CORRIGENDUM–I RFP for Procurement and Implementation of Change Data Capture (CDC) and Extract Transform Load (ETL) Solution

Ref: LIC/CO/IT-SD/EFEAP-NEXT/CDC-ETL/24-25/01 Dated: 10/05/2024   **Date: 13/06/2024**

CORRIGENDUM – I

Following modification is being issued under the above referred RFP. The bidders to note that these responses/clarifications shall form an integral part of the above referred RFP and resulting contracts, if any:

Sl No.	Clause ref.	Clause (in brief) of RFP requiring clarification (s)	Change Reason	LIC Clarification/ modification in clause (highlighted in bold)
1.	Annexure-23 Activity Schedule	Bid Document Download End Date: **14/06/2024 |02.00 PM** Bid Submission End Date: **14/06/2024 up to 02.30 PM** (Upload of Documents on the e-Tender Platform)	**Modification**	Bid Document Download End Date: **28/06/2024 |02.00 PM** Bid Submission End Date: **28/06/2024 up to 02.30 PM** (Upload of Documents on the e-Tender Platform)
2.	Annexure-23 Activity Schedule	Opening Date: **14/06/2024 | 03:00 PM.** The Bids will be opened at the e-Tendering portal by LIC in virtual presence of the bidders' representatives who have submitted the bid and **email request is received** from the bidders at least one day prior to bid opening date.	**Modification**	Opening Date: **28/06/2024 | 03:00 PM.** The Bids will be opened at the e-Tendering portal by LIC in virtual presence of the bidders' representatives who have submitted the bid and **email request is received** from the bidders at least one day prior to bid opening date.
3.	Annexure-23 Activity Schedule	3. The Successful bidder will be required to submit the hard Copy of the bids to LIC within 7 days of Eligibility/Technical bid opening date. As part of hard copy submission, all documents in stamp paper like Integrity pact,	**Modification**	3. LIC may ask the bidders to submit hard copy of bids after Eligibility/Technical bid opening date. All documents in stamp paper like Integrity pact, EMD, NDA should be submitted in original by bidders to LIC within 7 Days of opening of Eligibility/Technical Bids. Also MAF should be submitted in original. Page **1** of **113**

		EMD, NDA should be submitted in original. Also MAF should be submitted in original.		
4.	4.3.7 Software licensing		**Addition**	9. LIC may purchase additional 25% capacity of Software Licenses which will be a need based incremental procurement at the discovered price as per requirement of LIC over the duration of the contract and the bidder need to deliver the same if asked for. The following clause is applicable only for the additional license for software components taking place after one year from the date of contract, the prices in this Agreement for the 25% Additional Capacity are based upon an exchange rate of Indian Rupee to one (1) USD ("Base Rate") as on the date of Commercial Bid Opening. The Parties agree to mutually review the Base Rate at the time of issue of invoice, using the daily exchange rate published in Reserve Bank of India (the "Exchange Rate"). The rates of exchange used for price adjustments shall be calculated to four (4) decimal places. In the event that the daily Exchange Rate for the day preceding the day of billing has fluctuated beyond 8 % relative to the base rate, the Parties agree that the Implementation Agency and Purchaser will have the right to adjust the price accordingly. In case delivery period is re-fixed/ extended, Exchange Rate Variation (ERV) will not be admissible, if this is due to default of the bidder.
5.	4.3.2 Data Architecture and infrastructure	3. **Transport pipeline** The transport pipeline for transferring data after extraction by CDC tool from source systems to Staging area or till consumption by	**Modification**	3. **Transport and streaming pipeline** The transport pipeline for transferring data after extraction by CDC tool from source systems to Staging area or till consumption by ETL tool as needed is to be provisioned and implemented by the bidder.

		ETL tool as needed is to be provisioned and implemented by the bidder.		The proposed solution should implement the capability to transport data from source to target using Publish-subscribe (messaging), Event Streaming and replication methodologies.
				Following are the basic requirements from this integration:-
				(i) The proposed solution must provide the following for the the Next Gen Digital Platform of LIC. Message broker-based (Asynchronous integration) implementation will be used for synchronising data from Core Insurance System.
				(ii) Data offloading (Digital Decoupling) from Core Insurance system to Application DB (CDC from Core Insurance) and as an Event Hub Platform for exchange/relay of events
				(iii) Bidder to implement the required Event Hub Platform for exchange/relay of events and also data Replication directly from source to target Database with capability for full or selected schema.
				(iv) **Next Gen Digital Platform of LIC :** The bidder shall also design and build the real time pipelines for streaming the Core Insurance, ODS and other Source systems data events to an event broker that will be consumed by different subscribers such as the business domain services(Digital Applications) within the System of Engagement and the Data Lake. The bidder shall provide necessary technical support required for the Targets, Data lake or other subscribers to consume these events.

				Solution to support Event Driven Architecture and Microservices Architecture by System of Engagement (Digital Platform) of LIC.
6.	4.3.2 Data Architecture and infrastructure	4. **Target Operational, Reporting and Analytical systems** The consumers where data is ingested from Source OLTP systems are: a. Corporate Active Data Warehouse (CADW) b. Online Data Store (ODS) for digital applications/portals c. Centralized Management Information System (COMIS) Other Systems and upcoming Projects of LIC which will work as target systems to be considered based on requirement	**Modification**	4. **Target Operational, Reporting and Analytical systems** The consumers where data is ingested from Source OLTP systems are: a. Corporate Active Data Warehouse (CADW) b. Online Data Store (ODS) for digital applications/portals c. Centralized Management Information System (COMIS) d. Upcoming IFRS 17/IND-AS system e. Upcoming System of Engagement and Data Lake Other Systems and upcoming Projects of LIC which will work as target systems to be considered based on requirement (Data Required at Row Layer with basic transformation using CDC Tools).
7.	4.3.2 Data Architecture and infrastructure	**5. Volumetric:** **Management Information System(MIS)** Approx. Number of relevant tables per database : Approx. 30750 tables across all databases	**Modification**	**5. Volumetric:** **Management Information System(MIS)** Approx. Number of relevant tables : Approx. 1000 tables across all databases
8.	4.3.2 Data Architecture and infrastructure		**Addition**	**6. System details** The following are the number of servers and Core details:

Sl	System	No of Servers	Total cores	Production / DR
1	CADW	20	480	Production
2	CADW	20	480	DR
3	ODS	2	64	Production
4	ODS	2	64	DR
5	Core Insurance	142	1300	Production
6	Core Insurance	142	1300	DR
7	COMIS	2	32	Production
8	COMIS	2	36	DR

*Number of cores may vary among different servers.

9.	4.3.2 Data Architecture and infrastructure		**Addition**	7. Source and Target Linkage:- The following end-to-end confirmed implementations are to be done by the bidder during initial project implementation phase. a) Core Insurance solution will work as source system for ODS, CADW, COMIS, Upcoming System of Engagement and Data Lake. b) ODS will also work as a source system for CADW, Upcoming System of Engagement and Data Lake.

				c) Data from Core Insurance is to be transformed and loaded in ODS and COMIS. d) Data from Core Insurance and ODS is to be provided as raw data or file as per requirement with basic transformation for consumption by CADW and upcoming IFRS-17/IND-AS system. e) Data from Core Insurance and ODS is to be streamed to an event broker for consumption by Upcoming System of Engagement and Data Lake. f) Any other implementations to fulfil the above end-to-end. Other existing and future implementations will be part of operational phase.
10.	4.3.3 Proposed Infrastructure requirements		**Addition**	13. The Proposed solution should support Cloud native application and also Micro services environment.
11.	4.3.6 ETL (Extract, Transform and Load)	6. Connect to various databases like Mysql, Oracle, MS-SQL, Postgre Sql, Hadoop, Vertica and other commercial databases.	**Modification**	Inbuilt Connectors to various databases like Mysql, Oracle, MS-SQL, Postgre Sql, Hadoop, Vertica, AWS, Google Cloud, Azure and other commercial databases.

12.	4.3.6 ETL (Extract, Transform and Load)	7. Supports at least the following: a. Files, FTP, ODBC/JDBC, XML, CSV, JSON. b. Microsoft office: Excel, PowerPoint, word, SharePoint. c. Web services, Messaging Solutions. d. Structured and unstructured data.	**Modification**	7. Supports at least the following: a. Files, FTP, ODBC/JDBC, XML, CSV, JSON. b. Microsoft Excel. c. Web services, Messaging Solutions. d. Structured and unstructured data.
13.	4.3.7 Software Licensing	1. Bidder needs to provide software/tools and its subscription/licenses for: a. CDC Tool b. ETL Tool c. Data Transfer pipeline/tool, if required. d. Any other Software required for end-to-end implementation.	**Modification**	1. Bidder needs to provide software/tools and its subscription/licenses for: a. CDC Tool b. ETL Tool c. Data Transfer pipeline, Data streaming pipeline d. Any other Software required for end-to-end implementation. The bidder needs to determine the quantity of licenses required for each individual component of the proposed solution based on the scope of the project. Any shortfall in the quantity will have to be provided by the bidder at no additional cost to LIC.
14.	5.1 Appointment of Onsite L2 Engineers	Number of days in a month:- Each engineer is required to be present for at least 22 days in a calendar2 month, failing which the payment will be made proportionately.	**Typo correction**	Number of days in a month:- Each engineer is required to be present for at least 22 days in a calendar month, failing which the payment will be made proportionately.

15.	6. Eligibility Criteria	2. The bidder should have minimum annual turnover of 50 Crores or above in India in two of the last three audited Financial Years. [FY 2021-22, 2022-23, 2023-24]	**Modification**	2. The bidder should have minimum annual turnover of 50 Crores or above in India in two of the last three audited Financial Years. [FY 2021-22, 2022-23, 2023-24] In case of Micro and Small Enterprises (MSE) with acceptable documentary evidence, the bidder should have minimum annual turnover of 25 Crores or above in India in two of the last three audited Financial Years.
16.	6. Eligibility Criteria	5. The bidder should have more than 3 years of CDC/ETL implementation experience in BFSI sector in India as on the date of submission of bid.	**Modification**	5. The bidder should have CDC/ETL/Data Lake/Data Warehouse implementation experience in BFSI sector organisation in India as on the date of submission of bid.
17.	6. Eligibility Criteria	6. The bidder should have implemented any similar CDC solution in at least 2 organizations in India having PO/Work Order Date on or after 01/01/2019	**Modification**	6. The bidder should have implemented any similar CDC solution in at least 2 organizations in India having PO/Work Order Date on or after 01/01/2019 OR if the solution was implemented before 01/01/2019 by the bidder, the bidder should be maintaining the same after 01/01/2019.
18.	6. Eligibility Criteria	7. The bidder should have implemented any similar ETL solution in at least 2 organizations in India having PO/Work Order Date on or after 01/01/2019	**Modification**	7. The bidder should have implemented any similar ETL solution in at least 1 organization in India having PO/Work Order Date on or after 01/01/2019 OR if the solution was implemented before 01/01/2019 by the bidder, the bidder should be maintaining the same after 01/01/2019.
19.	6. Eligibility Criteria	8. Bidder should have minimum 10 experts in the proposed CDC-ETL Tools in their permanent rolls.	**Modification**	8. Bidder should have minimum 10 experts in the any CDC/ETL Tools in their permanent rolls.
20.	6. Eligibility Criteria	9. The bidder should have CMMI level 4 or 5 certification. The bidder should have ISO 27001 certification.	**Modification**	9. The bidder should have ISO 27001 certification.

21.	Annexure-3 ELIGIBILITY CRITERIA		**Modification**	Please refer to the modified Annexure-3 below.
22.	Annexure-20 TECHNICAL BID EVALUATION MATRIX		**Modification**	Please refer to the modified Annexure-20 below.
23.	Technical Annexure-17-CDCETL	TechnicalAnnexure17CDCETL.xls	**Modification**	TechnicalAnnexure17CDCETLV2.xls
24.	Commercial Annexure-18-CDCETL	CommercialAnnexure18CDCETL.xls	**Modification**	CommercialAnnexure18CDCETLV2.xls

CORRIGENDUM–I RFP for Procurement and Implementation of Change Data Capture (CDC) and Extract Transform Load (ETL) Solution

Pre-Bid Query Responses for Procurement and Implementation of Change Data Capture (CDC) and Extract Transform Load (ETL) Solution

RFP dated 10.05.2024

Sl No	RFP Section/Clause No	Page No.	Clause in Brief	Query	Response
1	3.3 Terms and Conditions	14	This RFP document along with its Annexure/Appendices/Clarifications/Addenda/Corrigenda states the terms and conditions of this RFP. Responding to this RFP and submission of the bid by the Bidder will be deemed as consent from the Bidder to all the terms and conditions mentioned in this RFP document and the contents of the RFP along with the Annexure(s)/Clarifications/Corrigenda/addenda issued, if any, will be contractually binding on the bidder. All the terms and conditions and the contents of the RFP along with the Annexure(s)/Clarifications/Corrigendum(s) issued will form the part of the purchase orders/any resulting contracts, to be issued to the selected Bidder from time to time as an outcome of this RFP Process.	The Bidder finds that the terms and conditions provided in the RFP are onerous and overly burdensome in many areas. Therefore, the Bidder requests the opportunity to submit key deviations and assumptions, which can be discussed and finalized during contract negotiations after the down-selection. Please concur.	Please be guided by RFP

2	3.6 Information provided in the RFP	15	7. In response to this Bid by the Bidder will be deemed as consent to all the terms and conditions mentioned in this RFP along with its Annexure(s), Clarifications, if any. 8. All the terms and conditions and the contents of the RFP along with the Annexure(s), Clarifications, if any, will be contractually binding and will form part of the resulting agreement and any purchase orders, to be issued to the successful Bidder, from time to time as an outcome of this process. LIC reserves the right to negotiate, change, modify or alter any/all the terms and provisions of the RFP/agreement entered pursuant to the RFP, and...**on page No- 12**	Bidder requests that certain deviations to the Contract terms be permitted and the Contract to be signed between Customer and Bidder should be a mutually acceptable agreement. Bidder submits that the response to RFP shall be deemed acceptance of the RFP terms except for such specific sections against which deviations are proposed by Bidder. Kindly confirm acceptance of this intent.	Please be guided by RFP
3	3.7 Annexure - 22 # 2	15	Bid Processing Fee(non- refundable) INR 11800	As per our Legal Team, request you to refer to Rule 161 (IV) of GFR 2017. We understand that cost of tender document should not be charged under the said Rule. Accordingly, we request you to waive / delete the requirement for submitting tender fee under the RFP.	Please be guided by RFP regarding Bid processing fee.
4	3.10 Earnest Money Deposit	16	8. The EMD submitted by the bidder may be forfeited in full or part of, the bidder may be blacklisted and other action(s) may be taken against bidder if: a. The bidder backs out of the RFP process after the last date and time for submission of bids.	We request that the contract to be signed between the parties should be mutually agreed upon and negotiated. Therefore, we request that the EMD not be forfeited if a contract based on the RFP terms is not signed. Additionally, if the customer requirements or specifications change, the bidder should be permitted to amend its bid accordingly.	Please be guided by RFP

b. The bidder is found to be indulging in Fraudulent & Corrupt practices as defined in this RFP.

c. The Bidder withdraws or amends its Bid during the period of Bid validity.

d. The Bidder makes any written statement or encloses any form which turns out to be False/ incorrect at any time prior to signing of Contract; or

e. Bidder does not respond to requests for clarification of its Proposal.

f. Bidder fails to provide required information during the evaluation process or is found to be non-responsive.

g. The successful bidder does not accept the Purchase Order issued by LIC or fail to sign the Contract(s) within the time prescribed by LIC.

h. The Bidder qualifies in this RFP as a successful bidder but fails or refuses to fulfill his contractual obligations after the award of contract and in case the bidder has not submitted PBG.

i. In the case of a successful Bidder, the bidder qualifies and backs out of their L1 quotes or, if the Bidder fails

· to sign the Contract; or

· to furnish unconditional and irrevocable Guarantee towards the Performance Guarantee as mentioned in this RFP or

· to furnish Non-Disclosure Agreement

			(NDA) as per LIC's format (Annexure-5		
5	3.9	16	LIC may decide to accept any deviation at its discretion. However this will be done before submission of commercial bids.	Bidder may submit deviations alongwith the submission	Please be guided by RFP and also refer to Clause 3.17.
6	3.10 EMD	17	8. The EMD submitted by the bidder may be forfeited in full or part of, the bidder may be blacklisted and other action(s) may be taken against bidder if: a. The bidder backs out of the RFP process after the last date and time for submission of bids. b. The bidder is found to be indulging in Fraudulent & Corrupt practices as defined in this RFP. c. The Bidder withdraws or amends its Bid during the period of Bid validity. d. The Bidder makes any written statement or encloses any form which turns out to be False/ incorrect at any time prior to signing of Contract; or e. Bidder does not respond to requests for clarification of its Proposal. f. Bidder fails to provide required information during the evaluation process or is found to be non-responsive. g. The successful bidder does not accept the Purchase Order issued by LIC or fail to sign the Contract(s) within the time prescribed by LIC. h. The Bidder qualifies in this RFP as a	We request to add the underlined matter and delete the strikethrough matter in the clause: 8. The EMD submitted by the bidder may be forfeited in full or part ~~of, the bidder may be blacklisted and other action(s) may be taken against bidder~~ if: a. The bidder backs out of the RFP process after the last date and time for submission of bids. b. The bidder is found to be indulging in Fraudulent & Corrupt practices as defined in this RFP. c. The Bidder withdraws or amends its Bid during the period of Bid validity. d. The Bidder makes any written statement or encloses any form which turns out to be False/ incorrect at any time prior to signing of Contract; or ~~e. Bidder does not respond to requests for clarification of its Proposal.~~ ~~f. Bidder fails to provide required information during the evaluation process or is found to be non-responsive.~~ g. The successful bidder does not accept the Purchase Order issued by LIC or fail to sign the <u>mutually agreed</u> Contract(s) within the time prescribed by LIC. h. The Bidder qualifies in this RFP as a successful bidder but fails or refuses to fulfill his contractual obligations after the award of contract and in case the bidder has not submitted PBG. i. In the case of a successful Bidder, the bidder qualifies and backs out of their L1 quotes or, if the	Please be guided by RFP

			successful bidder but fails or refuses to fulfill his contractual obligations after the award of contract and in case the bidder has not submitted PBG. i. In the case of a successful Bidder, the bidder qualifies and backs out of their L1 quotes or, if the Bidder fails • to sign the Contract; or • to furnish unconditional and irrevocable Guarantee towards the Performance Guarantee as mentioned in this RFP or • to furnish Non-Disclosure Agreement (NDA) as per LIC's format (Annexure-5)	Bidder fails • to sign the Contract; or • to furnish unconditional and irrevocable Guarantee towards the Performance Guarantee as mentioned in this RFP or • to furnish Non-Disclosure Agreement (NDA) as per LIC's format (Annexure-5)	
7	3.10	17	Bidders shall submit along with the bid, EMD of INR 50,00,000/- (Rupees Fifty Lac Only) in the form of unconditional and irrevocable Bank Guarantee (BG) as per the format given in Annexure-16 (Bank Guarantee for E.M.D.). This should be executed by a Nationalized/ Scheduled Bank acceptable to LIC. EMD shall be valid for a period of fifteen months from the date of release of RFP	Bidder wishes to clarify that EMD will not be forfeited if deviations are submitted along with the bid	Please be guided by RFP
8	3.10 (3)	17	EMD Conditions	Whether validity can be reduced to 12 months, on submission of deviations EMD will be forfeited, removal of EMD forfeiture clauses.	Please be guided by RFP

9		18	Annexure 18	Does quantity/number (ie. Column E of annexure-18) mentioned are representative or they are minimum quantity that bidder expected to cater?	The fields which are editable in annexure(white background) can be modified by the bidders.
10		18	Annexure 18 "In case the same is found inadequate subsequently, resource supports should be increased without any additional cost to LIC to ensure smooth and efficient support and compliance to RFP conditions and SLA as per RFP."	We request LIC to revisit this clause .Any costs due to addition of more L2/L4 engineer maintenance phase will be taken care by LIC which bidder can invoice to LIC basis actual attendance on monthly basis? New extra resource addition will be basis actual requirement during maintenance phase after mutual discussion and alignment	Please be guided by RFP
11	3.11	20	In case of non-compliance by the bidder to any of the instructions pertaining to bid submission as stated in the RFP, a penalty of 10,000/-(Rupees Ten Thousand only) per violation will be charged. For example: if the Bid is not spirally bound a penalty of 10,000/- (Rupees Ten Thousand only) will be imposed. Upper cap for this penalty is Rs.1,00,000/-(Rupees One Lakh only).	Bidder requests waiver of this clause	Please be guided by RFP
12	3.12	20	NDA	Could you please confirm if this NDA is required to be submitted by bidder during the bid submission stage or during the contracting stage	NDA is to be submitted by bidder during submission and contracting stages both.

