



संगठन : प्रक्रिया : उपलब्धि

PEOPLE : PROCESS : PERFORMANCE

Request for Proposal

Implementation & Maintenance of e-Business (Portal) Solution

[Ref: LIC/CO/IT-BPR/EIT/e-Business Solution/RFP/2015-16]

Dated: 05/10/2015



Pre-Bid Meeting: 20th November, 2015

AGENDA



RFP Timelines
Overview
Solution Objective
Scope of Work
Project Phases
Pre-Qualification Criteria
Technical Evaluation Criteria

RFP TIMELINES

1	Date of Commencement of Sale of Bid Document	05.10.2015
2	Last Date and Time for Sale of Bid Document	27.11.2015 (17:30)
3	Last Date for Receiving Bidder's Pre-Bid clarifications in writing	16.11.2015
4	Date & Time for Pre Bid Meeting	Today i.e. 20.11.2015 (11:00 AM)
5	Last Date and Time for Bid Submission	14.12.2015 (11:00 AM)
6	Date & Time of Eligibility Bid Opening (Envelope A)	14.12.2015 (11:30 AM)
7	Date & Time of Technical Bid Opening (Envelope B)	Will be intimated to Eligible Bidders
8	Date & Time of Commercial Bid Opening (Envelope C)	Will be intimated to Technically Qualified Bidders

OVERVIEW

LIC is planning to consolidate its applications and online offerings to various stakeholders, by standardizing its Portal Platform, application servers and web servers.

This new e-Business platform will enable LIC to provide an enriched and complete experience to its stakeholders besides enhancing its e-presence and e-delivery capabilities and transforming existing IT systems to facilitate rapid development and deployment of a suite of competitive enterprise applications for improved business responsiveness.

SOLUTION OBJECTIVE

Setting up Internet-cum-Intranet Portal platform on turnkey-basis with development of new applications and interfacing with existing applications

- High availability, scalable, flexible, reliable and compliant to industry standard specifications and J2EE based using Oracle RDBMS
- Solution components as stated in the Scope and necessary to meet the desired objective
- Existing Portal applications Rebuild in phased manner on the proposed portal platform
- Applications that are modular and based on service-oriented architecture principles and standards
- Necessary hardware with comprehensive onsite warranty with maintenance and support for 5 years.
- Necessary softwares and provide 8 years updates and maintenance support on the same.

SCOPE OF WORK

Re-Build of the existing Portal Applications as per the proposed phase-wise approach.

Deployment of a secured, scalable and highly available Portal Platform.

Online environment for performing insurance-related account management activities by customers and marketing intermediaries.

Platform for Online Issuance of Policies for most of the products being offered by LIC.

Capabilities for Straight Through Processing, and automated underwriting for each of the products, including workflow.

Platform to enable 'e-insurance policies'- electronic issue of insurance policies.

Service delivery requirements under IRDA's insurance repositories initiative.

SCOPE OF WORK

Platform for delivering services online and on demand, mostly in self-service mode, for its stakeholders.

Common Platform for all the applications required during the sales process like Financial Planning, Need Analysis and Benefit Illustrators for all the products.

Business Rules Engine to facilitate automation of the underwriting guidelines, policy servicing rules, claims servicing rules, quote generation such as premium quote, loan quote, surrender quote, campaign incentive calculations.

Electronic generation and delivery of documents pertaining to policy life cycle; SMS and email alerts during the policy life cycle and the channel partner life cycle, to the appropriate stakeholders.

Secured, Centralized and role based access to these functionalities in a self-service mode to various stakeholders like Customers/ Intermediaries / Employees/Merchants through portal.

PROJECT PHASES & TIMELINES

LIC proposes implementation in three project phases :



