMSHEDPUR	19	5	10	285	38,85,000	191	3853
	MUZAFFARPUR	14	5	10	210	62,69,523	262	4488
	PATNA - I	14	5	10	210	43,21,408	164	3999
	PATNA - II	12	5	10	180	49,85,924	184	3091
	SAMBALPUR	14	5	10	210	24,58,000	162	2765
ECZ	Zone Total	157						
	ASANSOL	16	5	10	240	38,83,177	198	2702
	BARADHAMAN	12	5	10	180	35,05,573	98	2927
	BONGAIGAON	12	5	10	180	16,32,000	243	1810
	GUWAHATI	20	5	10	300	37,15,500	325	4480
	HOWRAH	14	5	10	210	59,47,000	302	8276
	JALPAIGURI	23	5	10	345	56,97,100	249	4808
	JORHAT	20	5	10	300	31,00,000	184	2978
	KHARAGPUR	10	5	10	150	49,75,000	364	4184
	KMDO - I	23	5	10	345	65,86,000	352	4519
	KMDO - II	18	5	10	270	47,55,000	218	3949
	KSDO	24	5	10	360	81,41,000	363	7251
	SILCHAR	14	5	10	210	24,92,000	130	2260
EZ	Zone Total	206						

	AGRA	20	5	10	300	42,08,000	203	3307
	ALIGARH	16	5	10	240	31,62,000	250	2918
	ALLAHABAD	18	5	10	270	40,24,500	250	3788
	BAREILY	20	5	10	300	31,29,000	197	3358
	DEHRADUN	20	5	10	300	30,73,000	133	3105
	FAIZABAD	13	5	10	195	51,87,000	288	4189
	GORAKHPUR	22	5	10	330	66,20,250	199	5418
	HALDWANI	18	5	10	270	25,10,000	76	2845
	KANPUR	26	5	10	390	49,44,000	228	4085
	LUCKNOW	19	5	10	285	52,28,000	216	3689
	MEERUT	27	5	10	405	56,72,000	320	5715
	VARANASI	28	5	10	420	67,56,250	287	6361
NCZ	Zone Total	247						
	AJMER	20	5	10	300	42,42,500	313	3958
	AMRITSAR	17	5	10	255	27,11,000	118	3307
	BIKANER	22	5	10	330	32,11,500	268	3388
	CHANDIGARH	20	5	10	300	36,86,500	269	3372
	DELHI - I	25	5	10	375	50,06,250	266	5246
	DELHI - II	29	5	10	435	60,52,000	380	5534
	DELHI - III	16	5	10	240	34,93,250	256	3721
	JAIPUR - I	15	5	10	225	37,93,049	259	3065
	JAIPUR - II	16	5	10	240	32,78,451	166	3190
	JALANDER	19	5	10	285	27,76,000	141	2686
	JODHPUR	22	5	10	330	45,16,750	225	4035
	KARNAL	16	5	10	240	36,88,500	364	3722
	LUDHIANA	13	5	10	195	21,50,500	288	2058
	ROHTAK	15	5	10	225	31,09,750	171	3083
	SHIMLA	23	5	10	345	39,38,750	154	3846
	SRINAGAR	17	5	10	255	22,45,500	99	2328
	UDAIPUR	15	5	10	225	28,96,500	136	6631
NZ	Zone Total	320						
	BELGAUM	14	5	10	210	38,24,500	217	3796
	BENGALURU - II	20	5	10	300	39,33,750	310	4507
	BENGALURU - I	20	5	10	300	46,55,250	325	5110
	DHARWAD	15	5	10	225	39,49,000	295	3141
	HYDERABAD	22	5	10	330	46,98,500	290	4856
	KADAPA	20	5	10	300	47,17,750	370	5445
	KARIM NAGAR	13	5	10	195	39,25,750	272	4427
	MACHILIPATNAM	24	5	10	360	51,37,000	296	5256
	MYSORE	22	5	10	330	44,56,000	288	4693
	NELLORE	21	5	10	315	42,22,250	241	4519

