

Sr. No.	RFP Document Reference(s) (Section & Page Number)	Clause (in brief) of RFP requiring clarification(s)	Brief details/ Query in reference to the clause	Response
1	5.2	CDW OVERVIEW	Are eFEAP, Portal, IPP, PCMC and P&GS the only data source systems for the EDW? If not, which other data sources are to be integrated with EDW?	LIC will provide data in flat file format, Source system integration is not in scope.
2	5.2	CDW Overview	What is the architecture of ETL tool? HA etc.. Is 31 TB the actual size of TD database? More info on landing and staging db needed. How many envs (DEV, TEST, UAT..) exist and their architecture	ETL Tool is part of RFP. Bidder to propose ETL tool. For other details, refer to section 6 of the RFP
3	6.1	All the systems should be configured with full mirroring.	Please clarify on what mirroring means in context here?	For High Availability & Redundancy
4	6.1	Scope of Work - Introduction VOLUME OF DATA & performance metrics expected	Request to confirm the usable capacity with RAID level instead of just raw capacity to get better picture	Bidder to access and provide the usable capacity as per section 6.1 of RFP
5	6.1	Staging environment	Not clear, is this the DW staging? If yes why is this not in TD box	Staging of flat files
6	6.1	table(Continue existing component)	Does this mean this is completely out of scope for vendor i.e. after migration these application hooks will need to point to the new warehouse/appliance	Yes. Integration of these out of scope systems with proposed solution is also responsibility of the bidder
7	6.1	VOLUME OF DATA & performance metrics expected	Going by 5th year incremental Raw Data of 10TB (112-102), can the daily raw data ingest be taken approx 30GB?	These are the estimated projections.
8	6.1	VOLUME OF DATA & performance metrics expected	Simple-Medium-Complex queries: Are these the same queries that will be submitted by the names database users?	Bidder to propose.
9	7	ETL for Incremental Load	This presumably is the load of the extra data during the duration of main migration that was not taken in when migrating	Bidder to propose ETL tool.
10	7	Project Timelines	How many envs are to be delivered ? (point 1,2)	Only production environment
11	7	Project Timelines	Increase GO live date to 160 days	No change
12	7	Project Timelines	Please clarify if the timeline is calendar days or working days	120 Calendar days
13	Page 12 of 115 2.2.1 Pre-contract Integrity Pact	Pre-Contract Integrity Pact	The Pre Contract Integrity Pact document contains a most favoured customer clause. Request for removal of this clause. The validity of the EMD needs to be restricted only to the period where the Bidder is downselected for the project and the terms which require the EMD to be operative until the conclusion of the contractual obligations needs to be amended under the pre-integrity pact.	No change

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14	2.8(f)(i)/Page 14 of 115	The EMD submitted by the bidder may be forfeited in full or part, as decided by LIC, if: i. In the case of a successful Bidder, the bidder qualifies and backs out of the L1 quotes or, if the Bidder fails to sign the Contract; To furnish Bank Guarantee towards the Performance Guarantee as mentioned in this RFP. ☐ To furnish Non-Disclosure Agreement (NDA) as per LIC's format (Annexure – I)	We understand that the contract referred to herein will be the contract that will be signed by the parties based on discussion and mutual agreement on the concerns and alternate language proposed on certain RFP terms highlighted herein.	No change
15	2.1 Invitation to Bid (Solution Objective) Page No 11	To migrate all data present in current CDW system of LIC to newly implemented data warehouse system. This activity includes developing, testing, scripts for data migration for historical load and scripts for incremental loads. Entire data migration activity should maintain logs for data reconciliation at each and every step.	Do you necessarily need an on-premise solution only? Would LIC be open to explore a Fully Vendor Managed cloud based PaaS Solution giving similar SLAs with latest advanced technology and enterprise grade scale out/in capabilities for Data and Compute.	The vendors to propose on-premise Appliance based solution
16	2.1 Invitation to Bid Page. No. 13	To design and implement ETL(Extract-Transform-Load)/ ELT(Extract-Load-Transform) strategy, which will include procuring/customization and implementation of ETL/ELT tool, development of scripts required to load data from source systems to Target Database, development of scripts required to populate multiple reporting layers, development of scripts for any other functionality like metadata, minor tables etc.	As per our understanding, LIC have already got home grown ETL tool which is used for other projects. Request if LIC can provide basic training to Bidder and allow to leverage the use of this ETL tool for CDW requirement.	Teradata specific scripts developed in BTEQ. The scripts shall be made available to the successful bidder, if required.
17	2.1 page#11	Supply hardware, software and services for all components including but not limited to Database, ETL, Archival/Restore etc.	Is there any expectation to use existing Hardware infrastructure and Architecture for the proposed solution or will it be entirely a new BOM?	Bidder to propose complete system for in scope components
18	2.1, Page 12	Conducting training to LIC officials (Class room as well as on the job) along with appropriate course materials for all the components being implemented as part of this RFP.	Request LIC to confirm on the number & time period of training & attendees	Attendees Max 10. Time period to be decided by bidder which will cover all aspects of the proposed solution

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19	2.12 Page 18 Instructions for Bid Submission	h) Non-Disclosure Agreement (NDA) The successful bidder shall submit, a duly notarized Non-Disclosure agreement on a stamp paper of Rs.250/- (Rupees two hundred fifty only) as per the format given in Annexure – I duly signed by the Authorized Signatory of the Company.	Request confidentiality obligations to not survive for a period exceeding 3 years post termination/expiry of this engagement.	No change
20	2.13.1; P20	Pre-Contract Integrity pact	Bidder requests LIC to allow submission with minor modifications	No change
21	2.15 Page 23	Bids shall remain valid for one year after the date of bid opening prescribed by LIC, in Activity Schedule.	Bid validity period needs to be relooked as 1 year validity is not possible.	No change
22	2.18.1 - Page 23	3. In terms of technological strength the OEM/SI should have proven experience and capability to handle large and complex Data Warehouses (Minimum Size of Average Usable raw Data on which the users make the Queries should be 100 TB) with more than 400 active concurrent users. OEM/SI should provide at least THREE references of implementations of proposed solution completed within last 5 years from date of this RFP, satisfying this condition (as per annexure-V). For this purpose, the implementation start date/ Purchase Order Date as well as completion date/Go- Live should be within last 5 years.	Requesting LIC to allow projects within last 10 years, as datawarehouse project of large magnitude are for long term and doesn't happen very frequently. Please provide relaxation in this clause to include projects over 10 years	No change
23	2.2.1/Pg.13	Pre-Contract Integrity Pact	The Pre Contract Integrity Pact document contains a most favoured customer clause. Request for removal of this clause. The validity of the EMD needs to be restricted only to the period where the Bidder is downselected for the project and the terms which require the EMD to be operative until the conclusion of the contractual obligations needs to be amended under the pre-integrity pact.	No change
24	2.2.2 page#12	If Database OEM is submitting the bid in response to this RFP as SI, then the same database technology of that OEM cannot be proposed by any other	How will SI be made aware of the OEM bidding for their database technology as SI?	No Reply

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25	2.21.1 P 26	One Time Migration Cost (B)	This one time migration costs skews it in favour of incumbent TOTAL BID COST (TCO for Five years). $A(1 + 1/1.08 + 1/(1.08)^2 + 1/(1.08)^3 + 1/(1.08)^4) + B + C$ - How does LIC propose to make this more equal to all bidders? Can we request LIC to normalise the bids proportionate to the effort requirements so as to ensure fair and equal opportunity to all bidders	No change
26	2.25.1 Page 28 - Performance Guarantee	The selected bidder will provide a Performance Bank Guarantee, within 10 days from the Notification of award, for an amount equivalent to 20% of the Yearly Rental charges. The Bank Guarantee should be as per the format given as Annexure II- Bank Guarantee and should be executed by a Nationalized or Scheduled bank acceptable to LIC and having Branches in Mumbai.	PBG to be reduced to 10% of of the Yearly Rental charges.	No change
27	2.25.1, Page 28	The selected bidder will provide a Performance Bank Guarantee, within 10 days from the Notification of award, for an amount equivalent to 20% of the Yearly Rental charges.	Request LIC to reduce the PBG % requirement from 20% to 10%	No change
28	2.25.1/Page 28 of 115	Performance Guarantee	We submit that a written notice providing a 30 days cure period be provide prior to invocation of PBG.	No change
29	2.25.1/Page 28 of 115	Performance Guarantee	We submit that the PBG issuance is initiated upon the execution of the governing contract. Further, 7 days time is pretty strict for coordinating with the bank for PBG issuance. Hence we request that the bidder be required to submit PBG within 21 days of execution of the governing contract.	no change
30	2.25.1; Pg28	Performance Guarantee	Bidder requests PBG to be called for 10% of the yearly rental charges	No change
31	2.28 Page 14 Earnest Money Deposit	As per RFP	EMD to be forfeited only for such mentioned reasons solely attributable to the bidder.	No change
32	2.3 / Pg.14	Terms and Conditions	We submit that we have some queries and concerns on some of the RFP terms which are highlighted in this pre-bid queries document. We have requested for clarification and have proposed some laternate language on the same. We understand that the same will be discussed and a mutually agreed language will form the governng agreement.	No change
33	2.3, P 12	Terms and Conditions	Bidder request to submit deviations and be mutually agreed.	Deviations not allowed

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35	4.11.2 Page 38 - Personnel	As per RFP	Request minimum time of 30 days to replace the personnel. If the replacement is not due to the fault of Bidder, such replacements will be done at extra charges	No change
36	4.12 page 38 Intellectual Property Rights	As per RFP	Request to delete and replace with the following, Retained Rights. Each Party owns, and will continue to own all right, title and interest in and to any inventions however embodied, know how, works in any media, software, information, trade secrets, materials, property or proprietary interest that it owned prior to this Agreement, or that it created or acquired independently of its obligations pursuant to this Agreement (collectively, "Retained Rights"). All Retained Rights not expressly transferred or licensed herein are reserved to the respective owner. Deliverables. Subject to the terms of this Agreement, and upon payment of the applicable fee, except the customizations done on Bidder Materials, Bidder assigns and will assign to Company the intellectual property rights in Deliverables created hereunder. Bidder Materials. To the extent material that is used in, enhanced, or developed in the course of providing services hereunder and such material is not identified as a Deliverable, is of a general abstract character, or may be generically re-used, Bidder owns (or will own) such material including: methodologies; delivery procedures; manuals; generic software tools, routines, frameworks, and components; generic content, research and background materials; templates; analytical models; project tools; and development tools (collectively, "Bidder Materials"). To the extent any Bidder Materials are necessarily required for the proper functioning of the Deliverables (such that the Deliverables will not function without the Bidder Materials) or are embedded into the Deliverables, Bidder will also retain the ownership on any customization	No change

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37	4.12.2/Pg.37 & 4.12.4 / Page 37 and 38 of 115	Bespoke development & Contract Material	We submit that the term 'bespoke development' refers to documentation/reports/ip etc. that is specifically developed for the customer under the project and the same excludes any pre-existing ip/software of the bidder and OEM software licensors. We request for a confirmation on the same. We noticed that the term 'Contract Material' has not been defined. We understand that the same refers to any documentation/reports that are developed specifically for the customer under this project.	No Reply
38	4.12.6-4.12.8/ Pg.38-39 & 4.13/Page 39	IPR Warranty, Remedy for breach of warranty, Patent rights and other litigation costs, Moral rights	We submit that with respect to third party branded software, the standard IPR warranty of the third party OEM software licensor will be provided to the customer as per the standard license terms of the OEM software licensor.	No change
39	4.14 Page 40 Terms of Payment to Vendor	As per RFP	Invoices submitted should be paid with in 30 days.	No change
40	4.14 Page 45 Insurance	Vendor will also maintain insurance for all the Deliverables including Hardware till the project period.	Request deletion of this. Bidder cant maintain insurance of the h/w supplied. Title/Risk will transfer to customer on delivery, post that it is LIC's responsibility to take care of the same.	No change
41	4.14 page#40	The yearly onsite charges are guaranteed for the first year of the implementation for 250 days. For the subsequent years, the Onsite Support Charges shall be paid as per day usage basis with Per Day Cost.	Is it true that SI will have to provide dedicated support for 1st year post Go-Live and the support will be required in shared service mode from 2nd year subsequently?	Guaranteed for 250 days during First Year Post GO Live and per day use basis for subsequent years. The rate finalised at the time of Online Reverse Auction shall be valid for the Project Period.
42	4.14, Page 39	Remaining Rental charges as finalized in commercial evaluation and mentioned in Purchase order, will be paid to the vendor on half yearly basis to vendor, in advance after complying with periodic SLA as mentioned in the RFP.	Request LIC to release this payment as yearly advance, as already LIC will be in possession of PBG	No change

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43	4.14, Page 40	Yearly Onsite Support charges will be paid on Pay per day Usage basis. The payment will be made for per day basis. Per day cost will be arrived, considering 250 days per year. I.e. Per day cost = Yearly Onsite Support charge / 250. The yearly onsite charges are guaranteed for the first year of the implementation for 250 days. For the subsequent years, the Onsite Support Charges shall be paid as per day usage basis with Per Day Cost.	Request LIC to provide more input on when this payment will be released. (Hope the same will be relased on monthly basis)	Please refer corrigendum Dated 21.03.2018
44	4.14.2 Page 40 - Liquidated Damages	As per RFP	Maximum agregate penalty to be capped at 3% of the total cost of such applicable defaulting/delayed services. LD shall be applicable solely for reasons attributable to the bidder and which are failed to be resolved within a cure period of 30 days. Such capping for LDs and SLA penalties shall always be a within the overall cap of liability towards direct damages.	No change
45	4.14.2 Page 41/42 - LD 4.34 Page 60 - Penalties 7.2 Page 72 - SLA	Page 41/42: LD - Thereafter, the rate of penalty will be 1% of the contract value of the deliverable which suffered delay, for each completed week or part thereof by which the deliverable has been delayed, subject to a overall limit of such penalty of 10% of the contract value. Page 60: If the penalties are beyond 10% of the contract value then LIC may rescind the Contract and shall be free to get it done from some other source at the risk and cost of the Vendor. The Vendor may be debarred from applying in future assignments. Page 72: SLA's - CApped at 10% penalty	Maximum agregate penalty to be capped at 3% of the total cost of such applicable defaulting/delayed services. LD shall be applicable solely for reasons attributable to the bidder and which are failed to be resolved within a cure period of 30 days. LDs and SLA penalties shall always be a within the overall cap of liability towards direct damages Request to remove right to debar from applying for future assignments. LDs and SLA penalties shall always be a within the overall cap of liability towards direct damages	No change
46	4.14.2; Pg41	Liquidated Damages	1.Bidder request that the liquidated damahes for delay in implementaion shall be capped at 10% of the Implementatipon Price eccluding software and hardware	No change
47	4.14; Pg39	Payment Term & Conditions	Bidder requests the One Time Migration Charge to be paid equally across 2/3 milestones till GO LIVE Phase beign the last one	No change

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48	4.15.1;Pg 41	Prices	Bidder request confirmation that incase of any variations in scope the same shall be subject to change as mutually agreed.	No Reply
49	4.15.3 Page 42 - Taxes and Duties	As per RFP	Any change in the taxes should be borne by customer	No change
50	4.16 Page 43 Indemnity	As per RFP	Indemnity should be limited, with specific exclusion of indirect and consequential damages.	No change
51	4.17 Page 44 Liability	Except in cases of criminal negligence or willful misconduct and in the case of infringement of patent, IPR, trademark, copyright or industrial design rights arising from use of the Solution or any part thereof in any of the services supplied by the vendor and used/consumed by LIC, the Supplier/vendor shall not be liable to LIC, whether in contract, tort 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 supplier/vendor to pay liquidated damages to LIC and the aggregate liability of the supplier/vendor to LIC, whether under the Contract, in tort or otherwise, shall not exceed the total Contract Price provided that this limitation shall not apply to the cost of repairing or replacing defective equipment.	Except in cases of criminal negligence or willful misconduct and in the case of infringement of patent, IPR, trademark, copyright or industrial design rights arising from use of the Solution or any part thereof in any of the services supplied by the vendor and used/consumed by LIC, t The Supplier/vendor shall not be liable to LIC, whether in contract, tort 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 supplier/vendor to pay liquidated damages to LIC and the aggregate liability of the supplier/vendor to LIC, whether under the Contract, in tort or otherwise, shall not exceed 25% of the total annual Contract Price provided that this limitation shall not apply to the cost of repairing or replacing defective equipment.	No change
52	4.19 Page 45 Confidentiality & privacy	Violation of NDA will lead to forfeiture of performance Bank guarantee and additionally will lead to legal action and blacklisting.	Violation of NDA will lead to forfeiture of performance Bank guarantee and additionally will lead to legal action and blacklisting . Obligations pertaining to confidentiality to not continue for a period exceeding three (3) years post termination of this RFP.	No change
53	4.2 Page 34 - Renegotiation of prices, price validity and Validity of the contract	Initially the contract will be valid for a period of 5 years from the date of Go Live. The prices quoted for CDW solution should be valid until 60 months from Go-live status	Initially the contract will be valid for a period of 5 years from the date of Go Live. The prices quoted for CDW solution should be valid until 60 months from Go-live status	No change

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54	4.22 Page 48 Security	Security - As per RFP	Please share LIC's Information Security Policy	No Reply
55	4.23.1, Pg 47	Books and records	1. Bidder request deletion of the point I 2. Bidder request the modification of point ii to make available only books related to the services delivered under this contract since the same is not specified in the clause	No change
56	4.24 Page 49 Audit and access	As per RFP	Request notice period of 30 days. Request such audit to be conducted during normal business hours and not more than once every financial year, Request Bidder's internal cost records and sensitive financial information to be excluded from the scope of such audit. Request audit to be conducted at LIC's costs. Request auditor to enter into the appropriate confidentiality obligations before conducting the audit	No change
57	4.24.1 Right to conduct audits and Inspection Page No. 49	LIC will have the right to inspect and test the infrastructure and system of the vendor at any time. The vendor on demand from LIC shall carry out such tests in appropriate manner in the presence of LIC's representatives and free of charge to LIC. The vendor will bear all costs of such inspections and tests.	Request LIC to provide information related to number of such tests that would be executed by LIC on yearly basis, so as to aptly factor the commercials	No Reply
58	4.25.3 Page - 50 - Termination	If non-performance or diminished performance by the Affected Party due to the circumstances under the contract continues for a period of more than 30 consecutive days or other period as agreed, the other party may terminate the Contract immediately by giving the Affected Party written notice.	30 days notice to be given to the bidder for termination for default. 90 days notice to be given for termination for convenience. In all cases of termination, regardless of the cause, payments for the services and goods till the date of termination should be made. Payment against committed non-cancelable future services should also be made.	No Reply

