Annexure – K: Technical Bid

Sl. No	Description	Compliance [YES/NO]
1.	It should be able to list out all laws including IRDAI, NCIIPC, CERT-IN, DFS, MeitY, GOI, RBI directives, Tax laws, corporate laws, Securities laws, Compliance as per Companies Act, 2013 and SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, and other local laws etc.	
2.	It should be able to focus on all laws applicable LIC and the section/s of the said law to be complied with.	
3.	Provision to create various masters e.g. user profile, audit profile, maker & checker, Audit controller etc. based on various verticals, departments and section wise, audit periodicity master etc.	
4.	360°view on current status, Visibility by Senior management, LIC Board, Audit committee;	
5.	Compliance dashboards - user friendly and user specific, year wise segregation;	
6.	Allocation , year wise segregation	
7.	Audit planning, rescheduling, cancellation, allocation of resources, man-days etc.	
8.	Creation of audit format, rating sheet, observations etc.	
9.	Alert Dashboard, Central repository for all compliances;	
10.	Enablement of audit logs for each and every activity to fix accountability and to maintain its log management life cycle	
11.	There should not be any limit on number of user.	
12.	System should pop up or forewarn about the compliances that are event based.	
13.	Module should be Web Based, User Friendly, robust and easy to use application accessed over Intranet / Internet with minimum bandwidth.	
14.	Level of Hierarchy may be formed / defined so that any given task may be assigned and escalated as per the hierarchy.	
15.	Should capable of providing role based access based on access control matrix (Hierarchical based) to authorized users.	
16.	Should be able to attach proof of compliance done and once attached should not be able to delete the same. Facility to attach another proof or proof of rectification should be available.	
17.	Should be able to generate Compliance Report on monthly, quarterly, half yearly and yearly basis or any other frequency as may be configured.	
18.	Should be able to generate required reports / format (consolidated item-wise, section wise, department wise) as required by statutory and other purposes like for MIS. The report formats shall be shared with the winning bidder.	
19.	User / administrator of division / regional office should be able to monitor the tasks assigned and undertaken by subordinate at back office / area office level.	
20.	Similarly user / administrator of head office (corporate office) should be able to monitor task assigned and undertaken by subordinate at regional office / back office / area office level.	
21.	Any change/updation/modification in Compliances applicable for the company should be updated immediately and also the List of compliances should be reviewed periodically to remove obsolete compliances. Email/SMS alert for the same should be given to admin users.	
22.	Format in which compliance need to be submitted should be available for download wherever applicable.	
23.	While making schedule for the compliances, holiday and weekly offs should be taken care.	
24.	Provision to create/configure users for various purposes like audit user, maker & checker users, admin user by an interface and Excel, CSV, word, pdf, etc.upload should be available.	

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25.	Provision to swap users should be there, where the entire job allocated to one user can be allocated or moved to the job list of another user.		
26.	A job should be allocated to multiple users and department for the purpose of compliance and should be available to user simultaneously or successively as per the nature of compliance.		
27.	System should have role based access to various options including MIS.		
28.	Provision to configure SMS and email alerts for various frequency and event including alerts for exceptions and escalations should be available.		
29.	Solution should be based on best practices followed by the industry and on latest technology.		
30.	User manual should be provided.		
31.	Training to the user for configuration and operations should also be provided.		
32.	Uploading of test results and gap assessment reports		
33.	Review of historical gap assessment reports		
34.	Multi level executive reporting		
35.	Trend reporting of compliance status by domain over a multiple reporting periods		
36.	Portal should allow for export of gap assessment checklists and import of completed gap assessment reports in Microsoft Excel and similar formats		
37.	Asset vulnerability status		
38.	Risk Status		
39.	Track vulnerabilities		
40.	View reports on tickets and track ageing		
41.	Customizable dashboard (day-to-day activities, metrics, trends, vulnerability managements, etc) having a query builder. Dashboard with drill down capability on various activities should be available to the management.		
42.	Authentication and authorization management controls would rest with LIC but portal must support user administration features in the form access control matrix to add/remove/update users and assigning authorization in line with access control matrix. Portal must support role based user access to simplify user administration.		
43.	All reports will be presented as individual line items which can be sorted on report timestamp, report type, report period etc. There should be a provision to identify and sort on service owner, service category, planned closure date, actual closure date, closure status for each report.		
44.	Tool should present a management dashboard view of all reports for information security management and reporting. Portal should have the ability to maintain all reports, logs and versions in native formats for a period of 10 years.		
45.	Vendor will supply all necessary software (with latest version) with licenses necessary for implementation of compliance monitoring tool.		
46.	Platform	Web Enabled	
47.	Multi-Organization Structure	Multi-Company / Multi-Location / Multi- Department	
48.	Workflow	Maker & Checker Concept is used in system where a responsible Person updated the status and submits for next level approval.	
49.	Nature	The solution OEM should be available during LIC working hours for any kind of technical support.	
50.	Configurable	Highly Configurable and need minimum IT person assistant	