	RAICHUR	16	5	10	240	39,65,000	247	2754
	RAJAHMUNDRY	20	5	10	300	43,52,000	319	4442
	SECUNDERABAD	23	5	10	345	58,30,500	196	5844
	SHIMOGA	14	5	10	210	30,78,250	99	3172
	UDIPI	17	5	10	255	35,40,000	290	4693
	VISHAKHAPATNAM	20	5	10	300	52,55,250	141	4856
	WARANGAL	13	5	10	195	35,41,250	291	3786
SCZ	Zone Total	314						
	CHENNAI - I	21	5	10	315	43,91,000	279	3693
	CHENNAI - II	21	5	10	315	41,51,000	234	3887
	COIMBATORE	26	5	10	390	49,44,250	224	4518
	ERNAKULAM	14	5	10	210	26,99,662	235	2896
	KOTTAYAM	18	5	10	270	45,03,250	270	4049
	KOZHICODE	25	5	10	375	58,59,000	304	5068
	MADURAI	25	5	10	375	51,92,750	328	4749
	SALEM	18	5	10	270	39,98,000	384	3960
	THANJAVUR	27	5	10	405	53,99,250	203	4166
	THRISSUR	13	5	10	195	37,79,338	163	2782
	TIRUNELVELI	16	5	10	240	32,44,750	218	2903
	TRIVANDRUM	15	5	10	225	36,35,750	308	3654
	VELLORE	22	5	10	330	48,22,250	273	4397
SZ	Zone Total	261						
	AHMEDABAD	30	5	10	450	62,68,000	287	6361
	AMARAVATI	19	5	10	285	35,17,000	327	4177
	AURANGABAD	17	5	10	255	30,38,000	185	4494
	BHAVNAGAR	11	5	10	165	18,71,000	116	1946
	GANDHINAGAR	25	5	10	375	44,57,000	299	4419
	GOA	11	5	10	165	15,82,000	261	1804
	KOLHAPUR	18	5	10	270	30,11,000	243	3410
	MUMBAI - I	16	5	10	240	35,82,250	333	4767
	MUMBAI - II	20	5	10	300	34,91,750	198	4373
	MUMBAI - III	19	5	10	285	44,00,079	372	5326
	MUMBAI-IV	18	5	10	270	33,89,750	327	4177
	MUMBAI-SSS	4	5	10	60	11,27,750	308	2028
	NADIAD	18	5	10	270	24,89,000	363	6481
	NAGPUR	26	5	10	390	63,91,000	382	7365
	NANDED	8	5	10	120	20,55,000	154	2328
	NASIK	20	5	10	300	48,94,000	333	5125
	PUNE - I	17	5	10	255	42,96,221	333	4767
	PUNE - II	16	5	10	240	41,17,779	433	5730
	RAJKOT	20	5	10	300	41,05,000	220	4252



	SATARA	13	5	10	195	27,15,000	283	2914
	SURAT	21	5	10	315	46,13,000	342	5146
	THANE	23	5	10	345	51,53,000	252	6259
	VADODARA	17	5	10	255	31,39,000	146	4483
WZ	Zone Total	407						

Annexure - 2A : Pre-Qualification Criteria

S. No.	Details	Yes / No	Details of the Documentary Proof attached *
1	Bidder should be a company incorporated under Indian Companies Act, 2013 or a Government Concern.		
2	Bidder should have ISO-9001-2008 (or equivalent) certification for quality management and minimum of CMMi Level 3 certification valid as on date. Due consideration will be given for any relevant additional valid Certifications.		
3	If the Bidder is not an OEM, then authorization letter from all the OEMs like DMS Software, Operating System, Database, Web and Application Server Software, Mobile Device Application Software, etc., should be obtained, stating that the OEM will fully support the Bidder for the implementation of the End-to-End EDMS in LIC, throughout the Contract period as envisaged within the scope of this RFP.		
4	The Bidder shall provide Enterprise Content Management Software – OEM's appearing in Magic Quadrant for Enterprise Content Management 2015 and should be a part of it. The Bidder shall provide Hardware - OEM's appearing in the Leaders of Gartner's Magic Quadrant for General-Purpose Disk Arrays.		
5	Audited Balance Sheet along with Profit and Loss Statements for the last three accounting years (2014-15, 2013-14, 2012-13) should be submitted, showing profit on all the last three accounting years. The turnover of the Company should be more than 200 Crores per year in all the three years.		
6	The Bidder must provide at least one reference account, where they are presently providing or have provided similar Service or Services of similar magnitude in the past five years. Name of the Organization, individual/s to contact, phone number and address should be included. Reference must prove Bidder's Project experience as System Integrator related to the supply, installation, migration, customization and implementation of project at Enterprise Level.		