13	3.12 Non-Disclosure Agreement (NDA)	20	The bidder shall submit, a duly notarized Non-Disclosure agreement on a stamp paper of INR 500/- (Rupees five hundred only) or as per stamp duty payable in the respective state, as per the format given in Annexure-5 duly signed by the Authorized Signatory of the Company.	Request to add the following underlined matter in to the clause: The bidder shall submit, a duly notarized Non-Disclosure agreement on a stamp paper of INR 500/- (Rupees five hundred only) or as per stamp duty payable in the respective state, as per the <u>mutually</u> format given in Annexure-5 duly signed by the Authorized Signatory of the Company.	Please be guided by RFP
14	3.17 Assumptions / Deviations	22	The bidder may provide assumptions/deviations on technical only to the contents of this RFP document at the time of submission of the Bid in envelope containing the Technical Bid. The Bid Evaluation Committee would evaluate and reclassify them as "material deviation" or "non-material deviation". In case of material assumption/deviation, the committee may decide to monetize their value, which has to be added to the price bid submitted by the bidder, or reject the bid, prior to announcement of technical result. The bidders would be informed in writing on the committee's decision on the assumptions/Deviations, prior to announcement of technical scores. The bidder would not be allowed to withdraw the assumptions/deviations at this stage. No correspondence in this matter will be entertained. In case of non-material assumptions/deviations, the same	Please clarify whether the bidder can submit its deviations to the legal and commercial terms and conditions specified in the RFP document. Bidder requests that certain deviations to the Contract terms be permitted and the Contract to be signed between Customer and Bidder should be a mutually acceptable agreement. Bidder submits that the response to RFP shall be deemed acceptance of the RFP terms except for such specific sections against which deviations are proposed by Bidder. Kindly confirm acceptance of this intent.	Please be guided by RFP

			would form a part of the Bid and the Contract		
15	3.21 Bid Validity Period	23	Bids shall remain valid for 240 days after the date of Online Reverse Auction (ORA) prescribed by LIC, in the Activity Schedule.	It is requested to change this clause. Bid validity should be counted from the date of submission of the Bid and reduce the Bid validity period.	Please be guided by RFP
16	4.2.5	27	"Data Security and Governance: Implement stringent security measures to ensure adherence to industry regulations and internal policies, safeguarding data privacy, integrity, and compliance."	Our understanding is that implementation of any comprehensive data governance framework is not into scope of this RFP. However we would be taking care of data quality aspects through ETL processes. Please confirm	The solution should have data security measures to safeguard data privacy and integrity.
17	4.3.1	27	"System Study: Investigate existing data sources to determine the appropriate solution for LIC. Propose a comprehensive CDC-ETL solution taking into consideration the technical stack used and compatibility matrix with respect to Data source and target systems."	Our undertanding is the LIC will provide designated SMEs/IT SPOC for each BU/Department of core insurance solution for assisting on details required for performing assessment of each source system/databases Please confirm.	Bidder and LIC team will work in close coordination wherever necessary.
18	4.3	27	4.3 High level scope of work	Does LIC have an existing CDC and ETL tool. If so can you provide details of the current architecture	Bidder is required to propose Tools for both CDC and ETL.

19	4.2.3	27	Business Logic / Rules	1.Are there any complex data processing rules or business logic that need to be implemented? 2. Is there a requirement for data profiling capablities with advanced features such as summary of the dataset in simple english along with pattern frequeny distribution and other statistical measures about the metadata such as mean, median, etc? 3. Is there a requirement for the solution to have data masking capabilities of the PII data? 4. Is there a requirement of a workflow kind of a capability for users to review, flag, approve a particular dataset?	The requirments and capabilities asked in RFP and technical annexure is required.
20	4.3.1	27	End-to-End Solution: Analyze, design, develop, implement, and maintain a comprehensive CDC-ETL solution.	1. The logic of data transformation for applications like CADW, ODS etc has to be created by the ETL team or will be provided by the Data Architecture/Data Modelling team?

2. The target state data model/data architecture will be reused from existing applications like CADW, ODS etc or need to be created by this ETL Team? 3. The RFP asks for a CDC and ETL implementation however can there be a relaxation in terms of the dwh and datalake implementations which has cdc and etl elements to be allowed as credentials. 4. Other RFP of Datalake has also asked for ETL and CDC capabilities , is this RFP and the Datalake RFP requirements different , please clarify ? | Please refer Corrigendum - I |
| 21 | 4.2.1 Near Real-Time Data Access | 27 | Guarantee instantaneous and accurate data synchronization across systems, eliminating discrepancies and delays that hinder informed decision-making. | What are the use cases where near real time data access of data is required? Please share the details of all such use cases. | Details will be shared with successful bidder. |

22	4.2		27	Key objective of the project	1. Are there any complex data processing rules or business logic that need to be implemented? 2. Are there any other integration points with other systems or processes that we should be aware of ? 3. Are there any regulatory or compliance requirements that we need to consider? 4. Are there any specific data governance policies that need to be followed? Is there a data governance roadmap that can be shared? 5. Are there any specific requirements for monitoring and alerting? 6. How frequently do the data changes occur and what is the expected latency for data propagation? 7. Is there any data quality program or methodology in place? How will data quality be ensured and managed? 8. Please describe current major challenges in current data synchronization across systems. 9. Please elaborate on any plans to on-board additional data sources or third party data sources to the LIC landscape? 10. Please explain need for real time analytics capabilities.	Please refer to RFP document specially scope of work. Further details will be shared with successful bidder. Regulatory guidelines applicable to insurance organizations are to be adhered to. Bidder has to implement end-to-end process for CDC ETL tools.
23	4.2		27	Key objective of the project	Please mention any preferences in tech stack for data governance, ETL and CDC	Please be guided by RFP
24	4.2		27	Key objective of the project	Please provide an indicative view of how the success of the CDC and ETL implementation program will be measured	Please refer Milestones and Timelines of the project.
25	4.2		27	Key objective of the project	Please provide an indicative view of the expected growth rate for data volume and transactional data?	Please refer section 4.3.3 point 7 of the RFP.
26	4.2		27	Key objective of the project	What are the latency requirements for data updates and synchronization?	Please be guided by RFP
27	4.2		27	Key objective of the project	What is the anticipated load on the system during peak times?	Please be guided by RFP

28	4.1	27	Key requirements include the ability for CDC tools to capture data from high-velocity and time-sensitive environments, transport the data using a streaming layer and the ETL tool should effectively transform data to meet the needs of diverse OLAP/DSS/OLTP and Reporting databases	Is it necessary to create a streaming capability for transfer of data to target DB i.e. the CDC tool should provide the data to the streaming tool like Kafka which is used to provide the data to downstream DB on real-time basis or the requirement is to have a normal CDC tool to simply extract the data form the logs of the source DB and load that in the target DB using the same data structures as in the source DB.	Please refer Corrigendum-I
29	4.1	27	Moreover, both CDC and ETL tools should seamlessly integrate and function cohesively, necessitating the development of a compatible data integration platform with end-to-end integrated metadata and reconciliation dashboard.	Can this dashboard be created using other product or it has to be native CDC or ETL dashboard only ?	The dashboard should be native to CDC/ETL tools.
30	4.1	27	Necessitating the development of a compatible data integration platform with end-to-end integrated metadata and reconciliation dashboard	For existing data reconciliation solutions available with you, do respective source tables have established audit field reference(ex- last modified date/last update timestamp) for count & data reconciliation? Also, hope you will be able to give us read access for all sources for working with data reconciliation.	Will be discussed and finalised with successful bidder.
31	4.2.2	27	Optimized Data Transformation and Loading: Streamline and automate the process of extracting, transforming, and loading data into the target systems, with guaranteed data quality, adaptive business logic, consistency, and accessibility for informed analytics and reporting.	Please elaborate what level of data quality is required? Does LIC currently uses/ plans to use any Data Quality tool or DQ rules are to be implemented in ETL as per its capabilities? Can you also help us understand if there are any data quality challenges/pain-points that you want us to focus on?	LIC will not arrange any Data Quality tools for the bidder. For the requirement, please be guided by RFP.

32	4.1	27	Purpose of Project	Please describe the essential features of the 'end to end integrated metadata and reconciliation dashboard	Please refer technical annexure for detailed technical requirements.
33	4.1	27	Purpose of Project	Please provide a detailed overview of your current data architecture and infrastructure	Details are already shared in RFP.
34	4.3.1	27	Source code/Customizations	Assumption is that only scripts/code created on platform needs to be shared along with IPR. No code specific to the platform needs to be shared.	The Scripts/Codes/customisations created for implementation of CDC and ETL tools in LIC is referred here.
35	4.3.1 General Requirements	27	System Study: Investigate existing data sources to determine the appropriate solution for LIC. Propose a comprehensive CDC-ETL solution taking into consideration the technical stack used and compatibility matrix with respect to Data source and target systems	Can the bidder change the technical solution after the system study	The bidder is required to propose and submit the final solution during the bid submission stage.
36	4.3.1 pt#2	27	System Study: Investigate existing data sources to determine the appropriate solution for LIC. Propose a comprehensive CDC-ETL solution taking into consideration the technical stack used and compatibility matrix with respect to Data source and target systems.	Is the ETL Team required to understand the entire source system and reporting requirements + target Data Model basis which the ETL mapping document between source to target needs to be prepared. Any functional help for the same will be provided by LIC or reporting/analytics/data architecture team?	Respective LIC teams will provide required available information to the successful bidder during implementation.
37	4.1 Purpose of Project	27	The project envisages an end-to-end process, encompassing data extraction from multiple source systems, data transfer to Staging Area/Landing Zone, and subsequent Transformation and Loading into various Target Systems.	Bidder requests LIC to confirm the number and type of target systems for ETL.	Please refer Corrigendum-I.

38	4.1 Purpose of Project	27	The project envisages an end-to-end process, encompassing data extraction from multiple source systems, data transfer to Staging Area/Landing Zone, and subsequent Transformation and Loading into various Target Systems.	Bidder requests LIC to confirm whether documented metadata is available for the source systems.	Details which are available may be shared with the successful bidder.
39	4.1 Purpose of Project	27	The project envisages an end-to-end process, encompassing data extraction from multiple source systems, data transfer to Staging Area/Landing Zone, and subsequent Transformation and Loading into various Target Systems.	In case there is no transformation can data be moved directly to targets , this will improve latency and additional processing steps.	Details will be discussed and finalized with successful bidder.
40	4.1 Purpose of Project	27	This project aims to establish a robust Data Management Layer. The goal is to support various initiatives integrating CDC processes/tools from OLTP Databases to Reporting and other OLAP/DSS/OLTP databases and further conducting seamless Extract, Load, and Transform data using ETL pipeline.	We understand that once the data is loaded into the staging layer through CDC, the data needs to be proposed and made available in the existing raw layer of the for the target systems through the ETL tool. Please confirm our understanding.	Please refer Corrigendum-I.
41	4.3.1 General Requirements	27	Transformation requirements	It is not mentioned what are the transformation requirements ,this is required to estimate the efforts	Further details will be shared with successful bidder.

42	4.3.2 point 1.a	28	"Core Insurance: The Source for CDC Tool is LIC's Core Insurance OLTP Database which is segregated into multiple database instances hosted across few geographic locations with multiple Disaster Recovery setups."	Can you confirm if there is any Source databases/target databases which are situated outside India? If yes, please help with details of total location along with country name. Also, in case there are some databases situated outside India we assume working location will be India during both implementation & maintenance phase. Please confirm.	Presently all data is handled in India.
43	4.3.2 point 1.a	28	"Core Insurance: The Source for CDC Tool is LIC's Core Insurance OLTP Database which is segregated into multiple database instances hosted across few geographic locations with multiple Disaster Recovery setups."	Does resources need to travel to other locations (other than Mumbai) for DR setup? If yes, we assume LIC will be taking care for any expenses incurred due to travelling to other location.	Please be guided by RFP regarding other expenses, if any.
44	4.3.2 point 1.a	28	"Core Insurance: The Source for CDC Tool is LIC's Core Insurance OLTP Database which is segregated into multiple database instances hosted across few geographic locations with multiple Disaster Recovery setups."	Our understanding of DR scope is to include application related activities. The hardware setup and configuration for DR will be owned by LIC. Please confirm.	Hardware for DR setup for the proposed solution will be provided by LIC.

45	4.3.1 (point 17)	28	"IND-AS/IFRS: Data Requirements for implementation of IFRS 17/IND-AS 117 is in scope. The Gap Assessment reports will be shared with the selected bidder."	1. Our assumption is that , responsibility will be limited to migrating data form source to landing/staging layer via CDC tool as per gap assessment report . Any further processing to move the and transformed data will not be part of scope. 2. Gap Assessment report should be available in core insurance solution source system and should be made available by LIC in timely manner. 3. Any additional ifrs17 data requirement post implementation phase will be treated as separate change request. Additional Efforts & cost details for such implementation to be mutually discussed and agreed to take forward. Please confirm.	The bidders needs to make the data available in the target system as per IFRS 17/IND-AS 117 implementation requirement . Please also refer RFP Clause 4.3.8 to 4.3.10 regarding post implementation services.
46	4.3.12(point 1.a)	28	"Initial Data Migration Plan"	Is there any kind of reference/master data/static data which needs to be moved in staging/landing layer other than highlighted source systems (core insurance db, ODS) highlighted? If yes, please specify the volumeric details for such cases.	The details of the source systems are available in RFP.
47	4.3.12(point 1.a)	28	"Initial Data Migration Plan"	What will be scope of initial Data Migration Plan? Does the CDC tool need to migrate any historical data from source systems ? If yes, please specify no_ of years long with specific source (core insurance or ODS or both) to be migrated?	This will be based on requirement. Details will be discussed and shared with successful bidder.
48	4.3.2(point 1.C)	28	"Other current/future Systems and Projects of LIC"	Do we have clarity on the future project requirements of LIC ? Could you please put a capping of timeline under which such road map/scalability can be planned	Future requirement includes any future requirement/project of LIC.
49	point 4,3,2©	28	"Other Systems: Other current/future Systems and Projects of LIC which may work as source system for CDC to be	Can you highlight volumetric details of other current systems (source or target) which is not highlighted in RFP and are significant?	This will be based on requirement. Details will be discussed and shared with

			considered based on requirement."		successful bidder.
50	4.3.2 Data Architecture and infrastructure/Clause 1	28	1. Source Systems for CDC	Do we expect the same data to be inserted into multiple target systems. If so please provide the % of pipelines which will have one to many	Details will be discussed and shared with successful bidder.
51	4.3.2 Data Architecture and infrastructure/Clause 1	28	1. Source Systems for CDC	Is ODS both source and target for CDC	For some processes ODS will be source and for others it may work as target. E.g. Core Insurance data is required by ODS(target) and ODS data(source) is shared with data warehouse.
52	4.3.1 (16)	28	16. DR Scenario: The solution proposed should have proper DR capability. The solution should also make provision to handle the DR Drill and DR scenarios of the source and target systems.	Is the current DR for all the associated Source and target systems passive or active ?	DR of source/target systems are active/passive based on the system design and its requirement.
53	4.3.1 General Requirements	28	Alerting	Is the alerting capability expected to be a part of the CDC / ETL solution? Also are there any predefined thresholds or conditions for triggering alerts? Apart from alerting what is the expected outcome in case of any source / staging table structure changes?	Please be guided by RFP. The final alerting mechanism will be discussed and finalised with successful bidder.
54	4.3.1/15	28	Alerts on change of table structure at source level and alteration of staging structure and related ETL.	Email notification to be sent every time any DDL change happens in any source table?	Details will be discussed and shared with successful bidder.
55	4.3.1/14	28	Automated periodic reconciliation and re-sync the gap in target system.	This has to be done for entire historical data every time?	Bidder needs to provide automated reconciliation mechanism and rectify any missing data.

56	4.3.2 Data Architecture and infrastructure	28	Core Insurance: The Source for CDC Tool is LIC's Core Insurance OLTP Database which is segregated into multiple database instances hosted across few geographic locations	Does this imply that for each of the geographic locations, there is a separate Core Insurance Instance? Or the Core Insurance Application is Common and separate Database Instances per Geography ? Need Clarity on this.	Number of databases of core insurance solution is provided in RFP.
57	4.3.2 Data Architecture and infrastructure	28	Core Insurance: The Source for CDC Tool is LIC's Core Insurance OLTP Database which is segregated into multiple database instances hosted across few geographic locations	Also need to know the 1) total number of Database Servers 2) Total Cores on each of the servers. This is needed for Licensing 3) total cores on DR Server Ideally a deployment diagram will help	Please refer Corrigendum-I
58	Point 4.3.1(16)	28	DR Scenario: The solution proposed should have proper DR capability. The solution should also make provision to handle the DR Drill and DR scenarios of the source and target systems.	What will be the frequency of DR drills?	DR Drill frequency of source and target systems vary based on system and regulatory requirement. Also DR Drill of CDC-ETL solution to be carried out by bidder as per system and regulatory requirement.
59	4.3.1 General Requirements, (16)	28	DR Scenario: The solution proposed should have proper DR capability. The solution should also make provision to handle the DR Drill and DR scenarios of the source and target systems.	Will DR be 100% of the production solution? Please confirm	In DR Situation, the solution should be able to operate from DR setup instead of primary setup.
60	4.3.1 General Requirements	28	Future Compatibility	Request clarification regarding the specific requirements related to compatibility with upcoming projects and new data technologies? Are there any specific technologies that are currently being implemented or planned in near term? Are there any preferred standards or guidelines that should be consider?	Future compatibility includes any future requirement/project of LIC as well as upcoming technologies.