ELIGIBILITY CRITERIA

1 Financial and Other Information to be met by the Bidder

- | | |
|------|--|
| 1.01 | Pre Contract Integrity Pact - Only those vendors/bidders who have entered into Pre Contract Integrity Pact with LIC would be eligible to participate in the bidding. The "Pre Contract Integrity Pact" can be down loaded from our website : http://www.licindia.in/pages/LIC_Integrity_pact.pdf |
| 1.02 | Firm should be a Company registered under the Indian companies act, 1956 . |
| 1.03 | The Bidder should have been in existence for a minimum period of 3 years in India as on the date of release of this RFP |
| 1.04 | The bidder should hold a valid Sales Tax Registration Certificate, PAN Card and Service Tax and should be registered with the appropriate authorities for all applicable statutory taxes/duties. |
| 1.06 | The bidder should have a minimum turnover of INR 100 crore per annum for financial years 2012-13, 2013-14 and 2014-15 |
| 1.07 | Net Worth : The net worth of the bidder in the financial year 2014-15, should be positive. |
| 1.08 | The bidder must have on its roll staff of at least 200 technically qualified personnel in the area of developing, integrating & implementing software solutions as on the date of RFP. |
| 1.09 | As on the bid submission date, the Bidder should not have been black-listed during the last three years. |
| 1.10 | Bidder should not have any litigation against LIC or any other organizations which may materially impact the bidders' responsibility to implement the scope of this RFP |
| 1.12 | Authorized Signatory : Power of Attorney / Authorization (to be submitted with Letter of Intent) |

ELIGIBILITY CRITERIA

2 Portal Product and Implementation Eligibility criteria

- 2.01 The Bidder should be authorized by respective OEMs for the following solutions that are being proposed by the bidder
1) Proposed Enterprise Portal , Web and App Servers; (2) Proposed Business Rule Engine; (3) Proposed Enterprise Service Bus; (4) Any other solution being proposed to fulfill requirements of this RFP
Bidder to propose commercially supported enterprise class products . Apache http Web Servers when provided should be with supported plugins by OEM .
- 2.02 The OEMs must be a reputed and experienced company operating in the field of proposed product for at least 3 years as on date of this RFP and should have minimum 5 Portal Product and Application Server implementation in the Self Service/Transactional Portals (Applicable for portal product and application server only) .
Implementation experience in Self Service and transaction oriented Portal and not merely website or content delivery portals. Implementation should be live as on the date of the response to this RFP
- 2.03 Bidder must be an existing Portal Product OEM certified/recognized Partner(implementation/service partner) for implementing the Proposed Portal Solution and the information must be published by respective OEM i.e. available on OEM's website or nature of relationship Certified by OEM. Such relationship must be pre-existing as on date of RFP.
- 2.04 Proposed Portal Solution Vendor is positioned in Gartner's Magic Quadrant for Horizontal Portals 2014 or Later.
Or
Proposed Solution is a Validated and Deployed Customer Experience Platform / Portal with Leading Analyst Recognition .
The platform must provide portal essential services such as security, personalization, integration, content management and presentation on OmniChannel (Mobile and Multi-Channels) .
- 2.05 Proposed Java Application Server is positioned in Gartner's Magic Quadrant for On-Premises Application Platforms(Last Published) .

ELIGIBILITY CRITERIA

2 Portal Product and Implementation Eligibility criteria

2.06 Proposed Solutions is OEM Certified/Supported for

- Oracle 12c RDBMS with RAC;
- Red Hat Enterprise 5 and above;
- 64 bit JDK/JRE 7 and Above
- x86 Processor Type;
- Enterprise Class products

And

Proposed Portal Solutions is Pre-Validated and Tested Configuration i.e. Bundled and Pre-Integrated Portal Offering (Portal Solution + Application Servers + Integrated Development Environment[Development Tools]) .

2.07 Proposed Portal Solution compliant to key J2EE and Recent Web technology standards Specific specifications Deleted from Eligibility and Included in the Technical Bid Evaluation Criteria

2.08 The quoted product should not be end of life or end of support.

2.09 The Bidder must have experience in minimum two (2) implementations of Proposed Portal systems in the past five(5 years) in Self Service/Transactional Portals. Each Project must be with value minimum of 2 Crores if executed in India or 5 Crores if executed outside India.
LIC expects implementation experience in Self Service and transaction oriented Portal and not merely website or content delivery portals. Implementation should be live as on the date of the response of this RFP along with customer satisfaction report .

ELIGIBILITY CRITERIA

3 Business Rules Engine, ESB, Reporting implementation and solution eligibility criteria

3.01 The proposed Business Rule Engine, ESB and Reporting solution should have been implemented in at least 2 organizations in India or Globally for each component. The implementation should be live as on the date of the response to the RFP.

4 Bid Fee and EMD Compliance & OEM Condition

4.01 Bid Processing Fee : Payment of non-refundable amount of Rs 5,000/- (INR Five thousand only), payable in the form of Demand Draft/Pay Order from any scheduled commercial bank in India favouring "LIFE INSURANCE CORPORATION OF INDIA" payable at Mumbai.
(to be submitted with Letter of Intent)

4.02 Earnest Money Deposit : Rs. 20,00,000/- (Rs. Twenty Lakhs Only)
In the form of a Bank Guarantee as per format given in Annexure . To be submitted with Bid Submission.

4.03 The bidder may be an OEM or an Authorized Service Partner. Manufacturers Authorization letter from OEM in favour of Bidder must be provided. However, both should not participate in the RFP as a bidder, in which case OEM's bid will be disqualified and their offer will be rejected summarily by LIC.

TECHNICAL EVALUATION

S No	Criteria	Basis for Valuation	Max Marks	Supporting
I	Technology and System Functionality Compliance		30	
1	System Functional and Non Functional Requirements Compliance	Qualitative assessment: Meeting the requirements in terms of how close the proposal is to the functional and non-functional requirements for the solution and Standards as has been proposed by the bidder and completeness of the response.	10	Bidder's Submission & Demonstration, Presentations.
2	Proposed Technology	Qualitative Assessment : a) Developers Tools and trainings : Integrated Development , Configuration and Deployment Environment for the proposed solution components . Rapid Development, Project Management, Integration with Source Version Control. Availability of Knowledgebase, Online Support resources, developers community; Source Code Version Control; Trainings.	5	Bidder's Submission & Demonstration, Presentations.
		b) System Administration : Integrated System Configuration, Administration, Monitoring and Management , Log viewing .	5	Bidder's Submission & Demonstration, Presentations.
		c) Demonstrated completeness , suitability and robustness of the proposed technology, including (i.) Scalability; (ii.) Security; (iii.) Availability; (iv.) Responsiveness; (v.) Customer Experience Capabilities; (vi.) Ease of Implementation; (vii.) User Base; (viii.) Nature of Use; (ix.) Case study; (x.) Disaster Recovery; (xi.) Technical Support; (xii.) Compliance to Standards; (xiii.) Analyst reports; (xiv.) Internal/External Benchmarks	5	Bidder's Submission & Demonstration, Presentations.

TECHNICAL EVALUATION

S No	Criteria	Basis for Valuation	Max Marks	Supporting
I Technology and System Functionality Compliance			30	
3	Tools and Assets	Availability of Life Insurance solution accelerators: Accelerators Frameworks, Tools and Assets which could be leveraged for the assignment.	5	A Note and relevant supporting evidences& Demonstration, Presentations.
II Relevant Strengths			35	
1	Software Development and Maintenance Services in past 5 years by the Bidder: Each Project with value minimum of 2 Crores if executed in India or 5 Crores if executed outside India. Weightage (W) In case project completed-Under Production Usage : 100% In case project is in progress and the Work Order is more than 12 months old: 80% In case project is in progress and the Work Order is less than 12 months old: 50%	When Number is : - equal to or more than 5 projects : 10 marks - equal to 4 projects : 8 marks - equal to 3 projects : 6 marks - equal to 2 projects : 4 marks The maximum marks for each project is 2. These marks would be multiplied by the weightage as defined in the previous column before aggregating to arrive at the cumulative score.	10	Work Order/ Phase completion Certificates /Satisfactory documentary evidence

TECHNICAL EVALUATION

S No	Criteria	Basis for Valuation	Max Marks	Supporting
II	Relevant Strengths		35	
2	Software Development and Maintenance Services by the Bidder or Proposed Partners (subcontractor) using Proposed Platform/Portal Systems in past 5 years in Self Service/ Transactional Portal. Each Project with value minimum of 2 Crores if executed in India or 5 Crores if executed outside India. Weightage(W) In case project completed & Under Production Usage : 100% In case project is in progress and the Work Order is more than 12 months old: 80% In case project is in progress and the Work Order is less than 12 months old: 50%	When Number is : - equal to or more than 5 projects : 10 marks - equal to 4 projects : 8 marks - equal to 3 projects : 6 marks - equal to 2 projects : 4 marks The maximum marks for each project is 2. These marks would be multiplied by the weightage as defined in the previous column before aggregating to arrive at the cumulative score.	10	Work Order/ Phase completion Certificates /Satisfactory documentary evidence .

TECHNICAL EVALUATION

S No	Criteria	Basis for Valuation	Max Marks	Supporting
II	Relevant Strengths		35	
3	Life Insurance Domain Experience: Software Development and Maintenance Services by the Bidder(SI)or Proposed Partners(subcontractor) for Life Insurance requirements in Past 5 years. Project must have relevance to areas of the functional requirement of this RFP. LIC will consider bespoke development and COTS Products implementation like HRMS/Financial Packages will not be considered . Weightage(W) In case project completed & Under Production Usage : 100% In case project is in progress and the Work Order is more than 12 months old: 80% In case project is in progress and the Work Order is less than 12 months old: 50%	• Three or more Assignments – 15 Marks • Two Assignment – 10 Marks • One Assignment – 5 Marks The maximum marks for each project is 5 marks. These marks would be multiplied by the weightage as defined in the previous column before aggregating to arrive at the cumulative score	15	Work Order/ Phase completion Certificates /Satisfactory documentary

TECHNICAL EVALUATION

S No	Criteria	Basis for Valuation	Max Marks	Supporting
III	Approach and Methodology		15	
1	Solution Proposed - Demonstration of understanding of LIC's requirements and Completeness of Proposal.	Qualitative Assessment based on Demonstration of understanding of LIC's requirements based on the following information: • Solution proposed and its components, • Technologies used, • Scale of implementation, • Learning on Issues, • Challenges, • Challenges likely to be encountered, • Mitigation proposed, • Client references. • Completeness.	5	Submission by Bidders & Presentations.

TECHNICAL EVALUATION

S No	Criteria	Basis for Valuation	Max Marks	Supporting
III	Approach and Methodology		15	
2	Approach and Methodology to perform the work in this assignment	Qualitative assessment based on - Understanding of the objectives of the assignment: The extent to which the Systems Integrator's approach and work plan respond to the objectives indicated in the Statement/Scope of Work - Completeness and responsiveness: The extent to which the proposal responds exhaustively to all the requirements of the Terms of Reference - The project must follow a software development approach, principles and practices, that include early and continuous delivery of error free, fully tested software, regular collaboration between business subject matter experts and developers, and iterative functionality reviews to ensure that LIC's business needs are met.	5	Submission by Bidders & Presentations.
3	Project work break down structure	Qualitative assessment based on timelines, resource assignment, dependencies and milestones , modules.	5	Submission by Bidders & Presentations.

TECHNICAL EVALUATION

S No	Criteria	Basis for Valuation	Max Marks	Supporting
IV	Certification and Resource Profile		20	
1	The bidder possess currently valid(As on date of RFP) certification on Application Development:	CMM/CMMI(SEI) Level 5 - 5 Marks CMM/CMMI(SEI) Level 3 or 4 – 3 Marks	5	Satisfactory documentary evidence
2	Project Manager	Experience of Managing IT Software implementation Projects as Project Manager: 10 years relevant experience and ≥ 5 Projects: 5 Marks 10 years relevant experience and ≥ 3 Projects : 5 Marks	5	Bidder's Submission
3	Life Insurance Domain (SME)	Project Experience as Subject Matter Expert (Life Insurance) 5 years relevant experience and ≥ 3 Projects: 5 Marks 5 years relevant experience and ≥ 2 Projects : 3 Marks	5	Bidder's Submission
4	Solution Architect	Project Experience as Proposed Portal Solution Architect 10 years relevant experience and ≥ 3 Projects: 5 Marks 10 years relevant experience and ≥ 2 Projects : 3 Marks	5	Bidder's Submission

TECHNICAL EVALUATION

Excellent

- **100%** marks- The proposal exceeds the sub-criterion requirements.

Good

- **80%** marks - The proposal fully meets the sub-criterion requirement.

Average

- **60%** marks - The proposal adequately meets the sub-criterion requirements, but there are minor deficiencies.

Below average

- **30%** marks- The proposal has significant deficiencies against the sub-criterion requirements that will probably impact negatively on implementation of the assignments.

Non-complying

- **0%** marks - The proposal either does not comply with the sub-criterion or does not provide enough information to allow a higher rating.