7	The Bidder must execute a Non-Disclosure Agreement on a stamp paper of amount Rs. 250=00 (Rupees Two Hundred and Fifty Only).		
8	The Bidder must submit Bid Security in the form of Bank Guarantee for Rs. 2,00,00,000 (Rupees Two Crores Only) along with the complete Bid from a Nationalized / Scheduled bank as per the attached proforma mentioned in Annexure - 3A .		
9	Bidder should not have been blacklisted by any Government / PSU / Corporation for corrupt or fraudulent practices or non-delivery, non-performance in the last three financial years. A self declaration must be submitted on original letter head of the bidder with signature and stamp.		
10	Pre Contract Integrity Pact - Only those Bidders who have entered into Pre Contract Integrity Pact with LIC would be eligible to participate in the bidding. The "Pre Contract Integrity Pact" as Annexure - 11, should be provided by the Bidder.		

Annexure - 3A : Bank Guarantee Format for EMD

This Deed of Guarantee executed by the _____ (Bank name) (hereinafter referred to as "the Bank") in favour of Life Insurance Corporation of India (hereinafter referred to as "LIC"), a statutory corporation established under section 3 of Life Insurance Corporation Act 1956 (XXXI of 1956) and having its Corporate Office at "Yogakshema", Jeevan Bima Marg, Mumbai – 400021 for an amount not exceeding Rs. _____ (Rupees _____ only) at the request of (Bidder's Name & Address) _____ (hereinafter referred to as the "Bidder").

Therefore, we hereby affirm that we Guarantee and are responsible to you on behalf of the Bidder, up to a total amount of Rs. _____ (Rupees _____ only) and we undertake to pay you, upon your first written demand, without cavil or argument, any sum or sums as specified by you within the limit of Rs. _____ (Rupees _____ only).

LIC need not prove or show grounds or reasons for the demand of a part or full amount of guarantee.

This Bank Guarantee will be valid for a period up to _____ **(for a period of 410 days from the date of submission of Bid and should be valid upto 05.06.2017)**

The Bank hereby covenants and declares that the guarantee hereby given is an irrevocable one and shall not be revoked by a Notice or otherwise.

This Guarantee shall not be affected by any change in the Constitution of the Bank or the Bidder.

We hereby confirm that we have the powers to issue this guarantee in your favour under the Constitution and business procedure of the bank and the undersigned is/are the recipient of authority by express delegation of powers and has/have full powers to execute this performance bank guarantee.

Dated at _____ this _____ day of _____ 2015.

Sealed & Signed by the Bank

Annexure - 4A : Technical Bid particulars to be provided by the Bidder

(On Company Letterhead)

[Date]

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

Ref.: Upgradation of the existing EDMS

Dear Sir,

We have understood the instructions and the terms and conditions mentioned in the Bid Documents furnished by you and have thoroughly examined the detailed scope of work laid down by you and are fully aware of nature and scope of work required. We hereby confirm our acceptance and compliance to the provisions and terms & conditions contained in the Bid Documents. Our Bid shall remain valid for acceptance for six months from the last date of submission of the offer.

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

We further confirm that any deviation to the clauses found anywhere in our Bid, implicit or explicit, **other than the format provided in the RFP under Point no. 5 of Section 3.8 (Page17)** shall stand unconditionally withdrawn, without any implication whatsoever to LIC of India, failing which the EMD may be forfeited.

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

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

1. Scope of Work as mentioned in Section 6.

2. Should necessarily state the issues and challenges that the Bidder visualizes in the proposed implementation. Recognition of issues and challenges, effective proposed strategy to address the issues should be part of the proposed Solution.
3. Should submit high level bill of quantity along with detailed specification and product documentation.
4. Must state the Hardware Equipment Type, Make / Model, Broad Specifications and Product Highlights.
5. Free to add any additional component in order to complete the proposed Solution.
6. Should provide compatibility matrix and benchmarks for various components as desired.
7. Should provide migration strategy, methods and tools.

We further undertake, if our Bid is accepted, to supply, install and commission the Enterprise Document Management System of Life Insurance Corporation of India in accordance with the requirements and the delivery schedule finalized by LIC.

If our Bid is accepted, we will obtain the guarantee of a bank in the form prescribed by LIC for a sum equivalent to 20% of the Contract Price for the due performance of the Contract.

