

Response to Pre-bid queries.

S.No	Page Num	EOI point no/Title	Content	Clarification Sought for	LIC's Response
1		Generic		Can a cloud solution be proposed? Can a hybrid solution be proposed ?	Yes. May be proposed
2	1	A.1 Invitation for Expression of Interest	General Information	Section has information about LIC Life Business Org structure Zone, DO and Branches along with training Center. What about P&GS business is this will get covered in HRMS solution ? Dose P&GS has their own salary processing units or it get processed at CO eFEAP?	All employees have to be covered in HRMS solution proposed. Assume that salary for all employees is through E-feap at present.
3	6	A.1 Invitation for Expression of Interest	The HRMS will be uniform and standard package across all offices and departments of LIC, in Bilingual form (English and Hindi) with provision to include language/s as applicable in the State of India from where it is accessed.	Please confirm the languages to be considered in scope. We assume only the UI i.e. labels and instructions are required in hindi and english and all data will be entered in English only. Please confirm if this understanding is correct.	Data entry should be possible in English and in Hindi. To begin with, tables and instructions display in other language as chosen by user is desirable. Please include in bid the options available for data entry in other languages.
4	6	A.2 EOI Terminology	LIC is in the process of upgrading to e-FEAP next - to centralize the data base to the Zonal level from the Divisional Mini Data centers.	When is this upgrade expected to be complete?	No comments
5	6	A.2 EOI Terminology	other systems of LIC with which HRMS would interact/communicate	Provide list of systems for integration	Access management, accounting and other systems depending on scope covered in solution proposed by bidder.
6	6		The HRMS will be uniform and standard package across all offices and departments of LIC, in Bilingual form (English and Hindi) with provision to include language/s as applicable in the State of India from where it is accessed.	Request if we can restrict the language to english, if possible.	Data entry should be possible in English and in Hindi. To begin with, tables and instructions display in other language as chosen by user is desirable. Please include in bid the options available for data entry in other languages.
7	6			Please help us to understand the number of temporary and contractual employees. We understand that permanent strength is 112000 and retired strength is 60000	Please assume that there are Nil temporary and/or contractual employees at present. If LIC engages such employees in future, the proposed solution should have provision for them.
8	6			Please help us to understand if the scope of work for the HRMs application would include in-service (permanent and temporary), retired, contractual employees?	Yes. All options available are expected in vendor response.

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9	6			Please help us to understand if the in-service (temporary), retired, and contractual employees will access the system for self-service OR LIC is looking for only storing such employee information in the database without self-service access.	Options for giving access to each group as mentioned in the query is expected in vendor response. Access should be as per appropriate access levels applicable for each group.
10	6		The HRMS will be uniform and standard package across all offices and departments of LIC, in Bilingual form (English and Hindi) with provision to include language/s as applicable in the State of India from where it is accessed.	Request if we restrict to language english.	Data entry should be possible in English and in Hindi. To begin with, tables and instructions display in other language as chosen by user is desirable. Please include in bid the options available for data entry in other languages.
11	7	Payment for the Bid Security	The bid security of Rs.10,00,000 (Rupees Ten Lakhs only) shall be payable in the form of Demand Draft/pay order issued by nationalized/scheduled bank in India and in favour of Life Insurance Corporation of India, payable at Mumbai. The Bid Security will not carry any interest	Exempt MSME Registered companies from submission of Tender Fees and EMD or Bid Security etc.	Please submit documents on the basis of which exemption is being sought.
12	8			We seek extension of time by at least two weeks	Refer corrigendum
13	8	A.4	Bids must be valid for 180 days from date of opening of EOI.	Bids must be valid for 90 days from date of opening of EOI.	No change.
14	8	A.4 Time schedule- EOI Submission date	EOI Submission Date 24th Dec 2018	We have our financial year end on 31st Dec & as there would be other bid submissions during the year end closing, hence request you to extend the submission date by 3 weeks to at least 21st Jan 2019	Refer Corrigendum
15	10	A.7 Benchmarks/Analyst Reports	LIC requires that bidders submit results of the Benchmarks for the Solution/ Systems proposed, carried out by leading Consultants / External Agencies/ Analysts to justify bidders' strengths and experience in the respective fields	Bidder shall furnish the Benchmarking details, as obtained from the OEM, for the solution component proposed	No comments
16	10	A.7 Benchmarks/Analyst Reports	Also provide ranking and market share figures for the IT component proposed as well as the Bidder as a whole, as per the published reports of leading Analysts/ External Agencies.	Bidder shall furnish the market share details, as obtained from the OEM, for the solution component proposed. Bidder shall anyway furnish financials for the relevant period sought. As such details of bidder's market share for the proposed IT component is not relevant	No comments