61	4.3.2 Data Architecture and infrastructure	28	General	If the current ODS, CADW and MIS has data, then how many years data is there ? Will the same be continued to be used with the new set of CDC and ETL tools or a separate Instance would be created ? What are the current tools used for data integration ? Will there be a need for new design of data model or data would be populated in the existing data model ? We need to know the total number of jobs a) Source to Staging b) Staging to ODS c) ODS to DWH	High level details are available in RFP. Further details will be shared with successful bidder.
62	4.3.1	28	General Requirements	"The proposed solution should be integrated with other security/infrastructure solutions implemented in LIC" Please explain in some more detail.	The proposed solution should be integrated with other security/infrastructure solutions implemented in LIC. Example of such implementation include LIC's SIEM tool, PAM tool and others. Complete details of all integrations required will be discussed and shared with successful bidder.
63	4.3.1	28	General Requirements	For DR strategy, please provide a high level view of your HA/DR approach and planning	DR strategy of CDC ETL End-to-end solution is to be proposed by the bidder.
64	4.3.1	28	General Requirements	For product support roadmap, please provide examples of typical support tasks and incident samples, if possible.	The bidder has to maintain the whole CDC ETL solution during project period.
65	4.3.1 General Requirements/Point No.17	28	IND-AS/IFRS: Data Requirements for implementation of IFRS 17/IND-AS 117 is in scope. The Gap Assessment reports will be shared with the	Is LIC looking for IFRS'17 solution as well in the scope of this RFP. Please clarify	Procuring IFRS and IND-AS solution is out of scope of this RFP.

			selected bidder.		
66	4.3.2 Data Architecture and infrastructure	28	ODS System: Online Data Store is catering to all digital applications and portals of LIC for seamless services to all the online users.	Is there any data movement from Core Insurance to ODS ? What is the tool being used ? If tool is present then need to know how many jobs have been written or alternately how many tables from source are being considered by the ETL jobs? Is there a movement of data back to Core Insurance db?	Data movement will happen from Core and ODS to the targets systems. Please refer to RFP and Corrigendum-I for details.
67	4.3.2 Data Architecture and infrastructure, 1a	28	ODS System: Online Data Store is catering to all digital applications and portals of LIC for seamless services to all the online users.	It is understood that ODS is one of the source to CADW. Please let us know if there is write back / ETL, loading the processed data from CADW to ODS. If yes, please explain the process and provide the number of ETL jobs that is writing back from CADW to ODS.	CADW is a target system.
68	4.3.2 pt# 1.c	28	Other Systems: Other current/future Systems and Projects of LIC which may work as source system for CDC to be considered based on requirement.	How many such systems along with their data volumes and complexity are in scope?	Current identified requirements are already stated in the RFP. However all future requirements during project period will form part of the project.
69	4.3.1	28	Product Support: Provide a roadmap for product support for the next 7 years.	Does LIC needs product support from the bidder/OEM or only roadmap needed? As the Duration of the overall RFP is 5 years and the ask here is for 7 years.	The contract period may be extended to further 2 years after 5 years.
70	4.3.1 General Requirements	28	Reconciliation: Automated periodic reconciliation and re-sync the gap in target system.	What is expected from reconciliation , is there requirement to fix /correct problematic data	Reconciliation of transferred data from source to staging and target is to be done periodically and gaps are to be corrected.
71	13. Source code/Customization s	28	Source code of all the customization, scripts etc should be delivered to LIC by the Bidder at a periodicity to be decided by LIC. Scripts / customizations developed will be	Request deletion of the clause from this section and request to include this in one IPR clause given n the RFP	Please be guided by RFP

			owned by LIC and their IPR for this will also vest with LIC.		
72	4.3.1 General Requirements, (16)	28	The solution proposed should have proper DR capability. The solution should also make provision to handle the DR Drill and DR scenarios of the source and target systems.	What is the expected RTO and RPO for DR solution ?	The RPO should be 5 Minutes and RTO should be 30 minutes for DR of the proposed CDC-ETL solution.
73	4.3.2 pt#3	28	Transport pipeline	Is the transport pipeline needs to be set-up only for source to staging layer or it needs to be considered separately for each of the staging to target system i.e. staging to CADW, ODS, COMIS and others	Transport pipeline is required for End-to-End from source to target system.
74	4.3.2 Data Architecture and infrastructure/Clause 5	29	5. Volumetric:	Are all the source table count listed need to part of the CDC pipeline. If not can you provide the % of tables what will require CDC	All the Source Table count provided in the RFP will be part of the solution however the exact count may vary to some extant during implementation based on requirement.
75	4.3.2 Data Architecture and infrastructure/Clause 5	29	5. Volumetric:	Can you provide the approximate number of ETL pipelines expected to be needed to ingest the data to the target systems	Details will be shared with successful bidder.
76	4.3.2 Data Architecture and infrastructure, 5. Volumetrics	29	Approx. Daily Size of change data for each instance 10 GB	What is the mechanism used to compute change data size? Is it daily db. size change (changed rows * row size) or the redo log size. Please clarify.	It's the approximate average size of redo logs.
77	4.3.2 Data Architecture and infrastructure, 5. Volumetrics	29	Approx. Number of relevant tables per database Approx. 30750 tables across all databases	If the MIS needs to be remodelled which means the reports generated from MIS will needs to be modified / rebuilt as the underlying data model is undergoing change. Please elaborate on the expectations.	Data needs to be made available to the COMIS system database using the proposed CDC-ETL tool.

78	4.3.2 Data Architecture and infrastructure, 5. Volumetrics	29	Approx. Number of relevant tables per database Approx. 30750 tables across all databases	The total number of tables mentioned in MIS is ~30750 across all the databases. Please let us know if all the tables are in scope to be ingested using CDC.	Please refer Corrigendum-I
79	4.3.2 Data Architecture and infrastructure, 5. Volumetrics	29	Approx. Number of relevant tables per database Approx. 30750 tables across all databases	What type of transformation / ETL is required while loading data into MIS? Is there any expectation to remodel the MIS data model? In such case, let us know the number of facts & dimensions, subject areas to be considered in MIS?	Details will be shared with successful bidder.
80	4.3.2 Data Architecture and infrastr - 5. Volumetrics	29	Core Insurance : Total Number of Database Tables are: 140+	Are these databases located in single location/data center or spread across multiple Data centers/Locations? Request you to kindly provide more details here	The Data centers are located in few locations across India. Please refer RFP for further details.
81	4.3.2 Data Architecture and infrastructure	29	d. Other Systems and upcoming Projects of LIC which will work as target systems to be considered based on requirement.	We understand that integration of new target systems would be undertaken through change request mechanism. Please confirm.	Provision for deploying regular onsite L4/L2 engineer is available in RFP. Further provision for additional SW license is also available in RFP.
82	4.3.2/Point no 5	29	Data volumes - Incremental Load	Need more details on volume of data to be ingested as incremental load for structured, unstructured & semi structured data	Details like database, tables, transactions, volumetric etc of all the source systems, target systems are already provided in RFP. Further details if needed will be discussed and finalised with successful bidder.

83	4.3.2/Point no 5	29	Data volumes - One time load	Need more details on volume of data to be ingested as one - time load for structured, unstructured & semi structured data	Details like database, tables, transactions, volumetric etc of all the source systems, target systems are already provided in RFP. Further details if needed will be discussed and finalised with successful bidder.
84	4.3.2 Data Architecture and infrastructure, 5. Volumentrics	29	Management Information System(MIS) Total Number of databases : 12	For the Management Information System(MIS), we understand that there are 12 databases. Please confirm if the database schema / table structure of all these databases is the same or not.	Please refer Corrigendum-I
85	4.3.2/Point no 5	29	Multiple sources	Is there a requirement for having native connectivity with data sources?	The solution should be able to provide the functionality and requirements asked in the RFP.
86	4.3.2 Data Architecture and infrastructure, 4d	29	Other Systems and upcoming Projects of LIC which will work as target systems to be considered based on requirement.	What is the expectation for ETL jobs regarding the target systems? Is the expectation for the ETL jobs is to prepare data extracts for the downstream systems in the required format or ETL jobs need to load the data directly into the target systems. Please elaborate.	Please refer Corrigendum - I
87	4.3.2 pt#4	29	Target Operational, Reporting and Analytical systems	Is the source system data need to be kept in 1 staging location from where each of the target application will source the data? How many target systems are in scope other than CADW, ODS, COMIS?	Please be guided by RFP. Further details will be discussed and finalized with successful bidder.

88	4.3.2(5)	29	Volumetric Details	CADW highlights around 400+ tables. Does it mean all 400 table are input layer table in CADW and should receive data from landing/staging layer via ETL tool to be implemented? If not, please provide expected no_ of input layer table?	CADW is a target system.
89	4.3.2(5)	29	Volumetric Details	Core Insurance Solution - Source systems highlight around 56000 tables. Does sit mean all these tables will be in CDC scope ? If not, can you please give high level count of table in CDC scope for implementation effort calculations?	Details are available in RFP
90	4.3.2	29	Volumetric Details	ODS (Online Data Store) has been highlighted under both Source & Target system (Section 4.3.2-> point 1 & 4) . However there is only one volumetric details given for ODS . Does it mean that volumetric details for both source ODS & target ODS are same? Please clarify. If its not same then help with volumetric details separately. Also, what is total transaction per day for ODS?	Details are available in RFP. The number of tables provided in ODS may be considered for ODS as source. ODS as a target gets data from Core Insurance solution.
91	4.3.2	29	Volumetric Details	What is average no_ of columns per table present in CADW & ODS?	Details will be shared with successful bidder.
92	4.3.2 Data Architecture and infrastructure, 5. Volumentrics	29	Volumetric: Total Number of databases : 140+	For the Core Insurance Solution, we understand that there are 140+ databases (In Annexure 17, it is mentioned as ~145). Please confirm if the database codebase / schema / table structure of all these databases is the same or not.	Database structure/schema is similar for all the core insurance database instances.
93	4.3.4 Change data Capture (CDC)	30	-	Will upcoming data lake will be the target for CDC?	Please refer to Corrigendum-I

94	4.3.3 Point 9	30	"Any sizing inadequacy issues with respect to hardware, software, or any other components resulting in system performance issues shall be the responsibility of the Bidder. In such event, it will be the responsibility of the bidder to comply with the stated MSA/SLA requirements, at no additional cost to LIC."	Our understanding is that bidder won't have to pay any penalty for not meeting SLAs if delay is due to timely hardware availability from LIC or because of any other reasons not attributable to the bidder. Please confirm	Please refer to the RFP provisions for the same.
95	4.3.3	30	"In case of any performance issues on source / target database arising out of software agents/plugins installed as part of the solution, the bidder will have to arrange to resolve the issue with the help of OEM, if needed."	Our understanding is that current LIC' IT team managing the source & target database will drive the performance related issue. However bidder will provide all necessary support required to resolve the issue if found due to CDC-ETL solution implementation. Please confirm	Please be guided by RFP
96	4.3.3	30	"LIC shall provide licenses for RHEL OS and MySQL DB, TIBCO FTL, TIBCO BW, TIBCO MFT, TIBCO HAWK if proposed in the solution. However all software proposed other than these are to be provisioned and supplied by bidder."	• What is the role of TIBCO in the LIC? Is there a requirement to Integrate with TIBCO messaging system to read/write data via proposed ETL tool? • What the Data volume for the TIBCO messaging system integration for the read and write operations?	Please be guided by RFP
97	4.3.4 Change data Capture (CDC)	30	1. All the standard features of an enterprise CDC tool.	How will LIC restrict open source tool from being proposed. In case of some of the open source tools there is Enterprise Support available and the tool is open source. So the cost of tool is negligible and support cost is also very less. Such tools will eliminate the high performance tools to be bid because of its inherent low cost. Need support from LIC to address this.	All the proposed software/tools should be commercially available tools with enterprise support.

98	4.3.4 Change data Capture (CDC)	30	14. Provide the reconciliation mechanism for Data monitoring.	What is expected from reconciliation in CDC and ETL	Data from source to staging and target using CDC and ETL process should be reconciled.
99	4.3.3 Proposed Infrastructure requirements	30	2. LIC shall provide licenses for RHEL OS and MySQL DB, TIBCO FTL, TIBCO BW, TIBCO MFT, TIBCO HAWK if proposed in the solution. However all software proposed other than these are to be provisioned and supplied by bidder.	Please let us know where these products are used today at LIC and what integration touch points we have to build or where we can reuse?	These softwares provided in the list may be utilized in proposed CDC ELT solution being proposed by bidder, if required.
100	4.3.3 Proposed Infrastructure requirements	30	3. The Proposed solution is to be deployed in On-premise Private cloud of LIC. However it should have capability to be deployed in Public cloud environment also.	In line with the digital transformation and Data Lake initiative would LIC give preference to the solution components to be cloud native containerised and deployed on an enterprise grade container orchestration platform	Please be guided by RFP
101	4.3.3 Proposed Infrastructure requirements	30	3. The Proposed solution is to be deployed in On-premise Private cloud of LIC. However it should have capability to be deployed in Public cloud environment also.	Please provide the details of LIC Private cloud (HW, virtualization etc.).	It's an HCI based virtualised infrastructure. VMs and storage will be provided for hosting the solution. However the proposed solution should not be dependent on any hardware requirement.
102	4.3.3 Proposed Infrastructure requirements	30	4. High availability and 12. Security	Is HA being considered for any other environments apart from production? Are there any specific compatible standards or protocols that needs to be considered from security perspective while integration and implementation?	HA to be considered for production.

103	4.3.4 Change data Capture (CDC)	30	5. Capture the data with minimum delay with an upper limit of 1 second per transaction. 6. Should transfer One lakh transactions from source system within a maximum of 5 seconds.	Since infrastructure will be provided by LIC, request to confirm whether infrastructure sizing is part of evaluation criteria.	The evaluation criteria is available in RFP
104	4.3.3 Proposed Infrastructure requirements	30	5. The proposed solution should have Development, UAT and Production environment.	Please let us know if Sizing has to be done for lower environments too (Dev, Test & UAT)	Dev, UAT sizing for CDC -ETL Solution is also to be provided by bidder.
105	4.3.4 Change data Capture (CDC)	30	6. Should transfer One lakh transactions from source system within a maximum of 5 seconds.	Please provide more details : One lakh transactions from Single Source database or is it from multiple databases put together the solution should handle	One lakh transactions from Single Source database
106	4.3.3 (6)	30	6. The proposed solution should be with DR provisioning and robust BCP plan. (preferably active-active)	Please confirm on the preferably active active configuration as this will raise overall price for each bidder and those who supply assuming solution as active active will have higher cost of the associated solution.	Bidder needs to propose the solution to meet the RFP objectives/scope of work and SLA parameters.
107	4.3.4	30	Capture all DDL and DML commands (Insert, Update, Delete etc), structure changes, metadata of the source database. Capture the data from database logs of production as well as replication database at any given point of time.	What should be the retention period for DDL/DML and database logs?	The details are provided in section 4.3.2 of RFP.
108	4.3.4 Change data Capture (CDC)	30	Capture the data with minimum delay with an upper limit of 1 second per transaction.	Is it capturing the transactions from source system to staging or intermediate messaging platform?	Capturing from source system and transmission to the next stage should be within this timeline.

| 109 | Section-4.3.4 Change data Capture (CDC) | 30 | Change data Capture (CDC) | -What is the envisaged Landing, Staging area layer? What is the proposed database type?
 -Core Insurance Solution Total 140 databases (MySQL)
 - What is the Version of MySQL DB and Is it Enterprise Edition or Community Edition?
 -Online Data Store (ODS) 1 (Oracle) - What is the version of Oracle DB?
 -Management Information Systems (MIS) 12 databases (MySQL) - What is the Version of MySQL DB? And Is it Enterprise Edition or Community Edition?
 -Is CDC required for Corporate Active Data warehouse (CADW) i.e., HP Vertica ? Or will it be only used as Target system for the ETL pipelines?
 -Does LIC have active CDC sources e.g., MongoDB, Teradata, HP Vertica and HDFS? | Please refer to details available in RFP and Corrigendum-I. Further details will be provided to successful bidder. |

110	Section-4.3.4 Change data Capture (CDC)	30	Change data Capture (CDC)	Are these actual CDC sources or good to have CDC sources? CDC sources and volumetric is already covered on Page 29. ##Should Integrate with heterogeneous source and target databases like Oracle, MongoDB, Mysql, DB2, Postgre SQL, big data, Hadoop, Teradata, vertica etc.## Hence, please confirm on the actual CDC sources databases and DB version in scope of this RFP with following details- Application Name Database Type Number of DB server Instances Number of Source tables from which to capture. CDC Volumetrics (GBs)-* Size of Source tables (both row length and row count....and total table size (i.e., GB)? Comments (Db version) / Enterprise or Community Edition etc.	Please refer to details available in RFP and Corrigendum-I. Further details will be provided to successful bidder.
111	4.3.4	30	Change data Capture (CDC)	What are the primary targets for the CDC?	Please refer to details available in RFP and Corrigendum-I.
112	4.3.4	30	Change data Capture (CDC)	What is Peak hourly log size for all sources? (MBs/GBs etc)?	Please refer to details available in RFP and Corrigendum-I.
113	4.3.4	30	Change data Capture (CDC)	Will upcoming data lake will be the target for CDC?	Please refer to Corrigendum-I
114	4.3.3/Point no 8	30	Performance SLA's	Are there any specific performance requirements or SLAs for data loading? Are there any constraints on the load windows or schedules?	SLAs are stated in section 10 of RFP.

115	4.3.3 Proposed Infrastructure requirements	30	The hardware for hosting the proposed Solution along with Staging Area will be provided by LIC.	Hardware forms an important component of the Total cost of ownership. How will LIC apportion the cost to the TCO of different proposed solutions. Since each solution will have varied Hardware requirements and there is possibility that solution provider may mention higher hardware requirement if it comes free of cost and may provide less software to take benefit of TCO.	LIC at its discretion may normalise the bids.
116	4.3.4 (11)	31	11. Capture the data from database logs of production as well as replication database at any given point of time.	Please confirm the source replication DB is to be used in case of active DB node failure only?	The source replication DB is to be used in case of DR situation.
117	4.3.4 Change data Capture (CDC)	31	12. Have capability to expose/consume APIs.	What is the use case for the CDC tool to have capability to expose / consume APIs? Please clarify.	Please be guided by RFP
118	4.3.4 Change data Capture (CDC)	31	16. Integrate with LIC's Active Directory, email, SMS, Biometric (2FA) Solutions for different activities related to sending mail, SMS and biometric access.	Can you please help elaborate how will CDC interact/integrate with Biometric or 2FA and what notifications from a business or technical perspective will be sent from CDC requirement.	2FA may be integrated for access and authentication. Alert mechanism of the solution should be integrated with email and SMS system of LIC.
119	4.3.4 Change data Capture (CDC)	31	3. Have pre-built connectors or data pipelines for major commercial databases like Mysql, Oracle and Vertica etc.	Would request LIC to consider changing this to: 3. Have pre-built connectors or data pipelines for major commercial databases like Mysql or Oracle or Vertica etc.	Please be guided by RFP

120	4.3.5 pt# 7 b	31	Alignment of data from various source databases and maintenance of relationship between various source systems.	What is meant by alignment and maintenance of relationship? Is it referring to applications like CADW, ODS etc. or staging layer? As per our understanding of staging layer, the data is simply stored in the same structure and number of tables as in source system. Do we need to do any further processing of data inside staging layer?	The details will be shared with successful bidder.
121	4.3.3	31	Any sizing inadequacy issues with respect to hardware, software, or any other components resulting in system performance issues shall be the responsibility of the Bidder. In such event, it will be the responsibility of the bidder to comply with the stated MSA/SLA requirements, at no additional cost to LIC.	In case if the volume of data increases exponentially, hardware & sizing will have to be revisited which may incur additional cost? Request you to amend the clause as requested	Bidder has to inform detailed Hardware sizing and provide Software components of the proposed Solution taking into account a Year on Year increase of 15% in volumetric
122	4.3.5 Staging Area/Landing Zone	31	Staging Area	Will the existence of the staging area be in the target system (i.e., the target RDBMS) or is there a specific requirement to host a separate staging area in a specific RDBMS?	The staging area will be the separate integration layer between various source and target systems.
123	4.3.5	31	Staging Area/Landing zone	Is there any possibility of data being consumed from staging/landing area outside of the CDC-ETL components?	The staging area will be used as per requirement of this RFP and LIC's requirement.
124	4.3.5 Staging Area/Landing Zone	31	The change data from source systems is to be stored/consolidated at staging area/Landing Zone before transformation, cleansing and ingestion by target systems like CADW,ODS,MIS and other operational, reporting and analytics system.	What kind of alignment or correlation is envisaged at Landing stage between various sources? Also what is cleansing and aggregation required across source databases (Core, ODS, others) at Landing stage? Will this not be taken up in the downstream systems (CADW, COMIS etc.)?	The requirement for Staging/landing area is provided in RFP and Corrigendum-I. Further implementation aspects need to be proposed by bidder.

125	4.3.5 Staging Area/Landing Zone	31	The change data from source systems is to be stored/consolidated at staging area/Landing Zone before transformation, cleansing and ingestion by target systems like CADW, ODS, MIS and other operational, reporting and analytics system….	Please let us know if all the data in scope needs to be ingested using CDC tool only or there may be source data that needs to be considered to be ingested using ETL tool into proposed staging area?	The bidder needs to provide solution based on RFP requirement.
126	4.3.6 ETL (Extract, Transform and Load)	32	3. Features of ingestion of data in batches, incremental additions, streaming and real time feeds.	Is there any streaming solution like Kafka, etc. already in place within LIC, please confirm.	Tools which will be made available to bidder is available in RFP.
127	4.3.6 ETL (Extract, Transform and Load)	32	3. Features of ingestion of data in batches, incremental additions, streaming and real time feeds.	What is the expectation from ingestion of streaming data?	Please refer corrigendum-I
128	4.3.6 ETL (Extract, Transform and Load)	32	4. Implementation and monitoring of ETL/ELT pipeline to meet specific data transformation requirements from the Core Insurance Solution and other source systems to CADW, ODS, COMIS and other target systems. 5. Customize the tool for ELT implementation at CADW, ODS, COMIS, IND-AS and potential future applications.	1. What are (common) transformation requirements that are useful to most downstream systems? 2. Please provide the following details of all other systems that needs to be considered in scope for ETL workload: a. Total no. of ETL jobs for each downstream system b. Complexity of ETL jobs 3. There is an ask for ETL tool to have capability to handle both structured and unstructured data, however, we don't have any unstructured data as part of current scope of RFP. Please confirm. 4. Do we need to integrate MS-Office applications such as PowerPoint, word, SharePoint in to the data platform? Please elaborate on the requirement. 5. Please elaborate on the requirement of support API integration from ETL point of view. Please let us know if we need to build APIs (data consumption and data dissemination). If yes, let us know the count. 6. • How many numbers of GBs of Data will be processing per hour?	Full process of ETL implementation as per scope of RFP shall be built and maintained by the bidder. Further details related to complete ETL processes will be discussed and finalised with successful bidder. For all other details please be guided by RFP.