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

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

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

Bidders' Name :

Authorized Signatory

Seal:

Date:

Annexure - 6A : Benchmark Specification**Performance and Scalability Requirements**

For handling very large number of document images, the software architecture of EDMS core solution must provide necessary performance and scalability on the offered hardware platforms, so as to give acceptable response time and throughput to the number of users indicated in the RFP. These requirements, applicable individually to each configuration stipulated below:

- Average Server response time to a request from an individual concurrent user should be less than one second.
- Server should handle 2000 requests per hour.
- Image retrieval time for a user should be less than one second.
- Progressive display of image view for a user should complete in less than 3 seconds.
- For higher-end configurations for Divisions and clusters, the throughput and number of users should be scalable by addition of CPU & Memory.

In order to ascertain these performance and scalability requirements, Bidders are required to appropriately configure their software and hardware. The following should be kept in mind while configuring the machines:

Linux is the standardized platform in LIC Offices. All the software components and hardware servers must be working on these platforms and should be appropriately certified.

All the other infrastructure software components offered must comply with the open standards. LIC would prefer use of open source products, e.g., PostgreSQL, **Wildfly**, etc. However Bidders may quote for commercial products as options for higher end configurations if the open source components are unable to meet the performance and scalability requirements. In any case all components offered must work in an integral fashion with the core EDMS software.

Benchmark Tests

During the Technical evaluation, Bidders will be required to conduct at their cost, and at a site in India mutually agreed to, benchmark tests on the offered hardware as described below :

For the Divisional Server, the offered server to be loaded with sample policy dockets each with 20 document images. A multi-user test for 75 to 100 concurrent users to be conducted with average image retrieval times and throughput for 30 minutes noted in each case. A few physical terminals should be connected to the server while this benchmark is run, for physical retrieval and verification by an LIC representative.

For the Zonal server, a similar test be conducted for sample policy dockets each with 20 document images for 150 to 200 concurrent users. Additionally, at least one (or more) CPUs should be added and the test be repeated to demonstrate scalability. This test should be conducted separately with open source software components and commercial products so as to permit LIC to take a view on the final choice. This data is to be used for the above benchmark by appropriate replication of images and auto generation of required policy number/ Branch-id, etc.

Annexure - 9A : Financial Bid Form											
RFP for Upgradation of EDMS											
CO/ITSD/EDMS/2015-16/RFP dated: 04/11/2015											
Name of the Bidder:											
Financial Bid											
Description	Unit Rate	No. of Units	Office	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7	Total Cost
I. Operations											
Logistics Charges			DO								
Scanning and Upload Charges			DO								
(For Logistics and Scanning volumes for 7 years, refer Section 6.2)											
2. Hardware											
Server (2 Nos. per location)		234	DO/CO		X	X	X	X	X	X	
Server		27	ZO/CO		X	X	X	X	X	X	
Storage		122	DO/ZO/CO		X	X	X	X	X	X	
Storage Switch		122	DO/ZO/CO		X	X	X	X	X	X	
Backup Server		113	DO/ZO/CO		X	X	X	X	X	X	
Tape Library		122	DO/ZO/CO		X	X	X	X	X	X	
LTO6 tapes (10 Nos. per location)		1220	DO/ZO/CO		X	X	X	X	X	X	
3. Software											
Operating System		122	DO/ZO/CO		X	X	X	X	X	X	
DMS Software		122	DO/ZO/CO		X	X	X	X	X	X	
Database		122	DO/ZO/CO		X	X	X	X	X	X	
Web and Application Server		122	DO/ZO/CO		X	X	X	X	X	X	

Software											
Cluster Agent		244	DO/ZO/CO		X	X	X	X	X	X	
Business Activity Monitoring (BAM) Tool		122	DO/ZO/CO		X	X	X	X	X	X	
Business Process Monitoring (BPM) Tool		122	DO/ZO/CO		X	X	X	X	X	X	
Mobile Device Application Software		2	CO		X	X	X	X	X	X	
Replication Tool		122	DO/ZO/CO		X	X	X	X	X	X	
4. Other Services											
Migration Cost		122	DO/ZO/CO		X	X	X	X	X	X	
Annual Maintenance Charges (4 years) for Hardware Maintenance (after warranty of 3 years)		122	DO/ZO/CO	X	X	X					
Annual Technical Charges (7 years) for Software Maintenance		1	CO								
Project Management (7 years)		1	CO								
Software Customization (7 years)		1	CO								
5. Any other deliverables (Please specify)											
Grand Total Cost											