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17	10	A.7 Benchmark	LIC requires that bidders submit results of the Benchmarks for the Solution/ Systems proposed	Can these be Global benchmarks	Yes
18	10		At present, our employee databases are at Central office, Zonal Offices and Divisional Offices.	Please help us to understand the database and application?	Please be guided by EOI document
19	10		A7 Benchmark Report LIC requires that bidders submit results of the Benchmarks for the Solution/ Systems proposed, carried out by leading Consultants / External Agencies/ Analysts to justify bidders' strengths and experience in the respective fields. Also provide ranking and market share figures for the IT component proposed as well as the Bidder as a whole, as per the published reports of leading Analysts/ External Agencies.	Request LIC to elaborate on highlighted section	No comments
20	11	A9- Non disclosure	The bidder shall not, unless LIC has given permission in writing, disclose any part or make use of any part or whole of this EOI document, any specification, plan, drawing, pattern, sample or information furnished by LIC(including the users), in connection therewith to any person other than a person employed by the bidder in the performance of the proposal.	Seeking Mutuality of this clause considering the fact that even the bidder will share confidential informaion.	No comments
21	12	B1 Introduction	Provident Fund Data is maintained at Zonal level. DCPS data is maintained at P&GS Department in a separate system of the LIC. Likewise, the data of Vigilance and Disciplinary cases are kept in separate systems.	Will PF and Disciplinary also be part of the migration planned	Yes
22	14	B.1 Introduction	The Core Business is through LIC's e-FEAP module	Will the new HRMS application also have sign in from the e-FEAP module?	Preferably. Suggest all options.
23	14		Class-1 officers is maintained centralized at Central Office in a separate system other than eFEAP	What is the volume of data that is available for integration? Will data from this system be needed to be migrated in the new system?	All data to be migrated. Volume depends on solution suggested.
24	14		Service details of Class 2, 3 and 4 employees is maintained at respective Divisional office and Zonal office.	What is the volume of data that is available for integration? Will data from this system be needed to be migrated in the new system?	All data to be migrated. Volume depends on solution suggested.
25	14		Provident Fund Data is maintained at Zonal level. DCPS data is maintained at P&GS Department in a separate system of the LIC.	What is the volume of data that is available for integration? Will data from this system be needed to be migrated in the new system?	All data to be migrated. Volume depends on solution suggested.

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26	14		Service details i.e. data of Vigilance and Disciplinary cases are kept in separate systems.	What is the volume of data that is available for integration? Will data from this system be needed to be migrated in the new system?	All data to be migrated. Volume depends on solution suggested.
27	14	B2.Scope of Project Deliverables:	Migration/ conversion of data from the available database from the existing systems and/ or fresh manual data entry	How many years transaction history (in addition to OpenBalances) do you expect to be migrated to the new ERP system?	All the existing data to be migrated. Service history from date of joining LIC. Other data, assume 10 years data.
28	14	B2.Scope of Project Deliverables:	Integration with Corporation's Core Business System/s	Can you list down the interfaces which are currently integrated between the existing third party applications of HRMS ? And also provide customization list	Please assume there are no Third party applications.
29	14	B2.Scope of Project Deliverables:	Integration with Corporation's Core Business System/s	Please specify if there is any need of integrating the applications with smart phones or social networking sites, if yes kindly specify	Integration with Smartphones needed. Give options available for integration with social networking sites.
30	14	B2.Scope of Project Deliverables:	Implementation Services	Kindly specify, Will it be in a Big Bang approach for all the employees or a Pilot plus Rollout methodology to smoothen the learning curve.	Please specify implementation capabilities for each aspect of proposed solution.
31	14	B2.Scope of Project Deliverables:	Automation of backup and archiving processes	Does the current Infrastructure have Backup / Restore facility available	Assume that vendor has to implement this also.
32	14	B2.Scope of Project Deliverables:	Automation of backup and archiving processes	What is the current backup strategy? What are your backup requirements? What is the retention period?	Please provide information about different options possible.
33	14	B2.Scope of Project Deliverables:	Automation of backup and archiving processes	Does LIC have any purging & archiving tools in place? Also, please confirm if Purging and Archiving of historic data would be in scope for this proposal.	Assume that vendor has to implement this also.
34	14	B2.Scope of Project Deliverables:	Automation of backup and archiving processes	Any changes required in backup solution? Like Improve Incremental Backup window time - 2 Hours for Critical and 8 Hours for Non-Critical data.	Please provide information about different options possible.
35	14	B2.Scope of Project Deliverables:	Knowledge Transfer to LIC Personnel	Is the end user training is part of the scope? Will the train the trainer approach is sufficient or complete end user training is part of the scope. Is there any organizational training strategy in place?	Train the trainer. However, please provide information about both.
36	14	B2.Scope of Project Deliverables:	Post Implementation Maintenance and Support Services	Kindly specify the period/duration for the Post Implementation Maintenance and Support Services for which LIC is looking at ?	5 years