				• How many numbers of simultaneous ETL jobs will be executed on average? • How much Total data will be moved (in GB) through ETL pipelines? • What percent of loads will be real time? Or all loads will be in batch mode? • What are the streaming and real time sources other than CDC sources for the ETL pipelines? • What is the Data integration use case for big data and Hadoop? 7. Is the selected ETL tool to be used for all data transformation at the target systems. If the bidder is responsible for data transformation to transform/load into target application like CADW, ODS, COMIS and other target systems, then who will provide the logic for the same or bidder will be provided with the requirements and they have to study the source system and define the transformation logic?	
129	4.3.6		32	ETL (Extract, Transform and Load)	ETL tool will from extracting and transferring data from Staging/landing to target system i.e CADW & MIS. Some tables may have to be mapped one to one while other table column needs significant transformation/derivation via ETL tool. What is high-level % of tables/columns where we mandatorily need transformation/derivation (other than one to one mapping) while mapping it to target system?	Details will be shared with the successful bidder.
130	4.3.6		32	ETL(Extract Transform and Load)	Does the data need to be persisted before loading the target OLTP systems (CADW, ODS, MIS)?	Bidder needs to propose the solution to meet the RFP objectives/scope of work.

131	4.3.6 pt# 10	32	Must have end-to-end automation capabilities including job scheduling and process orchestration to streamline the data management process.	Is the built in orchestration capabilities of ETL tool to be used or LIC is looking/already procured orchestration tool like autosys, control-m etc?	End-to-end solution is to be provisioned and implemented by bidder as per the scope of the RFP.
132	4.3.7 pt# 3	33	All the software/tool licenses/subscriptions should be in the name of LIC.	Will LIC directly procure the software license from the suggested OEM or bidder needs to procure it in name of LIC?	All softwares required for CDC -ETL solution implementation are required to be procured by bidders. The licenses should be in the name of LIC.
133	4.3.7	33	As per the future requirements of the software/tool, LIC may purchase quoted/ additional licenses/subscriptions of the software/tools as and when required during project period on the same quoted rates throughout the contract period.	Bidder wishes to clarify that the prices provided under the RFP is for the given composite solution and any additional requirements need to be addressed separately through change control process	Please refer Corrigendum-I
134	4.3.6 point 21	33	Compliance Certificates	Please clarify the compliance certificated requested here?	Compliance to security requirements of solution implemented.
135	4.3.6	33	General	What is the time window in which the ETL job should complete the 1500 GB/day CDC data into each target systems?	Please be guided by RFP
136	4.3.6	33	Have escalation mechanism for various issues and errors during different stages of ETL process.	How would the escalation mechanism for issues and errors in ETL look like? Are we looking at alerts specific to a workflow/job type?	Issues and errors should be escalated for timely resolution. The bidder should propose a mechanism to this effect.

137	4.3.9 Managed Services	34	Establish incident response, problem resolution and regular maintenance of proposed solution.	Is the bidder expected to bring his service management tool (like servicenow) for the incident, problem management	LIC will provide service management tool for the incident, problem management. Bidder will need to integrate.
138	4.3.8 Project Implementation and Project Management	34	3. Future data growth and increased processing demands	What is the growth factor (i.e., % yearly) that needs to be consider in terms of an increase in processing demands / data growth / data transfer / source and targets.	Please be guided by RFP
139	4.3.10 Monitoring and post implementation support	34	3. The bidder should conduct performance testing to validate system capacity and identify potential bottlenecks.	We understand that performance testing is required only during the implementation phase, please confirm.	During post implementation phase, the bidder needs to monitor to ensure system capacity and identify potential bottlenecks.
140	Clause 4.3.10	34	4.3.10 Monitoring and post implementation support	Are the support engineers in addition to the post-implementation support provided along with the implementation	After initial project implementation, the support will be provided by onsite L2/L4 engineers.
141	4.3.11 point 4	35	"All vulnerabilities should be closed by vendor immediately or with-in 15 days of reporting the same to bidder."	We assume LIC will be flexible to reconsider the timeline without any penalty as long as its reasonable justification which require more than 15 days to fix it. Please confirm.	Please be guided by RFP
142	4.3.11 Security and compliance	35	6. The software/agent software deployed on Source systems should not affect the performance, software upgrades, patching of OS or Database, in any way. If the host database requires the removal of third party vendor software prior to patching/upgrades, it shall be the responsibility of the vendor to uninstall the third party software prior	Please remove this as project team may not have skills of LIC-provided SW/HW (OS, Network, firewalls etc.)	Please be guided by RFP

			to upgrades/Patching and re-install and configure post upgrades/patching at no extra cost to LIC.		
143	4.3.11 Security and compliance	35	9. Latest and stable Patches made available by the OEMs should be applied immediately by the vendor in not more than 30 days and after duly tested in UAT.	Please remove 30 days restriction as the patches impact needs to be evaluated and tested and also in coordination with source system DBAs in some cases.	Please be guided by RFP
144	4.3.11 Security and compliance	35	The bidder has to support in all aspects of conducting security audits, which may include physical verification of infrastructure.	Since infrastructure will be provided by LIC, any observations regarding infrastructure needs to be resolved by LIC. Please confirm.	The bidder has to support in all aspects of conducting security audits of the tools/infrastructure/solution provided by the bidder.
145	4.3.12 Documentation and Training	36	4. As part of the project, Vendor should provide comprehensive training sessions for LIC's IT staff on operating and maintaining the tools, ensuring efficient data management and utilization.	Please confirm- 1) No. of resources to be trained 2) Training resources- room, projector who will provide? 3) Location of training	Details will be discussed and shared with successful bidder.

146	Section 5/Clause 5.1	36	1. The selected Bidder shall deploy Onsite Engineer for Support, Maintenance, Monitoring and Management of the entire proposed solution including all the tools. 2. "Number of L4 Engineers – One Engineer in one shift. This resource should be able to handle all solution design aspects and aspects related to integration of the solution in new source and target systems. Support days per week – 05" 3. "The onsite engineer may have to be changed, if LIC so desires. Notice period for the same will be of 30 days from LIC, and Bidder will have to provide a substitute engineer within that period."	1. Is the expectation to provide the L2 and L3 support engineers in a T&M (rate card) basis 2. How many shift will there be for L4 engineers? 3. Our understanding is that basis for changing engineer request from LIC side will be on performance basis only. Also we assume no_days mentioned here is 30 working days. If not, we request to make it 30 working days (one and half month) to give sufficient time to find suitable reference 4. Is the count of 5 engineers based on the current resources deployed ? Can the count be higher or lower ? Can SI have the freedom to decide the total number of engineers deployed ?	1. The Onsite engineers will be deployed permanently as per commercial annexure Anneure-18 of RFP. 2. Please be guided by RFP. 3. Working day details are available in RFP. 4. The requirement of support engineers provided in RFP is minimum, bidder needs to propose adequate numbers of engineers as per requirement of their solution proposed.
147	Section 6	39	"The bidder should have implemented any similar CDC solution in at least 2 organizations in India having PO/Work Order Date on or after 01/01/2019"	Implementation of CDC and ETL tools are industry agnotic and doesn't not have anything specific to a geography or industry. We request LIC to accept global credentials.	Please be guided by RFP
148	Section 6	39	."The bidder should have implemented any similar CDC solution in at least 2 organizations in India having PO/Work Order Date on or after 01/01/2019"	Normally CDC implementations are done as part of Datawarehouse or Data Lake implementations and not explicitly mentioned as CDC in the client PO/Engagement Letters. We request you accept Datawarehouse/Data Lake implementation credentials that closely aligns to scope of services as being asked in the RFP instead of a CDC/ETL reference. We also request you consider our credentials from member firms globally for global clients.	Please be guided by RFP

149	6.8	39	Bidder should have minimum 10 experts in the proposed CDC-ETL Tools in their permanent rolls.	Please allow Relaxation in this clause	Please refer to Corrigendum -I
150	6.8	39	Elgibility Criteria - 6. The bidder should have implemented any similar CDC solution in at least 2 organizations in India having PO/Work Order Date on or after 01/01/2019	Please allow Relaxation in this clause	Please refer to Corrigendum -I
151	6.8	39	Elgibility Criteria - 7. The bidder should have implemented any similar ETL solution in at least 2 organizations in India having PO/Work Order Date on or after 01/01/2019	Please allow Relaxation in this clause	Please refer to Corrigendum -I
152	6	39	The bidder should have more than 3 years of CDC/ETL implementation experience in BFSI sector in India as on the date of submission of bid	Please allow Relaxation in this clause	Please refer to Corrigendum -I
153	6. Eligibility Criteria	39	The bidder should have minimum annual turnover of 50 Crores or above in India in two of the last three audited Financial Years. [FY 2021-22, 2022-23, 2023-24]	Please allow Relaxation in this clause for MSME	Please refer to Corrigendum -I
154	6. Eligibility Criteria	40	9. The bidder should have CMMI level 4 or 5 certification.	Please allow Relaxation in this clause	Please refer to Corrigendum -I
155	7. EVALUATION PROCESS	41	3. Step 3 – Commercial Evaluation and ORA	Request to change the ORA to QCBS based evaluation	Please be guided by RFP
156	7-Evaluation Process (Step2- point 2)	42	"The POC will be conducted in Bidder's premises. However at a future date LIC may decide to conduct the POC at its own premises. LIC will inform the bidder in advance about the place	Please inform the details on the scale and scope of POC	Details of POC will be shared with eligible bidders.

			where the POC would be conducted."		
157	7-Evaluation Process (Step2- point 2)	42	"The POC will be conducted in Bidder's premises. However at a future date LIC may decide to conduct the POC at its own premises. LIC will inform the bidder in advance about the place where the POC would be conducted."	In case POC's are to be done on LIC's premises, our understanding is that any cost related to resource deployment to implement POC will be taken care by LIC. Please confirm.	Please be guided by RFP
158	7. EVALUATION PROCESS	43	6. The POC will be conducted in Bidder's premises. However at a future date LIC may decide to conduct the POC at its own premises. LIC will inform the bidder in advance about the place where the POC would be conducted.	Request to change that the POC will be conducted at LIC of India premises in place of Bidder's premises	Please be guided by RFP
159	7.1	43	NPV condition	Our assumptions is that discounting factor (NPV) won't be applicable for Operate+AMS rate card for L2 & L4 engineer deployment during maintenance phase. Please confirm.	NPV condition is for identifying L1 bidder during Commercial evaluation. NPV will not be considered during payments made to successful bidder.

| 160 | 8. Award & Signing of contract | 45 | LIC will notify successful bidder L1 in writing by letter in duplicate or email that its bid has been accepted. The Selected bidder has to return the duplicate copy to LIC within 7 working days duly Accepted, Stamped and Signed by Authorized Signatory in token of acceptance. The successful bidder shall be required to enter into a contract/MSA with LIC, within 28 days of the award of the tender or within such extended period as may be decided by LIC along with the letter of acceptance, NDA, PBG, all RFP terms along with all corrigenda/addenda/clarifications to the RFP and other terms and conditions as may be determined by LIC to be necessary for the due performance of the work in accordance with the Bid and acceptance thereof. The notified Bidder who submits the unconditional and irrevocable Performance Bank Guarantee as above will enter into the contract for the execution of this project with LIC as per the terms and conditions of this RFP. Copy of board resolution or power of attorney showing that the signatory has been duly authorized to sign the acceptance letter, contract and NDA should be submitted. The contract/agreement | Request to add the underlined matter to the clause: LIC will notify successful bidder L1 in writing by letter in duplicate or email that its bid has been accepted. The Selected bidder has to return the duplicate copy to LIC within 7 working days duly Accepted, Stamped and Signed by Authorized Signatory in token of acceptance. The successful bidder shall be required to enter into a <u>mutually agreed</u> contract/MSA with LIC, within 28 days of the award of the tender or within such extended period as may be decided by LIC along with the letter of acceptance, NDA, PBG, all RFP terms along with all corrigenda/addenda/clarifications to the RFP and other terms and conditions as may be determined by LIC to be necessary for the due performance of the work in accordance with the Bid and acceptance thereof. The notified Bidder who submits the unconditional and irrevocable Performance Bank Guarantee as above will enter into the contract for the execution of this project with LIC as per the terms and conditions of this RFP <u>read with the bid proposal</u>. Copy of board resolution or power of attorney showing that the signatory has been duly authorized to sign the acceptance letter, contract and NDA should be submitted. The contract/agreement will be based on bidder's offer document with all its enclosures, modifications arising out of negotiation /clarifications etc. and will include SLA, project plan phases & milestones and schedule, copies of all necessary documents, licenses, certifications etc. LIC reserve the right to stipulate, at the time of finalization of the contract, any other document(s) to be enclosed as a part of the final contract. | Please be guided by RFP |

			will be based on bidder's offer document with all its enclosures, modifications arising out of negotiation /clarifications etc. and will include SLA, project plan phases & milestones and schedule, copies of all necessary documents, licenses, certifications etc. LIC reserve the right to stipulate, at the time of finalization of the contract, any other document(s) to be enclosed as a part of the final contract. Purchase Order will be issued to successful bidder after signing of MSA between LIC and selected bidder.	Purchase Order will be issued to successful bidder after signing of MSA between LIC and selected bidder.	
161	9.3 Limitation of Liability	46	Except in cases of criminal negligence or wilful misconduct and in case of infringement of intellectual property rights, patent, trademark, copyright or industrial design rights both parties shall not be liable, whether in contract tort or otherwise, for any indirect or consequential loss of damage, loss of use, loss of production or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of supplier/Bidder to pay liquidated damages to LIC and the aggregate liability of both the parties whether under the Contract, in tort or otherwise, shall not exceed the total Contract price with LIC under this Contract provided that this limitation	This clause is repeated. We request that this should be removed.	Please be guided by RFP

			shall not apply to the cost of repairing or replacing defective equipment.		
162	9.3	46	Limitation of Liability- "shall not exceed the total Contract price with LIC"	We request to make the liability capped to specific phase's total contract price only i.e implementation & maintenance phase	Please be guided by RFP
163	Clause 9.3 Clause 9.25.6	46	While the aggregate liability is capped to 1 x TCV under clause 9.3 at Page 46, there is an exception to limitation of liability under clause 9.25.6 at Page 57, namely such liability arising out of use of the software /services solution provided by the Bidder, which renders the overall limitation of liability as unlimited.	We note that there are contradictory clauses regarding overall limitation of liability as the liability of the bidder is capped to 1x TCV under clause 9.3, but the exceptions to limitation of liability under clause 9.25.6 at Page 57, namely "such liability arising out of use of the software /services solution provided by the Bidder", would render the overall limitation of liability as unlimited. Thus, you are requested to limit consultant's liability to 1X of the total contract value so that "Bidders total liability for all claims connected with the services or this agreement (including but not limited to negligence), whether in contract, tort, statute, indemnities or otherwise, is limited to one time the professional fees paid / payable for the services. It is further agreed that Bidder will not be liable for (i) loss or corruption of data from your systems, (ii) loss of profit, goodwill, business opportunity, anticipated savings or benefits or (iii) indirect or consequential loss"	Please be guided by RFP

| 164 | Clause 9.4 (2), (8) | 47 | Non-performance | We request you to modify the undertaking to the effect that any such termination should have been approved/upheld by any court decree or arbitral award against the bidder to such effect. Further for performance, we confirm there is no instance of any contract having been terminated on account of any determined non-performance of contract. Our undertaking shall be subject to the aforesaid clarifications. Please confirm. | Please be guided by RFP |

| 165 | 9.5 Fraud and Corrupt Practices | 47 | The Bidders, their employees, agents, advisors and representatives shall observe the highest standard of ethics at all times. Notwithstanding anything to the contrary contained in this RFP, LIC shall reject a Bid without being liable in any manner whatsoever to the Bidder, if it determines that the Bidder has, directly or indirectly or through an agent, engaged in corrupt/fraudulent/coercive/undesirable/restrictive practice (collectively the "Prohibited Practices") at any time. In such an event, LIC shall, without prejudice to its any other rights or remedies, forfeit in part or full the / PBG, as the case may be for, inter alia, time, cost and effort of LIC, with regard to the RFP, including consideration and evaluation of such Bids and such Bidder may not be allowed to participate in any RFP issued by LIC during a period of 2 years from the date such Bidder is found by LIC to have directly or through an agent, engaged or indulged in corrupt/fraudulent/coercive/undesirable/restrictive practice, as the case may be. | Request to delete stike through portion of the matter in the clause bellow: The Bidders, their employees, agents, advisors and representatives shall observe the highest standard of ethics at all times. Notwithstanding anything to the contrary contained in this RFP, LIC shall reject a Bid without being liable in any manner whatsoever to the Bidder, if it determines that the Bidder has, directly or indirectly or through an agent, engaged in corrupt/fraudulent/coercive/undesirable/restrictive practice (collectively the "Prohibited Practices") at any time. In such an event, LIC shall, without prejudice to its any other rights or remedies, forfeit in part or full the / PBG, as the case may be for, inter alia, time, cost and effort of LIC, with regard to the RFP, including consideration and evaluation of such Bids ~~and such Bidder may not be allowed to participate in any RFP issued by LIC during a period of 2 years from the date such Bidder is found by LIC to have directly or through an agent, engaged or indulged in corrupt/fraudulent/coercive/undesirable/restrictive practice, as the case may be.~~ | Please be guided by RFP |

| 166 | 9.6 Completeness Responsibility | 48 | 1. Offer from bidder has to be complete in all respects to comply with the specifications, whether some items are specifically mentioned or not, but required to comply with the quality, quantity and other features of the services.
 2. Notwithstanding the scope of work, supply and services stated in the RFP document, any equipment, item, material, services, licenses, technical data, engineering or technical services etc., which might not have been specifically mentioned under the scope of supply of this RFP and which are not expressly excluded from the RFP, but which are necessary for the performance of the quoted solution to comply with the specifications, will be treated to be included in the bid and will have to be provided (and /or performed) by bidder, at no extra cost to LIC. | Bidder will be responsible to carry out only requirements as agreed between the parties in the Contract. It is reasonably not possible for Bidder to know the current functionalities and what is envisaged by the Customer in the future.