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59	4.25.4 Page 50 - Consequences of termination	Where the Vendor is the Affected Party, it will be entitled to payment for Services Accepted or work performed prior to the date of intervention of the circumstances described in the contract.	Where the Vendor is the Affected Party, it will be entitled to payment for Services Accepted or work performed prior to the date of intervention of the circumstances described in the contract.	No change
60	4.27.2 - Page 51 - Termination and reduction for convenience	The systems that are complete and ready for delivery within 30days after the Vendor's receipt of notice of termination shall be accepted by LIC at the Contract terms and prices. For the remaining systems, LIC may choose to have any portion completed and delivered at the Contract terms and prices, and/or to cancel the remainder and pay to the Vendor an agreed amount for partially completed systems and for materials and parts previously procured by the Vendor.	Pls add- All PO's that are issued to subcontractors by vendor, cost of which cannot be further revoked, LIC will pay to vendor for all expenses which are irrecoverable.	No change
61	4.27.2; Pg 50	Termination and reduction for convenience	1.Bidder request the Notice period to be altered to 90 days 2.Bidder request deletion of option to terminate for convenience	No change
62	4.27.3 - Page 52	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, and the Vendor shall be liable to LIC for any excess costs for such similar systems or Services. However, the Vendor shall continue the performance of the Contract to the extent not terminated.	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, and the Vendor shall be liable to LIC for any excess costs for such similar systems or Services <u>subject to a maximum of 3% of such excess services</u> . However, the Vendor shall continue the performance of the Contract to the extent not terminated.	No change
63	4.27.3; Pg 51	Termination by LIC for default	1.Bidder request that the bidder shall be paid for all the services till the date of termination irrespective of the milestone falling at future date 2.Bidder request that the bidder shall also have an option to terminate for cause	No change
64	4.3/Page 33 of 115	Option to extend Contract Period	We understand that the extension of the contract will be through a written extension/amendment/change order that will be signed by an authorized representative of both the parties.	No Reply

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65	4.32.1 page 58	The Benchmark will be performed after extrapolation of the data in separate schema as per Year 5 requirement mentioned in this RFP (112 TB Space).	Request LIC to confirm how much data LIC will provide for extrapolation.	3 to 5 TB
66	4.32.1 System Acceptance & Solution Acceptance	The benchmark may be conducted on a simulated/standby environment/system without affecting the production system and may be conducted onsite or offsite with provision of remote access from LIC network/environment. The Benchmark test shall be conducted by the Vendor/OEM team with full visibility to LIC Team.	Is the Bidder required to procure some Rental HW for the same?	No Reply
67	4.32.2 page#5	The Solution acceptance test will check for SLA's mentioned in this RFP, in case if the solution is not able to meet the SLA's, vendor is supposed to provide additional/improved hardware/software so as to meet the defined SLA's.	Can LIC provide the basis of arriving at SLA's? Is it desired SLA's or they exist in current scenario and the requirement is to maintain the same performance levels with new Architecture?	Please refer clause 7.2
68	4.33 Support to be provided by LIC Page 58 of 115	Vendor is responsible for the Development environment.	Kindly clarify if all proposed Environments such as development, testing, staging, production etc. set is also required?	Production environment Only. This clause refers to infrastructure required for development by bidder resource.

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69	4.34 page 59	There shall be a penalty for non-adherence to the time schedule (Milestone Schedule). The total penalty will be capped at 10% of the contract value. Penalties: 0.5% of the contract value of the related activity per week of delay or part thereof for the first 8 weeks. Thereafter, the rate of penalty will be 1% of the contract value of the related Phase per week or part thereof. If the penalties are beyond 10% of the contract value then LIC may rescind the Contract and shall be free to get it done from some other source at the risk and cost of the Vendor. The Vendor may be debarred from applying in future assignments.	Request LIC to confirm if the penalties will be levied against non-meeting of individual milestones stated in section#7 or will it be with respect to the Go-Live date of 120 days. Request LIC to reduce penalty to 0.25% of contract value of the related activity per week of delay or part thereof for the first 8 weeks. Thereafter 0.5% of contract value of the related phase per week or part thereof. REquest to cap the penalties to 5%.	Please refer corrigendum Dated 21.03.2018
70	4.34 Page 59/60 - Performance Assessment/ Penalties	If the penalties are beyond 10% of the contract value then LIC may rescind the Contract and shall be free to get it done from some other source at the risk and cost of the Vendor. The Vendor may be debarred from applying in future assignments.	The Vendor may be debarred from applying in future assignments. Maximum aggregate penalty to be capped at 3% of the total cost of such applicable defaulting/delayed services. LD shall be applicable solely for reasons attributable to the bidder and which are failed to be resolved within a cure period of 30 days. LDs and SLA penalties shall always be a within the overall cap of liability towards direct damages	No change
71	4.34 page#59	There shall be a penalty for non-adherence to the time schedule (Milestone Schedule). The total penalty will be capped at 10% of the contract value. Penalties: 0.5% of the contract value of the related activity per week of delay or part thereof for the first 8 weeks. Thereafter, the rate of penalty will be 1% of the contract value of the related Phase per week or part thereof. If the penalties are beyond 10% of the contract value then LIC may rescind the Contract and shall be free to get it done from some other source at the risk and cost of the Vendor. The Vendor may be debarred from applying in future assignments.	Will the penalties be levied against non-meeting of individual milestones stated in section#7 or will it be with respect to the Go-Live date of 120 days? What will be the basis for classification of delay due to SI or LIC in providing the expected requirements? Will the Acceptance criteria be defined and documented before the start of the Project by LIC?	Please refer corrigendum Dated 21.03.2018

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72	4.5.1 Page 34 - Obligation of the vendor	VI. The Vendor will abide by the job safety measures prevalent in India and will free LIC from all demands or responsibilities arising from accidents or loss of life, the cause of which is the Vendor's negligence. The Vendor will pay all indemnities arising from such incidents and will not hold LIC responsible or obligated;	The Vendor will abide by the job safety measures prevalent in India and will free LIC from all demands or responsibilities arising from accidents or loss of life, the cause of which is the Vendor's gross negligence. The Vendor will pay all indemnities arising from such incidents and will not hold LIC responsible or obligated;	No change
73	40 & 41 of 115 4.14.2 Liquidated Damages	4.14.2 Liquidated Damages The Delivery & installation of the entire system consisting of software and services will be as per the Schedule of Service Level Agreement mentioned in this RFP; failure to do so will attract penalties. If, at any time during the performance of the Contract, the Vendor should encounter conditions impeding timely delivery of the systems and/or Services, the Vendor shall promptly notify LIC in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable, after receipt of the Vendor's notice, LIC shall evaluate the situation and may, at its discretion, extend the Vendor's time for performance, with or without liquidated damages, in which case the extension shall be ratified by the parties by amendment of the Contract. The Vendor will ensure that all services and systems perform without defect or interruption with at least 98 % up time. The vendor will make all-out effort to ensure that all systems perform without defect or interruption. The completion of deliverables within the given timeframe is binding on the Vendor. In the event of delay in meeting the deliverables for causes attributable to the Vendor, LIC shall be entitled at its option to recover from the Vendor, as liquidated damages, a sum of 0.5% of the contract value of the deliverable which suffered delay for each	Bidder submits that the maximum limit of liquidated damages shall be 10% of the Yearly Rental charges for Turnkey CDW System.	No change

Sr. No.	RFP Document Reference(s) (Section & Page Number)	Clause (in brief) of RFP requiring clarification(s)	Brief details/ Query in reference to the clause	Response
74	41 of 115 4.14.4 Due date for payment	LIC will make payment of a correctly rendered invoice within 30 days after receiving the invoice.	LIC will make payment of a correctly rendered invoice within 30 days from date of the invoice.	No change
75	41 of 115 4.15.3 Taxes and Duties	Vendors will be entirely responsible for all taxes, duties, license fees, road permits, and transit insurance etc., incurred until delivery of the contracted services to LIC. Service Tax will be payable as per applicable rates decided by Govt. of India.	Bidder requests to make the commercials exclusive of taxes, duties, license fees, road permits as there is a high probability that the GST LAW will be enacted soon which will change the applicable taxes and also rates of taxation Transit insurance will be included in the prices. It is requested that insurance is to be valid only till the hardware is delivered to the customer and not for the entire project period. Road permits, entry tax etc shall be reimbursed at actuals on production of bills	no change
76	42 of 115 4.17 Liability	Except in cases of criminal negligence or willful misconduct and in the case of infringement of patent, IPR, trademark, copyright or industrial design rights arising from use of the Solution or any part thereof in any of the services supplied by the vendor and used/consumed by LIC, the Supplier/vendor shall not be liable to LIC, whether in contract, tort 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 supplier/vendor to pay liquidated damages to LIC and the aggregate liability of the supplier/vendor to LIC, whether under the Contract, in tort or otherwise, shall not exceed the total Contract Price provided that this limitation shall not apply to the cost of repairing or replacing defective equipment.	We submit that there is a draftign error in the language in its current form as it - (i) makes the bidder liable for indirect and consequential damages; and (ii) makes the liability cap useless as repair/replacement costs outside the overall liability cap. We propose modification of this language as follows:- "The Supplier/vendor shall not be liable to LIC, whether in contract, tort or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs. The aggregate liability of the supplier/vendor to LIC, whether under the Contract, in tort or otherwise, shall not exceed the total Contract Price provided that this limitation shall not apply to any obligation of the supplier/vendor to pay liquidated damages to LIC and in cases of criminal negligence or willful misconduct and in the case of infringement of patent, IPR, trademark, copyright or industrial design rights arising from use of the Solution or any part thereof in any of the services supplied by the vendor and used/consumed by LIC, and t.	No change

Sr. No.	RFP Document Reference(s) (Section & Page Number)	Clause (in brief) of RFP requiring clarification(s)	Brief details/ Query in reference to the clause	Response
77	42 of 115 4.23 Books and Records	4.23.1 Vendor to keep books and records The Vendor will: i. keep adequate books and records, in accordance with Indian Accounting Standards, in sufficient detail to enable the amounts payable by LIC under the contract to be determined; ii. Retain books and records as mandated by law and the same would be made available to LIC. 4.23.2 Costs The Vendor will bear its own costs of complying with clause 4.23.	Bidder submits that the books and records are confidential information and the access to the same cannot be given outside of the Bidders Organization, hence request deletion of sub-clause 4.3.1 (ii)	No change

Sr. No.	RFP Document Reference(s) (Section & Page Number)	Clause (in brief) of RFP requiring clarification(s)	Brief details/ Query in reference to the clause	Response
78	47 of 115 4.24 Audit and access	4.24 Audit and access 4.24.1 Right to conduct audits and Inspection LIC will have the right to inspect and test the infrastructure and system of the vendor at any time. The vendor on demand from LIC shall carry out such tests in appropriate manner in the presence of LIC's representatives and free of charge to LIC. The vendor will bear all costs of such inspections and tests. LIC or IRDA or Govt. Authority or a representative of LIC may conduct audits/ inspection relevant to the performance of the Vendor's obligations under the contract. Audits/ Inspections may be conducted of: a) The Vendor's operational practices and procedures as they relate to the Contract, including security procedures; b) The accuracy of the Vendor's invoices and reports in relation to the provision of the Services under the Contract; c) The Vendor's compliance with its confidentiality, privacy and security obligations under the Contract; d) Material (including books and records) in the possession of the Vendor relevant to the Services or Contract; and e) Any other matters determined by LIC/ IRDA/ Authority to be relevant to the Services or Contract	Bidder submits that the Material (including books and records) shall not include cost records and personnel records of the Bidder or its sub-contractors and hence request deletion of sub-clause 4.24.1 (d)	No change
79	48 of 115 4.25 Force Majeure	4.25 Force Majeure 4.25.4 Consequences of termination If the Contract is terminated: i. Each party will bear its own costs and neither party will incur further liability to the other; ii. Where the Vendor is the Affected Party, it will be entitled to payment for Services Accepted or work performed prior to the date of intervention of the circumstances described in the contract.	Bidder submits that the Vendor shall be paid for the payment of Services Accepted or work performed irrespective of whether the Vendor is the Affected Party or not	No change

Sr. No.	RFP Document Reference(s) (Section & Page Number)	Clause (in brief) of RFP requiring clarification(s)	Brief details/ Query in reference to the clause	Response
80	49 of 115 4.27.1 Right to terminate	If Vendor fails to comply with the clause 4.10 for Performance Assessment and, if any part of the service does not meet the specifications on three or more occasions, LIC may (in addition to its other remedies) terminate the Contract immediately under the contract by giving the Vendor written notice of 15 days.	Bidder submitst that the notice for termination shall be for 30 days	No change
81	5.3.1	All scripts present in CADW system should be migrated.	Miin, max, avg code length of the ETL scrips? The ETL/ELT tool if changed could result in change in the number of scripts. Any limitations if that happens?	Bidder to propose ETL tool.
82	5.3.1	ETL	Would LIC want to continue with Informatica for data migration or would prefer a new tool? Reusing existing tool saves migration time	Bidder to propose ETL tool.
83	5.3.1	Informatica executes ETL workflow for FEAP and P&GS	What about the workflow for the remaining sources shown in the architecture diagram. How are they managed today?	Loading of all source systems are through Teradata specific scripts like Mload/BTEQ.
84	5.3.1		Is there a requirement of CDC for any real time data capture	Not in scope
85	5.3.1		Please share source system details. Purpose and no. of objects being considered in the CDW	Source system integration not in scope
86	5.3.2	FSLDM	Would it be fair to assume that the data model should remain unchanged in the target platform?	Yes
87	5.3.2 Data Model, Page No. 62	We are using Teradata FSLDM 6.0 as Data Model customized for LIC. It is in third normal form.	Do you plan to retain the entire Teradata FSLDM data model (3NF) or would you be open to explore more cost effective semantic based solution as well.	Please refer section 6.1
88	5.3.3	Avg. No of records per day (batch)	1.25 cr records are pumped into how many different tables? What is an avg growth of db on daily basis?	Please refer section 6.1
89	5.3.3	Used Disk Space, Avg. data volume per day(batch) Flat file raw data size	What is the actual size of 20-25 GB worth of flat files when imported into database tables (master, transaction)?	Please refer section 6.1
90	5.3.4 OPERATING SYSTEM Page No. 63	The Operating System on which the Teradata Database 14.10, is SUSE LINUX Enterprise Server 11 SP1 (x86_64).	Please clarify if LIC has got any EULA agreement with any of the Operating System OEM (Red Hat, Suse, Microsoft etc.) and if Bidder can leverage the same for proposed solution.	Bidder to propose all the components of proposed system including any licenses required for the Project period.
91	5.3.5.1	Business Intelligence	In the long term LIC will need a more advanced tool. Can the Bidder propose a new BI/Visualization tool?	Please refer section 6.1
92	5.3.5.1	Canned reports, On-demand refresh reports, Ad-hoc reports, Dashboards	Number of runs each day for these reports. Number of users running report. Are there any caching mechanism in place today for generic reports or each time it hits the database for fetching results?	BI tool out of scope
93	5.3.5.1		Canned reports- Are they being distributed to LIC branches? How?	BI tool out of scope
94	5.3.5.1		Details of reports needed (at least names)	BI tool out of scope
95	5.3.5.1		Is there a need for rationalization of the report list?	BI tool out of scope

Sr. No.	RFP Document Reference(s) (Section & Page Number)	Clause (in brief) of RFP requiring clarification(s)	Brief details/ Query in reference to the clause	Response
96	5.3.5.3	Back-up/Restore	Is there any BCP / DR solution in place considering backup only taken once a week on Sunday?	No Reply
97	5.3.5.3 / page 63	Back-up / Restore	Bidder requests details on whether old tape migration to new set of tapes required or not ?	Proposed backup system should be able to read existing tapes.
98	5.3.5.3 Back-up/Restore Page No. 64	CDW backups/restore is being done through Net vault Tape Library. The tape library has 14 drives that are being managed by 7 servers and a Master BAR (Backup and Restore) Server. At present the complete back-up of CDW takes 5-6 hrs and is done on a weekly basis on Sundays.	Request LIC to provide Server specifications (OEM/Model No.) of these 7 Servers along with the Master BAR Server. Also, request clarification if Bidder can leverage these Servers for the proposed solution	Bidder to propose Backup and restore system as part of proposed solution.
99	5.3.5.3 Back-up/Restore Page No. 64	CDW backups/restore is being done through Net vault Tape Library. The tape library has 14 drives that are being managed by 7 servers and a Master BAR (Backup and Restore) Server. At present the complete back-up of CDW takes 5-6 hrs and is done on a weekly basis on Sundays.	Request LIC to provide Tape Library specifications (OEM/Model No.) and if Bidder can leverage this Tape Library for the proposed solution	Bidder to propose Backup and restore system as part of proposed solution.
100	5.3.6	Software table	What is Oracle being used for?	BO repository
101	5.3.6 / page 63	Existing Software deployed at LIC	Can you please provide more information where Oracle Standard Edition is used and for what purpose and do we need to migrate any data from it?	BO repository. BI not in scope

Sr. No.	RFP Document Reference(s) (Section & Page Number)	Clause (in brief) of RFP requiring clarification(s)	Brief details/ Query in reference to the clause	Response
102	50 & 51 of 115 4.27.2 Termination and reduction for convenience 4.27.3 Termination by LIC for default	4.27.2 Termination and reduction for convenience i. LIC may, at any time, by a prior written notice of 30 days, terminate the contractor reduce the scope of the Services. ii. On receipt of a notice of termination or reduction the Vendor must stop work as specified in the notice; take all available steps to minimize loss resulting from that termination and to protect LIC Material and Contract Material; and continue work on any part of the Services not affected by the notice. iii. If the contract is terminated under the contract, LIC is liable only for payments Services rendered before the effective date of termination; iv. If the scope of the Services is reduced, LIC's liability to pay the Service Charges or to provide LIC Material abates in accordance with the reduction in the Services. v. LIC is not liable to pay compensation under clause iii in an amount which would, in addition to any amounts paid or due, or becoming due, to the Vendor under the contract, exceed the total Service Charges payable under the contract. The Vendor is not entitled to compensation for loss of prospective profits. vi. The systems that are complete and ready for delivery within 30days after the Vendor's receipt of notice of termination shall be accepted by LIC at the Contract terms and prices. For the remaining	Bidder submits that on termination by LIC for any reason whatsoever, LIC shall pay a termination fee to the Bidder for the products supplied under the contract as fully payment is not paid until the end of the contract. The termination fee shall be mentioned as part of the submission depending on the timing of the actual termination this termination fee is primarily to cover the upfront investments made by Vendor for providing Opex Model of billing for this project. Cure period to be incorporated in the termination clause. Bidder proposes that vendor's liability for excess cost for undelivered portion of project will be capped to 10% of annual support value. Related to sub-clause iv and v, where there is a reduction in scope, it will not be possible for proportionate reduction in the cost to be paid by LIC to Vendor as the infrastructure would be deployed upfront for the entire scope and a peacemealing of the same would not be possible during the course of the contract	No change