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37	14	B2.Scope of Project Deliverables:	Application software Enterprise Licensing	We will provide the same alongwith source code to LIC. There should be no payment to be made for Licenses before implementation else the OEM is releieved of all its responsibilities.	No comments
38	16		Pre-qualification Criteria for SI	Proposed reword - SI.no.5 - "Bidder must have proven project experience of supply, installation, customization and implementation of at least TWO HRM projects in the last five years, of which ONE project should be with the proposed software."	Refer corrigendum
39	16		Pre-qualification Criteria for SI	Proposed reword - SI.no.6- "Bidder should have completed similar kind of work in at least ONE HRM projects in public sector/PSU banks/PS Financial Institutions and implementation of one of these projects should have been of the proposed software in the last 5 years with staff strength of 10000+."	Refer corrigendum
40	16			Will the system be monitored centrally or on decentralized manner	Please provide information about different options possible.
41	16			If decentralized, how many monitoring units would need to be recognized	Please provide information about different options possible.
42	16			What is the total count of employees to be covered under this HRMS initiative.	Please be guided by EOI document
43	16			Total number of employees to be covered under the proposed HRMS system	Please be guided by EOI document
44	16			What is the breakup of these employees under the following categories :-	Please be guided by EOI document
45	16			a. Administrative Users who would be managing the system	Please be guided by EOI document
46	16			b. How many users would be having authorization for approvals	Please provide information about different options possible.
47	16			c. How many employees would be provided with self service functionality	Almost all.
48	16			d. How many employees would be authorized to put up the claims pertaining to their travel.	Almost all.
49	16			Whether the employees mentioned at (b.) above hold good for the travel related approvals	Please provide information about different options possible.
50	16	C.1. Pre-Qualification Criteria. S.No 5	Bidder must have proven project experience of supply, installation, customisation and implementation of at least THREE HRM projects in the last three years.	We request this clause be changed to 'Bidder must have proven project experience of supply, installation, customisation and implementation of at least THREE HRM projects in the last TEN years'.	Refer Corrigendum

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51	16	C.1. Pre-Qualification Criteria. S.No 6	Bidder should have completed similar kind of work in atleast TWO projects in public sector / banks / financial institutions and implementation of one of these projects should have been in a public sector / banks / financial institutions with staff strength of at least 20,000 in the last three years.	We request this clause be changed to 'Bidder should have completed similar kind of work in atleast TWO projects in public sector / banks / financial institutions and implementation of one of these projects should have been in a public sector / banks / financial institutions with staff strength of at least 10,000 in the last TEN years'.	Refer Corrigendum
52	16	C.1.1. Sr no 5 and 6	Supporting documents required:Self attested copy of the work order and letter of successful completion from the client.	Request to also allow self certification on SI's letter head as proof of completion.	No comments
53	16	C.1.1 pt no 6	Bidder should have completed similar kind of work in atleast TWO projects in public sector / banks / financial institutions and implementation of one of these projects should have been in a public sector / banks / financial institutions with staff strength of at least 20,000 in the last three years.	Request to change this to:Bidder should have completed similar kind of work in atleast TWO projects in public sector /banks / financial institutions and implementation of one of these projects should have been in a public sector / banks / financial institutions with staff strength of at least 20,000 in the last three five years.	Refer Corrigendum
54	16	Pre-Qualification Criteria	The bidder should be profit making organisation and should not have incurred loss in three immediate preceding Financial Years.	Request LIC to consider " The Bidder should have made a net profit or should have positive networkth in last two of the three financial years."	Refer corrigendum
55	16	Pre-Qualification Criteria		The Pre -Qualification criteria mentioned on Page 16 and the criteria mentioned on Page 36 are not the same. Please confirm	Refer corrigendum
56	16	C.1.1/2 Pre Qualification Criteria	Have minimum annual turnover of Rs 200 Crores from Information Technology services in three immediate preceding Financial Years.	Kindly change Turnover Criteria	Refer corrigendum
57	16	C.1.1/5&6 Pre Qualification Criteria	Bidder must have proven project experience of supply, installation, customisation and implementation of at least THREE HRM projects in the last three years.Bidder should have completed similar kind of work in atleast TWO projects in public sector / banks / financial institutions and implementation of one of these projects should have been in a public sector / banks / financial institutions with staff strength of at least 20,000 in the last three years.	Request to amend the eligiblity criteria of performance for MSME units so that Micro & Small Enterprise registered with MSME can also participate	Refer corrigendum

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58	16	C.1.1/8 Pre Qualification Criteria	The bidder (Service Provider) must have been assessed and certified for CMM/ CMMi Level 5	We request that MSE registered with MSME companies should be evaluated with ISO 9001-2008 certifications	Please be guided by the EOI document
59	17	C.1. Pre-Qualification Criteria. S.No C.1.3	The projects implemented by the bidder should cover the following areas in India (in the last three years)	We request this clause be changed to 'The projects implemented by the bidder should cover the following areas in India and ABROAD (in the last TEN years)'	Refer Corrigendum
60	17	C.1.3	The projects implemented by the bidder should cover the following areas in India (in the last three years):	Deputations (Domestic and Foreign) : Please elaborate , Does Foreign deputation should cover salary on Deputation in Deputed country Currency ?	Not covering the salary in Deputed country currency. However, provide information about options available.
61	17	C.1.5.	Have to comply with all the statutory and legal requirements	Please specify the statutory & the legal requirements ,otherwise its too open ended	Please be guided by EOI
62	17			Please help us to understand if LIC is processing the payroll inhouse and planning to continue to process payroll inhouse in the new HCM allocation.	Yes. Please give information for either options.
63	17			Would LIC be open to outsourced payroll function	No comments
64	17			Please help us to understand if Pension processing of retired employees are also included in scope of work	Yes. Please give information for either options.
65	17	C.1.3	The projects implemented by the bidder should cover the following areas in India (in the last three years):	Kindly request you to change the timeline of the projects implemented requirement to last 8 years in India or globally & also atleast half of the feature need to be implemented if not all as some of these are very custom requirements.	Refer Corrigendum
66	17	C.1.3 Pre-Qualification Criteria	Human Resource functions from Recruitment to Post Retirement	Can you please elaborate on Post Retirement requirements.	Please be guided by EOI Document. Pension, group Medclaim etc.
67	17		C.1.3. The projects implemented by the bidder should cover the following areas in India (in the last three years):	This criteria is applicable to which point in pre-qualification: Point 5 OR Point 6 OR both points	Both points. Refer Corrigendum.
68	18		iii. Num of HRMS professional iv. Num of HRMS R & D personnel	Propose reword as "Number of software professionals for the proposed software(including support & maintenance personnel) (Indian/Supporting India)".	No comments
69	18	D. HRMS implementer profile (System Integrator) S.No II	Global revenue of company from HRMS in the financial year 2017 (Rs. Cr.)	Some companies do not measure revenues for such streams. As such we request deletion of this clause	No comments
70	18	D. HRMS implementer profile (System Integrator) S.No III	No. of Indian HRMS professionals (Including support and maintenance personnel)	We request the maximum personnel in this clause be limited to 2000 for evaluation	Refer Corrigendum