 Bidder is seeking deletion of this requirement and submits that the supplies and services or scope of work will be mutually discussed and agreed in the Contract and SOW. Bidder cannot be responsible for implied or incidental services that is not agreed in the SOW. | Please be guided by RFP |

| 167 | 9.6 Completeness Responsibility | 48 | 1. Offer from bidder has to be complete in all respects to comply with the specifications, whether some items are specifically mentioned or not, but required to comply with the quality, quantity and other features of the services.
2. Notwithstanding the scope of work, supply and services stated in the RFP document, any equipment, item, material, services, licenses, technical data, engineering or technical services etc., which might not have been specifically mentioned under the scope of supply of this RFP and which are not expressly excluded from the RFP, but which are necessary for the performance of the quoted solution to comply with the specifications, will be treated to be included in the bid and will have to be provided (and /or performed) by bidder, at no extra cost to LIC. | Request to modify the clause as under:
1. Offer from bidder has to be complete in all respects to comply with the specifications, whether some items are specifically mentioned or not, but required to comply with the quality, quantity and other features of the services.
2. Notwithstanding the scope of work, supply and services stated in the RFP document, any equipment, item, material, services, licenses, technical data, engineering or technical services etc., which might not have been specifically mentioned under the scope of supply of this RFP and which are not expressly excluded from the RFP, but which are necessary for the performance of the quoted solution to comply with the specifications, will be treated to be included in the bid and will have to be provided (and /or performed) by bidder, at an ~~no~~ extra cost to LIC. | Please be guided by RFP |

| 168 | 9.3 Limitation of Liability | 49 | Except in cases of criminal negligence or wilful misconduct and in case of infringement of intellectual property rights, patent, trademark, copyright or industrial design rights both parties shall not be liable, whether in contract tort or otherwise, for any indirect or consequential loss of damage, loss of use, loss of production or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of supplier/Bidder to pay liquidated damages to LIC and the aggregate liability of both the parties whether under the Contract, in tort or otherwise, shall not exceed the total Contract price with LIC under this Contract provided that this limitation shall not apply to the cost of repairing or replacing defective equipment. | Request to add the underlined matter and delete the strikethrough matter of the clause: Except in cases of criminal negligence or wilful misconduct and in case of infringement of intellectual property rights, patent, trademark, copyright or industrial design rights. Both parties shall not be liable, whether in contract tort or otherwise, for any indirect or consequential loss of damage, loss of use, loss of production or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of supplier/Bidder to pay liquidated damages to LIC and the aggregate liability of both the parties whether under the Contract, in tort or otherwise, shall not exceed the total amount paid to Bidder by the LIC in the preceding twelve months under that applicable work that gives rise to such liability (as of the date the liability arose Contract price with LIC under this Contract provided that this limitation shall not apply to the cost of repairing or replacing defective equipment. Bidder shall be excused and not be liable or responsible for any delay or failure to perform the services or failure of the services or a deliverable under this Agreement, to the extent that such delay or failure has arisen as a result of any delay or failure by the LIC or its employees or agents or third party service providers to perform any of its duties and obligations as set out in this Agreement. In the event that Bidder is delayed or prevented from performing its obligations due to such failure or delay on the part of or on behalf of the LIC, then Bidder shall be allowed an additional period of time to perform its obligations and unless otherwise agreed the additional period | Please be guided by RFP |

				shall be equal to the amount of time for which Bidder is delayed or prevented from performing its obligations due to such failure or delay on the part of or on behalf of the LIC. Such failures or delays shall be brought to the notice of the LIC and subject to mutual agreement with the LIC, then Bidder shall take such actions as may be necessary to correct or remedy the failures or delays. Bidder shall be entitled to invoice the LIC for additional costs incurred in connection with correction or remedy as above at time & material rate card as agreed upon between the parties.	
169	Clause 9.8	49	Several conflict of interest related obligations on us and there are certain declaration requirements	We wish to highlight that we are a large organization providing various services to various state and central government departments, PSUs, international organizations and private clients. We wish you to note that while we have a mechanism in place to identify patent and direct conflict of interests, it may not always be possible to identify any or all indirect or remote conflict of interests. Kindly appreciate that our no conflict confirmations will be subject to the foregoing.	Please be guided by RFP
170	9.9	50	"Nothing herein shall restrict the right of LIC to invoke the Performance Bank Guarantee and take other actions as defined in this RFP and pursue such other rights and/or remedies that may be available under law or otherwise."	Our understanding is that any obligation on bidder apart from forfeit of PGB under this termination clause must be judicially determined as per Indian law. Please confirm	Please be guided by RFP

| 171 | 9.11, 9.11.1 | 50 | • An unconditional and irrevocable Performance Bank Guarantee to the tune of 5% of the Grand Total Cost/TCO, shall be submitted by the selected Bidder, for the equipment(s) supplied/ Services offered against this RFP. In case the Bidder defaults in renewal of PBG, the PBG or part thereof may be invoked and LIC's decision in this matter will be final.
• The PBG should be valid for the period 65 months, including claim period of five months, from the date of submission of PBG. | The value of the PBG will be 5% of annual contract value and shall be renewed yearly at 5% of relevant subsequent year's contract value. | Please be guided by RFP |

| 172 | 9.11 Performance Bank Guarantee (PBG) | 50 | 6. The PBG will be invoked in full or part (to be decided by LIC) in any of following eventualities during the period of contract:
a. The bidder fails to honor expected deliverables or part as per this RFP after issuance of PO
b. Any legal action is taken against the bidder restricting its operations
c. Any action taken by statutory, legal or regulatory authorities for any breach or lapses which are directly attributable to the bidder.
d. LIC incurs any loss due to Bidder's negligence in carrying out the project implementation as per the agreed terms and conditions | Bidder requests for below additions/modifications

6. *In any event, before the invocation of the Performance Bank Guarantee, the Bank will provide the Bidder with a 30-day cure period to rectify the material breach for which the PBG is sought to be invoked.* ~~The PBG will be invoked in full or part (to be decided by LIC) in any of following eventualities during the period of contract:~~
~~a. The bidder fails to honor expected deliverables or part as per this RFP after issuance of PO~~
~~b. Any legal action is taken against the bidder restricting its operations~~
~~c. Any action taken by statutory, legal or regulatory authorities for any breach or lapses which are directly attributable to the bidder.~~
~~d. LIC incurs any loss due to Bidder's negligence in carrying out the project implementation as per the agreed terms and conditions~~ | Please be guided by RFP |
| 173 | 9.11 Performance Bank Guarantee (PBG) | 50 | An unconditional and irrevocable Performance Bank Guarantee (from a scheduled/nationalized Bank and having Branches in Mumbai) (as per Annexure-7) to the tune of 5% of the Grand Total Cost/TCO, shall be submitted by the selected Bidder, for the equipment(s) supplied/ Services offered against this RFP. | It is requested to modify this clause. Option should be given to the selected bidder to submit 2 separate PBG.
1) On award of the contract, 5% of the Grand total cost with validity for Implementation phase of 12 months + claim period of 3 months.
2) On completion of implementation phase, 5% of the remaining period AMC/ ATS cost for remaining period of the contract + 3 months of claim period. | Please be guided by RFP |

174	9.10 11.1.5 Sl. No 4	50	Clauses related to consortium or Subcontracting	There are contradictory clauses regarding subcontracting. Clause 9.10 at Page 50 and Clause 11.1.5 at Page 70 state that no kind of sub-contracting is allowed in this project, while under Sl. No. 4 of Compliance Sheet for Qualification Bid, Bidder is required to undertake not to sub-contract / outsource any part of the work without LIC permission. Please confirm if sub-contracting is allowed with your prior written permission	Please be guided by RFP
175	9.9 Consequences of Termination of Selected Bidder	50	In the event of termination of the selected Bidder due to any cause whatsoever, [whether consequent to the stipulated terms of the RFP or otherwise], LIC shall be entitled to impose any such obligations and conditions and issue any clarifications as may be necessary to ensure an efficient transition and effective business continuity of the Service(s) which the terminated Bidder shall be obliged to comply with and take all available steps to minimize loss resulting from that termination/breach, and further allow the next successor Bidder to take over the obligations of the terminated Bidder in relation to the execution/continued execution of the scope of the work defined in RFP. Nothing herein shall restrict the right of LIC to invoke the Performance Bank Guarantee and take other actions as defined in this RFP and pursue such	Bidder requests that: 1. Scope of the exit assistance activities will be determined by the parties upon mutual agreement under an exit plan. 2. Bidder will charge an additional exit assistance charges for providing exit assistance services. We request that the customer shall have the right to invoke a PBG only for material breach by providing 30 cure period to rectify such breach	Please be guided by RFP

			other rights and/or remedies that may be available under law or otherwise.		
176	9.9 Consequences of Termination of Selected Bidder	50	In the event of termination of the selected Bidder due to any cause whatsoever, [whether consequent to the stipulated terms of the RFP or otherwise], LIC shall be entitled to impose any such obligations and conditions and issue any clarifications as may be necessary to ensure an efficient transition and effective business continuity of the Service(s) which the terminated Bidder shall be obliged to comply with and take all available steps to minimize loss resulting from that termination/breach, and further allow the next successor Bidder to take over the obligations of the terminated Bidder in relation to the execution/continued execution of the scope of the work defined in RFP. Nothing herein shall restrict the right of LIC to invoke the Performance Bank Guarantee and take other actions as defined in this RFP and pursue such other rights and/or remedies that may be available under law or otherwise. The termination hereof shall not affect any accrued right or liability of either Party nor affect the operation of the provisions of the RFP that are	Request to add the underlined matter and delete the strikethrough matter of the clause: In the event of termination of the selected Bidder due to breach by the bidder any cause whatsoever, [whether consequent to the stipulated terms of the RFP or otherwise, LIC shall be entitled to impose any such obligations and conditions and issue any clarifications as may be necessary to ensure an efficient transition and effective business continuity of the Service(s) which the terminated Bidder shall be obliged to comply with and take all available steps to minimize loss resulting from that termination/breach, and further allow the next successor Bidder to take over the obligations of the terminated Bidder in relation to the execution/continued execution of the scope of the work defined in RFP on mutually agreed terms . Nothing herein shall restrict the right of LIC to invoke the Performance Bank Guarantee and take other actions as defined in this RFP and pursue such other rights and/or remedies that may be available under law or otherwise. The termination hereof shall not affect any accrued right or liability of either Party nor affect the operation of the provisions of the RFP that are expressly or by implication intended to come into or continue in force on or after such termination The terminated selected Bidder shall support takeover of the solution by LIC or a new Bidder selected by LIC for continuity of the project during the period of	Please be guided by RFP

			expressly or by implication intended to come into or continue in force on or after such termination The terminated selected Bidder shall support takeover of the solution by LIC or a new Bidder selected by LIC for continuity of the project during the period of transition. This period of transition shall not exceed six months from the effective date of termination.	transition. This period of transition shall not exceed six months from the effective date of termination <u>and shall be on mutually agreed cost.</u>	
177	9.11.1	50	The PBG / part thereof may be invoked for an amount that will be decided by LIC, when the bidder backs-out of any of his obligations as per this RFP, including refusal to take up / renew AMC for the services supplied.	• PBG should be invoked only for material breach after giving 30 days cure period. • Bidder request for deletion of the clause which states that LIC can invoke PBG if Bidder refuses to take up / renew AMC for the services supplied.	Please be guided by RFP
178	9.12 Contracting	51	The notified Bidder who submits the Performance Bank Guarantee as above will enter into the contract for the execution of this project with LIC as per the terms and conditions of this RFP.	Request to modify the clause as under: The notified Bidder who submits the Performance Bank Guarantee as above will enter into ~~the~~ <u>mutually agreed</u> contract for the execution of this project with LIC as per the terms and conditions of this RFP.	Please be guided by RFP

| 179 | 9.15 Pricing and Taxes | 52 | 6 .The Bidder should not, under any circumstances, request for an increase in the prices once prices are approved by LIC. No price variation relating to increases in Government levies/ taxes/cess/ customs duty and excise duty including any newly introduced taxes shall be permitted. | Request to remove the strike through matter and add the underlined atter to the clause: 6 .The Bidder should not, under any circumstances, request for an increase in the prices once prices are approved by LIC. ~~No price variation relating to increases in Government levies/ taxes/cess/ customs duty and excise duty including any newly introduced taxes shall be permitted~~. All payments due for more than thirty (30) days will attract an interest at the rate of 2 percent per month on the invoice amount calculated from the date the payment became due until the recovery is made in full with interest. Without prejudice to the other rights available, Bidder also reserves the right to withhold the provision of services till such time all the payments due to it under this Agreement have been made by LIC and any such withholding by the Bidder shall not be treated as breach by it of the provisions of this Agreement. | Please be guided by RFP |
| 180 | 9.12 | 52 | LIC reserves the right at the time of award of contract and during the term of the contract to vary the quantity of services and goods specified in the RFP without any change in unit prices or other terms and conditions. 2. LIC, at all times, reserve the right to modify, include or exclude procurement of products under consideration in this RFP if it is to LIC's advantage to do so. 3. LIC reserves the right to shift/divert the equipment to other locations from | Bidder wishes to clarify any changes in Bill of materials and location will tantamount to changes in the tender value .Bidder submits that such provisions shall be mutually discussed and agreed, | Please be guided by RFP |

			where they are. In such cases, the warranty / AMC shall continue to be in force at the new location and the supplier has to continue to extend his support for the same at the new location.		
181	9.14 Contract Period	52	The initial period of contract for providing CDC-ETL Solution /services /licenses /ATS /AMC/support will be for 5 years extendable up to 2 years.	In commercial annexure there is no scope to quote the price for extendable period of 2 years. So in case of extension, the price for that period will be mutually decided at the time of extension. Hope the bidder's understanding is correct.	Extension for the contract for 2 years beyond 5 years will be on mutual agreement between the bidder and LIC.
182	9.17 and 9.18 Repeat Orders	53	Beyond the validity period which is mentioned in the above Clause 9.17, LIC reserves the right to place repeat orders for additional software and services on the same terms and conditions at same prices during the contract period.	The OEM rates are in USD and there is fluctuation in the USD:INR value over period of time. Also there is minimum order quantity and minimum order value for specific level of discounts. Can LIC help address this difficulty in ordering.	Please refer Corrigendum-I
183	9.18	53	Beyond the validity period which is mentioned in the above Clause 9.17, LIC reserves the right to place repeat orders for additional software and services on the same terms and conditions at same prices during the contract period. LIC also reserves the right to negotiate rates of stray future requirements (which were not anticipated and which are not listed in the current Tender specifications) that may be required to be procured and installed within/along with the equipment(s)	Bidder wishes to clarify that the prices provided under the RFP is for the given composite solution and any additional requirements need to be addressed separately through change control process	Please refer Corrigendum-I

			being purchased through this tender. Basis of the negotiations will be		
184	9.15.6	53	No price variation relating to increases in Government levies/taxes/cess/ customs duty and excise duty including any newly introduced taxes shall be permitted.	The prices in the proposal take into account the taxes computed on the basis of the present taxes applicable with present tax rates and tax structure. Any change in applicability of taxes and the tax structure or rates, including but not limited to Goods and Services Tax (GST) that may be introduced in the future, will be to Customer's Account.	Please be guided by RFP
185	9.2	54	LIC reserves the right to make any changes in the scope of contract. Any change in the general scope will be informed to the Bidder in writing.	Bidder wishes to clarify to waive this clause as the scope of work would be fixed .Any change in the scope of work would also tantamount to changes in the price	Please be guided by RFP
186	9.19	54	The Bidder will pass on to LIC, all fiscal benefits arising out of reductions, if any, in Government levies viz. sales tax, excise duty, custom duty etc. or the benefit of discounts if any announced in respect of the cost of the items for which orders have been placed during that period.	This clause is not acceptable; further, the bidder clarifies that charges will exclude taxes such as GST, and taxes will be charged at the invoicing.	Please be guided by RFP

| 187 | 9.25 INTELLECTUAL PROPERTY RIGHTS | 56 | 9.25.2 Patent Rights and other litigation costs
In the event of any claim asserted by a third party of infringement of copyright, patent, trademark or industrial design rights arising from the use of the systems or any parts thereof with relation to the contract deliverables, in LIC's country, the Bidder will act expeditiously to extinguish such claim. If the Bidder fails to comply and LIC is required to pay compensation to a third party resulting from such infringement, the Bidder will be responsible for the compensation including all expenses (court costs and lawyer fees). LIC will give notice to the Bidder of such claim, if it is made, without delay as when received.
In no event shall LIC be liable for any indirect, incidental or consequential damage or liability, under or in connection with or arising out of this RFP, or out of any subsequent agreement relating to any hardware, software and services delivered. For this purpose it would be immaterial how such liability may arise, provided that the claims against customers, users and service providers of LIC are considered as a direct claim. | Request to add the underlined matter and delete the strike through part of the clauses as under:
9.25.2 Patent Rights and other litigation costs
In the event of any claim asserted by a third party of infringement of copyright, patent, trademark or industrial design rights arising from the use of the systems or any parts thereof with relation to the contract deliverables, in LIC's country, the Bidder will act expeditiously to extinguish such claim. If the Bidder fails to comply and LIC is required to pay compensation to a third party resulting from such infringement, the Bidder will be responsible for the compensation including all expenses (court costs and lawyer fees). LIC will give notice to the Bidder of such claim, if it is made, without delay as when received.
In no event shall ~~LIC~~ either party be liable for any indirect, incidental or consequential damage or liability, under or in connection with or arising out of this RFP, or out of any subsequent agreement relating to any hardware, software and services delivered. ~~For this purpose it would be immaterial how such liability may arise, provided that the claims against customers, users and service providers of LIC are considered as a direct claim.~~
Bidder shall have no obligations with respect to any Infringement Claims to the extent that the Infringement Claim arises or results from: (i) Bidder's compliance with LIC's specific technical designs or instructions; (ii) inclusion in a Deliverable of any content or other materials provided by LIC and the infringement relates to or arises from such LIC provided material; (iii) modification of a Deliverable after delivery by Bidder to LIC if such modification was | Please be guided by RFP |

				not made by or on behalf of the Bidder; or (iv) use of the Deliverable in combination with products not provided by Bidder or otherwise not contemplated in the applicable specifications or documentation. Additional Obligation of Bidder. In the event that LIC is enjoined or otherwise prohibited, or is reasonably likely to be enjoined or otherwise prohibited, from using any Deliverable as a result of or in connection with any claim for which Bidder is required to indemnify LIC under Section ____, Bidder, may at its own expense and option: (i) procure for LIC the right to continue using such Deliverable; (ii) modify the Deliverable so that it becomes non-infringing without materially altering its capacity or performance; or (iii) replace the Deliverable with work product that is equal in capacity and performance but is non-infringing. If none of the above alternatives are reasonably available, Bidder shall refund the fees paid by LIC for the infringing Deliverable and LIC shall cease using such Deliverable.	
188	9.25.1 Remedy for breach of warranty	56	The Bidder will indemnify LIC against all third-party claims of infringement of patent, Intellectual Property Rights, trademark, copy right or industrial design rights arising from use of the Bidder's Solution or any part thereof throughout the Offices of LIC, including but not limited to the legal actions by any third party against LIC.	Bidder requests below changes to this clause. The Bidder will indemnify LIC against all third-party claims of infringement of patent, Intellectual Property Rights, trademark, copy right or industrial design rights arising from use of the Bidder's Solution or any part thereof throughout the Offices of LIC, ***including but not limited to the legal actions by any third party against LIC.***	Please be guided by RFP

189	9.25.2 Patent Rights and other litigation costs	57	.... In no event shall LIC be liable for any indirect, incidental or consequential damage or liability, under or in connection with or arising out of this RFP, or out of any subsequent agreement relating to any hardware, software and services delivered. For this purpose it would be immaterial how such liability may arise, provided that the claims against customers, users and service providers of LIC are considered as a direct claim.	Bidder requests below changes to this clause. .... ***In no event shall LIC be liable for any indirect, incidental or consequential damage or liability, under or in connection with or arising out of this RFP, or out of any subsequent agreement relating to any hardware, software and services delivered. For this purpose it would be immaterial how such liability may arise, provided that the claims against customers, users and service providers of LIC are considered as a direct claim.***	Please be guided by RFP
190	9.25.4 LIC ownership of Intellectual Property Rights in Contract Material	57	All Intellectual Property Rights in the Contract Material shall vest in LIC; to the extent that LIC needs to use any of the Auxiliary Material provided by the Bidder to receive the full benefit of the Services (including the Contract Material), the Bidder grants to, or must obtain for, a world-wide, royalty free, perpetual, non-exclusive license to use, reproduce, adapt, modify and communicate that Auxiliary Material.	Bidder requests below changes to this clause. All Intellectual Property Rights in the Contract Material ***(excluding any Vendor's/Bidder's Pre-existing IPR)*** ***which newly and exclusively created for LIC and upon full payment,*** shall vest in LIC; to the extent that LIC needs to use any of the Auxiliary Material provided by the Bidder to receive the full benefit of the Services (including the Contract Material), the Bidder grants to, or must obtain for, a world-wide, royalty free, ***~~perpetual~~ limited***, non-exclusive license to use, reproduce, adapt, modify and communicate that Auxiliary Material ***solely for LIC's internal business purposes during the term of the contract.***	Please be guided by RFP

191	9.25.3 Third Party Material	57	The Bidder must have ownership or obtain all necessary copyright and other Intellectual Property Right permissions before making any Third Party Material available as Auxiliary Material for the purpose of performance of services under this RFP and resulting contract.	Bidder requests below changes to this clause. The Bidder must have ownership or obtain all necessary copyright and other Intellectual Property Right permissions before making any Third Party Material available as Auxiliary Material for the purpose of performance of services under this RFP and resulting contract. ***Any Third Party Material or IP(s) or product(s) will be provided in accordance with respective third party's terms and conditions. Any warranties and indemnities in respect of third party proprietary software or IP or product incorporated in Services are limited to those provided in the applicable third party's terms and conditions.***	Please be guided by RFP
192	9.25.6 Liability of the successful bidder	57	The liability of the bidder, regardless of the nature of the action giving rise to such liability arising out of use of the software /services solution provided by the Bidder and in case of claims against the LIC arising out of misconduct or gross negligence of the bidder, its employees and partners or through infringement of rights, patents, trademarks, copyrights, Intellectual Property Rights or breach of confidentiality obligations shall be unlimited.	The Bidder requests the deletion of this clause in its entirety, as unlimited liability cannot be accepted for the points listed here. Furthermore, wilful misconduct and third-party claims for infringement of rights, patents, trademarks, and copyrights, as well as Intellectual Property, are already covered under section 11.5 LIABILITY of the RFP. Please refer 11.5 clause of the RFP. ~~*The liability of the bidder, regardless of the nature of the action giving rise to such liability arising out of use of the software /services solution provided by the Bidder and in case of claims against the LIC arising out of misconduct or gross negligence of the bidder, its employees and partners or through infringement of rights, patents, trademarks, copyrights, Intellectual Property Rights or breach of confidentiality obligations shall be unlimited.*~~	Please be guided by RFP