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51.	Alerts	To provide SMS and E-Mail alerts as well as logs	
52.	Mail and SMS	Integration with Mail and SMS	
53.	Access Control Matrix	Department(section wise) wise, location basis etc. as per the requirement	
54.	Mail through application	Capability to send mail to many persons at one go	
55.	Escalation	Capability to configure escalation on the basis of risk & impact; Automatic escalation is done by system	
56.	Reports (Color Coded reports to identify compliances)	Not Done-Red	
		Completed In Time– Green	
		Completed but delayed-Yellow/Pink	
		Not Due – Grey/Amber	
57.	Reports Delivery to inbox	Capability of delivering various kinds of reports to senior management	
58.	MIS reports	Reports should be available in word, excel and pdf format as per our requirement e.g. Quarter wise planned Audit, resource allocated, compliance report, compliance due but not received, risk rating, status of audit, closure of report, Observation wise reports as per the selection, etc.	
59.	Dashboard	State of the art Dash Board for Senior Management. Dashboards e.g. graphical representation • for the organization (for compliances, non-compliances, statistics which can be drilled down department wise etc.) • Audit summary basis (CA, VA, ICSAA, ASR etc.) • Department wise audit summary basis • Overall audit summary • Overall Risk based dashboard (can have the capability to provide the same by departments, sections, locations etc.)	
60.	Change Tracking	Highlights the changes which took place in the process, thus reducing the time for verification	
61.	Uploading the Activities for Compliance	All the activities can be uploaded at one go through templates e.g. excel/word, pdf, xml etc.	
62.	Integration with other applications	The application should be capable of being integrated with other S/W applications, LDAP server for authentication purpose	
63.	Certificate Generation	Automatically generates the certificate as per IRDAI guidelines, NCIIPC guidelines and other certificates as & when required	
64.	Document Uploading	Required to upload word, excel etc documents	
65.	Compliance uploading	Uploading of document for complying the observation as evidence	
66.	Document Search	Multiple filters or advanced search should be available i.e. Location, Year, Department, Section, Assessment type, type of audits, section wise, name basis etc.	
67.	Auditors Room	Auditor has the option of viewing all the compliances with the proofs	
68.	Legal Team	Has in-House Legal Team with CA, CS and Lawyers with experience in different verticals related to Compliance Listing	
69.	Compliance Listing Process	Team visits the Locations and does One-on One discussion with the Client Teams and finalizes the Checklist with Risk Assessment	
70.	Legal Update Services	Full Fledged team to provide ongoing updates, tie-up with Local Lawyers in states where the Updates are Not Posted Online.	

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		The vendor will provide the legal update service and the same should be integrated in the tool after being released by various legal, mandatory authorities of India.	
71.	People Performance	Option of viewing Employee Performance vis-à-vis the compliances	
72.	Auto Reporting	Auto Scheduler for Reports to Senior Management and Middle Management	
73.	Responsibility	Ability to configure primary responsibility (from the department) and secondary responsibility (from any other department) into the System for every compliance	
74.	Calendar	State of the Art calendar with lot of flexibility with the option of defining multiple holiday calendar	
75.	Compliances	To provide regular and periodic, dependent , event bases, cyclical and unscheduled compliance	
76.	Law Coverage	Corporate Laws, Taxation Laws, Safety, Environment and Health Laws,Factories, Labour and S&E Laws,Local & Municipal Laws & Other State Laws	
77.	Compliance Checklist	Should be provided as and when required Customized for LIC at least 50-100 reports	
78.	Compliance Details	Section text, Synopsis, Obligations, Associated risk, Reporting Authority and impact of non-compliance	
79.	Forms & Web link	Online link to web based filings (always updated) , Downloadable forms to be attached	
80.	Minimum Security Features	At least the following security features for application/platform is required:	
		Hardening the Operating system, application of the server	
		Hardening the Operating system, application of the server, if observed during various audits conducted by LIC	
		Open Web Application Security Project(OWASP)	
		SSL communication	
		Enabling of logging of security events	
		Integration with Active Directory	
		LDAP authentication	
		Provision for accessing the application over internet	
		Provision of offline backup	
		Third Party supplier Audit to be conducted.	
81.	License	Enterprise based license (not user based)	