Sr. No.	RFP Document Reference(s) (Section & Page Number)	Clause (in brief) of RFP requiring clarification(s)	Brief details/ Query in reference to the clause	Response
103	55 of 115 4.31 Performance Gua	The proceeds of the performance guarantee shall be payable to LIC as compensation for any loss resulting from the Vendor's failure to complete its obligations under the Contract. The performance guarantee will be discharged by LIC and returned to the issuing Bank with intimation to the Vendor not later than 60 days following the date of completion of the Vendor's performance obligations including any warranty obligations under the contract. In the event of any contract amendment, the Vendor shall, within seven days of receipt of such amendment, furnish the amendment to the Performance guarantee rendering the same valid for 60 days after the completion of performance obligations including warranty obligations from the completion of the amended Contract period. In the event of any replacement of defective systems during the warranty period, the warranty for the replaced material shall be extended by a further period of 1 year and the Performance Bank Guarantee for proportionate value shall be extended by six months over and above the extended warranty period.	Bidder submits that in the event of any replacement of defective systems during the warranty period, the warranty for the replaced material shall be for the remaining period of warranty as of the original system	No change

Sr. No.	RFP Document Reference(s) (Section & Page Number)	Clause (in brief) of RFP requiring clarification(s)	Brief details/ Query in reference to the clause	Response
104	59 of 115 4.34 Performance Assessment/ Penalties	Penalties: 0.5% of the contract value of the related activity per week of delay or part thereof for the first 8 weeks. Thereafter, the rate of penalty will be 1% of the contract value of the related Phase per week or part thereof. If the penalties are beyond 10% of the contract value then LIC may rescind the Contract and shall be free to get it done from some other source at the risk and cost of the Vendor. The Vendor may be debarred from applying in future assignments. To the extent that a material failure of performance of the obligations attributable solely to an act or omission of LIC causes the Vendor to fail to meet a Milestone Date, the Vendor shall be entitled to a day-for-day extension of the applicable Milestone Date caused as a result of LIC's delay. The Vendor shall pay to LIC the amounts specified in this Section as liquidated damages and not as penalty. Damages payable under this Section shall not exceed ten (10%) percent of the contract value per missed Milestone Date. The Vendor shall pay any amounts due to LIC as liquidated damages hereunder within 60 days of the missed Milestone Date, or, at LIC's option, such amounts may be deducted from all or any portion of the total fees payable pursuant to this Agreement or through encashment of Bank Guarantee. LIC shall notify the Vendor in writing of any claim for liquidated	Bidder submits that the maximum limit of liquidated damages shall be 10% of the Yearly Rental charges for Turnkey CDW System Bidder further submits that where LIC rescinds the Contract and engages other source for getting the balance portion of the Contract, the liability of the Bidder shall be limited to 10% of the undelivered or delayed components value Bidder requests for deletion of the clause as the Liquidated Damages and the Penalties are already covered in other clauses	No change
105	6.1 - Page 65	Table showing Scope of current RFP and reuse of existing component Staging Environment	Looks like this for Production and Staging environment. What about other environments ?	Bidder to propose production environment as per the scope detailed in section 6.1 of RFP
106	6.1 - Page 65	VOLUME OF DATA & performance metrics expected	Please confirm this is volumetric for any further sizing for the contract period?	Projected volumetric provided in the RFP.
107	6.1 / page 65	Existing Software deployed at LIC	Erwin Data Modeler r7.3 is missing in current scope when we compare with 5.3.6 table , Bidder requests confirmation on whether this needs to be added in the scope or not?	FSLDM is not in scope

Sr. No.	RFP Document Reference(s) (Section & Page Number)	Clause (in brief) of RFP requiring clarification(s)	Brief details/ Query in reference to the clause	Response
108	6.1 Page 65	Financial Data Model	Teradata FSLDM is mentioned as continued to exist. If a new DW Database is proposed, is it permitted to use Teradata FSLDM in the new DB?	No Reply
109	6.1 Page 65	Financial Data Model - Teradata FSLDM - Continue existing component	REquest to confirm if the Teradata FSLDM component will be reused. Is it correct to assume that the bidder would require adequate knowledge of the same to be able to effectively utilize the same? As a bidder, do we need to provide CV's of consultants with experience on Teradata FSLDM.	FSLDM is not in scope
110	6.1 Page 65	In ETL/ELT section its mentioned "TD Native scripts/Informatica" to be in scope.	As bidders proposing TD will have significant advantage from ability to reuse the current data jobs and FSLDM, resulting into commercial advantage; How is LIC planning to provide parity to non TD proposing bidders and ensure a level playing field ?	No Reply
111	6.1 Page 65	In ETL/ELT section its mentioned "TD Native scripts/Informatica" to be in scope.	Does this mean its allowed to rewrite the ETL jobs so that the existing TD scripts can replaced with ETL transformations?	Yes, as per the requirements of proposed solution
112	6.1 Page 65	In ETL/ELT section its mentioned "TD Native scripts/Informatica" to be in scope.	Is LIC mandating migration of all TD Native scripts with industry standard ETL?	Yes, as per the requirements of proposed solution
113	6.1 Scope of Work - Introduction, Page No 64	All the systems should be configured with full mirroring.	Is mirroring required for HA? Please provide more details on the used case.	Yes. For High Availability and redundancy.
114	6.1 Scope of Work - Introduction, Page No 65	Table showing Scope of current RFP and reuse of existing component	Do we need to provide solution for In-Scope components only or would LIC be open to explore more cost effective solution with Similar SLAs for other components as well.	In scope only
115	6.1, Page 65	Financial Data Model - Teradata FSLDM - Continue existing component	Is it correct to assume that the Teradata FSLDM component is to be reused ? Is it correct to assume that the bidder would require adequate knowledge of the same to be able to effectively utilize the same? Do we need to provide CV's of consultants with experience on Teradata FSLDM	FSLDM is not in scope
116	6.1; Pg37	Contract Period	Can we request deviations to the payment terms?	Deviations not allowed
117	6.2 - Page 66	The data warehouse solution should be Appliance based and not a software solution running on third-party hardware or commodity server	Do we need to provide on-prem solution?	yes

Sr. No.	RFP Document Reference(s) (Section & Page Number)	Clause (in brief) of RFP requiring clarification(s)	Brief details/ Query in reference to the clause	Response
118	6.2 - Page 66	The system should offer redundancy, have failover and load balancing capabilities. When one node fails, then the workload should be distributed automatically to other available nodes without any user intervention	Do we need to supply the Hardware, Network devices, load balancers etc....?	Complete system for in scope components
119	6.2.1	All the systems should be configured with full mirroring	Do bidders get higher marks if they propose solution with different RAID levels for higher availability for ex 3-Copy mirror	Please refer Annexure XI
120	6.2.1	Bidder has to arrange for training to LIC Officials from OEM supplier	Need information regarding how many personnel needed to be trained	Max 10 officials
121	6.2.1	Datawarehouse system	Any specific reason to restrict to an appliance?	No Reply
122	6.2.1	End of life of products	Some of the existing products like BO XI 4.1 is EOled within the next few years. What does LIC propose to do as data might not be readable from developed. appliance? See screenshot in next tab or this https://answers.sap.com/questions/220163/end-of-support-for-sap-bo-41-sp5.html	BI tool out of scope
123	6.2.1	Proposed solution racks should follow data center standards	Request clarity with respect to the target Datacenter standards in terms of Single phase or 3 phase power requirements	3 phase power
124	6.2.1	Proposed solution should be integrated with existing BI Tool i.e. Business Objects (current version 4.1 SP5)	Is LIC flexible to consider any alternate BI solution?	BI tool out of scope
125	6.2.1	Proposed system should have industry standard workload management system	Please clarify what this means	No Reply
126	6.2.1	Role Based Access Control (RBAC) mechanism	Does LIC have a time based token authentication system or would DBMS based authorisation/authentication system be enough?	DBMS based authentication/authorization should be enough.
127	6.2.1	The data warehouse solution should be based on a shared nothing architecture based on appliance with no single point of failure	Can bidders propose architecture like shared everything architecture which provides similar functionality, availability, performance delivering similar solution with more flexibility	No Reply
128	6.2.1	The data warehouse solution should have a web-based single interface to monitor the complete system and provide a single operational view.	Is is a one-view dashboard for infra, performance of the overall system? Or it intends to be transaction/job level tracking?	Single view dashboard
129	6.2.1	The system should offer redundancy, have failover and load balancing capabilities.	Is HA and LB expected for all components of CDW solution ? (ETL/ELT, CDW, Reporting)	In scope components
130	6.2.1	true integration.	Please clarify what is meant by 'true integration'	No Reply
131	6.2.1 Data warehouse System Page 66 of 115	The system should have capability to support data models that allows bringing together of data from disparate source systems via true integration.	Also specify the various formats involved and mode of transfer of Data i.e. Landing System or FTP Please elaborate.	No Reply

Sr. No.	RFP Document Reference(s) (Section & Page Number)	Clause (in brief) of RFP requiring clarification(s)	Brief details/ Query in reference to the clause	Response
132	6.2.1 Data warehouse System Page No. 67	Bidder has to arrange for training to LIC Officials from OEM supplier. Training should cover all aspects of the proposed data warehouse technology	Kindly confirm if the desktop, projector, furniture etc. for trainees at the training centre will be provided by the LIC Kindly specify infrastructure required for training facility along with specifications	Training infrastructure will be provided by LIC
133	6.2.1 Data warehouse System Page No. 67	Bidder has to arrange for training to LIC Officials from OEM supplier. Training should cover all aspects of the proposed data warehouse technology	Please specify the no. of candidates in a batch for calculation purpose	Max 10 officials
134	6.2.1 Data warehouse System, Page No. 65	Bidder has to propose industry standard Enterprise type Appliance system for Data warehouse	Are you looking for the Appliance base Solutions? Is it required to be on-premise? Can we propose on-cloud solutions?	On premise only
135	6.2.1 Data warehouse System, Page No. 65	Total Queries per Hour (QPH) of 79,000 with following query mix - Simple Queries - 96 % - Medium Queries - 3.5 % - Complex Queries - 0.5 %.	Other than threshold in seconds, are there any formula/Calculation available to define simple, medium & Complex queries	Please refer 1.1 : Query
136	6.2.1 Data warehouse System, Page No. 66	Proposed solution racks should follow data center standards.	Are you really looking for racks based solutions or can be considering on-cloud option?	Rack based On-Premise
137	6.2.1 Data warehouse System, Page No. 66	Proposed solution should be integrated with existing BI Tool i.e. Business Objects (current version 4.1 SP5)	Are there any plan in future to use newer version of Business Objects? Is it mandatory? Are you looking any other options as well? Do you plan to add a semantic layer between proposed DW and BO Reports?	BI tool out of scope
138	6.2.1 Data warehouse System, Page No. 66	Proposed system should have industry standard workload management system, which is capable of handling mixed workloads to maintain SLA's.	Please elaborate the definition of Mixed workloads	No Reply
139	6.2.1 Data warehouse System, Page No. 66	The data warehouse solution should be Appliance based and not a software solution running on third party hardware or commodity servers.	Do you necessarily need an on-premise solution only? Would LIC be open to explore a Fully Vendor Managed cloud based PaaS Solution giving similar SLAs with latest advanced technology and enterprise grade scale out/in capabilities for Data and Compute.	On premise only
140	6.2.1 Data warehouse System, Page No. 66	The data warehouse solution should have a web-based single interface to monitor the complete system and provide a single operational view.	Is a web based solution necessary or can a client based management solution be proposed as well?	No change

Sr. No.	RFP Document Reference(s) (Section & Page Number)	Clause (in brief) of RFP requiring clarification(s)	Brief details/ Query in reference to the clause	Response
141	6.2.1 Data warehouse System, Page No. 66	The proposed system should have intelligent memory feature to handle data based on temperature (very hot, hot, warm & cold). The intelligent memory management should classify data blocks based on their frequency of access and place the most frequently used data in memory and less used data on disk storage.	Terradata Specs - does not qualify other databases.	No Reply
142	6.2.1 Data warehouse System, Page No. 66	The system should have capability to support data models that allows bringing together of data from disparate source systems via true integration.	Please provide the data source systems	FSLDM is not in scope
143	6.2.1 Data warehouse System, Page No. 66	Total concurrent users	Please share detailed concurrency statistics	No Reply
144	6.2.1 Data warehouse System, Page No. 68	Archive & Restore (Tape library and Backup software)	At present you are using Net vault Tape Library - Do you plan to use the same backup solution or can we propose new?	Bidder to propose complete system for in scope components
145	6.2.1 Page 67	The data warehouse appliance should be capable of doing analytics	What are the challenges faced currently in existing Data warehouse? What are the primary reasons for looking into a new solution.	No Reply
146	6.2.1 Page 67	The data warehouse appliance should be capable of doing analytics	Are you looking for an appliance other than Teradata.	No Reply
147	6.2.1, Page 65	Bidder has to propose industry standard Enterprise type Appliance system for Data warehouse which will meet the requirements mentioned above for Year 5.	Request LIC to please confirm the definition of an appliance. Our understanding of an appliance is : "The appliance is a pre-engineered system (having CPU, memory, OS, storage and high-speed network) that runs a database environment; the combination is tuned and optimized from top to bottom to run typical queries very efficiently and generally shipped and supported by single OEM." Request you to please confirm our understanding.	No Reply

Sr. No.	RFP Document Reference(s) (Section & Page Number)	Clause (in brief) of RFP requiring clarification(s)	Brief details/ Query in reference to the clause	Response
148	6.2.1, Page 65	Proposed system should not be end-of-life system as on the date of bid submission and OEM support should be available during the contract period of five years from date of go live. If the OEM support expires before the period of 5 years, the bidder shall be required to replace the system with a new one before such expiry deadline without any additional cost to LIC including any freight, taxes, migration or any other related expenses and the new system should have support for the remaining period of contract term.	In case of expiry of OEM support for the mentioned appliance, is it expected to upgrade the appliance to newer version or will LIC expect to implement new Database Appliance with implication of fresh Licensing Model? Do SI have to consider Cost of 5 year OEM AMC support?	No Reply
149	6.2.1, Page 65	Technical specifications defined in section 6.2.1	Is it correct to assume that all requirements specified in 6.2.1 are mandatory and no deviations are allowed?	No Reply
150	6.2.1, Page 66	Bidder has to arrange for training to LIC Officials from OEM supplier. Training should cover all aspects of the proposed data warehouse technology including but not limited to - Basic configuration - Database Administration - Tools and utilities - Any other training required for smooth functioning of Data Warehouse	Please clarify if the training should also include ETL Administration and Scheduling. Please also clarify if any other training from the Bidder is to be provided, especially around the overall solution implementation aspects.	Training related to All In scope components
151	6.2.1, Page 66	Bidder has to arrange for training to LIC Officials from OEM supplier. Training should cover all aspects of the proposed data warehouse technology including but not limited to - Basic configuration - Database Administration - Tools and utilities - Any other training required for smooth functioning of Data Warehouse	Please clarify if the training should also include ETL Administration and Scheduling. Please also clarify if any other training from the Bidder is to be provided, especially around the overall solution implementation aspects. Is there a expectation of extensive Technical Training or Handover training for implemented Data Warehouse solution?	Training related to All In scope components
152	6.2.1, page 66	Proposed system should have industry standard workload management system, which is capable of handling mixed workloads to maintain SLA's.	A Datawarehouse system's workload manager is expected to provide consistent query response times irrespective of load on the system. Can this be assumed to be the requirement, implying a mature ability to handle mixed workloads.	No Reply

Sr. No.	RFP Document Reference(s) (Section & Page Number)	Clause (in brief) of RFP requiring clarification(s)	Brief details/ Query in reference to the clause	Response
153	6.2.1, page 66	Proposed system should have industry standard workload management system, which is capable of handling mixed workloads to maintain SLA's.	Request LIC to confirm - Is it right to assume that the Workload manager should be dynamic and capable of restricting or increasing resource availability during execution of queries, based on behavior of queries. A query which enters the system with a certain priority, but does not complete within its stipulated timeline, should have its priority decreased and resource allocation reduced.	No Reply
154	6.2.1, page 66	The data warehouse solution should be Appliance based and not a software solution running on third party hardware or commodity servers.	Is it right to state that the appliance be expected to be stable even when operating at close to 100% utilization and the system should have the capability to maximize all resources to the fullest and be able to leverage all available resources to cater to mixed workloads efficiently.	No Reply
155	6.2.1, page 66	The system should offer redundancy, have failover and load balancing capabilities. When one node fails, then the workload should be distributed automatically to other available nodes without any user intervention	Request LIC to confirm - In case of node failure, the system should function without end-user performance getting affected?	No Reply
156	6.2.1, page 66	The system should offer redundancy, have failover and load balancing capabilities. When one node fails, then the workload should be distributed automatically to other available nodes without any user intervention	Request LIC to confirm - Is it right to interpret this as the appliance should have adequate redundancy to handle all single points of failure?	No Reply
157	6.2.1, page#6	Proposed solution should be integrated with existing BI Tool i.e. Business Objects (current version 4.1 SP5)	Is there expectation to have Business Objects skillset to develop new reports post implementation and migration of data to new environment?	BI tool out of scope
158	6.2.1/Page 65	Datawarehouse System, QPH split, Simple Queries	Bidder requests details on whether Medium and Complex queries are run by system process or users? And how many system process runs in parallelly per hour?	Refer section 6.2.1
159	6.2.1/Page 65	Datawarehouse System, QPH split, Simple Queries	Bidder requests to specify how many tables are queried for 'simple queries' what is approximate size of these tables ?	Please refer 1.1 : Query
160	6.2.2	CDW is receiving daily data in flat file format from 3000+ units of LIC.	Any plans of making the feeds to EDW more frequent instead of once a day model?	Not in current scope
161	6.2.2	Data migration	All in-flight code changes for data will be frozen at the start of migration. Please confirm	Bidder to propose migration plan
162	6.2.2	Data migration	IBM would propose additional tools for data verification and validation to automate/speed up	Bidder to propose
163	6.2.2 - Page 67	Data Migration	Is data cleansing and validation in scope or bidder needs to migrate as is data?	Bidder to propose
164	6.2.2 - Page 67	Data Migration	What is volume of data that needs to be migrated with breakup ?	Refer section 6.2.2

Sr. No.	RFP Document Reference(s) (Section & Page Number)	Clause (in brief) of RFP requiring clarification(s)	Brief details/ Query in reference to the clause	Response
165	6.2.2 - Page 68	Data from landing table is loaded applying data quality rules	Is data quality (cleansing and validation check) going to be a onetime data cleansing effort for data migration or are we required to do this periodically?	This should be part of ETL activity
166	6.2.2 - Page 68	Data from landing table is loaded applying data quality rules	Currently is there any proactive monitoring mechanism for capturing the data exceptions and quality of current data?	Yes
167	6.2.2 - Page 68	Data from landing table is loaded applying data quality rules	Is there a requirement for a real-time/near real-time or post facto data cleansing?	This should be part of ETL activity
168	6.2.2 - Page 68	Data from landing table is loaded applying data quality rules	What are the key data quality issues in existing system	No Reply
169	6.2.2 - Page 68	To provide tools and software necessary to migrate data from Teradata to new EDW appliance	Is the existing data completely structured one or are there any migration of data for unstructured and semi structured data?	only structured data
170	6.2.2 - Page 68	To provide tools and software necessary to migrate data from Teradata to new EDW appliance	SI assumes that all the source system applications will be able to provide the data in readable format to be loaded into the staging platform.	LIC will provide data in flat file format.
171	6.2.2 Page 67	Data Migration : Three steps are mentioned in the present data loading process. 1. Landing 2. Staging 3. CDW	1. Landing: Can we replace this process with ELT transformation ? 2. Can we replace Data Quality native rules with a new Data Quality Job? 3. Can the Source to Target mapping using native scripts inside the DW layer be replaces by the ETL transformations?	Bidder to propose
172	6.2.2 Page 67	To publish post migration analysis of data migrated	What is expected in the post migration analysis?	Migration stats
173	6.2.2 page 67	To write scripts for migration of data and reconciliation of data loaded.	These refer to the one-time data migration scripts that have to be written, and delivered in 60 days from the date of PO (as mentioned in section#7). Is this understanding correct?	No Reply