193	9.28	58	"Upon opening of a Trouble Ticket, OEM/bidder shall investigate the reported Service issue and shall promptly rectify the same."	Can we put some capping on total no_ of Trouble Tickets which given set L2&L4 engineer should handle? If Trouble Tickets crosses the limit then additional resource requirement should be added to handle increase in volume?	Please be guided by RFP
194	9.28	58	"Upon opening of a Trouble Ticket, OEM/bidder shall investigate the reported Service issue and shall promptly rectify the same."	Does bidder need to include any defect management platform software like Jira for maintenance phase ? If not , please provide defect management software LIC has?	The reference here is regarding helpdesk/portal of OEM/tools.
195	9.29.3 Parties to resolve Dispute	59	In the event of any dispute or disagreement over the interpretation of any of the terms herein above, clarifications, annexure(s), etc. contained or claim of liability the same will be referred in writing to an arbitrator appointed by mutual consent of both the parties, whose decision shall be final and binding upon both the parties. Such reference shall be deemed to be a submission to arbitration under the Arbitrations and Conciliations Act 1996. The venue of arbitration shall be Mumbai. Subject here to the court in Mumbai shall have exclusive jurisdiction to the exclusion of all other courts. No interest will accrue on any amount during the Arbitration proceedings.	Request to delete the strike through part of the clause as under: In the event of any dispute or disagreement over the interpretation of any of the terms herein above, clarifications, annexure(s), etc. contained or claim of liability the same will be referred in writing to an arbitrator appointed by mutual consent of both the parties, whose decision shall be final and binding upon both the parties. Such reference shall be deemed to be a submission to arbitration under the Arbitrations and Conciliations Act 1996. The venue of arbitration shall be Mumbai. Subject here to the court in Mumbai shall have exclusive jurisdiction to the exclusion of all other courts. No interest will accrue on any amount during the Arbitration proceedings.	Please be guided by RFP

196	9.29	59	The Bidder shall not be entitled to suspend the Service(s) or the completion of the job, pending resolution of any dispute between the Parties and shall continue to render the Service(s) in accordance with the provisions of the RFP notwithstanding the existence of any dispute between the Parties or the subsistence of any arbitration or other proceedings.	Bidder wishes waiver of this clause	Please be guided by RFP
197	10.1 pt # M6	60	CDC-ETL tool/software/solution readiness for Remaining tables for Source and Target Systems.	How many tables needs to be loaded using ETL tool? Who will provide the transformation logic, Data Model for the same or the bidder has to study the source system and target system and create data model and transformation logic?	Please refer to the details available in RFP and Corrigendum-I
198	10.1 pt # M5	60	Complete Setup Creation for ETL (Dev, UAT, Production and DR) and ETL tool readiness with data ingestion of 200 tables at CADW.	For data ingestion at CADW, who will provide the data model, data architecture and ETL transformation logic	Information available with LIC will be shared with successful bidder for implementation.
199	10.1 Project Timelines	61	" Project Timelines"	Can the Project timelines be negotiated in case we emerge as successful bidder? If the delay is not attributable to the Bidder, will the timelines be extended? Also, bidder would be responsible for reasons/delays solely attributable to bidder.	Please be guided by RFP

200	10.1 Project Timelines	61	" Project Timelines"	Milestone M8/M10 is critical where we have to meet pilot & end to end implementation of all in scope source & targets. Could you please exempt any mentality due to prior milestone breach as long as we are able to achieve final milestone M8/M10 on time?	Please be guided by RFP
201	10.2.1	61	1. All software licenses/first year subscription cost associated with the Solution a. 70% Payment of Software Cost will be made after successful pilot implementation and sign-off by LIC as per Milestone M8. b. 20% Payment of Software Cost will be made after sign-off by LIC as per milestone M10. c. Remaining 10% Payment of Software Cost will be made after Project completion sign-off (M12).	We request bank to modify the clause as:- 1. All software licenses/first year subscription cost associated with the Solution a. 60% Payment of Software Cost on delivery b. 30% Payment of Software Cost will be made after sign-off. c. Remaining 10% Payment of Software Cost will be made after Project completion sign-off.	Please be guided by RFP
202	10.2	61	**All software licenses/first year subscription cost associated with the Solution** • 70% Payment of Software Cost will be made after successful pilot implementation and signoff by LIC as per Milestone M8. • 20% Payment of Software Cost will be made after sign-off by LIC as per milestone M10. • Remaining 10% Payment of Software Cost will be made after Project completion sign-off (M12). **Implementation Cost**	**All software licenses/first year subscription cost associated with the Solution** 100% at the time of delivery at Milestone 3. **Implementation Cost** • 20% of the implementation cost will be payable on set up and kickoff of project as per Milestone 1. • 20% of the implementation cost will be payable on submission of detailed project plan and design document as per Milestone 2. • 40% Payment of Implementation Cost will be made on completion of setup for CDC as per Milestone 4. • 10% Payment of Implementation Cost will be made after successful pilot implementation and sign-off by LIC as per Milestone 8.	Please be guided by RFP

			• 40% Payment of Implementation Cost will be made after successful pilot implementation and sign-off by LIC as per Milestone M8. • 50% Payment of Implementation Cost will be made after sign-off by LIC as per milestone M10. • Remaining 10% Payment of Implementation Cost will be made after Project completion signoff (M12). **Annual Maintenance charges for the duration of contract** • AMC/ATS/subsequent year subscription Payments will be made on yearly basis from 2nd year onwards (in advance at the beginning of the yearly AMC/ATS period.) **On-Site Engineers for Contract Period** • Payment of On-Site Engineers shall be made at the end of every quarter in Arrears. Payment for onsite engineers will be made in actuals as per the attendance of the Engineer.	• 5% Payment of Implementation Cost will be made after sign-off by LIC as per Milestone 10. • 5% Payment of Implementation Cost will be made after Project completion signoff as per Milestone 12. **On-Site Engineers for Contract Period :** Payment of On-Site Engineers shall be made quarterly in advance.	
203	10.1 Project Timelines	61	M10 - Implementation of the end-to-end solution at all in-scope source and target systems	Please clarify this statement ?	Complete implementation of the initial project scope.
204	10.1 Project Timelines	61	M5 - Complete Setup Creation for ETL (Dev, UAT, Production and DR) and ETL tool readiness with data ingestion of 200 tables at CADW.	An estimate of 60 days from M3 is given. Is it fair to assume then that there is no complex transformation or data cleansing to be done and it would mostly one-to-one with ODS ?	Please be guided by RFP

205	10.1 Project Timelines	61	M8- Pilot implementation of the end-to-end solution	What is this Pilot Implementation when we are already considering all the tables in M6 Milestone ?	End-to-end Pilot implementation from source data from few source databases out of 140+ instances to all the target systems
206	10.1 -Project Timelines	61	Maximum number of days in "Timeline Table"	Does no_ of days mentioned here include weekend (Saturday & Sunday) as well?	Number of days are Calendar days
207	10.1 Project Timelines	61	Project Timelines	Based on our experience we find the implementation timelines to be aggressive, Please let us know if the bidder can propose implementation timelines based on our experience.	Please be guided by RFP
208	10.2.2	62	2. Implementation Cost a. 40% Payment of Implementation Cost will be made after successful pilot implementation and sign-off by LIC as per Milestone M8. b. 50% Payment of Implementation Cost will be made after sign-off by LIC as per milestone M10. c. Remaining 10% Payment of Implementation Cost will be made after Project completion sign-off (M12).	We request bank to modify the clause as:- 2. Implementation Cost a. 60% Payment of Implementation Cost will be made after successful implementation. b. 30% Payment of Implementation Cost will be made after sign-off. c. Remaining 10% Payment of Implementation Cost will be made after Project completion sign-off.	Please be guided by RFP

209	10.2 Payment Terms	62	2. Payment term Implementation Cost a. 40% Payment of Implementation Cost will be made after successful pilot implementation and sign-off by LIC as per Milestone M8. b. 50% Payment of Implementation Cost will be made after sign-off by LIC as per milestone M10. c. Remaining 10% Payment of Implementation Cost will be made after Project completion sign-off (M12).	It is suggested to change payment term for Implementation Cost as follows: a.10% of Implementation Cost as advance on signing of the contract b.40% Payment of Implementation Cost will be made after successful pilot implementation and sign-off by LIC as per Milestone M8. c. 40% Payment of Implementation Cost will be made after sign-off by LIC as per milestone M10. d. Remaining 10% Payment of Implementation Cost will be made after Project completion sign-off (M12).	Please be guided by RFP
210	10.2 Payment Terms	62	Following is the item wise payment terms: 1. All software licenses/first year subscription cost associated with the Solution a. 70% Payment of Software Cost will be made after successful pilot implementation ..	All OEM's expect 100% payment for Licenses upfront	Please be guided by RFP
211	10.1	62	Implementation	We propose better implementation milestones to maintain positive cash flow	Please be guided by RFP
212	10.1	62	LIC reserves the right to temporarily withhold payments and impose penalty, if it is not satisfied with progress made during that period or if there is a delay in activity timelines.	We request deletion of this clause as the Billing will happen post sign off received from LIC	Please be guided by RFP
213	10.1	62	On-Site Engineers for Contract Period:Payment of On-Site Engineers shall be made at the end of every	requests Monthly in advance billing	Please be guided by RFP

			quarter in Arrears. Payment for onsite engineers will be made in actuals as per the attendance of the Engineers.		
214	10.1	62	Software	Billing for Hardware ,software licences will be done upon delivery, billing for Software subscriptions (if any) will be done annually in advance (ensuring back to back with the vendor)	Please be guided by RFP
215	10.3.2 Liquidated Damages	63	…..If the penalties are beyond 10% of the total contract value, then LIC may rescind the Contract and shall be free to get it done from some other source at the risk and costs of the Bidder. The Bidder may be debarred for applying in future assignments.	Bidder requests below changes to this clause. …..If the penalties are beyond 10% of the total contract value, then LIC may rescind the Contract *and shall be free to get it done from some other source at the risk and costs of the Bidder. The Bidder may be debarred for applying in future assignments.*	Please be guided by RFP
216	10.3.1 ; 10.3.7	63	• Efforts will be made to settle all payments within 30 days, for orders for which complete set of invoices along with supporting requirements are submitted. • No payment of interest will be made by LIC.	• Client should pay within 30 days from the date of invoice. • Interest @ 1% pm would be levied in case of delay in payment of undisputed invoice • Bidder requests right to terminate/suspend services in the event of non-payment of undisputed invoice beyond 30 days of due date of payment.	Please be guided by RFP
217	10.3.4	63	LIC will make payment of a correctly rendered invoice on undisputed work within 30 working days after receiving the invoice.	Bidder wishes to modify this clause as follows : LIC to make payment of valid invoice within 30 days of date of invoice. LPF @ 2% per month on the overdue amount Bidder reserves the right of Termination of services if payment is overdue more than 30 days.	Please be guided by RFP
218	10.3.1	63	LIC will pay to the selected bidder Vendor for the deliverables and Services, subject to: 1. Fulfillment of Clause 9.20 2. The deliverables and Services	Bidder requests deletion of 'Fulfilment of Clause 9.20'	Please be guided by RFP

			meeting the SLA. 3. Payment for CDC-ETL solution will be done for completing the job in all the devices. 4. Efforts will be made to settle all payments within 30 days, for orders for which complete set of invoices along with supporting requirements are submitted. 5. The payments related to CDC-ETL Solution proposed and technical support by bidder and accepted by LIC will be covered under this payment term. 6. Orders will be placed and payments will be made by the IT /SD department, Central Office only. After the completion of successful pilot and go ahead instructions from LIC, the Bidder will be issued POs to start the implementation of CDC-ETL Solution across all the applications.		
219	10.3.2	63	Liquidated Damages	Our understanding is that LD and SLA related penalties will not be levied on the bidder separately for a single breach i.e. for a single breach of T&C applicable under LD and SLA, LIC should penalize bidder once under LD or SLA clause and not both. Please confirm.	Please be guided by RFP
220	10.3.2	63	Liquidated Damages	Please could you clarify how the LD charges are different from Penalties. Please also clarify the scenarios under which the LD will be triggered?	Please be guided by RFP

221	10.2	63	Payment Terms	Bidder expects payment to be made within 30 days from the receipt of Bidder's invoice by LIC.	Please be guided by RFP
222	10.3.2	63	There shall be a penalty for non-adherence to the time schedule of Project Timelines. The total penalty will be capped at 10% of the total contract value.	Bidder requests penalty capping of 5% of each critical deliverable	Please be guided by RFP
223	10.4	64	Service Levels	Bidder would like to clarify that all SLAs shall be executed upon mutually agreed terms and conditions. Also, all SLAs shall be capped as mutually agreed between the parties.	Please be guided by RFP
224	SLA Table:-	65	Milestone Table:-	Overall Milestone SLA's are very broad. Request LIC to consider penalty only against delayed deliverables.	Please be guided by RFP
225	10.4.2	66	"Business Continuity is to be provided by the Bidder as per SLA Table. If the desired SLAs are not achieved, penalty as per SLA Table will be applicable."	Could you please make penalty not based on breach per event but rather breach of a defined monthly threshold which bidder should meet during maintenance period monthly basis? For example overall resolution rate for all reported S1 incidents during a month should be greater than X% (eg. 95%).	Please be guided by RFP
226	10.4 SERVICE LEVEL AGREEMENT (SLA)	66	Business Continuity is to be provided by the Bidder as per SLA Table. If the desired SLAs are not achieved, penalty as per SLA Table will be applicable.	Please clarify S6 and S7 - latency in CDC dashboard and ETL latency.	Please be guided by RFP
227	10.4 SERVICE LEVEL AGREEMENT (SLA)	66	Business Continuity is to be provided by the Bidder as per SLA Table. If the desired SLAs are not achieved, penalty as per SLA Table will be applicable.	Please let us know if LIC is okay to discuss the SLA provided as resolution time for Severity Levels appear to be very tight.	Please be guided by RFP

228	Clause 10.4.3	67	Penalties linked to replacement of Onsite Engineers no exceptions provided (death, illness, resignation, etc.)	There may be circumstances beyond the reasonable control of the Consultant, where a replacement of personnel may be necessary, such as illness, death, resignation or disciplinary action against the concerned personnel, etc. In such cases, you are requested to allow exceptions to this clause and make penalties inapplicable. The Consultant shall exercise reasonable efforts to provide a suitable replacement to you.	Please be guided by RFP
229	11.1.1 Obligations of the selected Bidder-(9)	69	9. The Bidder will abide by the job safety measures prevalent in India and will free LIC from all demands or responsibilities arising from accidents or loss of life the cause of which is the Bidder's negligence. The Bidder will pay all indemnities arising from such incidents and will not hold LIC responsible or obligated.	Bidder requests below changes to this clause. 9. The Bidder will abide by the job safety measures prevalent in India and will free LIC from all demands or responsibilities arising from ~~accidents~~ **bodily injury** or loss of life the cause of which is the Bidder's negligence. The Bidder will pay all indemnities arising from such incidents and will not hold LIC responsible or obligated.	Please be guided by RFP
230	Clause 11.1.1 (9)	69	Indemnities for death and bodily injury	Requesting you to kindly delete these. Alternatively, kindly cap these indemnities to limitation of liability cap or one time the fees payable to us under this Agreement.	Please be guided by RFP

| 231 | 11.1.2 | 69 | Warranties | Bidder is willing to provide industry standard warranties subject to a mutually agreeable cap on liability. Bidder would also be open to discuss the indemnity provision to see if the provision can be made more consistent with those generally available within the information technology services industry while still meeting the concerns of LIC.

Bidder proposes that service-related warranties under this section shall be made subject to a warranty period, which shall be a period of three sixty five (365) days following the delivery of a particular deliverable (or the performance of a particular Service), or such other time period agreed upon by the parties in an applicable statement of work.

Bidder requires that this clause be tied to a mutually acceptable warranty period.

Bidder would like to include a disclaimer of implied warranties and a warranty by LIC against infringement of any material that it provides to Bidder. | Please be guided by RFP |
| 232 | 11.3 | 70 | "Force Majeure Clause" | Our understanding is that if this clause is made effective then other Penalty Cap clause highlighted in section (page 66) including PBG would not be applied. Please confirm the understanding and accept this revised clause if otherwise. | Please be guided by RFP |

| 233 | 11.4 Indemnity | 71 | 1. The successful bidder shall indemnify, protect and save LIC from/against all claims (financial, legal and other), losses, costs, damages, expenses, action suits and other proceeding, resulting from any damage / loss to infrastructure at DC and DR sites, infringement of any law pertaining to intellectual property, patent, trademarks, copyrights etc., any claims from third party, , corporation or other entity (including LIC) attributable to the Bidder's negligence or willful default in performance or non-performance under the contract, and services provided by successful bidder. If LIC promptly notifies Bidder in writing of a third party claim against LIC that any Service provided by the Bidder infringes a copyright, trade secret or Indian patents of any third party, Bidder will defend such claim at its own expense and will pay any costs or damages that may be finally awarded against LIC. | Bidder requests below changes to this clause. 1. The successful bidder shall indemnify, protect and save LIC from/against all ***3rd party*** claims (financial, legal and other), losses, costs, damages, expenses, action suits and other proceeding, resulting from any ***physical*** damage / loss to infrastructure at DC and DR sites, infringement of ~~***any law pertaining to***~~ intellectual property, patent, trademarks, copyrights ~~***etc., any claims from third party, , corporation or other entity (including LIC)***~~ : ***which*** attributable to the Bidder's negligence or willful default in performance or non-performance under the contract~~***, and services provided by successful bidder***~~. If LIC promptly notifies Bidder in writing of a third party claim against LIC that any Service provided by the Bidder infringes a copyright, trade secret or Indian patents of any third party, Bidder will defend such claim at its own expense and will pay any costs or damages that may be finally awarded against LIC ***by Court***. ***Each Party has a duty to mitigate the damages and any amounts payable under an indemnity that would otherwise be recoverable from the other Party pursuant to this Agreement by taking appropriate and commercially reasonable actions to reduce or limit the amount of such damages or amounts.*** | Please be guided by RFP |
| 234 | 11.8 | 73 | Confidentiality & Privacy | Bidder requests, that the Confidentiality Obligations of both the Parties, to be mutual under the Agreement/RFP | Please be guided by RFP |

| 235 | 11.5 LIABILITY | 73 | Except in cases of criminal negligence or wilful misconduct and in the case of infringement of patent, IPR, trademark, copy right or industrial design rights arising from use of the Solution or any part thereof in any of the services supplied by the Bidder and used/consumed by LIC, the Supplier/Bidder shall not be liable to LIC, whether in contract tort or otherwise, for any indirect or consequential loss of damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the supplier/Bidder to pay liquidated damages to LIC and the aggregate liability of the Supplier/Bidder to LIC, whether under the Contract, in tort or otherwise, shall not exceed the total Contract Price provided that this limitation shall not apply to the cost of repairing or replacing defective equipment. However it is expected that the bidder/vendor will take utmost care so as to avoid any indirect or consequential loss of damage. | Bidder requests below changes to this clause.