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71	18	D. HRMS implementer profile (System Integrator) S.No IV	No. of global customers (where at least five modules being offered , were implemented) acquired in the past five years (FY 2013-14 Onwards)	We request this clause be changed to 'No. of Indian and global customers (where at least five modules being offered , were implemented) acquired in the past TEN years (FY 2007-08 Onwards)'. Also for evaluation purposes, please cap the customer base to maximum 50	Refer Corrigendum
72	18	D. HRMS implementer profile (System Integrator) S.No V	No. of Indian customers (where at least five modules being , were implemented) in the past five years	We request this clause be changed to 'No. of Indian and global customers (where at least five modules being offered , were implemented) acquired in the past TEN years (FY 2007-08 Onwards)'.	Refer Corrigendum
73	18	C.2.7	E: Coverage of the required functions in the Proposed HRMS (Core Product)	Its missing in the EOI.	Refer Corrigendum - evaluation criteria.
74	18	C.2 Evaluation Process, Point - C.2.7 B. HRMS Product Vendor profile	Global revenue of company in the financial year 2017 (Rs. Cr.) <1000 1000-5000 5001-10000 >10000	Requesting you to modify this Clause as <500 700-800 801 -1000 >1001	Refer corrigendum
75	18	C.2 Evaluation Process, Point - C.2.7 B. HRMS Product Vendor profile	Global revenue of company from HRMS in the financial year 2017 (Rs. Cr.)	Requesting you to modify this Clause as <25, 25-50, 50 -70, >70	Refer corrigendum
76	18	C.2 Evaluation Process, Point - C.2.7 B. HRMS Product Vendor profile	No. of Indian HRMS professionals (Including support and maintenance personnel) <1000 1000-2500 2501-5000 >5000	Requesting you to change this clause as <100, 100-200 ,201-250, >250	Refer corrigendum
77	18	C.2 Evaluation Process, Point - C.2.7 B. HRMS Product Vendor profile	No. of Indian HRMS R&D professionals dedicated full time to product development <200 200-500 501-1000 >1000	Requesting you to change this clause as <25 ,25-50, 51-100, >100	Refer corrigendum
78	18	C.2 Evaluation Process, Point - C.2.7 B. HRMS Product Vendor profile	No. of Indian customers where HRMS products are live/production usage as on date of this EOI) <10 10-25 25-50 >50	LIC being an Govt of India enterprise weightages towards Indian customers should be more. Hence requesting you to change the clause as below, <300, 301-400, 401-500 ,>501	Refer corrigendum
79	18	C2.7 Parameters for evaluation	A.Understanding of Bidders, B. HRMS Product Vendor profile, C.HRMS Product Implementation in Indian PSU/GOVT ORGANISATIONS,D.HRMS implementer profile (System Integrator).	We request you to publish separate evaluation criteria for Micro & Small Enterprise registered with MSME.	Refer corrigendum. No further comments.
80	19		i. No of Indian PSU...in past 3 years	Can this be for a period of last 5-10 years	Refer corrigendum
81	19	C.2		How current Attenddance is managed by LIC for different location, is there any application for Attendance and can be integrated	Shall be part of HRMS
82	19	Page 19, C	Process scope to be covered	The processes covered for scope, will it be applicable to all Class 1 to Class 4 or is there a classification based on Class and module usage	Yes. All classes. Processes applicable to different cadres as per service conditions and rules.