Sr. No.	RFP Document Reference(s) (Section & Page Number)	Clause (in brief) of RFP requiring clarification(s)	Brief details/ Query in reference to the clause	Response
174	6.2.2 page#67	The scope of migration will include, but not limited to: 1. To design data mapping from existing System to new System. 2. To define proper data migration plan. 3. To identify and analyze the data to be migrated. 4. To provide tools and software necessary to migrate data from Teradata to proposed database. 5. To write scripts for migration of data and reconciliation of data loaded. 6. To do User Acceptance Test 7. To Migrate all data 8. To publish post migration analysis of data migrated. 9. To document each and every step of data migration. 10. To provide detailed report of migration giving details of data migrated, error records etc. which will help LIC to reconcile the data available in old system and new system.	Is there any expectation to enhance existing Design /address new data source requirements / clean up unwanted data / Data Cleansing during migration to new system or will it be AS-IS migration?	No Reply
175	6.2.2, Page 67	Data Migration	Since it's the most important phase of the project to ensure the data migration is seamless, its important to ascertain prior experience of the vendor where they have migrated data from Teradata to the proposed solution. Hence request if LIC can review and ask for a project sign off document on at least 1 project implemented in the past where they have migrated data succesfully from Teradata to the proposed solution	No Reply
176	6.2.3	ELT/ETL	The section conflates data loading with migration(one time activity). The RFP requests for data migration while 6.2.3. seems to address daily ETL. Will this be out of scope for migration?	One-time Migration and daily ETL is in Scope of this RFP.
177	6.2.3	ETL / ELT	If real-time data is required, which are the source systems it should extract data from?	Not in current scope
178	6.2.3	ETL / ELT	Is there a need to integrate data from a source system on real-time basis?	Not in current scope

Sr. No.	RFP Document Reference(s) (Section & Page Number)	Clause (in brief) of RFP requiring clarification(s)	Brief details/ Query in reference to the clause	Response
179	6.2.3	ETL / ELT	It is mentioned that "Data extraction at Source system will be managed by LIC and flat file data will be available at centralized staging server for ETL/ELT process". Apart from flat files, are there no other data access modes (such as RDBMS tables, web services, APIs, Flat files etc.) in which data is to be accessed from the source systems?	Currently No other additional modes
180	6.2.3 - Page 69	Extract data for de-duplication purpose	How is the deduplication been done. Does it use BTEQ scripts or uses Informatica	Deduplication out of scope
181	6.2.3 Page 67	Loading is scheduled by Informatica server.	What will be the new scheduling server if Informatica is replaced? Will the scheduling of the new proposed ETL tool be acceptable? Is there any other integration for the schuling required?	Bidder to propose system for all in scope components
182	6.2.3 Page 68	Detailed documentation should be done for each a	Documentation should cover the scripts which are run as part of the ETL job in native teradata / New DB scripts?	No Reply
183	6.2.3 Page 68	ETL	Its mentioned that Developing and testing loading scripts to load data from is part of scope. Do we need to consider non-production systems like DEV/Qulaity/ Test?	Only production environment
184	6.2.3 Page 68	Extract data for de-duplication purpose	Currently de-dupe is happening in Informatica. With the new ETL being proposed, is it allowed to replace the de-duplication software and job?	Deduplication out of scope
185	6.2.3 Page 68	Staging database to Target database (3NF FSLDM o	This refers to query on Point 2, if its permitted to use Teradata FSLDM with new DB?	Yes. Existing FSLDM shall continue for the new setup also.
186	6.2.3 page 68	The scope of ETL/ELT will include, but not limited to: Developing and testing loading scripts to load data from o flat files to Landing database o Landing database to Staging database (after applying DQ rules) o Staging database to Target database (3NF FSLDM data model) o Target database to Reporting database (Normalized structure for reporting) o Extract data for de-duplication purpose o Extract data for sharing the same to ODS o Any other requirement within project period as per needs.	Do these loading scripts will have to mimic the existing 3000 odd scripts running on Teradata, as mentioned in section 5.3.1? These scripts have to be developed, tested and delivered by 75 days from the date of PO - is this understanding correct?	No Reply
187	6.2.3 page#68	Detailed training should be arranged for LIC officials through OEM, Training should enable LIC officials to develop and manage ETL jobs.	Is Technical Product training expected here or it will be walkthrough of current ETL Design to address the requirements?	No Reply

Sr. No.	RFP Document Reference(s) (Section & Page Number)	Clause (in brief) of RFP requiring clarification(s)	Brief details/ Query in reference to the clause	Response
188	6.2.3, page#6	Data extraction at Source system will be managed by LIC and flat file data will be available at centralized staging server for ETL/ELT process.	Is it correct to assume that the target FSLDM based model as well as the Reporting layer should not change and the reports should run without any modifications?	Yes
189	6.2.4 / page 68	ARCHIVE & RESTORE SOLUTION	Bidder requests details on whether the proposed Backup & Archive solution should have capability to read Net Vault Tape library medias (LTO5 & LTO6) ?	Please refer section 6.2.4
190	6.2.4 / Page 68	Archive and Restore Solution, capability to read existing media with LIC (LTO5 LTO 6)	Bidder understands that this is only intended for data migration purpose. Once the new system is fully migrated a fresh backup will be taken on new infrastructure. Please clarify if this understanding is correct and bidder is not required to keep providing capability of reading of old media once new system is commissioned.	Yes
191	6.2.4 / page 69	UAT for Archive & Restore will be comprise the following	Bidder requests more information on Reconciliation of the data restored for small (<100GB) and large (>500GB) table and what are the reconciliation you want to run , except the number of records?	Bidder to propose
192	6.2.4 Archive & Restore Solution, Page No. 68	archival and restore system shall be single system for archival and restore	Is it mandatory? On-premise or on-cloud	On premise Appliance system
193	6.2.4 Archive & Restore Solution, Page No. 68	Backups from different database instances like MySQL, Teradata, Oracle etc.	Do you need a single tool to take the backups from different database technologies? Can we use multiple tools for backups?	Bidder to propose
194	6.2.4 Archive & Restore Solution, Page No. 68	Backups from other sources	Can you please explain what are these other sources?	Other out of scope components mentioned in RFP
195	6.2.4 Archive & Restore Solution, Page No. 68	Be compatible with multiple OS including Linux, Windows, Solaris, HP UX etc.	Do you need a single tool to take the backups from multiple OS? Can we use multiple tools for backups?	Bidder to propose

Sr. No.	RFP Document Reference(s) (Section & Page Number)	Clause (in brief) of RFP requiring clarification(s)	Brief details/ Query in reference to the clause	Response
196	6.2.4 Archive & Restore Solution, Page No. 68	The vender has to provide capability to read existing media with LIC (LTO5 and LTO6).	What are these media used for? What is LTO5 & LTO6?	No Reply
197	6.2.4 Archive & Restore Solution, Page No. 68	The vender to propose an appropriate backup solution that meets the SLA's as mentioned below	Can we use on-cloud services/solutions?	No Reply
198	6.2.5	day-to-day operational activities including performance monitoring,	Role seems to conflate std DBMS activity versus support required to manage the migration completion to production and warranty? Migration requires DBMS support till all data is loaded and signed off by LIC while the role description is more appropriate of DBA for daily support	No Reply
199	6.2.5	The resources for onsite implementation Should be permanent employee and on the rolls for a min of 1 year	Which specific roles is this requirement for? It would be difficult to have all junior resource on permanent rolls for at least 1 year. Can the team be a mix of permanent employees and contractors for the onsite team?	No change
200	6.2.5		Can this engagement be delivered in an onsite-offshore model wherein key roles will be onsite and other roles will be offshore	No change
201	6.2.5 - Page 69	Extract data for sharing the same to ODS	Are there existing licences with Informatica ETL to handle extraction process or new tool and licences to be procured?	Bidder to propose complete system for in scope components
202	6.2.5 - Page 69	Extract data for sharing the same to ODS	What are the requirements for ODS?	Data extraction from CDW to ODS
203	6.2.5 - Page 69	Onsite Support	Are there any SLA for support activities?	No Reply
204	6.2.5 - Page 69	Onsite Support	Do we need to provide DWH support for 5 years?	Guaranteed for 250 days during First Year Post GO Live and per day use basis for subsequent years
205	6.2.5 - Page 69	Onsite Support	Helpdesk and Helpdesk tool will be provided by LIC or the bidder needs to factor in?	No Reply
206	6.2.5 - Page 69	Onsite Support	What is the support window required for this support?	Please refer 6.2.5 : other conditions
207	6.2.5 - Page 69	Reconciliation mechanism required	Apart from source and target count match any other specific reconciliation mechanism to be considered, please list them	No Reply
208	6.2.5 / Page 69	Onsite Support	Requeust LIC to specify number of resoruces required for day to day activities and number of shifts required	Bidder to propose as per requirements mentioned in RFP

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209	6.2.5 / Page 70	Other conditions, bullet no. 2	Regeust LIC to relax replacement of resource from 2 days to 1 month with prior notice	No change
210	7.1 Page 72	Penalty will be applicable as mentioned in clause 4.14.3.	We cant find penalty details in clause 4.14.3. Please suggest the clause to be referred to.	Please refer corrigendum Dated 21.03.2018
211	7.1 page#71	PENALTIES FOR NOT MEETING THE TIME SCHEDULES	How will the Penalty clause applicable in case of Change in Scope / unavailability of LIC personnel to address queries / requirements as per the Plan?	No Reply
212	7.2 / Page 70	Point no 4 / Archive and Restore Solution	Regeust LIC to relook into the SLA for backup and restore	No change
213	7.2 / Page 70	Point no. 2/ Query Response time Measurement	Request LIC to specify how and under which conditions the query response time will be measured.	Please refer 7.2.2
214	7.2 page 71	Query Response Time at any time(including ETL Loading) during the project period should be: Simple Query : 10 Seconds Medium Query : 90 Seconds Complex Query : 180 Seconds The test will be done at any time within six months or before payment of half yearly rental charges.	Will LIC provide representative queries in each of the categories?	Yes
215	7.2 Page 71	SLA - Query Response Time	Request LIC to consider follwing penalty 0.25% of the Annual Rental Charges for every breach of SLA subject to a cap of maximum 5%.	No change
216	7.2 Page 71	SLA - System Uptime for all Components and services of this RFP	Request LIC to consider following penalty 0.5% of the Annual Rental Charges per day subject to a cap of maximum 5% for each half year.	No change
217	7.2 Page 71	System Uptime for all Components and services of	Is uptime for ETL is also expected at 98%? Do we need to propose HA for ETL?	Yes
218	7.2 Page 72	End-to-end ELT batch-mode (From flat file till reporting layer) should be completed within a maximum window of six hours.	Should we consider the growth till Year 5 and size the H/W and S/W licenses to meet the six hour window of loading by ETL f?	Yes
219	7.2 Page 72	SLA - Archive and Restore Solution	REquest LIC to consider following penalty First breach of SLA -0.25 % of the Annual Rental Charges of project will be charged as penalties. Second Breach onwards of SLA - 0.50 % of the Annual Rental Charges of the project will be charged as penalties for every instance subject to maximum 1% of Contract Value of project for each half year.	No change

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220	7.2 Page 72	SLA - ELT	Request LIC to consider following penalty 0.25% of the Annual Rental Charges per day subject to a cap of maximum 5% for each half year	No change
221	7.2. row 3	End-to-end ELT batch-mode (From flat file till reporting layer) should be completed within a maximum window of six hours.	This is limited to the migration or the existing scripts that do data load on a daily basis. For a migration, what is this SLA representative of?	This is for Daily ETL load
222	7.2; Pg 71	Service level Penalty	1. Bidder request capping of the operational Penalty to 10% of the monthly price	No change
223	8 page#73	Role of OEM 1. Being committed to the success of the project and take ownership during the actual implementation. The vendor shall also ensure requisite support from the OEM for various aspects of project including configuration, customization, sizing, performance tuning and implementation support. The Vendor shall assess the requirement of professional services from OEMs for all components of the solution, and provision for requisite support from OEMs 2. Provision of qualified personnel to ensure highest standards during implementation and support phases 3. OEM's involvement should be minimum 20 percent of the total effort being proposed by the SI. Adequate participation from key OEM's is required during design, development and implementation phases 4. To provide Back Lined support for the system provided as part of this RFP 5. To provide training to LIC officials	Will Training be responsibility of SI or OEM only?	SI to arrange training through OEM
224	Additional Hardware	Clause not present in RFP	Notwithstanding anything to the contrary in the RFP, any requirement by Purchaser of any additional Hardware under the Agreement shall be provided by the Successful Bidder at an additional cost to Purchaser and the same shall be done through a Change Order.	No Change

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225	Annexure - IX – Conformity with Technical Requirements Page 90	ELT tool support real time data load and transformation	If CDC solution is in place then please list the physical table counts/source files count for the sources that needs real time feed	No current requirement, but tool should support
226	Annexure IX page 90	List the references that can be referenced where bidder has done Data Migration from Teradata 14 to the proposed solution.	How many such references are mandatory for the vendor to provide where Teradata Appliance with version 14 has been migrated to the proposed platform, including the time it took for the migration to complete. Can LIC share a format to provide this reference ?	Only the number of migrations done by OEM/SI to be mentioned.
227	Annexure IX, B - 36, Page 90	Detailed Data Migration Plan	As part of the project plan, does the migration plan include a parallel run where the vendor needs to demonstrate both systems running in parallel before the Go Live.	No Reply
228	Change Order	Clause not present in RFP	Either party may request a change order ("Change Order") in the event of actual or anticipated change(s) to the agreed scope, Services, Deliverables, schedule, or any other aspect of the Statement of Work/Purchase Order. Bidder will prepare a Change Order reflecting the proposed changes, including the impact on the Deliverables, schedule, and fee. In the absence of a signed Change Order, Bidder shall not be bound to perform any additional services.	No Reply
229	Deemed Acceptance	Clause not present in RFP	Products/Services and/or deliverables shall be deemed to be fully and finally accepted by Customer in the event when Customer has not submitted its acceptance or rejection response in writing to Bidder within 15 days from the date of installation/commissioning or when Customer uses the Deliverable in its business, whichever occurs earlier. Parties agree that Bidder shall have 15 days time to correct in case of any rejection by Customer.	No Reply
230	ERV	Clause not present in RFP	"It is agreed that the price quoted is arrived at based on the exchange rate of 1 USD = INR ____ ("Base Exchange Rate"). In the event the Base Exchange Rate either increases or decreases by percentage points greater than two per cent [2%], the prices shall be charged as per the then current exchange rate."	No Reply
231	General	Training	How many sessions are required for training and for many users along with the location list please?	Max 10 officials, at Mumbai
232	General		Are there any DR and HA requirements - if so, please specify	Only production environment
233	General		How many environments are to be created apart from Production - Eg: Development, Testing, Training?	Only production environment

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234	General		Would you consider Big Data technology for replacement of your current appliance based DW setup?	No Reply
235	Intellectual Property	Clause not present in RFP	No intellectual property rights of any nature shall be transferred from one party to the other in the course of performing any obligations or otherwise under this agreement. For the avoidance of doubt, Bidder may use certain tools, processes or methodologies of its own in performing the Services. Ownership of all intellectual property rights and any other rights in these shall vest with Bidder, and no rights shall be deemed to have accrued to the Customer.	No Reply
236	NA	NA	Warranty provided after go-live will be subject to following terms. Bidder seeks inclusion of this in the agreement. 1. Bidder will only warrant that the system will function as per the specifications and requirements agreed under the Agreement. 2. Bidder will rectify any defects free of costs, provided the defects are not due to reasons not attributable to the bidder, e.g., if the system is not used in a manner and for purpose as agreed the agreement, it is combined with other system, if there are any unauthorized modifications, if there is any productive use of the system before the go-live period. 3. Warranties related to any third party software and hardware will be as per the warranty terms of the original OEM. 4. Rectification plan will be mutually agreed between the parties.	No change
237	Non Hire Clause	Clause not present in RFP	Customer acknowledges that personnel to be provided by Bidder represent a significant investment in recruitment and training, the loss of which would be detrimental to Bidder's business. In consideration of the foregoing, Customer agrees that for the term of this Agreement and for a period of one year thereafter, Customer will not directly or indirectly, recruit, hire, employ, engage, or discuss employment with any Bidder employee, or induce any such individual to leave the employ of Bidder. For purposes of this clause, a Bidder employee means any employee or person who has who has been involved in providing services under this Agreement.	No Reply
238	Page of 115	Confidentiality	Breach of NDA will lead to forfeiture of PBG and blacklisting. It is requested that this clause be amended and references to forfeiture of PBG and blacklisting be removed.	No change

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239	Page 112, Annexure – XII : STATEMENT OF UNDERTAKING FROM OEM	2. On conclusion of the RFP process, as per OEMs Support agreement with LIC, we hereby confirm that we would treat Corporation as a preferred customer and that resolution of all problems and issues reported to us in fulfillment of the abovementioned Bid would be undertaken by us on priority basis. 11. We also confirm that in the event of Corporation deciding, at any time during the term of contract under this Bid, to re-locate the product(s) / setup, we will provide necessary assistance to Corporation to relocate the Equipment without any financial liability to Corporation.	2 - Will there be a support agreement between LIC and OEM? Please confirm this. 11 - we request deletion of this.	No change
240	Page 12 of 115 2.3 Terms and Conditions	This RFP document along with its Annexures/Appendices/ clarifications/addenda/corrigenda states the terms and conditions of this RFP. 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 and these will be contractually binding on the bidders. All these terms and conditions and the contents of the RFP along with the Annexures/Appendices/ clarifications/addenda/corrigenda issued will form the part of the purchase orders and any resulting contracts with the vendor/s from time to time as an outcome of this RFP Process.	Bidder requests that modifications to the terms and conditions of this RFP shall be allowed to be submitted which may be discussed at the time of contract finalization with the downselected Bidder	Deviations not allowed