Except in cases of criminal negligence or wilful misconduct and in the case of ***3rd party claim for*** infringement of patent, IPR, trademark, copy right or industrial design rights arising from use of the Solution or any part thereof in any of the services supplied by the Bidder and used/consumed by LIC, the Supplier/Bidder shall not be liable to LIC, whether in contract tort or otherwise, for any indirect or consequential loss of damage, loss of use, loss of production, or loss of profits or interest costs ***or loss of revenues, loss of anticipated savings, loss of goodwill, business interruption, exemplary, punitive, special losses, even if such party has been advised of the possibility thereof***, ~~provided that this exclusion shall not apply to any obligation of the supplier/Bidder to pay liquidated damages to LIC~~ and the aggregate liability of the Supplier/Bidder to LIC, whether under the Contract, in tort or ***under indemnities or*** otherwise, shall not exceed the total Contract Price ~~provided that this limitation shall not apply to the cost of repairing or replacing defective equipment.~~ However it is expected that the bidder/vendor will take ***reasonable*** ~~utmost~~ care so as to avoid any indirect or consequential loss of damage. | Please be guided by RFP |
| 236 | 11.8 Confidentiality and Privacy | 74 | 3. Violation of NDA will lead to forfeiture of performance Bank guarantee and additionally will lead to legal action and blacklisting. | Bidder requests below changes to this clause.
~~3. Violation of NDA will lead to forfeiture of performance Bank guarantee and additionally will lead to legal action and blacklisting~~ | Please be guided by RFP |

| 237 | 11.5 LIABILITY | 75 | Except in cases of criminal negligence or wilful misconduct and in the case of infringement of patent, IPR, trademark, copy right or industrial design rights arising from use of the Solution or any part thereof in any of the services supplied by the Bidder and used/consumed by LIC, the Supplier/Bidder shall not be liable to LIC, whether in contract tort or otherwise, for any indirect or consequential loss of damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the supplier/Bidder to pay liquidated damages to LIC and the aggregate liability of the Supplier/Bidder to LIC, whether under the Contract, in tort or otherwise, shall not exceed the total Contract Price provided that this limitation shall not apply to the cost of repairing or replacing defective equipment. However it is expected that the bidder/vendor will take utmost care so as to avoid any indirect or consequential loss of damage. | ~~Except in cases of criminal negligence or wilful misconduct and in the case of infringement of patent, IPR, trademark, copy right or industrial design rights arising from use of the Solution or any part thereof in any of the services supplied by the Bidder and used/consumed by LIC,~~ the Supplier/Bidder shall not be liable to LIC, whether in contract tort or otherwise, for any indirect or consequential loss of damage, loss of use, loss of production, or loss of profits or interest costs, ~~provided that this exclusion shall not apply to any obligation of the supplier/Bidder to pay liquidated damages to LIC~~ and the aggregate liability of the Supplier/Bidder to LIC, whether under the Contract, in tort or otherwise, shall not exceed the total the amount paid to Bidder by the LIC in the preceding twelve months under that applicable work that gives rise to such liability (as of the date the liability arose ~~Contract Price provided that this limitation shall not apply to the cost of repairing or replacing defective equipment. However it is expected that the bidder/vendor will take utmost care so as to avoid any indirect or consequential loss of damage.~~ | Please be guided by RFP |

238	Clause 11.11 (2) & (3)	76	Cancellation of Contract	Cancellation means voiding the contract and making the contract ineffective from its inception, thereby restoring the parties to the positions they would have occupied if no contract had ever been formed. In this scenario, bidder may be deprived of any payment and refund of all payments made already may be sought. Request deletion of the term cancellation	Please be guided by RFP
239	11.11.1	76	Termination and reduction for convenience	It is requested to delete this clause.	Please be guided by RFP
240	Clause 11.11	76	Termination with notice but without rectification period	To uphold the principles of natural justice, we request you to notify us and give us a rectification period of at least 30 days, prior to invoking this clause.	Please be guided by RFP
241	Clause 11.1.1 (6) Clause 11.11.2 (2) Clause 10.3.2	77	Risk purchase	Request you to limit our liability under this clause to 10% of the value of corresponding goods/services not delivered by us. Please also confirm that you will use government procurement norms (including price discovery) for procurement of such services from third parties.	Please be guided by RFP
242	11.22 Exit Clause	81	After completion of tenure of project, if new Bidder will be selected then, current Bidder has to ensure smooth transition of operations (technical and administrative) in coordination with new Bidder, at no extra cost to LIC	Request to modify the clause as under: After completion of tenure of project, if new Bidder will be selected then, current Bidder has to ensure smooth transition of operations (technical and administrative) in coordination with new Bidder, at an ~~no~~ extra cost to LIC.	Please be guided by RFP

243	11.27(point 5)	82	"If installation is not done within the stipulated time-frame of 14 days, penalty of 0.3% of the total cost of the item(s) per day will be applicable from the 15th day onwards, subject to a maximum of 10% of the cost of that item(s)."	Could you please confirm where this clause would be applicable as project timelines and penalties applicable for delay are already defined under this RFP(failure to meet Milestone timeline)? Also, please confirm if these penalties will be applicable if an interim milestone is missed but the overall project timelines are still intact and kept intact by the bidder.	Please be guided by RFP
244	11.28 Right to Inspect	83	LIC can conduct an audit of operational & security controls of the vendor prior to final selection as well as during the currency of the project to ascertain the risks. LIC may also conduct periodic inspection or audit on the selected vendor either by internal auditors or by Chartered Accountant firms appointed by LIC to examine the compliance of the agreement while carrying out the activities under the contract. The agreement shall neither prevent nor impede LIC from meeting its respective regulatory obligations, nor the IRDAI from exercising its regulatory powers of conducting inspection, investigation, obtaining information from either LIC or successful vendor. The successful bidder will allow authorized representatives of the IRDAI the right to: - 1. Examine their books, records,	Request to add the underlined matter to the clause: LIC can conduct an audit of operational & security controls of the vendor prior to final selection as well as during the currency of the project to ascertain the risks. LIC may also conduct periodic inspection or audit on the selected vendor either by internal auditors or by Chartered Accountant firms appointed by LIC to examine the compliance of the agreement while carrying out the activities under the contract. The agreement shall neither prevent nor impede LIC from meeting its respective regulatory obligations, nor the IRDAI from exercising its regulatory powers of conducting inspection, investigation, obtaining information from either LIC or successful vendor. The successful bidder will allow authorized representatives of the IRDAI the right to: - 1. Examine their books, records, information, systems and the internal control environment to the extent that they relate to the service being performed for LIC and 2. Access their internal audit reports or external audit findings that concern the service being performed for LIC. Any such audit shall be conducted expeditiously,	Please be guided by RFP

			information, systems and the internal control environment to the extent that they relate to the service being performed for LIC and 2. Access their internal audit reports or external audit findings that concern the service being performed for LIC.	efficiently, and at reasonable business hours after giving due notice to the Bidder which shall not be less than 10 days. The cost of such audit shall be borne by the LIC. LIC shall not have access to the proprietary data of, or relating to, any other customer of Bidder, or a third party or Bidder's cost, profit, discount and pricing data. The audit shall not be permitted if it interferes with Bidder's ability to perform the services in accordance with the service levels, unless the LIC relieves Bidder from meeting the applicable service levels. LIC will ensure that the auditor (except CAG) appointed to conduct the audit will not be the competitor of Selected Bidder and will be bound by confidentiality obligations	
245	11.29	83	RACI	Can you please share the RACI details for SI & OEM separately as it will help to call out responsibilities/obligation of each party separately?	Please adhere to the RACI matrix provided.
246	Clause 11.28	83	Widely worded audit rights	We wish to clarify that we will retain our records as per our records retention policies. Upon reasonable notice, we will allow you to inspect our invoicing records under this engagement; such inspection shall be done in a pre-agreed manner and during normal business hours. For avoidance of doubt, such inspection should not cause us to be in breach of our organizational confidentiality requirements. Please acknowledge that our audit related obligations will be subject to foregoing statement.	Please be guided by RFP

| 247 | 5. Sanctions for Violations: | 88 | (v) 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/recession and the BUYER shall be entitled to deduct the amount so payable from the money(s) due to the BIDDER.
(vi) To debar the BIDDER from participating in the future bidding processes of LIC for a minimum period of five years which any be further extended at the discretion of the BUYER. | Request to delete this clause:
(v) 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/recession and the BUYER shall be entitled to deduct the amount so payable from the money(s) due to the BIDDER. (vi) To debar the BIDDER from participating in the future bidding processes of LIC for a minimum period of five years which any be further extended at the discretion of the BUYER.~~ | Please be guided by RFP |
| 248 | 3. Commitments of BIDDERs | 88 | 3.12 If the Bidder or any of the key personnel of the bidder, actively involved in the project is a relative of any of the actively involved personnel of the Buyer, the same should be disclosed. The term 'relative' for this purpose would be as defined in section 2(77) of the Companies Act, 2013. | Request to delete the clause | Please be guided by RFP |

| 249 | 4. Previous Transgression | 88 | 4. Previous Transgression
4.1 The BIDDER declares that no previous transgression occurred in the last three years immediately before signing of this Integrity Pact, with any other company in any country in respect of any corrupt practices envisaged hereunder or with any Public Sector Enterprise in India or any Government Department in India that could justify; BIDDER's exclusion from the tender process.
4.2 The BIDDER agrees that if it makes an incorrect statement on this subject, or committed a transgression through a violation of any of the clauses of the commitments of bidder, BIDDER can be disqualified from the tender process or the contract, if already awarded, can be terminated for such reason. | Request to add the underlined and delete the strike through matter un the clause as under:
4.1 The BIDDER declares that no previous transgression occurred in the last three years immediately before signing of this Integrity Pact, with any other company in any country in respect of any corrupt practices envisaged hereunder or with any Public Sector Enterprise in India or any Government Department in India that could justify; BIDDER's exclusion from the tender process.
4.2 The BIDDER agrees that if it makes an incorrect statement on this subject, or committed a transgression through a violation of any of the clauses of the commitments of bidder, BID ~~DER~~ can be ~~disqualified~~ rejected from the tender process or the contract, if already awarded, can be terminated for such reason. | Please be guided by RFP |
| 250 | Annexure-5 Non-Disclosure Agreement (NDA) | 98 | Annexure-5 Non-Disclosure Agreement (NDA) | Modification/Amendment in NDA format | Please be guided by RFP |

251	Annexure-6 UNDERTAKING FOR WARRANTY	103	Dear Sir/Madam, We hereby accept all the Term & Conditions of the RFP and extend Quality Assurance for a period of Five years from the date of installation as per the terms and conditions stated in the RFP document referred above. We further hereby undertake that the services agreed as per SLA as per the terms and conditions of the RFP and subsequent contract will be available for a period of Five years and if required further extendable by 2 years.	Request to add the underlined matter to the clause as under: Dear Sir/Madam, We hereby accept all the Term & Conditions of the RFP and extend Quality Assurance for a period of Five years from the date of installation as per the terms and conditions stated in the RFP document referred above read with deviations. We further hereby undertake that the services agreed as per SLA as per the terms and conditions of the RFP and subsequent contract will be available for a period of Five years and if required further extendable by 2 years.	Please be guided by RFP
252	Annexure 11	111	Litigation History / Details of litigation in last 3 years	1. While the RFP has sought details of all such litigations from bidders, the RFP does not mention any objective criteria about how these details would be used / evaluated and what bearing the details would have on the evaluation of proposals submitted by bidders. For eg. if a bidder submits details of 12 litigations and another bidder submits details of 15 litigations, it is not clear how your good office would objectively evaluate these litigation details and how it would impact both the bidders. Moreover, any professional services firm having long standing operations may have various ongoing litigations in the normal course of business including cases filed by the bidder against its vendors, employees, theft at office premises, cyber security attacks etc. in exercise of its legal rights and remedies available under the law. It is not clear whether the litigations filed by the bidder and the litigations filed	Please be guided by RFP

against the bidder would be treated at the same footing or different footing for the purpose of any evaluation of the litigation history. In any event, filing suits / complaints etc to seek legal remedy is a matter of legal right available to every Indian citizen under the laws of India and we firmly believe it should not have a bearing on the eligibility of a bidder to participate in the Govt tenders.

We would request your good office to kindly clarify the objective criteria based on which these litigation details would have a bearing on the proposal evaluation. If there are no objective criteria, and if the litigation details would be subjectively / arbitrarily evaluated, then we firmly believe that seeking the litigation details is not warranted and we would humbly request you to kindly consider deleting this requirement for seeking litigation details.

2. Further, since these are pending litigations, the outcome of these litigations cannot be predicted with certainty. Most reputed firms with long standing operations may also have insurance policies to provide them with cover from any professional liability. Thus, even if such pending litigations are adversely determined against the bidder, they may not necessarily adversely impact the bidder's ability to provide services or continue as a going concern.

3. In addition, there could be several matters of contractual dispute under arbitration. We understand that as per Section 42A of the Arbitration & Conciliation Act, 1996, the parties to the arbitration

				agreement are mandated to maintain confidentiality of all arbitral proceedings. Accordingly, even if a bidder shares details of litigation, the details of pending arbitration cannot be shared by the bidder as a party to the arbitration. If that be the case, it is not clear what purpose can be achieved and what determination can be made, if any, about a bidder based on the details of mere pending litigations sans the details on pending arbitration. Therefore, we would request you to kindly reconsider the rationale for seeking litigation history / details from the bidders under the RFP and consider removing this requirement from the RFP. Therefore, we would request you to kindly reconsider the rationale for seeking litigation history / details from the bidders under the RFP and consider removing this requirement from the RFP.	
253	Annexure-13 Declaration by the Bidder	119	d. This Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.	Request to add the underlined matter to the clause: d. This Bid, our bid proposal with deviations together with your written acceptance thereof and your notification of award, shall constitute	Please be guided by RFP

254	Annexure-16A Bid Securing Declaration Form	126	I/We. The undersigned, declare that: I/We understand that, according to your conditions, bids must be supported by a Bid Securing Declaration. I/We accept that I/We may be disqualified from bidding for any contract with you for a period of one year from the date of notification if I am /We are in a breach of any obligation under the bid conditions, because I/We a) have withdrawn/modified/amended, impaired or derogated from the tender, my/our Bid during the period of bid validity specified in the form of Bid; or b) Having been notified of the acceptance of our Bid by the purchaser during the period of bid validity (i) fail or reuse to execute the contract, if required, or (ii) fail or refuse to furnish the Performance Security, in accordance with the Instructions to Bidders. I/We understand this Bid Securing Declaration shall cease to be valid if I am/we are not the successful Bidder, upon the earlier of (i) the receipt of your notification of the name of the successful Bidder; or (ii) thirty days after the expiration of the validity of my/our Bid.	Request to delete the clause	This is applicable for MSE bidders only

255	Annexure 20 Technical Bid Evaluation Matrix	129	Stage-B-Technical Scoring a. CDC-ETL solution used in reference is same as Proposed CDC-ETL Solution (The SI of the reference implementation needs not be same as the bidder).	We request LIC to amend the clause as follows: "CDC-ETL solution used in reference is same as ~~Proposed~~ **similar** CDC-ETL Solution."	Please be guided by RFP
256	Annexure-20	130	Various Marking/Scoring criteria	Modifications/Amendments in Annexure-20 conditions	Please refer Corrigendum-I
257	Annexure-20	130	Relevant Implementations reference of the proposed CDC Solution. (Maximum 5 Best References per Bid) CDC solution Reference to include the size of data extracted	Please allow relaxations in this clause. Please allow global reference also.	Please refer Corrigendum-I
258	Annexure-20	130	Relevant Implementations reference of the proposed ETL Solution. (Maximum 5 Best References per Bid) ETL solution Reference to include the size of data loaded.	Please allow relaxations in this clause	Please refer Corrigendum-I
259	Annexure-20	130	Relevant Implementations reference of the proposed CDC/ETL/CDC-ETL Solution implementation in an organization in India.	Please allow relaxations in this clause	Please refer Corrigendum-I
260	Annexure-20	130	Previous Implementation of the Entire Proposed Solution in any organization.	Please allow relaxations in this clause	Please refer Corrigendum-I
261	Annexure-20	130	Experts in the proposed CDC/ETL Tools in their permanent rolls of bidder	Please allow relaxations in this clause	Please refer Corrigendum-I
262	Annexure-20	130	Bidder should be CMMI level 4/5 organisation.	Please allow relaxations in this clause	Please refer Corrigendum-I

263	Annexure-20	130	"Presentation on the proposed solution (Details for presentation date etc will be informed separately)"	Our understanding is that effective presentation of solution is import to LIC for comprehensive understanding of Bidder's capabilities, tools & experience however currently the weightage give is 5% (5 marks). We request if this can we increased to 15% or higher.	Please be guided by RFP
264	Activity Schedule - Clause 9	135	Bid Submission End Date: 14/06/2024 up to 02.30 PM	Requesting LIC to kindly provide 2 weeks of extension for us to submit the proposal for this important initiative from LIC	Please refer Corrigendum-I
265	9.14 & 11.1.2(6)	52	9.14 The initial period of contract for providing CDC-ETL Solution /services /licenses /ATS /AMC/support will be for 5 years extendable up to 2 years. 11.1.2 (6) Bidder shall provide comprehensive onsite warranty for complete solution, and deliverables for all the environments including, but not limited to, Development, SIT, UAT, Test and Training, Staging and Quality Assurance, primary production set up, near DR and far DR set-ups as well as the co-location centers. Warranty will remain available for all production systems/components up to a period of 5 years from GO LIVE date.	Since the implementation phase is 12 months. What will be the total contract period 5 years from PO or 5 years from Go Live?	Please be guided by RFP

266	RFP		Addition to RFP	Bidder requests for the inclusion of below provision to this RFP; ***Bidder's delay/failure resulting from Customer's failure/delay to comply with its responsibilities and obligations will be excused and Bidder will not be liable for such delay/failure. In this event, Bidder shall be entitled to extension of time and to receive payment for any additional cost incurred in this regard.***	Please be guided by RFP
267	Annexure 18/1A		CDC Software - per source server cost	As per our understanding of the most suitable software for CDC at LIC, we need 'no.of targets' as a parameter to calculate cost, can this be included in cost calculation matrix	Please refer Corrigendum-I
268	NA		Generic	What kind of testing is expected from us? Only SIT or UAT/Full testing?	Please be guided by RFP
269	Annexure 18 : Commercial Annexure		In Few cells from column F to J number 1 is written and few has number 0 (Row 11 to Row 20)	Is there any relevance for this 1 and 0 or is it randomly written to given an example of final calculations?	All Editable fields are required to be modified by bidder.
270	Overall		In General question for overall section	If LIC is fine with Hybrid delivery model?	Please be guided by RFP
271	NA		No acceptance criteria	If the project is to be completed on time, it would require binding both parties with timelines to fulfil their respective part of obligations. We request you that you incorporate a deliverable acceptance procedure, perhaps the one provided by MeitY in their guidelines, or the one suggested below, to ensure that acceptance of deliverables is not denied or delayed and comments, if any, are received by us well in time. You may consider including the below simple clause: "Within 10 days (or any other agreed period) from Client's receipt of a draft deliverable, Client will notify	Please be guided by RFP

				Consultant if it is accepted. If it is not accepted, Client will let Consultant know the reasonable grounds for such non acceptance, and Consultant will take reasonable remedial measures so that the draft deliverable materially meets the agreed specifications. If Client does not notify Consultant within the agreed time period or if Client uses the draft deliverable, it will be deemed to be accepted."	
272	XXXX Code of Conduct:			The business activities of the Bidder are self-regulated by the "xxxx Code of Conduct". The LIC undertakes that it will endeavour to promptly report any violation or potential violation of the Code by any person to the Local Ethics Counsellor or the Principal Ethics Counsellor or the CEO of Bidder. Bidder, in turn, undertakes that it will maintain confidentiality of all communications received.	Please be guided by RFP
273	Survival			The clauses of this proposal which by their nature are intended to survive shall so survive the termination/expiry of this proposal.	Please be guided by RFP
274	Deliverables			The deliverables will be as per the details of the deliverables provided in the accompanying Technical Proposal.	Please be guided by RFP

275	Assistance			The LIC will ensure, through its Project Co-ordinator, transfer of information, specification of mutually agreed change-requirements (Change Requests), availability of materials such as documents and equipment, meetings with relevant users and other personnel among other requisites for Bidder to understand and document the same for the purpose of time-bound formal approval by the LIC, before the service is undertaken by Bidder. Necessary and sufficient time will have to be spent by Users in LIC with Bidder personnel during this stage of the assignment.	Please be guided by RFP
276	Non-employment			The LIC will neither offer to employ nor employ, directly or otherwise, any Bidder employee, associated for the purpose of, or with the assignment, during the period between the date of this proposal and two years from the completion of the assignment arising therefrom.	Please be guided by RFP