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83	19	C. II -Page no 19 HRMS: Product Implementation in Indian PSU/GOVT ORGANISATIONS	Highest HRMS number of licenses given to any Indian PSU in the past three FY years (where at least five modules being offered , were implemented)	Please change it to "Highest HRMS number of licenses given to any Indian PSU in the past three five FY years (where at least five modules being offered , were implemented) " and reduce the user number from 50,000 to 15,000	Refer Corrigendum
84	19	D-IV Page 19	No. of global customers (where at least five modules being offered , were implemented) acquired in the past five years (FY 2013-14 Onwards)	Request make the highest slab between 20-50	Refer Corrigendum
85	19	D-IV Page 19	No. of Indian customers (where at least five modules being , were implemented) in the past five years	Pls make the tenure as 'Last ten years' & change the highest slab to ' 10-25.	Refer Corrigendum
86	19	C.2 Evaluation Process, Point - C.2.7	Note: 1. if the Product Vendor is desirous of implementation directly (without system integrator), he will be assessed on both counts and marks will be awarded. 2. Overall Minimum qualifying marks required for further evaluation is 70 marks. In case, atleast 3 bidders do not qualify, the qualifying marks shall be reduced, till such point only, whereby 3 vendors qualify (subject to minimum of 50 marks). (e-g.) If the marks scored by the vendors are 75, 69,59,55,53 etc. The qualifying marks will be reduced to 59 so that atleast 3 bidders are qualified. In no case, the minimum will be reduced below 50 marks.	As per the Point C.2.7 - Parameters for Evaluation, minimum qualifying marks are 40 but as per the note given on Page -19 it says minimum qualifying marks will be 50. Please clarify ?	Minimum in each segment is 40% and overall minimum is 70% with the reduction clause of minimum 50% as per the EOI document
87	19	C.2 Evaluation Process, Point - C.2.7 C. HRMS: Product Implementation in Indian PSU/GOVT ORGANISATIONS	Highest HRMS number of licenses given to any Indian PSU in the past three FY years (where at least five modules being offered , were implemented) < 5000 5001-10000 10001-50000 >50000	Requesting you to change this clause as - Highest HRMS number of licenses given to any Indian PSU/Financial Institutions in the past three FY years (where at least five modules being offered , were implemented) 0,100-250, 251-500, >500	Refer corrigendum
88	19	C.2 Evaluation Process, Point - C.2.7 D. HRMS implementer profile (System Integrator)	Global revenue of company in the financial year 2017 (Rs. Cr.)	Requesting you to modify this Clause as <500 700-800 801 -1000 >1001	Refer corrigendum
89	19	C.2 Evaluation Process, Point - C.2.7 D. HRMS implementer profile (System Integrator)	Global revenue of company from HRMS in the financial year 2017 (Rs. Cr.)	Requesting you to modify this Clause as <25, 25-50, 50 -70, >70	Refer corrigendum

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90	19	C.2 Evaluation Process, Point - C.2.7 D. HRMS implementer profile (System Integrator)	No. of Indian HRMS professionals (Including support and maintenance personnel) <1000 1000-2500 2501-5000 >5000	Requesting you to modify this clause as <100, 100-200 ,201-250, >250	Refer corrigendum
91	19	C.2 Evaluation Process, Point - C.2.7 D. HRMS implementer profile (System Integrator)	No. of global customers (where at least five modules being offered , were implemented) acquired in the past five years (FY 2013-14 Onwards)	Requesting you to modify this clause as <10, 10-20 ,20-50, >250	Refer corrigendum
92	19	C.2 Evaluation Process, Point - C.2.7 D. HRMS implementer profile (System Integrator)	No. of Indian customers where HRMS products are live/production usage as on date of this EOI) <10 10-25 25-50 >50	LIC being an Govt of India enterprise weightages towards Indian customers should be more. Hence requesting you to change the clause as : <300 ,301-400, 401-500 ,>501	Refer corrigendum
93	19		C. HRMS: Product Implementation in Indian PSU/GOVT ORGANISATIONS	Is this criteria for the system integrator OR the HRMS product OEM	Integrator/implementor
94	20	Page 20, C3 Proof of soluion	Proof of solution of EOI	Can there be some of the solution components in Video / Recorded format	yes
95	23		Man Power Planning	Should this be an integrated offering or can this be a stand alone offering being integrated to core HCM	Preferably be an integrated offering. Please provide information of other options.
96	23		Training	Can a cloud solution be proposed for Learning only?	On site training is required. Please provide information about other options.
97	23		Management of Provident Fund	Can you please elaborate the need? Does it include the provident fund investment management/ Provident fund loan etc?	Other than Investment all activities related to employee to be covered
98	23		Management of defined contribution pension schemes	Can you please elaborate the need? Does it include the provident fund investment management/ Provident fund loan etc?	Other than Investment all activities related to employee to be covered
99	23	D.1.Scope of Work	LIC desires the Bidder to perform functions (including but not limited to) as mentioned below:	LIC desires the Bidder to perform functions (including but not limited to) as mentioned below:	No change
100	23	D.1.2Hardware and Software support	The application is expected to be on centralised architecture. All procedures under HRMS should adopt workflow automation. The proposed architecture envisages having a central server at Mumbai for hosting of HRMS application, databases and associated software	We understand currently HRMS functions like Payroll/Salary/Leave etc are managed at Dvisional/Zonal and Central Office , In centralization dose LIC will provide seprate Network for HRMS or will use exiting Network ? If exiting Network and there is any plan to increase the bandwidth due to addition of HRMS from Centralized Location	Existing network to be used. No comments at present. Please give information about network bandwidth requirements for HRMS. Also provide solutions for different scenarios.

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101	23	D.1 Scope of Work	a. Software	Are you open with Cloud/On Premise/PaaS for this implementation of HRMS solution ? If yes what are the primary considerations for choosing the solution.	Please provide information about different options.
102	23	D.1 Scope of Work	Disaster Recovery System and real time replication	what is the scope of work w.r.t to Disaster Recovery (DR)?	All aspects to be implemented by System Administrator.
103	23	page 23 D1.2 Hardware and Software support	The proposed architecture envisages having a central server at Mumbai for hosting of HRMS application, databases and associated software.	Can bidder propose a complete cloud (SaaS) based product? Are there any restrictions of data centre not being in India?	yes. But server and data center shall be in India
104	24	D.1.4 Current Requirements. S.No 1.2	Ease of Access using a Single Sign-on	What are the applications that need to be covered under Single Sign-on	All applications
105	24	D.1.4Current Requirements		Single Sign-On - Does LIC has existing SSO and IDAM available ? If not Does LIC want Single Sign on at Organization Level for all applications like HRMS, eFeap, CADW , P&GS etc ? Or Only for HRMS ?	Please suggest alternatives for only HRMS and also for all applications. Please assume that SSO and IDAM not available.
106	24	Migration of existing Data	Vendor will be fully responsible for all jobs and related dependencies for migration from existing system to the new system.	PLs help with the volume/ quantum of data to be migrated	Please be guided by EOI document and response in this document.
107	24	D.1.3 Migration of existing Data	Vendor will be fully responsible for all jobs and related dependencies for migration from existing system to the new system.	Which data elements we shall consider in migration. We assume that only open balances are to be migrated and Any historical data migration is out of scope.	Historical data also to be migrated
108	24	D.1.3 Migration of existing Data	Vendor will be fully responsible for all jobs and related dependencies for migration from existing system to the new system.	Will all source systems have to be considered for Data Migration? How many location we have to extract the existing data? Can we access the all the systems from corporate office?	The proposed HRMS solution should be capable of handling all functions. Access from Central Office can be enabled. Please give information on other options.
109	24	D14, Current requirements	The HRM system should cover the following functionalities	Requirements related to Approasals, Analytics, and Self Services (addition to HR requirements is not provided)	Please be guided by EOI
110	24	D.1.3 Migration of existing data	Vendor will be fully responsible for all jobs and related dependencies for migration from existing system to the new system.	We assume data extraction from existing systems as well as cleansing will be LIC's responsibility. SI will provide the templates for data collection and LIC will extract and provide the data in the required templates. Please confirm if this understanding is correct.	Please be guided by EOI. Please give information on different options.

Response to Pre-bid queries.

S.No	Page Num	EOI point no/Title	Content	Clarification Sought for	LIC's Response
111	24	D.1.3 Migration of existing Data	Vendor will be fully responsible for all jobs and related dependencies for migration from existing system to the new system	Please specify how many years of data need to be migrated ? Also all the transaction data need to be migrated or only few years data along with master data need to be migrated. We also assume LIC team will help us in the data validation part.	Please be guided by EOI document and response in this document.
112	24		D.1.3 Migration of existing Data i. Vendor will be fully responsible for all jobs and related dependencies for migration from existing system to the new system.	What are the current sources of HRMS data to be migrated	Please be guided by EOI document
113	26			Will the proposed software need to cater to company owned guest houses/ holiday homes and their availability and allotment to the employees	Please be guided by EOI document. Yes.
114	27	Current Requirements #38	Mobile Apps (Android/ IOS, etc)	Kindly confirm which are the other platforms apart from Android & iOS? It is however recommended and keeping the current user base in consideration, to keep the Apps on iOS & Android only.	Android & iOS. You may suggest for other popular platforms also.
115	28		caters to the needs employees....deceased employees	Can you please explain in detail this requirement.	Compassionate appointments, family pension etc.
116	28	D.1.4 Current Requirements.	Integration with e-feap, EDMS and other systems	What functions of e-FEAP and EDMS need to be integrated. Please explain	Access management, accounting and other systems depending on scope covered in solution proposed by bidder.
117	28	Technical requirements #19	Open API for integration with other Applications/data sharing	Will the selected SI be responsible to setting up the Open API?	Yes
118	28	Technical requirements #21	Cloud enabled	Kindly clarify. We understand that the solution core needs to be on-prem solution. Which part of the solution needs to be cloud enabled?	Please provide information about all options.
119	28	Technical requirements	Integration with e-feap, EDMS and other systems	Kindly list the systems the proposed systems will need to integrate with? Can we consider the list of systems as mentioned in section D.1.6 as final? Are the API's in place for ready integration with these systems?	D.1.6 covers most systems. This may change at RFP stage. Please assume that System Integrator has to set up APIs.
120	29		Integration with Corporations other systems	Does LIC has any enterprise wide middleware , which can be used? Is the real time integration an expectation	LIC's existing middleware cannot be used. Please propose other options.
121	29	Operational support	Help Desk	Will the selected SI be responsible to setting up the Helpdesk and maintaining it too?	Yes

