



Notification for Normalization

Ref:CO/P&GS/CIAPS/Normalization

30/11/2018

This has reference to RFP dated 12/03/2018 for Centralized IT Application for P&GS System. It has been decided to normalize the bids in terms of subsection x of Section 4.2 of RFP document for Centralized P&GS Application as per following points.

1. Near DR

It will have skeleton Database (with RAC) with identical storage and minimum possible cores for DB Compute. Zero Data loss is to be ensured using Oracle High Availability Architecture between DC and Near DR. It is not intended to switch operations to Near DR in case of failure of DC. In such a case, first database at Far DR will be updated/ synced with Near DR database and then operations may, if required, commence from Far DR. In the event of such commencement of operations from Far DR, there will be reverse sync of database storage between Far DR and Near DR. LIC will be arranging the required network bandwidth between the following locations, as per sizing to be given by the bidders

- a. Data Center and Near DR
- b. Data Center and Far DR
- c. Near DR and Far DR

However, it may be noted that latency and bandwidth to be provided by LIC are subject to availability of the same from the service provider.

2. Far-DR :

Far DR will be having identical storage and hardware/architecture as Production Environment. However the number of database licenses will be at 50% of the Production Environment with virtualization.

3. All other environments at Data Center (Pre-production / Staging and QA Environment, Training Environment, Development, UAT, SIT) :

All these environments taken together shall be sized at 100% capacity in terms of hardware / architecture and 50% capacity in terms of database licenses in comparison to Production Environment . Appropriate type of licenses suitable for these environments may be procured by the bidder.

4. RTO and RPO

(Recovery Time Objective / Recovery Point Objective)
These are modified as follows:

Agree

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- a. RPO between DC and Near DR shall be Zero if dark fiber connectivity is provided by us. Else the RPO will be 2 minutes.
- b. RPO between DC and Far DR and vice versa shall be 15 minutes
- c. RPO between Near DR and Far DR and vice versa shall be 15 minutes
- d. RTO in case of switch over to Far DR shall be 60 minutes.
- e. The solution shall provide for a Disaster Recovery Management product which enables IT Resilience Orchestration, Real Time dashboard for RTO/RPO, mock DR Drill, Assurance and Automation like the products from Perpetuity, Sanovi etc.

5. Back-up solution :

Fully automated Backup solution with proper dashboards and support system will be provided at Data Center and Far DR along with tape library / drives as per following details:

DC	LTO- 8 Tape drive library	8 drives	350 tapes
Far DR	LTO -8 Tape drive library	4 drives	

6. Retention Policy:

Disk to Disk	Daily backup	14 days
	Weekly backup	5weeks
	Monthly backup	12months
	Yearly backup	5years
Disk to Tape	Incremental Daily backup	14days
	Full Weekly backup	52weeks
	Full Monthly backup	36 months
	Full Yearly backup	permanent

7. Oracle Database License components:

Oracle database licenses shall have following essential components.

Environment	Oracle Diagnostic Pack	Oracle Advance Security	Oracle Active Data Guard	Oracle Real Application Cluster
Production	YES	YES	YES	YES
Near DR	YES	YES	YES	YES
Far DR	YES	YES	YES	YES
All other environments combined	YES	YES	YES	YES

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8. **Printing / reporting solution:** Archival of printing should be enabled in .txt and .pdf files. Appropriate module/plugin is to be provisioned to facilitate text mode printing on line printers, Dot Matrix Printers and laser printers using pre-printed stationery. Printing/Reporting (other than real time reports) should be hosted at Far DR system.
9. **Number of desktops for use by on-site development and maintenance team.**
Twenty five desktops with pre-loaded windows operating system, MS Office Professional and other necessary software as may be considered appropriate by the bidder will be supplied by the bidder with provision for supply of additional 25 desktops as per requirement. Minimum configuration of desktops shall be as follows:
Desktop PC, Latest Generation Intel Core i5 processor, 8GB RAM, DVDRW, 1TB HDD, 19" LCD Monitor, Keyboard, Mouse, Windows OS and MS Office Professional.
Desktops to be with 5 years comprehensive onsite warranty
10. **Identity and access management:**
Bidder has to propose and provide appropriate user identity and access management capabilities
11. **Hardware Specifications:**
All processors should have been commercially released within 18 months from the date of last revised technical bid submission.
12. **Load Testing, Stress Testing and ALM tools:**
Bidders will provide the same and required licenses will be in the name of LIC.
13. **Helpdesk Software:**
Bidder will provide appropriate helpdesk software and required licenses will be in the name of LIC.
14. **Application performance monitoring and management tool:**
Bidder will provide the same and required licenses will be in the name of LIC. The APM tool is required for Production environment only.
15. **Revision in Section 1.34 of Annexure VIII:**
The words "Business Rule Engine as would be procured by LIC" are replaced by "Business Rule Engine as would be procured and supplied by the bidder."
16. **Revised Annexure X:**
Bidders are required to take note of change in business volumes as indicated in revised Annexure X and make necessary changes in the solution if necessary.

