

**LIC OF INDIA PENSION AND GROUP SCHEMES DEPARTMENT CENTRAL OFFICE MUMBAI**  
**ROLL OUT PLAN**

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**7.1.3 Unit Implementation / Roll Out Plan**

- (1) The application will be rolled out in a phased manner at all the P&GS Units/Offices as per following table.

| Office/ Unit wise Rollout | Number of locations |
|---------------------------|---------------------|
| Central office            | 1                   |
| P&GS Zones                | 8                   |
| P&GS Units                | 74                  |
| Total number of locations | 83                  |

- (2) Number of launch locations may vary depending upon addition of new locations from time to time
- (3) LIC may decide to have additional implementation at Units or Zones. Details for the same would be shared with the bidder and implementation modalities will be arrived at with mutual consent
- (4) For roll out post pilot phase, two zones will be taken up at a time. The application will be implemented in all the units in the selected Zones. Once the application is stabilized in all the units in the selected Zones, next pair of Zones will be selected and taken up for implementation. Thus in four batches, the application is expected to be implemented at all locations.
- (5) Once a Launch location is taken up for implementation, the Bidder needs to provide hand-holding support by deploying minimum of 2 full-time qualified personnel at the launch location. The aforesaid support personnel shall remain available at the launch location for a minimum of two weeks which period can be extended up to a time till the application is fully stabilized for the launch location.
- (6) Further, the bidder shall also provide an additional layer of resource team of minimum 4 full-time qualified personnel to remain available at the Zonal Headquarter, or such other location as may be mutually agreed, for the selected Zones. The Bidder's Resource Team at Zonal Level will ensure trouble shooting during roll out at launch locations within the selected Zones. The Zonal resource team shall remain available for at least 4 weeks from the commencement of roll out of any location in the Zone and shall remain available until all location in the Zone are stabilized and proper sign off is given by all individual launch locations in the Zone.
- (7) At the end of the hand-holding period, the Bidder needs to obtain a sign-off from the Unit/Zonal Office that problems raised have been satisfactorily addressed by the Bidder's team.
- (8) The roll out will be complete when roll out is completed for all locations and sign off is given by all respective locations including Zonal/Central Office(s).
- (9) The sign off for go-live phase will be at Central Office level and shall be the basis of warranty period.

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- (10) All systems/modules and delivery channels scheduled for Launch Phase must be integrated using a Service Oriented Architecture best practices through the Enterprise Service Bus (ESB)/Integration Middleware during the Launch Phase.