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S.No	Page Num	EOI point no/Title	Content	Clarification Sought for	LIC's Response
122	29	Operational support	Training Module development and training to Users as decided by LIC	Pls specify the training location? Will it be multi location? Is it 'Train the Trainer' type of training requirement?	Multi location. Train the Trainer. Please give information of other options also.
123	29	D.1.6 Integration with Corporation's Other Systems	Integration with Corporation's Other Systems	Are there any third party or Bolton's that have been built and needs to be integrated?	Please assume there are none at present.
124	29	D.1.7 Network Support	The bidder should categorically submit requirements/recommendations for upgradation/enhancement of the existing Corporation network to meet the demands of the proposed System.	Provide more details on Network Connectivity requirements? How many locations are going to access ERP applications? Do they you require private connectivity?	HRMS solution should be accessible at all offices of LIC of India through LIC's intranet, which at present is through MPLS of network service providers. Connectivity to foreign offices and to officers on deputation should be through internet. Access from laptop and smartphones have to be through internet.
125	29	D.1.9 Operational Support	Operational Support	Whether any existing Help Desk/Ticketing Tool is available or Vendor needs to propose the same	Vendor to propose
126	29	Page 29, D1.9	Help Desk	Is there a tool currently available or should the SI provide for the same	SI shall provide
127	30	D.1.10 Disaster Recovery	Disaster Recovery	Do the SI need to build and maintain Disaster Recovery Site ?	Yes
128	30	D2 Alternative Options	The bidder is free to provide multiple/alternative options also in order of preference. In case of multiple/alternative options, the bidder should provide advantages and disadvantages of one solution with respect to others	Can the Bidder propose HCM Cloud Solution as well? Where in the Cloud data centre would be o/s india currently.	Yes. But server and data center shall be in India
129	30	D2 Alternative Options	The proposed solution should have the ability to scale. The systems would be provided for high availability and with no single point of failure and must include but not limited to Servers, Storage Solutions, Console Management, Software, associated peripherals and accessories and Professional Services and Support.	Can the Bidder propose HCM Cloud Solution	Yes
130	30	D2 Alternative Options	The bidder is free to provide multiple/alternative options also in order of preference. In case of multiple/alternative options, the bidder should provide advantages and disadvantages of one solution with respect to others	Can the Bidder propose HCM Cloud Solution	Yes

Response to Pre-bid queries.

S.No	Page Num	EOI point no/Title	Content	Clarification Sought for	LIC's Response
131	30	D2 Alternative Options	The proposed solution should have the ability to scale. The systems would be provided for high availability and with no single point of failure and must include but not limited to Servers, Storage Solutions, Console Management, Software, associated peripherals and accessories and Professional Services and Support.	Can the Bidder propose HCM Cloud Solution	Yes
132	33	E.4 General Instructions	The bidder should agree to make presentations and live demonstrations of the proposed System to LIC, if required, at a short notice	Please indicate "short notice"	no comments
133	33	E 3 Bid Security	Bid Security Submission	Can we request to move the Bid Security Requirement to RFP Submission in stead of EOI Submis	Refer corrigendum
134	33	E 3 Bid Security	The Bidder shall furnish along with the bid documents a Bid Security of Rs. 10,00,000 (Rupees Ten Lakhs only) by way of Demand Draft in favour of Life Insurance Corporation of India, Payable at Mumbai.	Can we request you to allow to submit the bid security in the form of a Bank Guarantee in stead of Demand Draft/ Pay Order?	Refer corrigendum
135	33	E 3 Bid Security	The Bid Security will be forfeited on account of one or more of the following reasons: i. The Bidder withdraws their bid during the period of EOI validity ii. The Bidder, having been notified of the acceptance of its bid by LIC during the period of validity of bid a) withdraws his participation from the bid during the period of validity of bid document; or b) fails or refuses to participate in the subsequent tender process after having been short listed iii. If any information submitted by the Bidder found to be untrue or false at any time.	Request LC to make the terms of forfeiture applicable to Submission of RFP Response instead of EOI Response Submission As there will be a complete new RFP document with new terms and conditions the forfeiture terms should be applicable to RFP tender document than EOI submission document	Refer corrigendum
136	36		Bidder should, in case, seeking OEM support, have strong and formal partnership with leading OEM/s to obtain necessary support for Hardware, Database, Software, Storage, etc. The relationship must exist and OEM is Bidder's Choice.	Request to share format	no comments

Response to Pre-bid queries.

S.No	Page Num	EOI point no/Title	Content	Clarification Sought for	LIC's Response
137	36		Bidder should, in case, seeking OEM support, have strong and formal partnership with leading OEM/s to obtain necessary support for Hardware, Database, Software, Storage, etc. The relationship must exist and OEM is Bidder's Choice.	Request to share format	No Comments
138	36	Pre Qualification Criteria 3	The bidder shall provide Enterprise HRMS Software – OEM's appearing in Magic Quadrant for Enterprise Content Management 2017.	We request you this criteria should be relaxed for Micro & Small Enterprises registered with MSME	Refer corrigendum
139	37	Annexure 1	No. of Indian HRMS professionals (Including support and maintenance personnel)	Request if we remove this a change to the clause of SLAs available	Refer Corrigendum
140	37	Annexure 1	No. of Indian HRMS R&D professionals dedicated full time to product development	Request if we remove this a change to the clause of SLAs available	Refer Corrigendum
141	37	Annexure 1	No. of Indian HRMS professionals (Including support and maintenance personnel)	Request if we remove this a change to the clause of SLAs available	Refer corrigendum
142	37	Annexure 1	No. of Indian HRMS R&D professionals dedicated full time to product development	Request if we remove this a change to the clause of SLAs available	Refer corrigendum
143	39	Annexure II	5 Any pending or past litigation (within last three financial years)? (Yes / No) If yes, please give details	5 Any pending or past litigation (within last three financial years) which will have material adverse impact on our ability to provide Services under this EOI? (Yes / No) If yes, please give details.	No change
144	39	ANNEXURE II	Details of similar installation	Kindly clarify if LIC is fine with past 5 years references of similar installation? Can consider Upgrade also instead only Inmeplementaion in the last 5 years?	Refer corrigendum
145	41	Annexure III	As per EOI	Since this is EOI from LIC, participating or interested bidders; should have the option of proposing their version on contentious Finance, Legal or General Terms of Conditions of this EOI. Wipro is extremely keen to partner LIC in this endeavour. However subsequent non participation in RFP, is quite possible given the fact that Wipro may or may not be in position to accept then the RFP clauses on Debarrment, Payment, Timelines, SoW etc. We request LIC to give bidder the flexibility to give the undertaking/compliance statement, however within the purview of their Legal Department. The intention from LIC is to gather maximum inputs to assist them with prepartion of RFP. In no case Bid Security should be forfeited.	No comments

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S.No	Page Num	EOI point no/Title	Content	Clarification Sought for	LIC's Response
146	43	Annexure V	Integrity pact	Considering no purchase is being made under the EOI, can the integrity pact be signed along with an award that maybe issued or RFP issued pursuant to this EOI?	No comments
147	47	Annexure V	6.1(vi) To cancel all or any other contracts with the BIDDER. The BIDDER shall be liable to pay compensation for any loss or damage to the BUYER resulting from such cancellation /rescission and the BUYER shall be entitled to deduct the amount so payable from the money(s) due to the BIDDER.	6.1(vi) To cancel all or any other this contracts with the BIDDER. The BIDDER shall be liable to pay compensation for any loss or damage to the BUYER resulting from such cancellation /rescission and the BUYER shall be entitled to deduct the amount so payable from the money(s) due to the BIDDER.	No change
148	47	Annexure V	6.1 (vii) To debar the BIDDER from participating in future bidding processes of the Government of India for a minimum period of five years, which may be further extended at the discretion of the BUYER.	Seek deletion	No change
149	47	Annexure V	7. Fall Clause 7.1 The BIDDER undertakes that it has not supplied/ is not supplying similar services at a lower price than that offered in the present bid in respect of any other Ministry/Department of the Government of India or P.S.U. and if it is found at any stage that similar services was supplied by the BIDDER to any other Ministry/Department of the Government of India or a P.S.U. at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER to the BUYER, if the contract has already been concluded.	Seek deletion	No change
150	53	Check list F	Product customization and integration capabilities, product deployment capabilities on private cloud/virtual environment	Define Private cloud ? Request eligibility criteria as OEM present in leaders quadrant of Magic Quadrant for Cloud HCM Suites for Midmarket and Large Enterprises	Refer corrigendum. No further comments.
151	53	Check list F	Product customization and integration capabilities, product deployment capabilities on private cloud/virtual environment	Can this feature offered through a Public Cloud ? Request eligibility criteria as OEM present in leaders quadrant of Magic Quadrant for Cloud HCM Suites for Midmarket and Large Enterprises	Refer corrigendum. No further comments.

Response to Pre-bid queries.

S.No	Page Num	EOI point no/Title	Content	Clarification Sought for	LIC's Response
152	53		Product customization and integration capabilities, product deployment capabilities on private cloud/virtual environment	Please help us to understand if LIC would be open for Hybrid Cloud (i.e. Part delivered from Cloud and Part delivered from On-premise solution)	LIC would be open to consider all the options
153	53	Check list F	Product customization and integration capabilities, product deployment capabilities on private cloud/virtual environment	Define Private cloud ? Request eligibility criteria as OEM present in leaders quadrant of Magic Quadrant for Cloud HCM Suites for Midmarket and Large Enterprises	Please use standard definitions. Vendor may state how the term is defined for the purpose of proposed solution.
154	53	Check list F	Product customization and integration capabilities, product deployment capabilities on private cloud/virtual environment	Can this feature offered through a Public Cloud ? Request eligibility criteria as OEM present in leaders quadrant of Magic Quadrant for Cloud HCM Suites for Midmarket and Large Enterprises	Refer corrigendum. No further comments.
155	53		Product customization and integration capabilities, product deployment capabilities on private cloud/virtual environment	Please help us to understand if LIC would be open for Hybrid Cloud (i.e. Part delivered from Cloud and Part delivered from On-premise solution)	Yes
156	54	HRMS Implementation Plan:	HRMS Implementation Plan:	Kindly specify any period/duration for the Implementation plan for which LIC is looking at ?	Three months to commence implementation.
157	55	The Bidder's migration plan should include the following:	Customer References - LIC considers references an important part of the process in evaluating the bids and may be contacting references as part of this selection. Bidders must provide client references for software and services that are similar in size and complexity to this procurement and have utilized a solution similar to that proposed in a comparable computing environment. Bidders should submit references for fully completed (live) installations. Please inform references that they may be referred by LIC. The names and phone numbers of the project manager/customer contact must be listed.	Kindly confirm if SI can provide past 5 years HRMS customer references of similar scope and size? (which including Implementation & Upgrade)	Refer corrigendum. No further comments.
158	55	Additional Documents:	Sample project plan for past implementation of similar scope.	Kindly clarify if LIC is fine with past 5 years implementation of similar scope of project plan ? (which including Implementation & Upgrade)	Refer corrigendum. No further comments.
159	55	Additional Documents:	Case studies focusing on document management and web content management for past implementations of similar scope. If possible, also include case studies for the digital asset management and learning content management components.	Kindly clarify if SI can provide case studies/documents/content of other HRMS solution as well ?	Yes