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17. **Data Center, Near DR and Far DR:**

Racks, PDU, KVM, Network/FC cables, TOR switch, 42U Server Racks with Smart Power Distribution Units (PDU) with IP-KVM (Keyboard, Video, Mouse) Switch and cables - will be provided by the bidders

18. **Functionalities mentioned in Annexure VII :**

Bidders to certify that all functionalities mentioned in Annexure VII (Revised) are included in the solution. In particular, they should certify that accounting is included up to General Ledger to facilitate generation of trial balance and schedule at all levels viz. SO/Unit/ZO/CO.

19. **Cloud Compatibility :** Bidders should certify that Application is capable of being hosted in a cloud.

20. **RACI Matrix :**

The RACI Matrix as per Annexure XXVIII attached herewith is required to be submitted by the bidder.

21. **Licenses:**

All licenses are required to be perpetual.

22. **Reusability of existing licenses:** It may be noted that existing 55 number of EE of Oracle Database licenses and 8 number of OVM Licenses, as disclosed in RFP as available for re-use, are presently deployed in the legacy system. Bidders are advised to factor in their re-usability according to their implementation plan and these licenses will be getting released upon migration to the new application.

23. **Managed and Secure File Transfer Solution (licensed product based solution) :**

Managed and Secure File Transfer Mechanism with partner entities is to be made available by the vendor. **Managed file transfer (MFT)** is a technology that provides the secure transfer of data in an efficient and reliable manner. Unlike traditional file transfer tools, such as FTP and scripting, MFT core functionalities include the ability to secure files in transit and at rest, and reporting and auditing of file activity. What also differentiates MFT from other forms of infrastructure and integration technologies is its unique focus on managing the transfer of large file sizes and volume. MFT is required since corporate customers for self-servicing purpose would be regularly uploading and downloading (1) Large data files and (2) Images of claim documents). MFT is expected to provide better visibility, access and control to users on data transfer process apart from providing secured data transfer framework which may be a pre-condition for many customers in future. Bidders may assume 500 corporate clients who will be using the mechanism.

Bidders are hereby called upon to submit modifications to their technical bids and revised commercial bids post normalization in a sealed cover. The bidders are advised to study the above normalization points carefully before submission of modification to technical and revised commercial bids in response to the RFP. Submission of modification to technical bid

and revised commercial bids post normalization shall be deemed to have been done after careful study and examination of normalization points with full understanding of the terms conditions and implications there of. The modification to technical bid and revised commercial bid post normalization submission details are as follows

i)	Last date and time of Revised /Normalized Technical and Commercial bid submission	Friday, 14 th December 2018 17:30hrs
ii)	Place Phone e-mail	LIC of India, P&GS Dept., Central Office, 5 th floor, East Wing, Yogakshema, Nariman point, Mumbai – 400021 022-66599345, 022-66598942 co_pgsrpf@licindia.com
iii)	Date and time of Normalized Technical bid opening	Friday 14 th December 2018 17:35 pm

LIC reserves the right to extend the last date for the submission of modification to technical bids and revised commercial bid post normalization.

The “modification to technical bid post normalization” will be opened on the notified date, by the Tender Opening Committee of LIC in the presence of the bidders/representatives who choose to attend.

Bid Submission: The submission needs to be made at the address, time and date as stated above. All envelopes should be securely sealed and stamped. The authorized signatories of the bidder should initial on all pages of modification to technical bids and revised commercial bids post normalization.

The Bidders needs to submit one Master Envelope. Master envelope should be super – scribed as “REVISIED/MODIFIED/NORMALIZED BID SUBMISSION on CIAPS, Submitted by----- (Bidder, name)”

This master envelope should contain 2 sub-envelopes.

Sub-Envelope-1 for modification to Technical Bid- Sub-envelope-1 should be securely sealed, stamped and superscribed with the following information:

“MODIFICATION TO TECHNICAL BID for RFP Ref: LIC/CO/P&GS/RFP/2017-18 Dt 12.03.2018 for Centralized IT Application for P&GS System (CIAPS) of LIC of India”

SUBMITTED BY ----- (Bidder’s Name)”

It will contain the following information/documents/material

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- a. One hard copy and one soft copy on CD of modification to Technical Bid
- b. A copy of revised commercial bid post normalization as per Annexure XI(B) after masking the prices should accompany the modification to technical bid. Modification to technical bid document should not contain any price information.
- c. Annexure XXVIII containing RACI matrix.
- d. Revised annexure XXIV post normalization stating that there are no deviations from the RFP after normalization and all assumptions have been suitably addressed.
- e. Bandwidth details in the prescribed proforma as per Revised Annexure-XIX.

Sub-Envelope-2 for Revised Commercial bid – Second sub-envelope containing one hard copy and one softcopy on CD of revised Commercial bid of post normalization as per Annexure XI(A) should be securely sealed, stamped and super scribed as

“REVISED COMMERCIAL BID post normalization for RFP Ref: LIC/CO/P&GS/RFP/2017-18 DT: 12.03.2018 for Centralized IT Applications for P&GS System (CIAPS) of LIC India”

Submitted by -----(Bidder's name)

All other conditions/restrictions as per section 4.11 of RFP for “Centralized IT Application for P&GS System of LIC of India” stand unaltered.

Executive Director (P&GS)

Encl:

1. Annexure – X Business Volumes
2. Annexure – XIX Bandwidth details
3. Annexure – XXVIII RACI Matrix