Sr. No.	RFP Document Reference(s) (Section & Page Number)	Clause (in brief) of RFP requiring clarification(s)	Brief details/ Query in reference to the clause	Response
241	Page 13, Section 2.3 (No Deviations)	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 and these will be contractually binding on the bidders. All these terms and conditions and the contents of the RFP along with the Annexures/Appendices/clarifications/addenda/corrigenda issued will form the part of the purchase orders and any resulting contracts with the vendor/s from time to time as an outcome of this RFP Process.	Bidder requests that certain deviations to the contract terms be permitted and the contract to be signed between LIC and Bidder should be a mutually acceptable agreement. A statement of work detailing the scope of work and incorporating the terms of Bidder's proposal be agreed between the parties. We submit that the response to RFP shall be deemed acceptance of the RFP terms except for such specific sections against which deviations are proposed by Bidder. Kindly confirm acceptance of this intent.	Deviations not allowed
242	Page 15, Section 2.8(f)(iv)	iv. The Bidder makes any statement or encloses any form which turns out to be false/incorrect at any time prior to signing of Contract;	Please clarify that the EMD will not be forfeited only in events of fraudulent act of the Bidder.	No change
243	Page 16 (Activity Schedule)	Last Date of bid submission	Request for minimum 2 weeks extension on bid submission date	No change
244	Page 22, Section 2.13.4	Any request for the change in the terms and conditions of the RFP document, will not be accepted.		No change
245	Page 22, Section 2.14.2	The bid and all the supporting documents submitted by the bidders shall be the property of LIC.	Bidder submits that all IPR in any documents submitted by the bidder will remain with the bidder. LIC shall make use of the documents to the extent required to process the RFP and treat information provided by the Bidder as confidential. Kindly confirm that this intent is agreeable.	No change
246	Page 25 of 115 2.21.1 Online Reverse Auction	d) The commercial figure (Yearly rental charge) quoted will be an all-inclusive figure inclusive of hardware, software and services for CDW implementation, onsite support cost, out of pocket expenses, traveling, boarding, permits, lodging, local tax, charges, duties, fees, levies, any regulatory/Government charges and all taxes except Service tax for project period. Vendors will be entirely responsible for all other taxes, duties, license fees, road permits, transit insurance etc. for entire project period.	Bidder submits that the commercial figure (Yearly rental charges) quoted be exclusive of taxes as GST is enacted by Government of India	No change

Sr. No.	RFP Document Reference(s) (Section & Page Number)	Clause (in brief) of RFP requiring clarification(s)	Brief details/ Query in reference to the clause	Response
247	Page 28 of 115 2.25.1 Performance Guarantee	2.25.1 Performance Guarantee The selected bidder will provide a Performance Bank Guarantee, within 10 days from the Notification of award, for an amount equivalent to 20% of the Yearly Rental charges. The Bank Guarantee should be as per the format given as Annexure II- Bank Guarantee and should be executed by a Nationalized or Scheduled bank acceptable to LIC and having Branches in Mumbai. Performance Guarantee should be valid for a period of five years from the date of Contract. The selected bidder shall be responsible for extending the validity date and claim period of the Performance Guarantee as and when it is due on account of extension of contract period. In case the selected bidder fails to submit performance guarantee within the time stipulated, LIC at its discretion, may cancel the notification placed on the selected bidder without giving any notice. LIC shall invoke the performance guarantee in case the Vendor fails to discharge its contractual obligations during the contract period or LIC incurs any loss due to Vendor's negligence in carrying out the project implementation as per the agreed terms & conditions.	Bidder submits that the Performance Bank Guarantee will be provided within 21 days from the date of signing of the Contract for an amount equivalent to 10% of the total Contract Value (i.e., Yearly Rental Charges) We further submit that the Performance Guarantee shall be valid for a period of 12 months from the date of Contract which shall be renewed at the end of each contract year Bidder requests that LIC shall provide a cure period of 30 days for rectifying the failure in discharging its contractual obligations before invoking the performance guarantee and where the performance guarantee is invoked by LIC for recovering the losses incurred due to Vendor's negligence in carrying out the project implementation as per the agreed terms & conditions, such recovered amount shall be subject to the Limitation of Liability as per clause 4.17	No change

Sr. No.	RFP Document Reference(s) (Section & Page Number)	Clause (in brief) of RFP requiring clarification(s)	Brief details/ Query in reference to the clause	Response
248	Page 28, Section 2..22.2 (Resources)	LIC expects to negotiate a Contract on the basis of the Professional staff named in the Bid. Before contract negotiations, LIC will require assurances that the Professional staff will be actually available. LIC will not consider substitutions during contract negotiations unless both parties agree that undue delay in the selection process makes such substitution unavoidable or for reasons such as death or medical incapacity. If this is not the case and if it is established that Professional staff were offered in the proposal without confirming their availability, the Bidder may be disqualified.	Bidders seeks to relax this provision as it is difficult and reasonably not possible for the bidder to confirm that resources named in the bid will available or deployed for the project, due to long processes and timelines of the supplier selection process. Bidder however confirms that all resources deployed will be of the same skill sets, experience and qualifications as of the resources named in the proposal document.	No change
249	Page 28, Section 2.22.1 (SOW)	LIC and the Bidder will finalize the Terms of Reference, staffing schedule, work schedule, logistics and reporting. These documents will then be incorporated in the Contract as “Description of Services”.	Bidder seeks clarification that all this will become part of the SOW as proposed above.	No change
250	Page 29, Section 2..25.1 (PBG)	LIC shall invoke the performance guarantee in case the Vendor fails to discharge its contractual obligations during the contract period or LIC incurs any loss due to Vendor’s negligence in carrying out the project implementation as per the agreed terms & conditions.	Bidder seeks clarification that PBG will be called upon only in the events of material breach of the contract and Bidder requests that a notice of 30 days to cure such breaches is given by LIC before claims are made from the PBG. LIC shall have the right to invoke the PBG in case bidder fails to cure the breach within such cure period. Kindly confirm that this intent is agreeable.	No change
251	Page 34 of 115 4.5.5 Subcontracting	The Vendor will not be allowed to subcontract without written consent of LIC.	Bidder requests to allow for subcontracting of part of the scope of work	No change
252	Page 34, Section 4.5.1 (indemnities)	vi. The Vendor will abide by the job safety measures prevalent in India and will free LIC from all demands or responsibilities arising from accidents or loss of life, the cause of which is the Vendor’s negligence. The Vendor will pay all indemnities arising from such incidents and will not hold LIC responsible or obligated;	Job safety measure are different for different industry. Bidder is responsible to sure measures that are required to be taken by the regulations and law applicable to its industry only. Please clarify that this is the intent of LIC. Indemnity is subject to the indemnity provision of the agreement. Please confirm that this understanding is correct.	Yes

Sr. No.	RFP Document Reference(s) (Section & Page Number)	Clause (in brief) of RFP requiring clarification(s)	Brief details/ Query in reference to the clause	Response
253	Page 34, Section 4.5.1 (standards)	ii. In accordance with relevant Indian industry standards, good industry practice and guidelines or where none apply, relevant international industry standards, best practice and guidelines;	Indian industry standards, good industry practice and guidelines or where none apply, relevant international industry standards - these terms are general in nature and do not indicate the exact obligation of the bidder. Please clarify what standards are expected out of the bidder. Making reference to specific standards will remove all ambiguity.	No Reply
254	page 36, Section 4.7.1 and 4.7.2 and 4.7.3 (Variations)	LIC reserves the right to initiate any change in the scope of contract. Any change in the general scope will be informed to the vendor in writing.	Bidder seeks clarification as to what is meant by general scope? No change to the contract can be unilaterally made. Kindly confirm that all changes will be mutually agreed between the parties.	Yes
255	Page 37, Section 4.10 (Performance Assessment)	Each element of the Services is subject to assessment by LIC against the relevant Performance Criteria. Entire section	Please clarify what is the intent and purpose of this assessment and how and when this will be performed. RFP does not contain any other details of this. Does this mean the assessment of adherence to the SLs as indicated in the agreement? Each milestone will have an agreed acceptance tests and criteria and agreed procedure will be followed for acceptance. once the product is accepted, there is a warranty period of 3 months and any defects will be corrected during that period. During support period, SLAs will be monitored. So what is the purpose of this assessment?	No Reply

Sr. No.	RFP Document Reference(s) (Section & Page Number)	Clause (in brief) of RFP requiring clarification(s)	Brief details/ Query in reference to the clause	Response
256	Page 38 & 39 of 115 4.14 Terms of Payment to Vendor	4.14 Terms of Payment to Vendor The system would be kept under close monitoring for three months from date of GO LIVE. One time Migration charge and First Half Yearly rental charges will be paid to the vendor thereafter. 1. Remaining Rental charges as finalized in commercial evaluation and mentioned in Purchase order, will be paid to the vendor on half yearly basis to vendor, in advance after complying with periodic SLA as mentioned in the RFP. 2. First Half yearly charges will be paid to the vendor after three months of GO LIVE. 3. Yearly Onsite Support charges will be paid on Pay per day Usage basis. The payment will be made for per day basis. Per day cost will be arrived, considering 250 days per year. I.e. Per day cost = Yearly Onsite Support charge / 250. The yearly onsite charges are guaranteed for the first year of the implementation for 250 days. For the subsequent years, the Onsite Support Charges shall be paid as per day usage basis with Per Day Cost. 4. LIC reserves the right to temporarily withhold payment and impose penalty, if it is not satisfied with progress made during that period or if there is delay in activity timelines. 5. LIC shall make payments in Indian Rupees (INR) on receipt of invoice, after deduction of penalties and applicable taxes at source from the agreed	Bidder requests clarification as to how the SLA compliance would be possible when the payment will be made Half Yearly in advance Bidder submits that the right to temporarily withhold payment shall be deleted as there is no invoice which will be raised for the first half year as per sub-clause 3 and from second half year onwards as it is only support there will not be any activity which can be delayed, further we submit that no payment shall be withheld which is related to the work already completed by the Bidder Bidder submits that Payment related objections shall be allowed to be raised upto 180 days from the date of release of payment Bidder requests for deletion of sub-clause 8 as the vendor if couldn't identify the short recovery of taxes, cess etc at source will be penalized without any default on the part of Bidder and further for such short recovery Bidder shall not be liable for any interest and penalties levied by Income Tax Dept. for no fault of Bidder	No change
257	Page 38, Section 14.2 (IPR)	4.12.2 - With respect to software computer programs and/ or source codes first developed for LIC, all the work shall be considered property of LIC, and not that of the Bidder or subcontractor and LIC shall have full and complete ownership of all software computer programs, documentation and/or source codes developed.	Bidder submits that only software, deliverables and documents and information that is exclusively created for LIC will be owned by LIC, if it is mutually agreed between the parties in writing. No IPR in software or deliverables developed during the course of the agreement will vest in LIC, except as stated above.	No change

Sr. No.	RFP Document Reference(s) (Section & Page Number)	Clause (in brief) of RFP requiring clarification(s)	Brief details/ Query in reference to the clause	Response
258	Page 38, Section 14.3 and 14.4 (IPR)	The Vendor must have ownership or obtain all necessary copyright and other Intellectual Property Right permissions before making any Third Party Material available as <u>Auxiliary Material</u> for the purpose of performance of services under this RFP and resulting contract. LIC ownership of Intellectual Property Rights in Contract Material i. All Intellectual Property Rights in the <u>Contract Material</u> shall vest in LIC; ii. to the extent that LIC needs to use any of the Auxiliary Material provided by the Vendor to receive the full benefit of the Services (including the Contract Material), the Vendor grants to, or must obtain for LIC, for the contract period, a world-wide, royalty free, non-exclusive license to use, reproduce, adapt, modify and communicate that Auxiliary Material.	What does Auxiliary Material and Contract Material mean? These are not defined anywhere. i - LIC will own IPR only in its pre-existing intellectual property. Contract Material is not defined in the RFP and hence Bidder cannot agree that LIC will own IPR in Contract Material. ii - License given will be only license to use the IP for the purpose of the agreement. It cannot be modified or reproduced. <u>Bidder requests that the following terms be added for sake of clarity.</u> 1. Ownership and IPR in any processes, methodologies or techniques, improvements developed by Bidder before or during the provision of the services will remain with Bidder. 2. LIC shall grant to Bidder, necessary rights and license to its and its third party vendors' intellectual property, tool or software that is necessary for bidder to perform the services. 3. LIC shall use the products in accordance with the license terms and restrictions specified by the OEM for the use of such hardware and software products. 4. Hardware warranty will be passed on as provided by the OEM and software license will be subject to licensing terms issued by the licensor	No Reply
259	Page 38, Section 4.11.3 (Resources)	LIC may at any time request the Vendor to remove from work any of the Specified Personnel. The Vendor must promptly arrange for the removal of such Personnel and provide replacement in accordance with the process outlined in clause 4.11.2 above.	Bidder seeks relaxation that if the personnel are required to be replaced due to performance related issues, such issues will be mutually discussed between the parties and a period of 30 days for performance improvement is provided. If removal is requested for reasons for security threat and gross misconduct, LIC may seek prompt removal and replacement. Kindly confirm that this is agreeable.	No change
260	Page 39, Section 14.12.6 (IPR)	The Vendor will warrant that: i. The Warranted Materials and LIC's use of those Warranted Materials, will not infringe the Intellectual Property Rights of any person; and	What does Warranted Material mean? It is not defined in the RFP. Bidder cannot agree to this unless we understand the meaning of warranted material.	No Reply

Sr. No.	RFP Document Reference(s) (Section & Page Number)	Clause (in brief) of RFP requiring clarification(s)	Brief details/ Query in reference to the clause	Response
261	Page 39, Section 14.12.7 (IPR)	If someone claims, or LIC reasonably believes that someone is likely to claim, that all or part of the Warranted Materials infringe their Intellectual Property Rights, the Vendor will, in addition to the indemnity under clause 4.16 and to any other rights that LIC may have against it, promptly, at the Vendor's expense: iii. The Vendor will indemnify LIC against all third-party claims of infringement of patent, Intellectual Property Rights, IPR, trademark, copy right or industrial design rights arising from use of the Vendor's Solution or any part thereof throughout the Offices of LIC, including but not limited to the legal actions by any third party against LIC.	Bidder seeks clarity that this right will be available to LIC only if the third party IPR infringement claim is due to reasons attributable to the Bidder or its third party licensors. If the infringement is result of any act or omission of LIC, including use of IP in a manner not contemplated in the agreement, or its unauthorised modification or combination with other software or programs, this warranty will not be applicable. iii - please clarify that this provision is governed by the indemnity section of the agreement.	No Reply
262	Page 39, Section 4.13 (Moral Rights)	ii. Use its best endeavors to ensure that each of the Personnel used by the Vendor in the production or creation of the <u>Contract Material</u> gives, genuine consent in writing, in a form acceptable to LIC, to the use of the Contract Material for the Specified Acts, even if such use would otherwise be an infringement of their Moral Rights.	Bidder does not understand the definition of Contract Material and hence this cannot be agreed to. Kindly clarify that this obligation is limited to only material which is owned by LIC.	No Reply
263	Page 40, Section 4.14 (Payment terms)	Following documents will be required to be submitted for release of payment: 1. Invoice printed on Vendor's own letterhead (with reference of Purchase order, description of goods/ services delivered, quantity, unit price, total amount) 2. <u>Sign-off</u> by authorized person of LIC for completion of each invoice period.	Bidder seeks clarification as to what kind of sign off is expected during the support period? There is no process or clarity on this in the RFP document. Please explain the expectation here.	No Reply

Sr. No.	RFP Document Reference(s) (Section & Page Number)	Clause (in brief) of RFP requiring clarification(s)	Brief details/ Query in reference to the clause	Response
264	Page 40, Section 4.14 (Payment terms)	The system would be kept under close monitoring for three months from date of GO LIVE. One time Migration charge and First Half Yearly rental charges will be paid to the vendor thereafter. 3. Yearly Onsite Support charges will be paid on Pay per day Usage basis. The payment will be made for per day basis. Per day cost will be arrived, considering 250 days per year. I.e. Per day cost = Yearly Onsite Support charge / 250. The yearly onsite charges are guaranteed for the first year of the implementation for 250 days. For the subsequent years, the Onsite Support Charges shall be paid as per day usage basis with Per Day Cost. 4. LIC reserves the right to temporarily withhold payment and impose penalty, if it is not satisfied with progress made during that period or if there is delay in activity timelines. 7. The vendor is also duty bound to report to LIC about any short recovery of taxes, cess, etc. at source. Such reporting to LIC should also happen at the earliest. In case vendor fails to inform LIC about such short recoveries of tax, cess, etc. at source, LIC will have the right to recover all short recoveries of tax, related cess and surcharges,	Implementation Phase - Bidder seeks clarity on how the payment will be done during the implementation period of 4 months? Will this be milestone based? If yes, then each milestone must be associated with a payment percentage. Each milestone will have an agreed acceptance test and acceptance criteria and procedure defined to certify its completion. All acceptance tests must be completed as per the agreed procedure and criteria. All payments will be made within 30 days of date of invoice which will be issued after completion of each milestone. 3 - Yearly Onsite Charges - How will we determine if the support is used on a particular day? No mechanism is mentioned anywhere. 4 - Bidders seeks clarification that payments will not be withheld for services which have already been performed and completed by the Bidder. Payments can only be withheld for services which have not been performed as required under the agreement. LIC has other remedies available under the contract for not meeting the requirements of the agreement. Satisfaction of LIC is not agreeable as it is a subjective term and difficult to quantify and prove by the bidder. 7 - TDS is the responsibility of LIC. Bidder must not be held responsible for any failures and defaults as Bidder does not have any means or ways to knowing or ensuring this obligation of LIC. We request that this section be deleted.	No Reply

Sr. No.	RFP Document Reference(s) (Section & Page Number)	Clause (in brief) of RFP requiring clarification(s)	Brief details/ Query in reference to the clause	Response
265	Page 41, Section 4.14.2 (Liquidated Damages)	The completion of deliverables within the given timeframe is binding on the Vendor. In the event of delay in meeting the deliverables for causes attributable to the Vendor, LIC shall be entitled at its option to recover from the Vendor, as liquidated damages, a sum of 0.5% of the contract value of the deliverable which suffered delay, for each completed week or part thereof by which the deliverable has been delayed, for the first 8 weeks. Thereafter, the rate of penalty will be 1% of the contract value of the deliverable which suffered delay, for each completed week or part thereof by which the deliverable has been delayed, subject to a overall limit of such penalty of 10% of the contract value.	Bidder seeks clarity on what these deliverables mean? Where are they indicated? Bidder proposes that LDs will linked with implementation milestones. If a milestone is not met, LD is chargeable as indicated here. Bidder submits that overall limit of such penalty for a milestone be limited to 10% of the milestone value.	No change
266	Page 42, Section 4.14.4 (Payment terms)	4.14.4 Due date for payment LIC will make payment of a correctly rendered invoice within 30 days after receiving the invoice.	Bidder requests that all invoices be paid within 30 days of date of invoice. Any disputes will be raised within 10 days of receipt of invoice which will be speedily resolved as per the Dispute resolution provision of the RFP. In case the payment is not done within 30 days, a notice will be issued to complete payments within next 30 days. Any non-payment beyond these 60 days will be considered as a LIC's event of payment default. Any payments after such 60 days will be subject to interest fee at the then prevailing rates. Bidder shall have a right to suspend or terminate the services if payment is not completed within such 60 days.	No change

Sr. No.	RFP Document Reference(s) (Section & Page Number)	Clause (in brief) of RFP requiring clarification(s)	Brief details/ Query in reference to the clause	Response
267	Page 42, Section 4.14.5 and 4.15.1 (Fixed Price)	LIC is under no obligation to pay any amount in excess of the Charges mentioned in the Payment Schedule. 4.15.1 Prices Prices payable to the vendor will be fixed as derived from the Final L1 quote as obtained after combined cost of Online Reverse Auction (Yearly Rental Charge), one time migration cost and Yearly Onsite Support Charge for 250 days. Prices (Yearly Rental charges and Yearly Onsite Support Charges for 250 days) once fixed will be valid throughout the entire contract period.	Bidder submits that any changes in scope, timelines or other requirements of LIC which leads to additional costs of the Bidder will be paid by LIC after the Change Order is put in place. Also any additional costs incurred by the bidder due to delays, defaults or breaches not attributable to the bidder will be paid by LIC. We submit that price quotes are subject to certain assumptions and dependencies identified by the bidder during the process of Solutioning. We suggest that if these assumptions are held untrue or invalidated, or dependencies are not fulfilled, prices may be varied to accommodate the invalidation of assumptions.	Deviations not allowed
268	Page 43, Section 4.15.4 (taxes)	LIC will deduct taxes from the amounts due and payable to the Vendor, wherever applicable. LIC will provide the Vendor with the statement of any taxes deducted by LIC on payments under the contract. The Vendor agrees to reimburse and hold LIC harmless from any deficiency including penalties and interest relating to taxes including recovery of any tax retrospectively that are its responsibility under this clause. For purposes of the contract, taxes shall include taxes incurred on transactions between LIC and the Vendor.	TDS is the responsibility of LIC. Bidder must not be held responsible for any failures and defaults as Bidder does not have any means or ways to knowing or ensuring this obligation of LIC. We request that this section be deleted.	No change
269	Page 43, Section 4.16 (indemnities)	New clause	Bidder requests that the indemnity provision for third party IPR infringement claims be made mutual in nature, as Bidder may be accessing IP belonging to LIC or its third party vendors' as provided by LIC for carrying out the services.	No change

Sr. No.	RFP Document Reference(s) (Section & Page Number)	Clause (in brief) of RFP requiring clarification(s)	Brief details/ Query in reference to the clause	Response
270	Page 44, Section 4.17 (Liabilities)	Entire clause	Bidder submits that this provision has wide implications and does not adequately limit the liability of the Bidder. Bidder propose the following change: <i>Notwithstanding anything to the contrary in the agreement, the Supplier/vendor shall not be liable to LIC, whether in contract, tort or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, even if it has been notified of the possibility of such damages and the aggregate liability of the supplier/vendor to LIC for all events and losses, whether under the Contract, in tort or otherwise, shall not exceed the total Contract Price.</i> <i>Supplier will not be liable for any loss or damages to the extent that such loss or damages are not attributable to the Bidder and results from acts or omissions of LIC or its third party vendors.</i>	No change
271	Page 45, Section 4.18 (Insurances)	Vendor will also maintain insurance for all the Deliverables including Hardware till the project period.	Bidder submits that it will main all insurances as required by applicable law. Bidder have company wide insurance coverages and not contract specific and hence insurance specific for deliverables and hardware is not possible. Kindly relax this provision.	No change
272	Page 45, Section 4.19 (Confidentiality)	Entire clause Violation of NDA will lead to forfeiture of performance Bank guarantee and additionally will lead to legal action and blacklisting.	We submit that the definition of confidential information be limited to information which is identified as confidential at the time of disclosure or is of nature, which must reasonably be treated as confidential. We request that this obligation be mutual in nature. We request deletion of the indicated term. We request that PBG can be claimed to the extent of direct damages and not be forfeited.	No change
273	Page 48 of 115	LIC or IRDA or Govt. Authority or a representative of LIC may conduct audits/ inspection relevant to the performance of the Vendor's obligations under the contract.	External Agency charges will be borne by LIC Please comment upon our understanding	No Reply
274	Page 48 of 115	LIC or IRDA or Govt. Authority or a representative of LIC may conduct audits/ inspection relevant to the performance of the Vendor's obligations under the contract.	How many such Audit by the external agency or LIC is expected Annually. Please comment	No Reply

Sr. No.	RFP Document Reference(s) (Section & Page Number)	Clause (in brief) of RFP requiring clarification(s)	Brief details/ Query in reference to the clause	Response
275	Page 48 of 115 4.24 Audit and acces	4.24 Audit and access 4.24.1 Right to conduct audits and Inspection LIC will have the right to inspect and test the infrastructure and system of the vendor at any time. The vendor on demand from LIC shall carry out such tests in appropriate manner in the presence of LIC's representatives and free of charge to LIC. The vendor will bear all costs of such inspections and tests. LIC or IRDA or Govt. Authority or a representative of LIC may conduct audits/ inspection relevant to the performance of the Vendor's obligations under the contract. Audits/ Inspections may be conducted of: a) The Vendor's operational practices and procedures as they relate to the Contract, including security procedures; b) The accuracy of the Vendor's invoices and reports in relation to the provision of the Services under the Contract; c) The Vendor's compliance with its confidentiality, privacy and security obligations under the Contract; d) Material (including books and records) in the possession of the Vendor relevant to the Services or Contract; and e) Any other matters determined by LIC/ IRDA/ Authority to be relevant to the Services or Contract	Bidder submits that the books and records shall not be part of the Audit scope as those are confidential data of the Vendor	No Reply
276	Page 48, Section 4.22 (Security policies)	ii. Any other security procedures or requirements notified, in writing, by LIC to the Vendor. The Vendor must comply with such a security procedure or requirement, from the date specified in the notice, or if none is specified, within five Business Days of receipt of the notice.	Bidder agrees provided that there are no cost implications of such compliance requirements. If Bidder incurs additional expenses due to such compliance requirements, it will be paid by LIC.	No Reply

Sr. No.	RFP Document Reference(s) (Section & Page Number)	Clause (in brief) of RFP requiring clarification(s)	Brief details/ Query in reference to the clause	Response
277	Page 48, Section 4.24 (Audits)	LIC will have the right to inspect and test the infrastructure and system of the vendor at any time. The vendor on demand from LIC shall carry out such tests in appropriate manner in the presence of LIC's representatives and free of charge to LIC. The vendor will bear all costs of such inspections and tests.	Bidder submits that all audits and inspections will be carried out at the cost of LIC. Bidder will not be responsible for costs of any inspections. All audits will be conducted with prior notice and not more than once in six months during the contract period. Audits will be conducted during normal working hours of the Bidder. If third party auditors are involved, they will be non-competitors of the Bidder. Bidder will reserve the right to allow access to its information and premises on reasonable confidentiality restrictions to protect its and its other customers' confidential information.	No Reply
278	Page 49, Section 4.25 (FM Situation)	LIC or the vendor is excused from performing its obligations under the Contract to the extent it is prevented by circumstances beyond its reasonable control (<u>other than lack of funds for any reason or any strike, lockout and labour disputes in respect of the Vendor only</u>), including but not limited to acts of God, natural disasters, acts of war, riots and strikes outside that party's organisation.	reference to underlined portion - provided such events are due to any action or omissions of the vendor. Kindly clarify that this intent is agreeable.	No Reply
279	Page 50, Section 4.26 (Dispute Resolution)	Continuity of Performance: In the event of a dispute between the Party and the LIC, each party will continue to perform its obligations under this Agreement during the resolution of such dispute unless and until this Agreement is terminated in accordance with its terms.	Bidder agrees provided that the nature of dispute is not of such a nature that it becomes reasonably not possible for it to continue to perform the services until the dispute is resolved.	No Reply
280	Page 51, Section 4.27 (Termination)	4.27.1 If Vendor fails to comply with the clause 4.10 for Performance Assessment and, if any part of the service does not meet the specifications on three or more occasions, LIC may (in addition to its other remedies) terminate the Contract immediately under the contract by giving the Vendor written notice of 15 days.	Bidder submits that this be deleted because these are events of defaults which is captured under section 4.27.3. Also, obligations related to performance assessment is not clear for which query has been raised by the bidder in this list of pre-bid queries. Bidder cannot agree to this term, unless the query is addressed.	No change
281	Page 51, Section 4.27.2 (Termination)	4.27.2 Termination and reduction for convenience LIC may, at any time, by a prior written notice of 30 days, terminate the contractor reduce the scope of the Services.	Bidder submits that a notice of 30 days is too short and seeks to change this to 180 days considering the long term of the contract. Any termination for convenience will be associated with termination fee to recover all costs and expenses incurred by the bidder due to such premature termination.	No change

Sr. No.	RFP Document Reference(s) (Section & Page Number)	Clause (in brief) of RFP requiring clarification(s)	Brief details/ Query in reference to the clause	Response
282	Page 51, Section 4.27.3 (Termination)	Termination by LIC for default Notwithstanding Clause 4, 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 systems 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. 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, and the Vendor shall be liable to LIC for any excess costs for such similar systems or Services. However, the Vendor shall continue the performance of the Contract to the extent not terminated.	Bidder submits that this provision be relaxed to termination right only in the event of material breach by the bidder, for which LIC has provided a notice of 45 days to cure such breach. If the Bidder does not cure the breach or remedy the defects within the said 45 days, LIC will be entitled to terminate the agreement or any part thereof. Liability of the Bidder for costs of engaging a new vendor will be limited to 10% of what Bidder would charge had it performed those services. We seek a mutual termination right for default events. We request that the bidder has a right to terminate or suspend services in case of material breach by LIC for which bidder will give a notice of 45 days to cure and such breach is not cured within such 45 days.	No change
283	Page 51, Section 4.27.5 (Termination)	4.27.5 After termination	Bidder seeks clarity that in all termination events, Bidder will be paid for all the service and deliverables rendered up till the date of termination. All confidential information and proprietary material belonging to the bidder will be returned to bidder upon termination of this agreement.	No Reply
284	Page 51, Section 4.27.9 (Knowledge Transfer)	i. Transferring or providing access to LIC to all information stored by whatever means held by the Vendor or under the control of the Vendor in connection with the contract; and ii. Making Specified Personnel and Vendor Personnel available for discussions with LIC as may be required. The time, length and subject of these discussions will be at the sole discretion of LIC, provided that any matter discussed is not considered to reveal any ' Commercial-in-Confidence' information of the Vendor.	i - Bidder submits that access to information will be provided to the extent it is required by LIC to continue the Services. li - this is not agreeable. We request deletion of this.	No change

Sr. No.	RFP Document Reference(s) (Section & Page Number)	Clause (in brief) of RFP requiring clarification(s)	Brief details/ Query in reference to the clause	Response
285	Page 54, Section 4.28.2 (Exit Management)	4.28.2 Transfer of Assets 4.28.2.1 LIC shall be entitled to serve notice in writing on the Vendor at any time during the exit management period as detailed hereinabove requiring the Vendor and/or its sub- contractors to provide LIC with a complete and up to date list of the Assets within 30 days of such notice. 4.28.2.2 In case of contract being terminated by LIC, LIC reserves the right to ask the Vendor to continue running the project operations for a period of 6 months after termination orders are issued.	4.28.2.1 - please confirm what is meant by Assets here? Any assets belonging to the Bidder or its vendors will not be transferred to LIC. 4.28.2.2 - please confirm that if this is requested after the expiration of the agreement, the charges will be mutually agreed between the parties.	No Reply
286	Page 54, Section 4.28.4 (Exit Management)	4.28.4.2 Before the expiry of the exit management period, the Vendor shall deliver to LIC or its nominated agency all new or updated materials from the categories set out in <u>4.27</u> above and shall not retain any copies thereof.	Bidders understands that the reference section 4.27 indicated is incorrect. Kindly confirm this. Bidder will only return the information belonging and owned by the LIC. It will not give any information which is proprietary to it or its third party vendors.	No Reply
287	Page 54, Section 4.28.4 (Exit Management)	ii. documentation relating to the Project's Intellectual Property Rights; iii. documentation relating to sub-contractors;	ii - Bidder seeks confirmation that no IPR belonging to the Bidder or its third party vendors will be required to be supplied to LIC. IPR and licensing is governed by the IPR provision of the agreement. Bidder requests that this be deleted. Iii - what kind of documentation related to subcontractors is expected?	No Reply
288	Page 54, Section 4.28.5 (Exit Management)	Promptly on reasonable request at any time during the exit management period, the Vendor shall, subject to applicable laws, restraints and regulations (including in particular those relating to privacy) provide to LIC or its nominated agency, a list of all employees (with job titles) of the Vendor dedicated to providing the services at the commencement of the exit management period.	Bidder submits that solicitation of Bidder employees is not agreeable. We request that this be deleted.	No change

Sr. No.	RFP Document Reference(s) (Section & Page Number)	Clause (in brief) of RFP requiring clarification(s)	Brief details/ Query in reference to the clause	Response
289	Page 55, Section 4.28.6 (Exit Management)	Transfer of Certain Agreements On request by LIC or its nominated agency, the Vendor shall effect such assignments, transfers, licenses and sub-licenses as LIC may require in favour of LIC, or its Replacement Implementation Agency in relation to any equipment lease, maintenance or service provision agreement between the Vendor and third party lessors, vendors, and which are related to the services and reasonably necessary for carrying out of replacement services by LIC or its nominated agency or its Replacement Implementation Agency.	Bidder seeks confirmation that the obligation of Bidder is limited to the extent of facilitating such transfer and licensing. LIC and the respective third parties will enter into agreement as agreed between LIC and third parties. Bidder will not be responsible for any costs incurred during such transfer or licensing. Also equipment, hardware or other licenses will be transferred to the extent that they were used exclusively for LIC by the bidder.	No Reply
290	Page 55, Section 4.28.7.2 (Exit Management)	The Vendor shall also give LIC or its nominated agency, or any Replacement Implementation Agency right of reasonable access to the Vendor's premises and shall procure for LIC or its nominated agency and any Replacement Implementation Agency rights of access to relevant third party premises during the exit management period <u>and for such period of time following termination or expiry of the contract as is reasonably necessary to migrate the services to LIC or its nominated agency, or a Replacement Implementation Agency.</u>	Bidder submits that the underlined portion is not agreeable. All obligations terminate upon termination of the contract. No access can be provided after exit management period unless agreed between all concerned parties.	No change
291	Page 55, Section 4.28.9 (Exit Management)	4.28.9 Exit Management Plan	Bidder seeks confirmation that exit management period will be for a period of 90 days only. Bidder will be entitled to charge exit management charges as agreed in the exit management plan.	No change

Sr. No.	RFP Document Reference(s) (Section & Page Number)	Clause (in brief) of RFP requiring clarification(s)	Brief details/ Query in reference to the clause	Response
292	Page 58, Section 4.32 (System Acceptance)	System shall be deemed to have been accepted by LIC, subsequent to its commissioning, when all the activities as defined in the scope of work related to the acceptance of system have been successfully executed and completed and a certificate from the duly authorized official of LIC not below the rank of Assistant Divisional Manager, in writing, is obtained by the Vendor. The date of acceptance of system will be the one stated in the Certificate from LIC. <u>The entire System and components deployed should function continuously without any problem for 30 days as a pre-requisite for the Acceptance Certificate as required.</u> Acceptance sign-off cannot be by email/fax or from officials not authorized for such purpose. System Acceptance Test will be done Onsite to check whether the performance of the system is as per the requirements mentioned in the RFP.	Bidder is of the understanding that each milestone during implementation period will be associated with acceptance tests and criteria and procedure as agreed between the parties. After acceptance of all milestones, there will be go-live date followed by a warranty period of 3 months. Please explain the intent of inclusion of 30 days stand-by period? This is in contradiction with the warranty period of 3 months. Kindly remove this term. Bidder seeks clarification that all acceptances tests, criteria and procedures will be mutually agreed between the parties and all acceptance will be performed as per the agreed procedure.	No change

Sr. No.	RFP Document Reference(s) (Section & Page Number)	Clause (in brief) of RFP requiring clarification(s)	Brief details/ Query in reference to the clause	Response
293	Page 60, Section 4.34 (Liquidated Damages)	Acceptance: All services and deliverables shall be subject to the LIC's review and approval. In the event that an Acceptance Test has not been met by the applicable Acceptance Date, in addition to any other legal or equitable remedies available to LIC, the Vendor and LIC agree that the amount of damage payable by the Vendor to LIC will be the following amounts beyond the two-week period after the Acceptance Date that, by reason of the Party's failure to correct any performance defects revealed during Acceptance Testing, the Acceptance Test is not met: 0.5% of the contract value of the related Phase per week of delay or part thereof for the first 8 weeks. Thereafter, the rate of penalty will be 1% of the contract value of the related Phase per week or part thereof. If the penalties are beyond 10% of the contract value then LIC may rescind the Contract and shall be free to get it done from some other source at the risk and cost of the Bidder. The Bidder may be debarred from applying in future assignments.	Bidder seeks clarity on what this term has been included. Each milestone is associated with acceptance test. So failure to meet the milestone already covers any non-acceptance of services or deliverables. So, this is already covered under section Milestone Schedule section. Bidder requests deletion of this to avoid ambiguity. Please explain if the intent of inclusion of this is not understood by the Bidder correctly.	No change
294	Page 60, Section 4.34 (Liquidated Damages)	<u>Damages payable under this Section shall not exceed ten (10%) percent of the contract value per missed Milestone Date.</u> The Vendor shall pay any amounts due to LIC as liquidated damages hereunder within 60 days of the missed Milestone Date, or, at LIC's option, such amounts may be deducted from all or any portion of the total fees payable pursuant to this Agreement or through encashment of Bank Guarantee. LIC shall notify the Vendor in writing of any claim for liquidated damages pursuant to this Section before deducting OR recovering such sums from the fees or bank guarantee as applicable.	Bidder requests that total cumulative liability for Bidder for all liquidated damages and service level breach during the contract term will be limited to 10% of the TCV. Underlined portion is not agreeable. All LDs will be paid separately by the Bidder. LDs will be payable only for events defaults and delays which are attributable to the Bidder or its third party vendors.	No change

Sr. No.	RFP Document Reference(s) (Section & Page Number)	Clause (in brief) of RFP requiring clarification(s)	Brief details/ Query in reference to the clause	Response
295	Page 60, Section 4.34 (Liquidated Damages)	If the penalties are beyond 10% of the contract value then LIC may rescind the Contract and shall be free to get it done from some other source at the risk and cost of the Vendor. The Vendor may be debarred from applying in future assignments.	Bidder requests that If the LDs reach 10% of TCV, then LIC may terminate the contract following the termination provisions for material breach. i.e., a notice and cure period of 45 days will be given and the liability of the Bidder for costs of engaging a new vendor will be limited to 10% of what Bidder would charge had it performed those services.	No change
296	Page 60, Section 4.34 (Liquidated Damages)	There shall be a penalty for non-adherence to the time schedule (Milestone Schedule). The total penalty will be capped at 10% of the contract value. Penalties: 0.5% of the contract value of the related activity per week of delay or part thereof for the first 8 weeks. Thereafter, the rate of penalty will be 1% of the contract value of the related Phase per week or part thereof.	Bidder proposes that LDs will linked with implementation milestones. If a milestone is not met, LD is chargeable as indicated here. Bidder submits that overall limit of such penalty for a milestone be limited to 10% of the milestone value.	No change
297	Page 71 to 72 of 115 7.2 Service Level Agreement (SLA)		Bidder requests for overall capping of 10% of Half Yearly charges as the SLA Penalties to be maximum	No change
298	Page 71, Section 6.2.5 (Resources)	The Team shall be same throughout the implementation of the project till the GO-LIVE stage of the project and no change of resources will be acceptable to LIC beyond 10% of total resources. However this condition will not apply for onsite core project team. In case of non-performance, the Vendor will replace the resource at no extra cost to LIC, within 2 working days; failure to replace the resource will be treated as non-performance.	Bidder submits that this provision be relaxed. If the resource decides to leave the bidder, Bidder will have to replace such resources. Bidder can agree that all changes will happen with a notice of one month and replacing resource will be of equivalent skillsets and competencies. Bidder seeks relaxation that if the personnel are required to be replaced due to performance related issues, such issues will be mutually discussed between the parties and a period of 30 days for performance improvement is provided. If removal is requested for reasons for security threat and gross misconduct, LIC may seek prompt removal and replacement. Two working days is a very short time to find replacements. Kindly confirm that this is agreeable.	No change

Sr. No.	RFP Document Reference(s) (Section & Page Number)	Clause (in brief) of RFP requiring clarification(s)	Brief details/ Query in reference to the clause	Response
299	Page 72, Section 7.2 (SLAs)	Entire table	Bidder seeks clarification that penalty cap for each SL will be limited to 10% of the half yearly rental charges, subject to the total cumulative liability of Bidder for all liquidated damages and service level breach during the contract term of 10% of the TCV. All SLs and penalties will be mutually agreed between the parties. Service level default will occur wherever Bidder fails to meet the SL for reasons solely attributable to itself and its vendors. In Service level and penalties calculation, any failures due to reasons not attributable to Bidder will not be included.	No change
300	Page 74, Section 8	10. To provide onsite support for hardware and software maintenance, <u>enhancements and modifications.</u> 12. To provide and implement latest software updates/upgrades/patches for the systems provided as part of this RFP including Database, ETL and Archival/restore solution during entire project period.	Bidder submits that enhancements and modifications are not included in the onsite support scope. 12. All updates, upgrade and patches will be provided to the extent that they are made available by the OEM	No change
301	Page 74, Section 8	2. Provision of qualified personnel to ensure highest standards during implementation and support phases.	Please clarify what highest standards mean.	No Reply
302	Page 75, Annexure – I : Non-Disclosure Agreement	NA	We submit that the definition of confidential information be limited to information which is identified as confidential at the time of disclosure or is of nature, which must reasonably be treated as confidential.	No change

Sr. No.	RFP Document Reference(s) (Section & Page Number)	Clause (in brief) of RFP requiring clarification(s)	Brief details/ Query in reference to the clause	Response
303	Page 77, Annexure – I : Non-Disclosure Agreement	None of the information which may be disclosed or exchanged by LIC shall constitute any representation, warranty, assurance, guarantee, or inducement by Respondent to LIC of any kind, and in particular, with respect to the non-infringement of trademarks, patents, copyrights, mask work rights, or any other intellectual property rights, or other rights of third persons or of LIC. There are no warranties expressed or implied by this Agreement. Without limiting the foregoing, neither LIC makes any representations nor extends any warranties, express or implied, as to the adequacy or accuracy of Confidential Proprietary Information or any other information or data related thereto, or with respect to the use thereof by Respondent.	As the information and data provided by LIC will be used by Bidder to carry out the services under the agreement, LIC cannot disclaim warranty as to adequacy or accuracy of Confidential Proprietary Information and that it will not infringe any IPRs. bidder requests that this term be deleted.	No change
304	Page 77, Annexure – I : Non-Disclosure Agreement	Respondent agrees and acknowledges that monetary damages would not be a sufficient remedy for a breach of this Agreement and that LIC shall be entitled to specific performance or any other injunctive relief as a remedy in equity for any such breach of this Agreement. Any remedy shall not be deemed to be exclusive or all-inclusive and shall be in addition to any and all other remedies which may be available to LIC in law or equity.	Bidder requests the change as indicated in Bold below: Respondent agrees and acknowledges that monetary damages may not be a sufficient remedy for a breach of this Agreement and that LIC shall be entitled to seek specific performance or any other injunctive relief as a remedy in equity for any such breach of this Agreement.	No change
305	Page 78, Annexure – I : Non-Disclosure Agreement	The Respondent herein agrees and undertakes to indemnify and hold LIC harmless from any loss, damage, claims, liabilities, charges, costs, or expense (including reasonable attorneys' fees), that may arise or be caused or result from or be paid/incurred/suffered or caused to be paid/incurred/ suffered by reason of any breach, failure, delay, impropriety or irregularity on its part to honor, observe, adhere to, abide by or comply with any of the terms and conditions of this Agreement.	Bidder requests that this section be deleted. Breach of confidentiality provision is considered as a breach of contract and the contractual remedies for breach of contract will be applicable and available to LIC. Indemnity cannot be provided for breach of contract provisions and confidentiality.	No change

Sr. No.	RFP Document Reference(s) (Section & Page Number)	Clause (in brief) of RFP requiring clarification(s)	Brief details/ Query in reference to the clause	Response
306	Page 78, Annexure - II : Bank Guarantee	Therefore, we hereby affirm that we Guarantee and are responsible to you on behalf of the Vendor, 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).	Bidder requests inclusion of the portion highlighted in bold and underlined below. Therefore, we hereby affirm that we Guarantee and are responsible to you on behalf of the Vendor, up to a total amount of Rs. _____ (Rupees _____ only) and we undertake to pay you, upon your first written demand <u>(provided a prior notice of intention of such demand and a cure period of 30 days is provided to the Vendor to cure such default, breach or delay with respect to which the demand is being made)</u> , without cavil or argument, any sum or sums as specified by you within the limit of Rs. _____ (Rupees _____ only).	No change
307	Page 8 of 115 1.1 Definitions	Contract An Agreement signed between the LIC and the Successful Bidder and all the attached documents. The "Agreement" includes the RFP, subsequent modifications to the RFP issued by LIC, response of the Successful Bidder to the RFP and the agreement document itself.	Bidder submits that the Agreement shall not include the RFP as we propose to include the required clauses mutually agreed to be part of the agreement hence request deletion of the following sentence from the definition of Contract, <u>"RFP, subsequent modifications to the RFP issued by LIC,"</u>	No change
308	Page 8, Section 1.1 - Contract	An Agreement signed between the LIC and the Successful Bidder and all the attached documents. The "Agreement" includes the RFP, subsequent modifications to the RFP issued by LIC, response of the Successful Bidder to the RFP <u>and the agreement document itself.</u>	Bidder requests clarification if there will be an agreement document separately signed between the parties.	Agreement will not be signed, Purchase Order shall be issued to the successful bidder.
309	Page 8, Section 1.1 - Deliverables & Services	Means all services as per scope of work defined in the RFP.	Bidder seeks clarification that all deliverables and scope of work be agreed in the separate Statement of work to remove ambiguity. This SOW will clearly define the scope of work, assumptions, dependencies and roles and responsibilities, acceptance tests, criteria and procedures. This document will prevail over the RFP and tender document.	No change

Sr. No.	RFP Document Reference(s) (Section & Page Number)	Clause (in brief) of RFP requiring clarification(s)	Brief details/ Query in reference to the clause	Response
310	Page 87	Having carefully and thoroughly examined the Request For Proposal(RFP) Ref : LIC/CO/IT-BPR/CDW/2017-18 Dated: 07-03-2018 for LIC Corporate Data Warehouse Procurement, Implementation and Maintenance – Opex (Rental) Model, the receipt of which is hereby acknowledged, we, the undersigned, offer to provide LIC with a Comprehensive solution for the supply, installation and commissioning of in conformity with the said Request For Proposal Documents and hereby undertake that we accept all the conditions of the contract of the Bidding Document without any modifications and will supply the Total Systems (Hardware, Software, Services etc.) as per the Technical and other Specifications stipulated by the RFP.	Having carefully and thoroughly examined the Request For Proposal(RFP) Ref : LIC/CO/IT-BPR/CDW/2017-18 Dated: 07-03-2018 for LIC Corporate Data Warehouse Procurement, Implementation and Maintenance – Opex (Rental) Model, the receipt of which is hereby acknowledged, we, the undersigned, offer to provide LIC with a Comprehensive solution for the supply, installation and commissioning of in conformity with the said Request For Proposal Documents and hereby undertake that we accept all the conditions of the contract of the Bidding Document without any modifications subject to deviations submitted by us and will supply the Total Systems (Hardware, Software, Services etc.) as per the Technical and other Specifications stipulated by the RFP.	No change
311	Page 87	If our bid is accepted, we will obtain and submit to LIC the guarantee of a bank in the form prescribed by LIC for a sum equivalent to 20% of the Yearly Rental Charges for the due performance of the Contract.	If our bid is accepted, we will obtain and submit to LIC the guarantee of a bank in the form prescribed by LIC for a sum equivalent to 10% of the Yearly Rental Charges for the due performance of the Contract.	No change
312	Pass Through Warranty	Clause not present in RFP	Bidder shall “pass-through” any and all warranties and indemnities received from the manufacturer or licensor of the products and, to the extent, granted by such manufacturer or licensor, the Customer shall be the beneficiary of such manufacturer’s or licensor’s warranties and indemnities. Further, it is clarified that Bidder shall not provide any additional warranties and indemnities with respect such products.	No change
313	Penalty Cap	Clause not present in RFP	Nothing withstanding anything contained here, including annexures etc, the maximum aggregate penalty against the bidder for all claims, by which ever name so called, shall be limited to 3% of the respective SOW/PO and shall be in lieu of all available remedies. Also, bidder does not agree to any form of risk purchase.	No change

Sr. No.	RFP Document Reference(s) (Section & Page Number)	Clause (in brief) of RFP requiring clarification(s)	Brief details/ Query in reference to the clause	Response
314	Point No. 3/Page 32	Eligibility Criteria: This condition can be satisfied either by OEM or by Bidder in totality. In case if this condition is satisfied by OEM, implementation resources should be deployed by OEM ONLY. In case this condition is satisfied by SI, Installation and maintenance of CDW Appliance for entire project period shall be responsibility of SI.	Bidder requests that if the bidder has one successful reference in India where the end to end implementation is done by the bidder, in that case the bidder should be allowed to deploy and implement their own resources instead of using OEM resources for implementation	No change
315	RFP Page No 85, Annexure – VI – Human Resource Certificate	Bidder should provide documentary evidence of skilled staff on rolls, pan India support infrastructure and brief details of dedicated manpower the Bidder proposes to deploy on the LIC-CDW project	Request LIC to modify the clause as " Bidder/OEM should provide documentary evidence of skilled staff on rolls, pan India support infrastructure and brief details of dedicated manpower the Bidder proposes to deploy on the LIC-CDW project"	No change
316	Risk and Title	Clause not present in RFP	Notwithstanding anything to the contrary contained elsewhere in the contract, The risk, title and ownership of the products shall be transferred to the customer upon delivery of such products to the customer	No change
317	Role of LIC Page No. 73	LIC shall provide Data center space with adequate space, air conditioning, lighting, and electricity	If so, can bidder utilize the same application for this project?	All required Hardware/Software/tools for the in-scope components is responsibility of the bidder
318	Role of LIC Page No. 73	LIC shall provide Data center space with adequate space, air conditioning, lighting, and electricity	Kindly confirm, LIC will provide Active directory, Anti-viruses, Monitoring & helpdesk tool will be provided by LIC? Or Bidder needs to include these tools in proposed solution	All required Hardware/Software/tools for the in-scope components is responsibility of the bidder
319	Role of LIC Page No. 73	LIC shall provide Data center space with adequate space, air conditioning, lighting, and electricity	Request information related to "Per Rack Power usage" (rated/consumed) available in LICs premises so as to design the solution accordingly	Shall be shared with the successful bidder.
320	Role of LIC Page No. 73	LIC shall provide Data center space with adequate space, air conditioning, lighting, and electricity.	Power charges during both Implementation and Ongoing support phase in LIC DC will be borne by LIC Please comment	Yes
321	Saving Clause	Clause not present in RFP	Bidders failure to perform its contractual responsibilities, to perform the services, or to meet agreed service levels shall be excused if and to the extent Bidder's performance is effected, delayed or causes non-performance due to Customer's omissions or actions whatsoever.	No change

Sr. No.	RFP Document Reference(s) (Section & Page Number)	Clause (in brief) of RFP requiring clarification(s)	Brief details/ Query in reference to the clause	Response
322	Section 2,21.1, Page 25	Bidder can put their Best Bid which is lesser than his own last bid in terms of TCO for five years, (not necessarily lowest bid among all the bidders) by varying the cost under any of the line items during the Auction. Bidders will see their Rank among all the bidders; the lowest price will not be visible.	Request LIC to confirm if the rank displayed during the reverse auction represent the Total Bid Cost (TCO for Five years) based on the formula $A(1 + 1/1.08 + 1/(1.08)^2 + 1/(1.08)^3 + 1/(1.08)^4) + B + C$? If at the end of RA, bidder's Rank is 1 then it will concluded that Rank 1 bidder is winner of the bid. Request LIC to the process of determining the winner of the Reverse Auction.	details will be provided to technically qualified bidders
323	Section 2.21.1	Online Reverse Auction	Kindly share more details of the process of reverse auction.Would all components be considered during the reverse auction or can they be changed individually?	details will be provided to technically qualified bidders
324	Section 2.21.1, Page 25	Online Reverse Auction	Request LIC to provide detailed process of reverse auction. Request to confirm components which will be considered during the reverse auction. Reduction for each component will be same or different.	details will be provided to technically qualified bidders

Sr. No.	RFP Document Reference(s) (Section & Page Number)	Clause (in brief) of RFP requiring clarification(s)	Brief details/ Query in reference to the clause	Response
325	Section 2.25	Performance Guarantee The selected bidder will provide a Performance Bank Guarantee, within 10 days from the Notification of award, for an amount equivalent to 20% of the Yearly Rental charges. The Bank Guarantee should be as per the format given as Annexure II- Bank Guarantee and should be executed by a Nationalized or Scheduled bank acceptable to LIC and having Branches in Mumbai. Performance Guarantee should be valid for a period of five years from the date of Contract. The selected bidder shall be responsible for extending the validity date and claim period of the Performance Guarantee as and when it is due on account of extension of contract period. In case the selected bidder fails to submit performance guarantee within the time stipulated, LIC at its discretion, may cancel the notification placed on the selected bidder without giving any notice. LIC shall invoke the performance guarantee in case the Vendor fails to discharge its contractual obligations during the contract period or LIC incurs any loss due to Vendor's negligence in carrying out the project implementation as per the agreed terms & conditions.	Please modify the clause as: 1. Performance guarantee to be provided at 10% of Yearly Rental charges. 2. LIC shall invoke the PBG only on occurrence of material breach and after providing 30 days cure period to the bidder to rectify the material breach for which the PBG is sought to be invoked.	No change
326	Section 2.8, Page 13	Earnest Money Deposit	Request LIC to confirm if EMD will be waived off for MSME company. Request LIC to confirm if we can submit EMD in the form off Demand Draft.	No change

Sr. No.	RFP Document Reference(s) (Section & Page Number)	Clause (in brief) of RFP requiring clarification(s)	Brief details/ Query in reference to the clause	Response
327	Section 3 Eligibility Criteria, Point Number 2 & Page Number 32	Minimum Eligibility Criteria Point number 2 Total revenues of the bidder should be at least INR. 50 Crores (Indian Rupees fifty Crores) ...	Can this clause be relaxed to the extent possible so as to also encourage Mid-size companies with proven track record performing similar task and capable of managing this project very efficiently? Explanation There are Many mid-size companies which does not fulfil the minimum profitable criteria due to their existance came in effect only in last 5 years. Such companies otherwise are capable of delivering exceptional results with proven track record.	No change
328	Section 3 Eligibility Criteria, Point Number 3 & Page Number 32	Minimum Eligibility Criteria Point number 3 In terms of technological strength the OEM/SI should have proven experience and capability to handle large and complex Data Warehouses (Minimum Size of Average Usable raw Data on which the users make the Queries should be 100 TB) with more than 400 active concurrent users.	Can this clause be relaxed to the extent possible so as to also encourage Mid-size companies who follow the best practises on Data compression techniques? Explanation There are Many mid-size companies which does not fulfil the minimum Datawarehouse size criteria because they are efficiently managing Data and the compression techniques to remain data size in Control and dis-proportionately grows against business growth.	No change
329	Section 3.3, Page 31 and Annexure IX, D1, Page 90, 91	Eligibility criterion - Technology strength of OEM/SI This condition can be satisfied either by OEM or by Bidder in totality. In case if this condition is satisfied by OEM, implementation resources should be deployed by OEM ONLY Core Team consists of - Solution Architect for the project ELT Architect (OEM) ELT Team Lead (Bidder) DB Architect (OEM) DB Team Lead (Bidder)	In case the technology strength eligibility criterion is being satisfied by the OEM; the RFP asks for the implementation resources to be deployed OEM ONLY. In such a case, would the Core Team structure as specified in page 91 of the RFP would get changed? Should the ELT Team Lead and DB Team Lead also be from the OEM and NOT bidder? Please clarify	No Reply

Sr. No.	RFP Document Reference(s) (Section & Page Number)	Clause (in brief) of RFP requiring clarification(s)	Brief details/ Query in reference to the clause	Response
330	Section 4.14	Terms of Payment to Vendor The system would be kept under close monitoring for three months from date of GO LIVE. One time Migration charge and First Half Yearly rental charges will be paid to the vendor thereafter. 1. Remaining Rental charges as finalized in commercial evaluation and mentioned in Purchase order, will be paid to the vendor on half yearly basis to vendor, in advance after complying with periodic SLA as mentioned in the RFP. 2. First Half yearly charges will be paid to the vendor after three months of GO LIVE. 3. Yearly Onsite Support charges will be paid on Pay per day Usage basis. The payment will be made for per day basis. Per day cost will be arrived, considering 250 days per year. I.e. Per day cost = Yearly Onsite Support charge / 250. The yearly onsite charges are guaranteed for the first year of the implementation for 250 days. For the subsequent years, the Onsite Support Charges shall be paid as per day usage basis with Per Day Cost. 4. LIC reserves the right to temporarily withhold payment and impose penalty, if it is not satisfied with progress made during that period or if there is delay in activity timelines. 5. LIC shall make payments in Indian Rupees (INR) on receipt of invoice, after deduction of penalties	Please modify the Terms of Payment to Vendor as: 1. One time Migration charge: • 50% on signing of the contract • 50% on GO LIVE 2. Rental charges: • To be paid on yearly in advance (including first yearly charges) 3. Onsite Support charges: • To be paid on monthly basis (calculated on per day usage basis)	No change

Sr. No.	RFP Document Reference(s) (Section & Page Number)	Clause (in brief) of RFP requiring clarification(s)	Brief details/ Query in reference to the clause	Response
331	Section 4.14.2	Liquidated Damages <i>(Extract from the clause)</i> The Vendor will ensure that all services and systems perform without defect or interruption with at least 98 % up time. The vendor will make all-out effort to ensure that all systems perform without defect or interruption. The completion of deliverables within the given timeframe is binding on the Vendor. In the event of delay in meeting the deliverables for causes attributable to the Vendor, LIC shall be entitled at its option to recover from the Vendor, as liquidated damages, a sum of 0.5% of the contract value of the deliverable which suffered delay, for each completed week or part thereof by which the deliverable has been delayed, for the first 8 weeks. Thereafter, the rate of penalty will be 1% of the contract value of the deliverable which suffered delay, for each completed week or part thereof by which the deliverable has been delayed, subject to a overall limit of such penalty of 10% of the contract value.	Please modify the clause as: 1) Liquidated damages: should be applicable only in the event of delay in delivery solely attributable to the Bidder and should be computed at the rate of 0.5% of the value of the affected service or product per week subject to the maximum of 5% of the value of affected service or product.	No change
332	Section 4.14.4	Due date for payment LIC will make payment of a correctly rendered invoice within 30 days after receiving the invoice.	Please add the following clauses: 1. LIC shall pay within 30 days from the date of invoice. 2. Late payment will bear an interest of 2% per month. 3. Bidder seeks right to terminate or suspend services in the event of delay in payment of undisputed invoice.	No change
333	Section 4.27.1	Right to terminate If Vendor fails to comply with the clause 4.10 for Performance Assessment and, if any part of the service does not meet the specifications on three or more occasions, LIC may (in addition to its other remedies) terminate the Contract immediately under the contract by giving the Vendor written notice of 15 days.	Please modify the clause as: 1. Please note that contract can be terminated only in case of material breach and after providing a cure period of 30 days to the bidder. 2. Bidder seeks right to terminate or suspend services in the event of delay in payment of undisputed invoice.	No change

Sr. No.	RFP Document Reference(s) (Section & Page Number)	Clause (in brief) of RFP requiring clarification(s)	Brief details/ Query in reference to the clause	Response
334	Section 4.27.2	Termination and reduction for convenience i. LIC may, at any time, by a prior written notice of 30 days, terminate the contractor reduce the scope of the Services. ii. On receipt of a notice of termination or reduction the Vendor must stop work as specified in the notice; take all available steps to minimize loss resulting from that termination and to protect LIC Material and Contract Material; and continue work on any part of the Services not affected by the notice. iii. If the contract is terminated under the contract, LIC is liable only for payments Services rendered before the effective date of termination; iv. If the scope of the Services is reduced, LIC's liability to pay the Service Charges or to provide LIC Material abates in accordance with the reduction in the Services. v. LIC is not liable to pay compensation under clause iii in an amount which would, in addition to any amounts paid or due, or becoming due, to the Vendor under the contract, exceed the total Service Charges payable under the contract. The Vendor is not entitled to compensation for loss of prospective profits. vi. The systems that are complete and ready for delivery within 30days after the Vendor's receipt of notice of termination shall be accepted by LIC at	Please include the following clause: a) In case of Termination for Convenience, LIC shall pay for all the Hardware / Software that has been delivered and services rendered up to the date of termination. b) In addition to the above payments, LIC also pay the SI reasonable termination charges taking into account reasonable shutdown costs, transition charges and unamortized startup costs, including termination costs of third party contracts and employee costs.	No change

Sr. No.	RFP Document Reference(s) (Section & Page Number)	Clause (in brief) of RFP requiring clarification(s)	Brief details/ Query in reference to the clause	Response
335	Section 4.27.3	Termination by LIC for default Notwithstanding what has been stated in Clause 4, 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 systems 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. 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, and the Vendor shall be liable to LIC for any excess costs for such similar systems or Services. However, the Vendor shall continue the performance of the Contract to the extent not terminated.	Please modify the clause as: 1. Please note that contract can be terminated only in case of material breach and after providing a cure period of 30 days to the bidder. 2. The right of re-procurement mentioned herein should be applicable only if the bidder fails to remedy the breach within the cure period of 30 days and the reprocurement costs should be limited to 10% of the incremental costs of the services, which the Bidder has failed to deliver.	No change
336	Section 6.1 page 65	VOLUME OF DATA & performance metrics expected	If in coming years of projected data volumes increases beyond estimates how vendors will be compensated.	Bidder to propose Year 5 requirement only.
337	Section 6.1 page 66	Table showing Scope of current RFP and reuse of existing component	Few components mentioned "Continue existing component" will vendor be allowed to use existing licenses	Bidder to propose complete system for in scope components
338	Section 6.2.1 Data warehouse System & Page Number 67	Proposed system to satisfy following technical specifications -	Can this specifications be enhanced to also consider much wider area of Big data and Analytics? Explanation Majority of specification listed are very lean towards Traditional Datawarehousing approach. We expect RFP requirements to also be driven by Big-data approach to support large Volume of data with Variety, Variation and Visibility. Big data approach will not only be full proof solution to all the technical specification listed in RFP but also be effective to manage exponential data growth of next 5-10 years by scaling Horizontally and Vertically. It will also provide the space to do advance analytics not only on Structured data but also on Unstructured data.	No Reply

Sr. No.	RFP Document Reference(s) (Section & Page Number)	Clause (in brief) of RFP requiring clarification(s)	Brief details/ Query in reference to the clause	Response
339	Section 6.2.1 Data warehouse System & Page Number 67	The data warehouse solution should be Appliance based and not a software solution running on third-party hardware or commodity servers.	Can this clause be relaxed to all Vendors as it appears to be very dominating towards Appliance based vendors? Explanation The RFP at the outset looks to be an Appliance based model and not an outright RFP for implementation of Big Data where banks like Yes Bank, Axis , BoB AND SBI are implementing . We expect RFP should be Neutral to all Vendors to allow software based solution running on 3rd Party hardware or commodity hardware and not on propriety platforms . This brings in best in class combination of Software and Hardware including storage. This solution is reliable, cost effective and also brings in the best-in-class technology trend.	No Reply
340	Section 6.2.1, Page 65	Bidder has to propose industry standard Enterprise type Appliance system for Data warehouse which will meet the requirements mentioned above for Year 5.	Kindly elaborate on the definition of Enterprise type Appliance; does it necessarily has to be from a single OEM OR can it include solution components from more than one OEM which is certified by a single OEM?	No Reply
341	Section 6.2.1, Page 66	Bidder has to arrange for training to LIC Officials from OEM supplier. Training should cover all aspects of the proposed data warehouse technology including but not limited to - Basic configuration - Database Administration - Tools and utilities - Any other training required for smooth functioning of Data Warehouse	It is requested that specific training requirements be explicitly stated in the RFP so the bidder can estimate accurately	No Reply
342	Section 6.2.2., Page 67	Data Migration - The LIC CDW is on Teradata 14.10 database	Can the bidder quote existing CDW solution (Teradata 14.10), thereby reducing/minimizing cost of migration?	If the same satisfy all technical specifications as per Annexure XIV
343	Section 6.2.5,	Onsite Support	Please specify if this would be a five working day week support or six working days support	refer section 6.2.5 other conditions
344	Section 6.2.5, Page 69	Onsite Support	Will the coverage for 250 days of onsite support include 8*6 days or 8*5 days?	Working Days

Sr. No.	RFP Document Reference(s) (Section & Page Number)	Clause (in brief) of RFP requiring clarification(s)	Brief details/ Query in reference to the clause	Response
345	Section 7, Page 71	Project Timelines - Go Live in 120 Calendar Days	Given the scope of work, it is requested that LIC reconsiders the go-live timelines and increase it to 180 Calendar Days atleast	No change
346	Section 7.2	Service Level Agreement (SLA)	Please modify the clause as: 1) SLA Penalties: Maximum SLA penalties should be capped at 5% of the applicable fees for that month.	No change
347	Section 7.2, Page 71	Query Response Time at any time(including ETL Loading) during the project period should be: Simple Query : 10 Seconds Medium Query : 90 Seconds Complex Query : 180 Seconds The test will be done at any time within six months or before payment of half yearly rental charges.	Requesting LIC to share sample queries please for each of these mentioned categories	Will be provided to successful bidder
348	Site Not Ready (SnR)	Clause not present in RFP	Customer hereby agrees to make the site ready as per the agreed specifications, within the agreed timelines. Customer agrees that Bidder shall not be in any manner be liable for any delay arising out of Customer's failure to make the site ready within the stipulated period, including but not limited to levy of liquidated damages for any delay in performance of Services under the terms of this Agreement. In case the SITE is not ready for a continuous period of 30 days, milestone payment related to installation will be released to vendor based on the SNR report, also if there is any additional warranty cost due to continuous site not readiness for 30 days, same will be borne by the customer	No change
349	Termination for default	Clause not present in RFP	Either Party shall have the right to terminate this Agreement at any time in the event that the other party commits a material breach of the Agreement and fails to cure such default to the non-defaulting party's reasonable satisfaction within thirty (30) days. In the event of termination Customer shall pay Bidder for goods delivered and services rendered till the date of termination.	No change
350	UAT for Archive & Restore Solution Page No. 70	UAT for Archive & Restore will comprise the following Time taken for 1 TB backup (<= 10 minutes). Time taken for 1 TB restore (<=30 minutes).	Request LIC to relax these parameters as Backup and Restore time will also be dependent on the Core LAN and SAN Infrastructure which is under LICs control. Request LIC to share the existing LAN and SAN throughput for better understanding.	1 GBPS LAN within data center
351	Upgrades/Enhancements	Clause not present in RFP	Notwithstanding anything to the contrary in the RFP, any requirement by Purchaser of any upgrade/enhancement shall be provided by the Successful Bidder at an additional cost to Purchaser and the same shall be done through a Change Order.	No change

Sr. No.	RFP Document Reference(s) (Section & Page Number)	Clause (in brief) of RFP requiring clarification(s)	Brief details/ Query in reference to the clause	Response
352		7.Dat amigration and Database tuning- 120 days 9- Go live- 120 calendar days	How can go live occur before data migration and database tuning? Please clarify	No Reply
353		A36- Whether proposed solution provides connectivity to Hadoop ? Whether combined query is possible with Hadoop?	Is there a expectation of Virtualization or federation? Should a federation tool be proposed	Bidder to propose as required for proposed solution
354		Additional Queries	where is primary Data center located is DR environment needed How will additional ETL/ Report/ dashboard and analytics requirement will be handled post go live is new DW appliance and existing teradata DW co located in same data center	Data center located at Mumbai. NO DR. ETL responsibility of Bidder for project period. BI Not in scope.
355		Annexure 3- checklist The bidder/OEM should experience in the proposed Data Warehouse Technology including consulting, supplying, installation, actual implementation and support thereafter. In terms of technological strength the Bidder should have proven experience and capability to handle large and complex Data (Minimum Size of Average Usable raw Data on which the users make the Queries should be 100 TB) with more than 400 active concurrent users on Database. Bidders must provide at least three reference sites satisfying this condition initiated and implemented by the bidder in last five years from date of this RFP. (as per annexure-V)	It is being assumed that the references can be a combination of Bidder and OEM. Please confirm	This condition can be satisfied either by OEM or by Bidder in totality
356		Archive and restore solution	Is this the current TD BAR performance or the expected future performance?	Please refer to SOW section

Sr. No.	RFP Document Reference(s) (Section & Page Number)	Clause (in brief) of RFP requiring clarification(s)	Brief details/ Query in reference to the clause	Response
357		c) Within 15 days after receiving LIC's request or within another period mutually agreed, the Vendor must respond in writing to LIC specifying what impact those variations will have on: a. the Scope; the Services or Deliverables, including any particular Deliverable; 4.7.3 - If any such change causes an increase or decrease in the scope of, or the time required for, the vendor's performance of any provisions under the Contract, an equitable adjustment shall be made in the scope or delivery schedule, or both, and the Contract shall accordingly be amended.	Bidder submits that addition or deletion in scope of work may result in impact to the charges quoted by the bidder. Bidder shall assess the impact of the variation on the costs and include it in its assessment. If mutually agreed, the new scope, delivery schedule, and charges will be agreed in form of a change order.	No change
358		Does the ETL/ELT tool support Capability to read unstructured data flat files, excels, mails, web, BLOBs, etc.?	Why is this feature required when there is no unstructured sources to be integrated?	No current requirement, but tool should support
359		ELT	Is this the current TD performance or the expected future performance?	Please refer to SOW section
360		In case of non-performance, the Vendor will replace the resource at no extra cost to LIC, within 2 working days; failure to replace the resource will be treated as non-performance.	2 working days is inadequate, at least 4 weeks is required for replacement	No change
361		Integrity Pact	Request to delete clauses 3.12, 3.13, 6.1.iv and 7	No change
362		Query response time	Is this the current TD performance or the expected future performance?	Please refer to SOW section
363		Role of LIC	Please include - Provision of all system documentation (business, technical, high level, low level) from the existing vendor - Arrange for knowledge transfer sessions between existing and new vendor - Approval of Design and other deliverables before migration to production	No change
364		Role of OEM	Since the Appliance is configured by OEM , they will also be joint owners for the SLA breaches	No change

Sr. No.	RFP Document Reference(s) (Section & Page Number)	Clause (in brief) of RFP requiring clarification(s)	Brief details/ Query in reference to the clause	Response
365		The number of references that can be referenced for the proposed ETL/Appliance/Archive & Restore solution.	As an SI we work across multiple technologies and would like to showcase our experience across technologies. It is suggested that LIC should assess the capability of the SI on the functional area independent of the tool being proposed. Request these points to be modified accordingly.	No change
366			The timeline is very aggressive. We need at 8-10 calendar months for completion of the end to end migration	No change
367	3. Eligibility criteria sub clause 3	In terms of technological strength the OEM/SI should have proven experience and capability to handle large and complex Data Warehouses (Minimum Size of Average Usable raw Data on which the users make the Queries should be 100 TB) with more than 400 active concurrent users. OEM/SI should provide at least THREE references of implementations of proposed solution completed within last 5 years from date of this RFP, satisfying this condition (as per annexure-V). For this purpose, the implementation start date/ Purchase Order Date as well as completion date/Go- Live should be within last 5 years. At least one reference should be within India and at least TWO references should be live as on date of this RFP. The sites should be referenceable. In case of restrictions due to NDA, declaration from OEM/SI is acceptable along with Annexure-V masking the withheld restricted information with "Withheld due to NDA". This condition can be satisfied either by OEM or by Bidder in totality. In case if this condition is satisfied by OEM, implementation resources should be deployed by OEM ONLY. In case this condition is satisfied by SI, Installation and maintenance of CDW Appliance for entire project period shall be responsibility of SI.	Given size and scale of references requested for will be limited in India and even if technology deployed is available in India this may not be with SI + OEM combination. Can we provide global references to establish technical strength	No change
368	6.1	Teradata's FSLDM is out of scope (from existing set-up) while the CDW is in scope	What is the % usage/ deployment of FSLDM in the current set-up	Query not clear

Sr. No.	RFP Document Reference(s) (Section & Page Number)	Clause (in brief) of RFP requiring clarification(s)	Brief details/ Query in reference to the clause	Response
369		ELT/ETL is in scope but de-duplication is out of scope	Does the new ETL tool have to integrate with Data Quality of Informatica?	Bidder to propose complete system for in scope components
370	6.2.1	Hot, warm, cold	What is the expected % mix of Hot, warm, cold data	No Reply
371	Page 16 of 115 Point no 10	Eligibility Bid opening date/time/ venue The Pre-contract Integrity Pact , Eligibility Bids and Technical Bids will be opened by LIC in the presence of the bidders/ representatives who choose to attend the Eligibility Bid opening on Friday, 06th April, 2018 at 3.30 pm at the above mentioned address.	We request the extend this by 20 th April 2018.	No change
372	Eligibility Criteria, Point 2, page 31 of 115	Total revenues of the bidder should be at least INR. 50 Crores (Indian Rupees fifty Crores) during each of the preceding three years and should be profitable in all the three financial years viz. (2016-17, 2015-16 and 2014-15). Certificate of CFO/CS/CA in original (as per annexure- IV) mentioning total revenue and profit before tax of the company in each of the financial years should be attached as proof.	If this could be in the range of 25 CR each year	No change

Sr. No.	RFP Document Reference(s) (Section & Page Number)	Clause (in brief) of RFP requiring clarification(s)	Brief details/ Query in reference to the clause	Response
373	Eligibility Criteria, Point 3, page 31 of 115	In terms of technological strength the OEM/SI should have proven experience and capability to handle large and complex Data Warehouses (Minimum Size of Average Usable raw Data on which the users make the Queries should be 100 TB) with more than 400 active concurrent users. OEM/SI should provide at least THREE references of implementations of proposed solution completed within last 5 years from date of this RFP, satisfying this condition (as per annexure-V). For this purpose, the implementation start date/ Purchase Order Date as well as completion date/Go- Live should be within last 5 years. At least one reference should be within India and at least TWO references should be live as on date of this RFP. The sites should be referenceable. In case of restrictions due to NDA, declaration from OEM/SI is acceptable along with Annexure-V masking the withheld restricted information with "Withheld due to NDA". This condition can be satisfied either by OEM or by Bidder in totality. In case if this condition is satisfied by OEM, implementation resources should be deployed by OEM ONLY. In case this condition is satisfied by SI, Installation and maintenance of CDW Appliance for entire project period shall be responsibility of SI. The SI/OEM must have skilled staff, Organization, Financial resources and an Installed	This should be relaxed by mentioning one project rather than 3 references + This should be not restricted to India only it should be global projects	No change
374	Eligibility Criteria, Point 3, page 31 of 115, paragraph 3	This condition can be satisfied either by OEM or by Bidder in totality. In case if this condition is satisfied by OEM, implementation resources should be deployed by OEM ONLY. In case this condition is satisfied by SI, Installation and maintenance of CDW Appliance for entire project period shall be responsibility of SI.	If the condition is satisfied by OEM, implementation services can be provided by either SI or OEM	No change

Sr. No.	RFP Document Reference(s) (Section & Page Number)	Clause (in brief) of RFP requiring clarification(s)	Brief details/ Query in reference to the clause	Response
375	Eligibility Criteria, Point 8, page 32 of 115	Proposed Data Warehouse Solution should be present in any of the Gartner's Magic Quadrant for Data Management Solutions for Analytics as of January, 2018	If this could be clarified a little better	No Reply

21/03/2018

Mumbai

Executive Director (IT/BPR)