277	Execution Infrastructure			The LIC will provide necessary and adequate infrastructure to enable Bidder to fulfil its commitment for the assignment. This will be applicable for each Bidder Consultant associated with the project and will be arranged for and provided at no cost to Bidder. The infrastructure will include: i. Office space; ii. Hardware and software; iii. Computer consumable including stationery, printer ribbons/toner, magnetic storage media such as floppy disks, tapes, cartridges, DATs; iv. Office stationery and consumable; v. Secretarial assistance, if necessary at site; vi. Telephone, e-mail and fax facilities at site; vii. Photocopying assistance; viii. Meeting Room facilities including room equipped with a writing board, seating arrangements, computers/ terminals, overhead projector and consumables. (pl. mention if any additional infrastructure is to be provided). The above-mentioned infrastructure will be required for work to be carried out at the site of LIC during regular working hours. LIC shall make arrangements to provide for the same beyond these hours such as after regular working hours and on holidays (excluding only compulsory national holidays), whenever required.	Please be guided by RFP
278	Annexure 18 : Commercial Annexure		The Quantities are indicative and may vary, however, actual quantities will be as reflected in the Purchase Orders.	The price and quantity specified in the bid submission will be fixed and will remain unchanged during the contracting stage and any change would be govern through a change management process	Please be guided by RFP

279	NA			There is no restriction on the usage of deliverable. No third party disclaimers.	We will be providing services and deliverables to you under the contract. We accept no liability to anyone, other than you, in connection with our services, unless otherwise agreed by us in writing. You agree to reimburse us for any liability (including legal costs) that we incur in connection with any claim by anyone else in relation to the services. Please confirm our understanding is correct.	Please be guided by RFP
280	Independent Relationship				This Proposal is not intended to create a relationship such as a partnership, joint venture, agency, or employment relationship. Neither party may act in a manner, which expresses or implies a relationship other than that of independent party nor bind the other party.	Please be guided by RFP
281	Modification				This proposal may be modified only by an amendment executed in writing by a duly authorised representative for each party.	Please be guided by RFP
282	Entire Understanding				This Proposal together with the Schedules, Annexure and Exhibits hereto and executed by the parties hereto constitutes the entire understanding between the parties hereto with respect to the subject matter hereto and supersedes and cancels all previous negotiations thereof. To the extent permitted by Applicable Law, a party is not liable to another party in contract or tort or in any other way for a representation or warranty that is not set out in this Agreement.	Please be guided by RFP

283	NA			We do not have any right to terminate	To uphold the principles of natural justice and to bring parity in the contract, we request you to give us the right to terminate the contract in case you/your stakeholders breach any of its material obligations under the contract, provided a notice for such breach is given to you along with a rectification period of 30 days.	Please be guided by RFP
284					Is it a fair assumption that existing tool for patching in LIC IT ecosystem can be leveraged to patching the new solution getting proposed, pls provide the details for patching tool details.	Please be guided by RFP
285					Is it a fair assumption that under Manage services, LIC's existing Front end/Service Desk will raise the tickets and do the triaging and pass it on to the backend team for any support required on the underlying infrastructure and Partner will use the extended ITSM tool currently in place. Pls share the name of ITSM tool.	Please be guided by RFP
286					Is it fair understanding that Infra base setup will be provided by LIC and Partner is expected to provide design and specs/config and based on which Hardware will be provided by the LIC. Can you share with us the OEM partner whose Hardware will be provided.	Please be guided by RFP
287					Under Monitoring, is it a fair assumption that existing Monitoring tool stack used in LIC will be extended/used for monitoring the infrastructure, if yes, Pls provide the details for Monitoring stack available that can be leverage.	Please be guided by RFP

288				Based on the requirement of the solution and spec that will be configured, is it a fair assumption that LIC will provide the hardware to build upon and not the Virtualization layer. pls provide the Virtualization platform details in case of virtualization layer.	Please be guided by RFP
289				Bidder also Proposes, that they shall also ideally should have a right to terminate the agreement for convenience.	Please be guided by RFP
290				Bidder proposes that service-related warranties under this section shall be made subject to a warranty period, which shall be a period of three sixty five (365) days following the delivery of a particular deliverable (or the performance of a particular Service), or such other time period agreed upon by the parties in an applicable statement of work.	Please be guided by RFP
291				Bidder requires that this clause be tied to a mutually acceptable warranty period.	Please be guided by RFP
292				Bidder would like to include a disclaimer of implied warranties and a warranty by LIC against infringement of any material that it provides to Bidder.	Please be guided by RFP
293				Can bidder bid with in joint venture	Please be guided by RFP

294				During any termination notice period, Bidder would expect to be paid for all Services rendered through the effective date of termination (including for work in progress) and regardless of the reason for termination. In addition, we would anticipate discussing the impact of termination of the main agreement on SOWs under the agreement. In the case of termination for convenience, we would expect to be paid relevant termination compensation (e.g. for upfront expenses and breakage costs). Bidder can provide exit assistance for a specified period (to be agreed), provided we are paid for such assistance.	Please be guided by RFP
295				Is it a fair understanding that Major incident Management (MIM) will be handled by LIC existing Service Desk/MIM team and involve require SMEs on demand wherever there is an issue with respect to infrastructure.	Please be guided by RFP
296				It is a fair assumption that partner will create the required landing zone, LIC IT team will do the base installation infra setup /Landing zone setup (Rack and Stack)? for Staging and Prod environment.	Please be guided by RFP
297				It is expected that Soln. should be compatible to extend to Cloud. Could you help us if there is chosen/preferred cloud provider (Microsoft, Google, amazon, Oracle, etc.)	Please be guided by RFP
298				It is mentioned in the RFP that Bidder is expected to do the incidents/problems may be onsite or telephonic or through E-mail. Is it a fair assumption that LIC will provide the required Telephonic system (tool-free number), LIC domain email id's and require desktop and laptop to provide the support?	Please be guided by RFP

299				It is mentioned in the RFP that LIC will provide the Hardware, is it a fair assumption that LIC has back-to-back agreement with OEM provider/Partner for any support and AMC warranty support.	Please be guided by RFP
300				It is mentioned in the RFP that the proposed solution should be integrated with other security/infrastructure solutions implemented in LIC. Can we assume that the required integration support will be provided by the LIC IT team.	Please be guided by RFP
301				WE proposes termination for convenience in the Managed services stage . LIC by written notice sent to the Company may terminate the contract in whole or in part at any time for its convenience giving ninety (90) days prior notice in post the Go live stage. The notice of termination should specify that the termination is for convenience stipulating the extent to which the performance of the Company under the contract is terminated and the date upon which such termination should become effective.LIC shall pay xxxxx for all services rendered until date of termination and termination fee for 5% of the RCV	Please be guided by RFP

302	General			The project for CDC-ETL is regarding implementing CDC tool and moving the loading the transformed data to existing applications like CADW, ODS, COMIS and other target applications by adding new ETL mappings as per new requirements. Please suggest if this is the correct scope of the project especially from ETL perspective? Basically not able to define the usage of ETL tool in this context and why a new ETL tool will be used to enhance existing applications like CADW, ODS.? Also, staging layer will be a new database before the actual target EDW applications and will be used to provide raw source data to the existing applications like CADW, ODS, COMIS?	Please be guided by RFP
303				This section contains very broad indemnification provisions without any limitation on Bidder's liability. While Bidder is willing to assume responsibility for industry standard risks, certain of these provisions should be limited and subject to a mutually agreeable cap on liability.	Please be guided by RFP
304	Eligibility Criteria/ point 8	39	Certificate from Head (HR) or company secretary for number of technically qualified professionals employed by the bidder and appropriate supporting undertakings.	a) Please Can you clarify/elaborate on the "appropriate supporting undertakings" b) Please let us know if a self-declaration on company letter-head conforming the number of technically qualified professionals will be acceptable.	Please be guided by RFP
305	3.11 Instructions for Bid Submission/ c	18	Envelope-III: Technical Bid	Is LIC open to all formats of submission or is there any preference (ppt, word, etc.)	Please be guided by RFP
306	Annexures on Stamp paper	85	Value of Stamp paper	What should be the value of stamp paper	As per Judicial Jurisdiction for all stamp papers

Annexure-3   ELIGIBILITY CRITERIA

LIC/CO/IT-SD/EFEAP-NEXT/CDC-ETL/24-25/01 Dated: 10/05/2024

Bidders meeting the following criteria are eligible to submit their Bids along with supporting documents. If the Bid is not accompanied by all the required documents supporting eligibility criteria, the same would be rejected. To become eligible to respond to this RFP, the bidder should fulfill the following minimum Eligibility criteria and should submit following Eligibility Documents.

S.no	Particulars	Remarks/Supporting Documents	Details of Documents Submitted byBidder
1	The bidder must be a registered legal entity in India.	Copy of the Certificate of Incorporation issued by Registrar of Companies and full address of the registered office.	
2	The bidder should have minimum annual turnover of 50 Crores or above in India in two of the last three audited Financial Years. [FY 2021-22, 2022-23, 2023-24] In case of Micro and Small Enterprises (MSE) with acceptable documentary evidence, the bidder should have minimum annual turnover of 25 Crores or above in India in two of the last three audited Financial Years.	Details should be submitted in **Annexure-EC-A** along with copies of Audited Financial Statements for the relevant years, duly signed by Authorized Signatory. (If the audited financial statements for FY 2023-24 are not available, then the provisional financial statements signed by CA may be submitted.)	
3	The bidder should have positive net worth for the last three audited financial years. [FY 2021-22, 2022-23, 2023-24]	Details should be submitted in **Annexure-EC-A** along with copies of Audited Financial Statements for the relevant years, duly signed by Authorized Signatory or Certificate from the Company Secretary/Chartered Accountant of the Company should be submitted.	

		(If the audited financial statements for FY 2023-24 are not available, then the provisional financial statements signed by CA may be submitted.)	
4	The bidder should have made net profit in two of the last three audited financial years. [FY 2021-22, 2022-23, 2023-24]	Details should be submitted in **Annexure-EC-A** along with the copies of Audited Profit and Loss Statements for the relevant years, duly attested by the Authorized Signatory. (If the audited financial statements for FY 2023-24 are not available, then the provisional financial statements signed by CA may be submitted.)	
5.	The bidder should have CDC/ETL/Data Lake/Data Warehouse implementation experience in BFSI sector organisation in India as on the date of submission of bid.	Copies of PO/Work Order/Commissioning Certificate/Communication from the Organization for the relevant experience, duly attested by the Authorized Signatory of the Company. (Project should have been completed and currently in maintenance phase)	
6.	The bidder should have implemented any similar CDC solution in at least 2 organizations in India having PO/Work Order Date on or after 01/01/2019 OR if the solution was implemented before 01/01/2019 by the bidder, the bidder should be maintaining the same after 01/01/2019.	Details should be submitted in **Annexure-EC-A** and **Annexure-EC-C** along with the copies of PO/Work Order/Invoice/Commissioning Certificate/Communication from the Organization for the relevant experience, duly attested by the Authorized Signatory of the Company. (Project should have been completed and currently in maintenance phase)	
7.	The bidder should have implemented any similar ETL solution in at least 1 organization in India having PO/Work Order Date on or after 01/01/2019 OR if the solution was implemented before 01/01/2019 by the bidder, the bidder should be maintaining	Details should be submitted in **Annexure-EC-A** and **Annexure-EC-C** along with the copies of PO/Work Order/Invoice/Commissioning Certificate/Communication from the Organization for the relevant experience, duly attested by the Authorized Signatory of the Company. (Project should have been completed and currently in maintenance phase)	

	the same after 01/01/2019.	
8.	Bidder should have minimum 10 experts in the any CDC/ETL Tools in their permanent rolls.	Certificate from Head (HR) or company secretary for number of technically qualified professionals employed by the bidder and appropriate supporting undertakings.
9.	The bidder should have ISO 27001 certification.	Copies of valid certifications should be submitted and an undertaking as per Part-B of **Annexure-EC** for ensuring the continuity of the ISO certification during the entire period of the contract, resulting from the RFP process. The certifications should be duly attested by the Authorized Signatory of the company. The certificates should be valid as on the date of submitting the bids.
10.	The Bidder to provide an undertaking on his letter head that all the functional and technical requirements highlighted as part of Scope of the project along with Technical scope are covered in totality in the proposal submitted by the Bidder.	Letter of confirmation from Bidder duly signed by Authorized signatory.
11.	The bidder should not be blacklisted /debarred by any PSU/BFSI/Govt. Agency/LIC, as on date of submission of bid.	If the bidder is debarred under any of the projects of PSU/ BFSI/Govt Agency/LIC, the bid will be rejected. A certificate to that effect has to be submitted by Company secretary or authorized signatory.

Bidders having met ALL the criteria mentioned above along with supporting documents are only eligible for technical evaluation of their Bids. If the Bidder is not meeting all the Eligibility criteria, then their Technical and Commercial bids will not be opened and the bid will be rejected. The validity of all the certifications should be valid/in force as on the date of Publishing of the RFP. The decision of LIC would be final and binding on all the Bidders to this RFP. LIC may accept or

reject an offer without assigning any reason what so ever. The above eligibility criteria must be complied as per **Annexure-9** Compliance sheet for Qualification Bid.

Documentary Evidence must be furnished against each of the above criteria along with an index. All documents must be signed by the authorized signatory of the bidder. Relevant portions, in the documents submitted in pursuance of eligibility criteria, should be highlighted. All the Certificates should be valid / in force as on the date of publication of the RFP.

Dated at _____ this _____ day of _____ 20

Signature

(Seal of Company)

(Signature and Seal of company to be put on all the pages of **Annexure-3**)

CORRIGENDUM–I RFP for Procurement and Implementation of Change Data Capture (CDC) and Extract Transform Load (ETL) Solution

Annexure-20   Technical Bid Evaluation Matrix

LIC/CO/IT-SD/EFEAP-NEXT/CDC-ETL/24-25/01 Dated: 10/05/2024

The proposed CDC-ETL solution will be technically evaluated based on the following.

Stage A: Mandatory Technical Compliance:

a. The proposed solution/software/tool should comply with all the specifications stated in Technical Annexure (Annexure-17) of the RFP.

(Proposed solutions which do not meet the above criteria will not be further evaluated in Stage-B and the proposal will stand disqualified)

Stage-B-Technical Scoring:

Proposed solutions which qualify Stage-A will only be evaluated under Stage-B.

Only those references compliant to the below mentioned criteria will be considered for evaluation under Stage B:

a. CDC-ETL solution used in reference is same as Proposed CDC-ETL Solution (The SI of the reference implementation needs not be same as the bidder).

b. References must be verifiable.

c. The References must be for implementations in India only.

CORRIGENDUM–I RFP for Procurement and Implementation of Change Data Capture (CDC) and Extract Transform Load (ETL) Solution

Sl. No.	Evaluation Parameter	Maximum Marks	Details of Marks Calculation	Attachments/Necessary Documentary Evidence Proofs to the satisfaction of LIC
1	Relevant Implementations reference of the proposed CDC Solution. (Maximum 5 Best References per Bid) CDC solution Reference to include the size of data extracted.	20 (10+5+5)	2 Marks for each reference with maximum 10 Marks. + 1 Mark for each reference if implementation is in BFSI sector with maximum 5 Marks + 1 Mark for each reference if Average Daily Change Data handling >= 500 GB with maximum 5 Marks	PO or Work order or Invoice Letter or Email Communication or declaration with supporting document to the satisfaction of LIC.
2	Relevant Implementations reference of the proposed ETL Solution. (Maximum 3 Best References per Bid) ETL solution Reference to include the size of data loaded.	12 (6+3+3)	2 Marks for each reference with maximum 6 Marks. + 1 Mark for each reference if implementation is in BFSI sector with maximum 3 Marks + 1 Mark for each reference if Average Daily Data transformation >= 200 GB with maximum 3 Marks	PO or Work order or Invoice Letter or Email Communication or declaration with supporting document to the satisfaction of LIC.
3	Relevant Implementations reference of the proposed CDC/ETL/CDC-ETL Solution implementation in an organization in India. (The CDC/ETL/CDC-ETL components may be part of a larger project)	7	Total Project value >= 10 Crores →7 Marks Total Project value >= 7 Crores →5 Marks Total Project value >= 5 Crores →3 Marks	PO or Work order or Invoice Letter or Email Communication or declaration with supporting document to the satisfaction of LIC. Multiple POs from the Same organization for the addition/enhancement may be combined.

4	Previous Implementation of the Entire Proposed Solution (CDC+ETL) in any organization.	5	More than 1 implementation -> 5 marks 1 implementation -> 3 marks	PO or Work order or Invoice Letter or Email Communication or declaration with supporting document to the satisfaction of LIC.
5	Experts in the any CDC/ETL Tools in the permanent rolls of bidder.	5	More than 20 Experts → 5 marks More than 15 Experts → 4 Marks More than 10 Experts → 3 marks	Certificate from Head (HR) or company secretary for number of technically qualified professionals employed by the bidder and appropriate certificates.
6	Bidder is CMMI level 3/4/5 organisation.	4	CMMI Level 5 → 4 Marks CMMI Level 4 → 3 Marks CMMI Level 3 → 2 Marks	Copies of valid certifications should be submitted.
7	Presentation on the proposed solution (Details for presentation date etc will be informed separately)	10	Comprehensive Presentation on tools, capabilities, experience, and entire end-to-end proposed solution.	Demonstration and Presentation
8	Compliance to all the Technical Specifications stated in Technical Annexure(Annexure-17) of RFP.	10	Complied to all Points →10 marks	Technical Annexure (Annexure-17) submitted by Bidder.
9	Whether the Proposed CDC Solution is agentless	4	Agentless solution → 4 marks Otherwise → 0 marks	Technical Documents from OEM duly attested by authorized signatory and demonstration by bidder/OEM, if asked by LIC
10	The proposed CDC tool should be able to automatically map the schema changes from source to target	4	Automatic schema mapping → 4 marks Otherwise → 0 marks	Technical Documents from OEM duly attested by authorized signatory and demonstration by bidder/OEM, if asked by LIC
11	Throughput of the proposed CDC and ETL solution.	5	Highest Throughput among proposed solutions → 5 marks 60% or more of the highest throughput → 3 marks	Technical Documents from OEM duly attested by authorized signatory and demonstration by bidder/OEM, if asked by LIC

			Less than 60% of highest throughput → 0 marks	
12	The proposed CDC and ETL solutions should have a. Inbuild data at rest and data in transit encryption for stored data b. Inbuild compression of data	4	Both points 'a' and 'b' are present → 4 marks Only One point among 'a' and 'b' compliant → 2 Marks Otherwise → 0 Marks	Technical Documents from OEM duly attested by authorized signatory and demonstration by bidder/OEM, if asked by LIC
13	The Proposed CDC tool should be part of Gartner quadrant or Forrester report	5	Leader in Gartner Quadrant or Forrester Wave → 5 Marks Present in other Gartner Quadrant or Forrester Wave → 3 Marks Otherwise → 0 marks	Relevant latest reports dully attested by authorized signatory
14	The Proposed ETL tool should be part of Gartner quadrant or Forrester report	5	Leader in Gartner Quadrant or Forrester Wave → 5 Marks Present in other Gartner Quadrant or Forrester Wave → 3 Marks Otherwise → 0 marks	Relevant latest reports dully attested by authorized signatory
	Total	100	Qualifying Marks is 70	

I state that the information stated and its enclosures are true and correct.

Dated at_____this_____day of_____20

Signature of the Authorized Signatory

Name:

Designation:

Name & Address of the company:Seal of the Company

CORRIGENDUM–I RFP for Procurement and Implementation of Change Data Capture (CDC) and Extract Transform Load (ETL) Solution

Project Citation Format

[Use separate sheet for each Reference/Project]

(References / Projects by the bidder with PO/Work Order date As per Eligibility Criteria)

Sl. No	Particulars	Details (Along with proof)
1	Citation Serial Number	e.g. 1 of 5; 2 of 5 etc….
2	Name of Client (referenceable)	
3	Address of Client	
4	Sr. Official of Client and Official Contact Details (Mobile/ email)	
5	Name of Project	
6	Name of the System Integrator for the Assignment	
7	PO/Work Order/Invoice value	
8	Is the Client a BFSI Sector Organization in India?	
9	Project Start and End Dates	Start Date:- To date:-
10	Outcome of the project: Whether completed or ongoing	
11	If Completed : date of Completion If ongoing: Which of the assignment have been accomplished? Which are in pipeline and ongoing. (e.g. Setup Completed, Under Implementation etc)	
12	Brief narrative description of Project (including name of tools, project name etc)	
13	How Assignments is relevant to current project (Similar Nature of Work).	

14	Nature of Workload Information:- i) Volumetric of the implementation	
	(ii) Average Daily Volume of Change Data handled in CDC	
	(iii) Average Daily Volume of Data Transformation handled in ETL	
15	Project Value in Crores	
16	**Attach work orders/ Relevant Documents**	
17	Highlight the information which is relevant for LIC Project and needs consideration.	

Authorized Signature with seal (In full and initials):
Name and Title of Signatory:
Name of Bidder:
Address:

Location: Date: