

Ref: LICHFL/CO/IT/2018-19/RFP-006

**RFP for Implementation of Electronic
Document Management System**



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DISCLAIMER

1. This document is meant for the specific use by the Company / person/s interested to participate in the current tendering process. This document is prepared solely for defining the requirements for implementation of Electronic Document Management System for LIC Housing Finance Ltd. And is being issued in order to enable the vendors who have experience in setting up and managing such a solution. This document does not constitute nor should be interpreted as an offer or invitation.
2. This document is meant to provide information only and upon the express understanding that recipients will use it only for the purpose set out above.
3. By acceptance of this document, the recipients agrees that any information herewith will be superseded by any subsequent written information on the same subject made available to the recipient by or on behalf of the Company. Company undertakes no obligation, among other, to provide the recipient with access to any additional information or to update this document.
4. LICHFL reserves the right to (i) make necessary changes in the terms of the RFP, and (ii) reject any or all Tender responses without assigning any reason thereof. Company reserves the right, at any time, to change the procedure for the selection of or any part of the interest or terminate negotiations or the due diligence process prior to the signing of any binding agreement. Company reserves the right to cancel the Tender process at any time without penalty and without incurring any financial obligation to any Bidder or potential Bidder.
5. The recipients should carry out an independent assessment and analysis of the requirements of and of the information, facts and observations contained herein. The recipients are expected to examine all instructions, forms, terms & conditions and technical specifications in the Tender Documents. Submission of responses, not substantially responsive to the Tender Documents in every aspect will be at the vendor's risk and may result in rejection without further reference to the vendor. Submission of RFP response shall be deemed to have been done after careful study and examination of the Tender Document with full understanding of its implication.
6. This document constitutes no form of commitment on the part of the Company. Further, this document confers neither the right nor an expectation on any party to participate in the proposed process.
7. The RFP document contains statements derived from information that is believed to be true and reliable at the date obtained but does not purport to provide all of the information that may be necessary or desirable to enable an intending contracting party to determine whether or not to enter into a contract or arrangement with the company in relation to the provision of services. Neither company nor any of its directors, officers, employees, agents, representative, contractors, or advisers gives any representation or warranty (whether oral or written), express or implied as to the accuracy, updating or completeness of any writings, information or statement given or made in this RFP document. Neither company nor any of its directors, officers, employees, agents, representative, contractors, or advisers has carried out or will carry out an independent audit or verification or investigation or due diligence exercise in relation to the contents of any part of the RFP document.

PART-A

Time SCHEDULE		
	Activity	Details
1.	Release of RFP	8 th Mar. 2019
2.	Bid Price	Not Applicable
3	Address for submission of Bid document	General Manager (IT), LIC Housing Finance Ltd. 45/47, 2nd Floor, Bombay Life Building, V.N. Road, Fort Mumbai – 400001
4.	Bid Submission	BIDS TO BE SUBMITTED IN ENVELOPE MARKED AS : <u>Envelope:</u> “COMMERCIAL BID for Implementation of EDMS for LIC HFL”.
5.	Last date for Receipt of Queries	18 th Mar. 2019
6.	Pre-Bid Meeting	20 th Mar 2019 at 2:00 pm
7.	Last date for Reply of Queries	22 nd Mar 2019
8.	Last date & time of submission	28 th Mar. 2019
9.	Technical bid opening date and time	29 th Mar. 2019 11:00 AM
10.	Commercial Bid opening and Reverse Auction	Will be communicated separately
11.	Bid Validity Period	Bid must be valid for 180 days from the date of opening of the Bids.
12.	Contact Details	Email ID: bids@lichousing.com
<i>The Schedule is subject to change. Notice in writing of any changes will be provided wherever feasible.</i>		

A.1

(i) The schedule is subject to change and notice in writing of any change will be provided where feasible.

(ii) Bidders are requested to give bids in accordance with the terms and conditions contained herein. Evaluation criteria and evaluation of the responses to the bids will be entirely at Company’s discretion. The Company’s decision will be final and no correspondence about the decision will be entered into.

(iii) Bidders are advised to study the Bid Document carefully. Submission of Bid shall be deemed to have been done after careful study and examination of the Bid Document with full understanding of its implications. Sealed Bids prepared in accordance with the procedures enumerated in the RFP Document should be submitted to the Company not later than the date laid down, at the address given in Schedule A.2 mentioned above.

A.2 Tender related Terminology

Definitions

Throughout this RFP document, unless inconsistent with the subject matter or context:

1. Bidder/Proponent/Prime Proponent/Vendor/System Integrator/recipient – A firm submitting bid in response to this RFP.
2. Company/Purchaser/LICHFL/ LIC Housing Finance Ltd. - Reference to “the Company” and “Company” and Purchaser shall be determined in context and may mean without limitation “LIC Housing Finance Ltd. “
3. RFP – means this RFP document
4. Proposal/Bid – the Bidder’s written reply or submissions in response to this RFP.
5. Solution/Services/Work/System – “Solution” or “Services” or “Work” or “System” or “IT System” means all services, scope of work and deliverables to be provided by a Bidder as described in the RFP document and include services ancillary to the supply of the proposed solution, such as transportation and insurance, and any other incidental services, such as installation, commissioning, provision of technical assistance and other obligation of the Supplier covered under the Tender.
6. ITB – Instructions to Bidders as Contained in PART-C.
7. Supplier/Contractor: Selected Bidder/System Integrator under this RFP.
8. Corrigendum: Any clarification issued by LIC HFL will be in form of a corrigendum, a copy of which will be published on the company’s website.
9. EDMS: The term EDMS used throughout this RFP would mean End-to-End solution pertaining to Electronic Document Management System related to digitize, workflow, software, hardware, operational functionalities like logistics, scanning, upload, system administration, project management, technical support (off site and onsite) for software as well as hardware, MIS, training, Mobile device technologies, integration with other applications of LIC HFL. The term content used includes but is not limited to paper of any size, electronic documents (PDF, XML, Text file, computer generated outputs, emails, and any other outputs) and rich media (picture, video, audio etc.)
10. OEM: The OEM refers to Original Equipment Manufacturer of software, hardware etc. OEM may be the System Integrator, bidder or its partner.
11. UAT: User Acceptance Test is the final phase in software development process in which the software will be tested for functionality to ensure it can handle required tasks in real world scenarios as per user specifications

12. Contract: means the Agreement entered into between the supplier along with the OEM and the Company including all attachments and annexure thereto, the Tender document, proposal and all annexure thereto and the agreed terms as set out in the bid, all documents incorporated by reference therein and amendments and modifications to the above from time to time.
13. Commissioning of System: The system shall be deemed to be commissioned when all the activities defined under the Scope of work, for commissioning of system, have been successfully executed and completed and the System Integrator obtains a certificate from the Company. The date of commissioning of system will be the one stated in the Certificate from the Company.
14. Acceptance of System: The system shall be deemed to have been accepted by the Company, subsequent to its commissioning, when all the activities as defined in the scope of work related to the acceptance of system have been successfully executed and completed and a certificate from the Company is obtained by the System Integrator. The date of acceptance of system will be the one stated in the Certificate from the Company. The entire System deployed should function continuously without any problem for 30 days as a pre-requisite for the Acceptance Certificate as required.

A.3 Terms and Conditions

A.3.1 Cost of preparation and submission of Bid

The Vendor/bidder shall bear all costs associated with the preparation and submission of its response to RFP and company, will in no way be held responsible or liable for these costs, regardless of the conduct or outcome of the bidding process. The Purchaser is not liable for any cost incurred by vendor/bidder in replying to queries /clarifications required.

A.4 RFP Methodology

The methodology proposed to be adopted will be as follows:

A.4.1 The bidder will have to submit both technical and financial bid in two separate envelopes and all the two bids are to be placed in one bigger envelope and must be sent at the address mentioned in Schedule A2 Date Schedule of Various RFP related events. The Bid will be opened on the date prescribed in Schedule A2 Date Schedule of Various RFP related events.

A.4.2 Company reserves the right to accept or reject in part or full any or all the bids without assigning any reason whatsoever.

A.4.3 Company reserves the right to re-issue / re-commence the entire bid process in case of any anomaly, irregularity or discrepancy in regard thereof.

A.4.4 Before bidding, the Bidders are requested to carefully examine the RFP documents and the terms and conditions of the contract thereof, and if there appears to be any ambiguity and / or discrepancy between any of the RFP documents they should forthwith refer the matter to Company for necessary clarifications.

A.4.5 The submission of bids is explained in details Part "C" of this RFP

A.5 Purpose of the RFP: The purpose of RFP is to invite proposals from experienced Service Providers of repute and credentials for implementation of complete Electronic Document Management System solution including digitizing records / documents, transporting to the facility of Centralized Records Storage Centers at company's required Custodians/Locations.

The Service Providers should ensure safe and secure upkeep of the legacy documents of the company in good conditions in computerized system, retrieval of records in electronic form or supply of original records/ scanned copies, as and when demanded by the company's any branch/ office.

The End-to-End EDMS solutions is comprising of but not limited to the following:

- a. Supply, install, upgrade, commissioning and maintaining the hardware
- b. Supply, install, upgrade, commissioning and maintaining of EDMS software
- c. Scanning and logistics services of the documents
- d. Providing a robust Disaster Recover (DR) solution
- e. Provide training
- f. EDMS integration including workflow with core solutions of LIC HFL and other systems as per requirement.
- g. Providing customized features of EDMS with upgradation and enhancement of features
- h. Provide technically qualified Personnel and Administrators as required
- i. Provide responses to any Regulatory and /or statutory requirements on urgent basis
- j. Improve the System continuously as an ongoing activity
- k. Providing the above services at any of internal or external Offices as LIC HFL may consider in future
- l. Providing any other Additional Services, deliverables related to EDMS as the company may require in future

The Bidders desirous to take up the project should have expertise in large scale System Integration Business and have the capability as per Table , to provide End-to-End EDMS. The bidders are requested to give Technical and Commercial Bids in accordance with the Terms & Conditions as per Part "C" and Part "D" of this RFP. The selection of the successful bidder based on the response submitted by the bidder, evaluation based on the evaluation criteria will be entirely at the discretion of the Company.

LIC HFL's decision shall be final and no correspondence about the decision shall be entertained.

PART-B

B.1 Eligibility Criteria

The bidder must possess the requisite experience, strength and capabilities in providing the services necessary to meet the requirements, as described in the tender document.

The bidder must also possess the technical know-how and the financial wherewithal that would be required to successfully install, implement and configure the EDMS solution as sought by the LIC HOUSING FINANCE LTD. The bids must be complete in all respect and should cover the entire scope of work as stipulated in the tender document.

The invitation to bid is open to all bidders who qualify the eligibility criteria as given below.

Eligibility criteria for Vendor / system Integrator are mandatory and any deviation in the same will attract bid disqualification. Supporting documents for Eligibility criteria are the part of technical proposal. Pre qualification criteria

S.NO.	Eligibility Criteria	Documents to be Submitted
1.	The bidder must be an Indian firm/ organization registered under Indian Companies Act.	Copy of Certificate of Incorporation issued by Registrar of Companies
2	Bidder should have ISO-9001 or equivalent certification for quality management and a minimum of CMMi level 3 or more certification valid as on date.	Relevant certificate copies
2.	The bidder should have a minimum average turnover of Rs. 100 Crores for last 3 audited Financial Years (2015-16, 2016-17, 2017-18) in relevant services.	Copy of the audit Annual Reports and /or certificate of the Chartered Accountant.
3.	The Bidder should reported positive net worth during these three financial years as mentioned above. (Certified / Audited Balance Sheets and P&L statements for last 3 years (2015-16, 2016-17, 2017-18) should be submitted in support of the profitability)	Certified / Audited Balance Sheets and P&L statements.
4.	The bidder should not be currently blacklisted by any Central/State Govt. dept. /Public Sector Unit.	Certificate from the Chief Executive / Authorized Officer of Company.
5.	The Bidder should be in the System Integration Business for Supply, Services and Support business for at least past five consecutive years.	Copy of order and/or certificate of completion of the work.
6.	The Bidder should have their own functional Support Center for providing 24x7x365 Telephonic services and Remote Assistance Services. The Bidder to provide details of remote service delivery infrastructure of Bidder / OEM(s) to ensure immediate response and faster call resolution	Copy of details of functional Support Center required.
7.	Bidder should have successfully at least 2 numbers of EDMS Projects with at least 100 Branches /Offices in Bank/Private Bank/Financial Institution/ Public Sector Enterprise with minimum documents scanned should be over 25 Lakh	Copy of order and/or certificate of completion of the work along with the reference contact details

8.	If the Bidder is not an OEM, then authorization letter from all OEMs of deliverables like Servers, Storage, Operating System, Database, Web & Application server, EDMS software and any other which forms the part of the deliverables should be obtained	Authorization letter from the OEMs stating that the OEMs fully support the bidder for the proposed implementation for which the bidder is participating in the RFP
9.	The bidder shall have relevant Quality Certification	Copy of the valid certificates.
10.	The vendor/bidder must have PAN India presence or should be able to provide the required scanning and other support services on PAN India basis	List of Offices Required
11	Bidder must submit the EMD of Rs. 30 Lakh from a nationalized or scheduled bank	Demand Draft

Eligibility criteria for EDMS OEM /Vendor

S.NO.	Eligibility Criteria	Documents to be Submitted
1.	The OEM solution should be in the latest available Gartner's Magic quadrant for Enterprise Content Management.	Relevant reference details
2.	The OEM should have implemented at least 3 such solutions in India product with at least 100 Branches /Offices in Bank/Private Bank/Financial Institution/ Public Sector Enterprise with minimum documents scanned should be over 25 Lakh	Copy of order and/or certificate of completion of the work
3.	The OEM should confirm that they have a road map that proposed product would be supported for 5 -7 years from the date of implementation	Product road map details

Technical Qualification criteria

S.NO.	Eligibility Criteria	Documents to be Submitted
1.	End to End EDMS Solution along with add on features	Relevant reference details
2.	The Technical Scoring model	Table T-1

B.2 Current Setup at LIC HFL

The company has 22 back offices and around 273 area offices. All the offices are connected to the centralized Data Center over MPLS connectivity.

The documents are received from the customer at various stages like Applying for loan, Loan Appraisal and Loan Disbursal. The documents collected at the each of these stages are collated into a single document / docket file.

The company also issues various letters and documents to the customer during the entire loan process. A copy of such documents is also kept in the docket file of the customer.

The company has taken services of various Document custodians where the documents are being stored physically. The documents are also available in the back office premise where they have the storage capabilities.

B.3 Scope of Work

Management of critical information stored in an electronic format through information capture, document imaging, and document management. Information capture includes receiving, processing, and managing electronic information in native file formats. Document imaging includes scanning, indexing, storing viewing, and annotations. Electronic document management includes check-in/check-out, version control, and document handling.

The proposal from the desired vendors shall include an end-to-end solution for supply, install & implement the EDMS. The basic scope of work, which the EDMS solutions should cater to, is given below. The technical requirements for implementing the solution like software and hardware infrastructure sizing and the vendor will give network requirements and accordingly the company will decide to procure or provide the same.

The components of the activities are:

- Logistics
- Scanning of documents and upload
- System Architecture
- Network
- Hardware Sizing
- Hardware delivery and installation
- Software
- Customization and integration
- User and system administration
- Testing
- Roll out
- Project and implementation management
- Training

The broad functional scope of work shall include:

- Supply, Install and Operationalize the EDMS.
- Scan, index, manage, store and retrieve millions of documents or files.
- Automate Document based information flows.
- OCR of the documents, usage of electronic forms.
- Electronic management of records retention and disposal.
- Integrate with the existing/upcoming IT systems of the company. Vendor shall provide/ create necessary APIs and Web-services required for integration.
- On-Site user training for building up skills in scanning as well as use and administration of the EDMS system being proposed.
- Flexibility to accommodate future needs such as remote access via web browsers, forms management, mobile apps etc.

Vendor responsibilities shall also include:

For Legacy documents

- Collect the document from the custodian. The bidder is responsible for safe transportation of the records adhering to the required Turn Around Time (TAT). The bidder can also seek the permission from the custodian to do the scanning at the custodian site. The bidder shall provide a module for tracking the records and status of operations
- The bidder is required to bring its own scanners for the scanning purpose. The desktops, skilled manpower and any other tools or software etc. required during scanning.
- Label them & mark the no. of pages to be scanned after the inward of dockets from the logistics
- Unbind the documents into free form pages without distorting or damaging the pages
- Scan the pages
- Check whether all the required pages are scanned
- Quality Check
- Bind the document again in the same page order as it was earlier
- Pack the bundle for the day
- Send the document back to the depository
- Upload the scanned documents to the centralized server if its done at a remote location without the connectivity.

New Documents

- Collect the document from the Document Management Dept/ Team
- Label them & mark the no. of pages to be scanned
- Unbind the documents into free form pages without distorting or damaging the pages
- Scan the pages
- Check whether all the required pages are scanned
- Quality Check
- Bind the document again in the same page order as it was earlier
- Handover the document back to the Document Management Dept./ Team

Logistics

The vendor shall collect a set of 200 dockets in each batch from each locations. The details of locations are mentioned in below B.3.4. The documents should be transferred from and back to the custodian with utmost security. The logistics and scanning activities are detailed in Section “B- General Requirements”. The bidder shall provide a module for tracking the records and status of operations. The bidder should ensure that as far as possible scanning is done at the custodian office or at the back offices of the company.

Timelines & Batch

Each batch shall comprise of 1000 dockets per office

The TAT for legacy document per batch of 1000 files shall be 72 hours from the time of pickup the batch, excluding Sundays. The vendor shall provide the timelines accordingly.

System Architecture

The EDMS solution shall be deployed centrally with the servers and storage installed at DC & DR (both at Mumbai). The vendor shall provide the details of necessary infrastructure based on the broad guidelines mentioned below

Technical Specifications: Below is the broad technical specification, which the proposed solution may adhere to. The bidder is free to provide the technical infrastructure as per the sizing required for the solution they are bidding which adheres to following specifications. The architecture will be based on centralized architecture.

- N-tiered web architecture
- The proposed solution shall be implemented in DC & DR. The storage requirement will be same at DC & DR. The application & database servers at DR would be 50% of the DC.
- The servers at DC shall be in High availability mode with an SLB.
- The data should be replicated between DC & DR on real time basis with 30 min RTO.
- Supports TCP/IP or network protocol independent.
- Runs on LINUX or latest Windows Server Variant.
- Supports multiple repositories and transparent access to documents across repositories, without knowledge of the users
- Suitable for use by hundreds of users, enterprise wide who will access and retrieve documents for business processes in a network environment. The company has MPLS setup with different service providers with bandwidth ranging from 256 Kbps to 2 Mbps depending on the size of the office
- Suitable for creation and management of document repositories over 20 million of pages.
- The storage specified should be able to store, retrieve document pages at the reasonable speed. The company increases its customer base 15 – 20% CAGR, which should be kept in mind.
- Unified systems administration for all EDMS modules.
- Import existing user groups from application / Active Directory.
- Supports archiving based on user parameters.
- Support for magnetic, optical, tape & disk based storage media.
- Supports web access to repository.

A brief hardware components are given in **Table 'T1'** Hardware sizing. This should act only as a guiding factor for deciding the appropriate sizing and are indicative. The bidder should ensure that the proposed Hardware should be able to deliver the performance as per SLA and has been properly sized keeping in the view of no. of documents to be scanned, no. of locations, no. users (Total as well concurrent) and incremental yearly volume. The proposed hardware should be supported by the respective OEM for minimum of 7 years from the date of procurement. If the sizing provided by the bidder does not support the desired performance levels and SLAs, cost of additional hardware to meet the SLAs shall be borne by the bidder.

The bidder shall be responsible for hardware and software installation and should possess necessary expertise. All the proposed software must be compatible with other software and hardware. The software should not be EOS (End of Sale) before 7 years from the date of installation.

The detailed System Requirement Study document will have to be provided at the end of the requirements analysis by the successful bidder to the company. The System Requirement Study document will be reviewed by the company and any feedback as received shall be immediately incorporated and shall be resubmitted for review. Upon approval the company and all the activities shall be carried out as per the document shall sign off the document.

Integration & enhancement Features

- Based on open standards and have API support for data import & export and integration with various application of the company
- Web services based Document Management and Workflow API toolkit for system integration and application development
- Image quality improvements post scanning
- Image processing libraries that support image enhancements, image recognition, image compression, image manipulations, Data extraction and Form Processing.
- Enhancement would include changes in the software due to statutory and regulatory requirements.
- The application shall be integrated with Kastle ULS, Orion, E-HRMS, Deposits, Talisma CRM, C-KYC portal of the company. The bidder may be required to integrate with other application during the period of contract.

The vendor is required to fill the following Compliance Sheet for the functional requirements.

B.3.1 Functional Requirements

Functional Requirements	Yes/ No	Remarks
Convert legacy documents to electronic form to an approved file format like pdf or tiff) and store in an electronic document repository		
Accept documents into the repository through fax, e-mail and electronic filing without printing; automatic indexing of documents using forms-based data accompanying documents or embedded in XML documents		
Convert electronic documents (correspondences, emails, notes, orders, reports, etc) created by the user using desktop applications to a published format (such as html or pdf, tiff) before filing in the repository, while maintaining the structure of the document (styles, fonts, formats) and maintaining a copy of the document in its native file format		
Should be capable of managing attachments through its own database All industry document and imaging standards should be useable with the system		OCR
Facility to carry forms and standard templates into the EDMS system		Integration
Should have OCR functionality and capture the data from Standard forms		

Retrieve, view, send (by e-mail), route (workflow if applicable), print, and fax the documents from the repository		
Create annotations on documents including redlining and highlights with annotations stored as files separate from (and potentially secured) from the original documents. Annotations must be able to be viewed and printed		
Create, modify and process work through workflow application that distribute (route) files and documents electronically to other EDMS users		
Restrict access to viewing electronic objects that are expunged, or confidential		
Restrict the ability to add, modify, and delete documents in the repository to authorized users, with proper audit trails for every action on the document		
Capture the print streams that produce and forward various types of documents and reports for troubleshooting purposes and for later analysis		
Should leave an extensive Audit Trail at all levels		
Should have the ability to bulk transfer the document files to external publishing media (CD-ROM, DVD-ROM etc) along with search functionality etc , allow for the transfer/synchronization of the published files to another repository, or support web publishing with view-only permissions		
Archived documents must be accessible from the media without any dependence on another media		
Ability to backup documents (all the index references to the document to be retained indicating the respective external media (label) to ensure future reference to the documents) from the magnetic media		

Security Requirements	Yes/ No	Remarks
Definition of Users and Groups relation in the system		
Grant users and groups access permissions on Folders, documents and User defined Indexes (Data class)		
Multiple levels of access rights (Delete/Edit/View/ Create/Export/Print /Email/Annotate/None)		
Support for system privileges for creating, deleting users, Creating indexes, Workflow definition etc		
Support for Password encryption		
Audit-trails for all levels for all activity functions		
Disaster recovery by replicating the data at remote locations		
Data encryption should be possible		

Document Capture & Scanning Features	Yes/ No	Remarks
Import of both Image and Electronic documents		
Support for production level scanning		
Script for handling complex scanning using simplex and duplex scanners		
Facility to scan multiple pages into batches for auto/manual processing		
Support for scanning different pages of a document at different dpi resolutions		
Automatic segregation of batch of documents based on Barcode, Blank page, Fixed page and auto Form recognition		
Facility for assigning document types		
Support for standard Image Operations such as de-skew, de speckle, rotate, invert, zoom-in/ zoom-out, zoom percentage etc		
Simplified Export of scanned batches into DMS with Auto folder/Subfolder creation document filing & indexing on user defined fields		
Extensive Reports & Audit trail like Report on total records scanned along with associated indexes, Records exported or not exported to DMS etc		

Support for writing add-ins for integration with other systems and facility to insert a menu for add-on		
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Document Indexing Features	Yes/No	Remarks
Creation of User-defined data classes with multiple user-defined indexes of various data types		
Support for indexing the documents or folders on user defined and system defined parameters		
Filing & Indexing of documents for quick retrieval		
Facility to add keywords with documents to act as quick reference for the documents		
Functionality for defining user-defined indexes or fields that could be associated to any document across the cabinet		
Support Auto indexing using CSV import from other applications		
Support for variable number of multiple values for any field type		
Version Management	Yes/No	Remarks
Version control for tracking document revisions		
Document set of older versions must also be maintained but must be duplicated as a result		
Support for image and electronic document versions, version comment		
Check-In and Checkout support for collaborative working on documents		
Collaborative working	Yes/No	Remarks
Linking of Documents for cross-referencing related documents 2		
Support for setting event based alarms and time based reminders		
Document Search Capabilities		
Search locate documents or Folders for documents or folders on document or folder profile information such as name, created,		

modified or accessed times, keywords, owner etc.		
Search for documents/Folders using user-defined indexes		
Support for Boolean and complex logical searches		
Facility to Save search queries and results		
Search within a search must be possible		
Should support full text search on embedded electronic files, Images if annotations and all metadata defined		
Full text search should support Boolean, proximity and phrase search		

Document Viewing Options

	Yes/No	Remarks
Support for Document View through browser-based		
Support for Viewing Non Image documents like MS Word, Excel, PPT etc.		
Without native application in pdf or HTML format		
Support for annotations like highlighting, marking text, underlining, pointing arrows, putting sticky notes on documents, and support for text and image stamps		
Facility to traverse to next page/previous page or specific page for viewing multi page documents		
Facility of taking print outs with or without annotations		
Support for Thumbnails and direct page level access within a document should be possible		
Viewing should be based on roles/ rights		

Audit Trails	Yes/No	Remarks
Extensive Audit-trails at Folder and File levels		
Audit trails on separate actions, and between specific date/times		
System Reports and Statistics		
Tracking of each Work item through track-sheet which records all user actions		
Search on user-defined indexes and text search		
Trails on Work items date and time		
Reporting facilities: daily, weekly or monthly reports on completed, incomplete Work items to identify slack and improve efficiency		
Document level access must be tracked by whom and when		
Backup & Disaster Recovery		
Tools for backing up and restoring of information for disaster recovery		
Support for incremental and full Backups		
Support for replicating data onto remote sites		
Auto roll back using audit file		

B.3.2 General Requirements & Vendor responsibilities

Sr. No.	Description	Requirements
1	For Back-log as well as On-going scanning	<ul style="list-style-type: none"> ➤ Document Management System Software installation, configuration and operationalization on systems available ➤ Training to staff – Complete Cycle of EDMS process and archival, search and retrieval of documents. ➤ Document collection- Document to be collected from the Custodian/ office as the case may be ➤ Document Preparation – Defiling, Staple Removal, Straightening, Mending, etc ➤ Batch Preparation ➤ High Speed Scanning ➤ Image Cleaning – De-skewing, Border Removal, etc.

		<ul style="list-style-type: none"> ➤ Signature Cropping & Photograph cropping ➤ Image based indexing/Auto-indexing (CSV import) ➤ Quality Control – Images & Index data ➤ Rescanning of bad image document ➤ Re-filing of documents in the same order as per the original ➤ Back up ➤ Document Delivery- Document to be sent back to the custodian/ office as the case may be. ➤ Control mechanism to make sure that all documents are scanned and indexed and returned in the same serial order
2	Location of scanning	Vendor can scan the document at the custodian premise or at our back office. Company shall provide the space in case the documents are to be scanned at back office. Vendor has to approach the custodian and get the permission.
3	Equipment/ Software	<ul style="list-style-type: none"> ➤ PC/ Server (Windows OS/ Linux) with sufficient disk space will be provided by us for the live system. ➤ For Back-log & Legacy document scanning: PCs, Scanners, CD Writers or any other portable storage media, Manpower etc. would be arranged by Vendor. Network would be provided by the company in case the scanning is being done in our office ➤ For ongoing – PCs and scanners will be provided by us. However, the manpower may be provided by the vendor ➤ RDBMS / OS requirement for the EDMS software should be provided by the vendor in the Technical requirement specifications. ➤ The EDMS application will be integrated with our web based Applications –which uses ORACLE 11g & MS SQL 2008 database.
4	Scanning of documents	<ul style="list-style-type: none"> ➤ B & W at 200 DPI ➤ Up to A3 Size ➤ Mix – Simplex & Duplex ➤ Mix- ADF & Non ADF ➤ Tiff, Jpeg, PDF file format ➤ Volume of Legacy Documents – Approximately 20 million.
5	Quality of Images	<ul style="list-style-type: none"> ➤ All images should be de-skewed, cleaned and visible. ➤ The LICHFL quality acceptance team would check image quality on random basis. ➤ Batch not meeting the acceptable performance

		/ accuracy level will be rejected and have to be re-scanned / reindexed by the vendor at no extra cost
6	Quality of Indices	<ul style="list-style-type: none"> ➤ Documents indexed should be retrieved on the defined parameters up to the level of the document type. ➤ Batch not meeting the acceptable performance / accuracy level will be rejected and have to be rescanned / re-indexed by the vendor at no extra cost.
7	Control Mechanism/Check Listing	<ul style="list-style-type: none"> ➤ All documents handed over to vendor will have to be scanned and indexed. ➤ Vendor should provide a batch-wise progress report of all the stages to the company ➤ Document movement between stages of EDMS should be through docket having checkpoints at each stage.
8	Operating Staff	<ul style="list-style-type: none"> ➤ No other staff except designated by vendor will be allowed to enter our premises, the vendors' staff should at all times carry identity cards issued by the vendor. It must be ensured by the vendor that the staff entering the company premises maintains strict discipline and does not in any way interfere in any other work of the company and adheres to the designated work only. Any staff found to be lacking in discipline will not be allowed to enter premises and the vendor not ensuring to the above code of discipline is likely to be terminated without any further communication. ➤ The vendor and his staff will maintain confidentiality at all times and ensure that no data is taken out of the company premises or the custodian premises.
9	Complete Documentation	<ul style="list-style-type: none"> ➤ Vendor shall do the complete documentatin of the project which must include the following <ol style="list-style-type: none"> a. Hardware manuals b. Operating procedure Manuals c. Online tutorials and help documentation d. System installation e. System admin manual f. Database schema g. Troubleshooting manual h. Version control document

Implementation

The implementation shall begin with the installation of the hardware and software. The EDMS application rollout will be accompanied by the plan of converting the legacy records into digitized format within the specified timelines

The implementation shall be explicitly signed off after all the legacy documents are digitized.

Software installation

The bidder has to clearly mention the software required for the end-to-end solution for the EDMS along with details of the licenses. The software includes Operating System, Web & Application server, Database, EDMS software, Replication tools, mobile Device application software etc.

Project Timelines

The vendor shall provide the detailed timelines for the rollout and implementation. The timelines shall be based on the approximation given for the scanning of all the legacy documents and shall also include training and project implementation process. The Company expects that the entire solution is implemented within 8-10 weeks from the date of Purchase Order. Further the scanning activities of legacy documents shall be completed within 6 months from the date of implementation.

The Project activity timelines by the bidder should necessarily have following activity milestones. The bidder can add milestones, if they require so.

Milestones:

- a. Preparation of BRD (Business Requirement Document)
- b. Hardware order placement
- c. Hardware Delivery
- d. Creation of environment
- e. Software customization
- f. Scanning readiness
- g. Implementation & installation of hardware and software
- h. Pilot
- i. Batch Preparation and scanning initiation
- j. Scanning for new on-boarded customers
- k. Backup & Replication activity
- l. Sign off

B.3.4 Project Locations

For scanning services for legacy data and new onboarding customer data, the scanning would be required at following locations

Office Type	No. of locations
Corporate Office	1
Back Offices	22

The company may decide to have additional location for scanning services during the project tenure. The scanning in future may also be done at the Area Offices locations, which are around 250 as of now. However, the services at these 250 centers when required, the costing would be renegotiated. Scanning centers at 23 locations need to be set up along with scanners, man power and other arrangements including logistics by the vendor at each of the locations

Sr. No.	Location (Back Office)	No. of Loan Dockets (Each docket 200 pages approx.) No. in nearest 100 as on Dec. 2018
1	BHOPAL, lucknow	80800
2	ERNAKULAM	49300
3	MUMBAI	94400
4	CHENNAI	87600
5	PUNE	81700
6	LUCKNOW	150000
7	PATNA	53100
8	JAIPUR	60400
9	MADURAI	69700
10	VIJAYWADA	67800
11	CHANDIGARH	36500
12	BANGALORE	91800
13	HYDERABAD	92800
14	DELHI	48400
15	COIMBATORE	63700
16	KOLKATA	70600

Apart from above locations, the scanning services may be required at Bhubaneswar, Meerut, Raipur, Vishakhapatnam & Ahmedabad

Project Documentation

The bidder shall provide the entire documentation for

- a. Technical documentation with detailed instructions for operation and maintenance with every equipment supplied
- b. Manuals for every software package including Third party software
- c. On line tutorials and manuals for the EDMS application
- d. Solution database schema
- e. Complete Data dictionary

Note: All the documentation and manuals shall be in English language only

Project Sign off

The project shall be given explicit sign off by LIC Housing Finance Ltd. when all the deliverables as per the RFP are delivered to the satisfaction of the company.

B.4 Selection process for the Bidder

- a) Issue of tender notification
- b) Submission of Bids
- c) Opening of Technical Bids(Eligibility Criteria)
- d) Short-listing of Bidders for Commercial bids opening.
- e) Commercial bids opening.
- f) Commercial bids evaluation
- g) Discussion by Purchase Committee.
- h) Finalization and Signing of SLA.

B.5 Price Bid

- a) The Bidder shall indicate in the Price Schedules the all-inclusive Unit Rates for supply and implementation of each goods and services.
- b) The Bidder shall quote rates inclusive of all statutory levies, taxes, charges, surcharges, VAT & other taxes etc. The Prices for supply portion and execution portion shall be FIRM throughout the period of contract. No component of cost / tax shall be paid by the Company unless the same is included specifically in the quotations.
- c) Any alteration in the rates etc. will not be allowed on any ground, such as mistake, misunderstanding etc., after the Bid has been submitted.
- d) The Bidder shall quote rate only in Indian Rupees.

B.6 Delivery Period

The Delivery, installation & commissioning will be completed as per the timelines given by the bidder. In case the bidders have provided different timelines, LIC HFL shall provide a reasonable timeline after the pre bid meeting, which shall be binding on all the bidders. Any delay by the bidder in the delivery of goods and services shall render the bidder liable to any or all of the sanctions viz. invocation of Bank Guarantee / forfeiture of security deposit, imposition of liquidated damage & penalties, blacklisting etc.

If the bidder fails to deliver any or all of the goods and services or complete the installation / commissioning within the period specified in the purchase/work order, the LIC HOUSING FINANCE LTD. shall without prejudice to its other remedies deduct as liquidated damage as per the liquidated damages clause mentioned in this tender.

- (i) In case the vendor is unable to deliver the hardware, software & services, LIC HFL may levy penalties as stipulated hereinafter and/ or cancel the order and award it to any other vendor. The penalties are mentioned in Section "D", Terms & Conditions.

B.7 Service Level Agreement

The purpose of Service Level Agreement is to ensure the consistent IT and operational support by the vendor. The bidder shall monitor and maintain the stated service levels to provide quality customer service to the Company. Necessary monitoring shall be required to ensure proper service. The SLA shall be finalized with the successful bidder at the time of Contract, based on the Service Delivery Models proposed by the bidder. The operations such as logistics and scanning with all its related activities shall be for the scanning of legacy documents. The on going services for scanning shall be finalized with the successful bidder and SLAs shall be driven as per earlier stated. The remaining deliverables like Hardware and software etc. is for the period of 5 years

B.7.1 Service Level for the Restoration of Systems

The schedule below describes the service levels for the services offered by the Bidder to LIC HFL

Severity Level	Situation Details	Hardware Calls (HW)	(OS)	Applications Calls (App)
I. Critical	Complete loss of a business process where work cannot	Server completely down due to critical components like	Server completely down due to Operating System	Corrupted Control Files that enable application

	reasonably continue. Any problem due to which the entire system is inoperable affecting 100 or more users.	Hard disk, Motherboard and SMPS of servers, Server Booting issue, Storage failure	issues File systems corruption	performance Database issue / Data partition not accessible Database Crash ,Application Crash Replication issues
II. Key	Multiple Offices within one or multiple back offices are experiencing a similar problem. Any problem due to which the system is not entirely down, but some major functionally is, and no workaround for it is available and which affects 10 to 99users.	Utilized space exceeding 85% resulting in non-writing of the transactions	System is running in single user mode due to some issues in the Operating System	Application slowness Re-indexing issue Invalid File Format Error
III. Significant	Individual Unable to use application(s). LIC HFL can work with minimal impact to their productivity. Any incident due to which some major functionality is down, but for which an acceptable workaround has been provided	Re-building process after replacing the storage / server Utilized space exceeding 75 %	Backup script is not running due to Operating System related issues	Inability to view the images due to invalid File Format Error Issues in image upload Issue requiring customization of the Software Issues Related to already to related Software in the form of Patches, Programs ,Upgrades, Updates, etc.
IV. Minor	Minimal organizational or business impact. Individual request or problem that does not impact business /operations. The situation has impaired operations; however user can continue to work on the system.	Failure of = Non-critical components like Keyboard, Mouse, Tape, drive, Batteries', Monitor, LTO Tapes etc. Issues due to poor environment and infrastructure at Server room	OS configuration Related issue , User creation , password change etc.	System slowness

The response time for the these service levels is

- | | | |
|----------------|---|---------|
| 1. Critical | - | 2 hrs. |
| 2. Key | - | 6 hrs. |
| 3. Significant | - | 10 hrs. |
| 4. Minor | - | 12 hrs. |

B.7.2 System Availability

System availability is defined as:

((Scheduled operational time - System downtime) / (Scheduled operation time)) *100

Where:

- “Scheduled operational time “means the scheduled operating hours of the system. All planned downtime on the System would be deducted from the total operational time to give the scheduled operational time.
- “System downtime “subject to the SLA, means accumulated time during which the System is totally inoperable due to in-scope system or infrastructure failure
- The business hours are 09:30 am to 6 pm on any calendar day the EDMS location is operational. The Bidder however recognizes the fact that the location will require to work beyond the business hours on need basis, specifically during month-ends and year-ends.
- Response may be offsite or onsite. In case the issue cannot be resolved offsite, the Bidder will need to provide onsite assistance within response resolution window.
- Service Levels should be complied with irrespective of the changes /customizations that the application would undergo during the tenure of the Contract.
- Typical Resolution time will be applicable if application is not available to LIC HFL users and customers and there is a denial of service.
- The System availability will be calculated on monthly basis

B.7.3 Availability measurements and Performance Parameters

Availability Report will be provided on monthly basis and a review shall be conducted based on this report. A monthly report shall be provided to LIC HFL at the end of every month containing the summary of all incidents reported and associated Bidder performance measurement for that period. All Availability Measurement will be on a monthly basis for the purpose of service level reporting.

Availability measurements:

Type Of Infrastructure	Measurements	Minimum Service Level during Business hours	Minimum Service Level during Non- Business hours
Business Application	Availability of Application and supporting functions	99.5%	95.00%

The mechanism for monitoring the SLA would need to be proposed by the Bidder and agreed by the company

Performance Measurements: Performance Measurements will be done on monthly basis. Bidder representative will assist LIC HFL in performing Performance Measurement. The cost reference is AMC.

Type of Infrastructure	Measurement	Minimum Service Level	Measurements Tool
Day-end, month-end ,year –end (peak time)	During the park time, the hardware utilization (CPU and memory) should not exceed 90%	99.5%	Periodic audits based on the logs
Day-end, month-end ,year –end (peak time)	During these periods all offices/units operations should be available and there should be no performance degradation at that time	99.5%	Periodic audits based on the logs
System Response Time	Response time for images should be <3 seconds	99%	Periodic audits based on the logs
Concurrent Users	Should support concurrent users defined in the RFP	99%	Periodic audits based on the logs
Disaster Recovery Site Availability	Disaster Recovery Site Availability Business operation to resume from Disaster Recovery Site within 45 minutes of the Data Centre failing or as declared by LIC HFL. The RPO required is 45 minutes and RTO required is 15 minutes	99.00%	Periodic audits based on the logs
Down time for servicing	Each planned down –time for application, database and interface servicing (Programs, Updates, Upgrades, Bug fixing /Patch uploads, Regular maintenance. etc) will not be more than 6 hours. This activity will not be carried out during business hours.	98%	Periodic audits based on the logs
Down time for servicing	However, the above mentioned activates which require more than 6 hours or required to be carried out during business hours will be scheduled exceeds the planned hours the additional time taken for servicing will be considered for infrastructure or system downtime.	98%	Periodic audits based on the logs
System Security	Number of Security breaches : 0 security breach	100%	Periodic audits based on the logs
System Backup	Time window for backup should be zero time with zero data loss	99%	Periodic audits based on the logs

PART – C
INSTRUCTIONS TO BIDDERS (ITB)

C.1 Cost of Bidding

- C.1.1 The Bidder shall bear all costs associated with the preparation and submission of its bid and Company will in no case be held responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.
- C.1.2 The Company is not liable for any cost incurred by bidder in replying to this RFP, presentations etc, regardless of the conduct or outcome of the bidding process.

C.2 Content of Bidding Document

- C.2.1 The bidding document provides overview of the requirements, bidding procedures and contract terms.
- C.2.2 The Bidder is expected to examine all instructions, statements, Forms, terms and specifications in the bidding documents. Failure to furnish all information required by the bidding documents or submission of a bid not responsive to the bidding documents in every respect will be at the Bidder's risk and may result in rejection of his bid.
- C.2.3 While the Company has made considerable effort to ensure that accurate information is contained in this document, the information contained in this RFP is supplied solely as a guideline for Bidders.
- C.2.4 All the information provided by the bidder will be treated as contractually binding on the bidder:
- a. During bid evaluation process
 - b. In case LIC HFL executes a contractual agreement with the bidder as an outcome of the bid evaluation process, throughout the contract period
- C.2.5 Confidentiality: The contents of this document and the supporting documentation are confidential to Company and are provided solely for the purpose of response to the Tender.
- C.2.6 Address for Correspondence: The bidder shall designate the official mailing address, email address, place and fax number to which all correspondence shall be sent by the Company.
- C.2.7 The vendors will have to participate in the online reverse auction to be conducted after opening of commercial bids. Vendors will have to abide by the e-business rules framed by LIC HFL.
- C.2.8 No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract has been executed by or on behalf of LIC HFL. Any notification of preferred bidder status by LIC HFL shall not give rise to any enforceable rights to the bidder

C.3 Pre-bid Meeting: LIC HFL shall hold pre-bid meeting as per Time schedule mentioned in A.2 at the address mentioned therein.

- C.3.1 Bidder requiring any clarification of the bidding documents may notify the Company in writing or by mail. The Company will respond to any request for clarification of the bidding documents, which it receives no later than the date of sending the queries. Written copies of the Company's response (including an explanation of the query but without identifying the source of the inquiry) will be sent to all bidders, which have received the bidding documents

C.3.2 The Company will respond to any queries raised via written mail as per time lines mentioned in Part A of this document.

C.3.3 Any questions concerning this Tender must be submitted in writing or by e-mail at bids@lichousing.com on or before 18th Mar. 2019 to:

General Manager (IT),
LIC Housing Finance Ltd.
45/47, 2nd Floor, Bombay Life Building,
V.N. Road, Fort
Mumbai – 400001

C.3.4 No requests for clarification will be accepted by telephone.

C.3.5 If a Bidder discovers any significant ambiguity, error, conflict, discrepancy, omission, or other deficiency in this document, the Bidder should immediately notify the above official of such error and request modification or clarification of the RFP document.

C.3.6 The bidder shall submit the queries in the following excel format only and send to email

S. No.	RFP Document Reference	Section Number	Page Number	Content of RFP requiring clarifications	Points for clarification or changes requested

C.4 Vendors should submit quotations only after carefully examining the documents/ conditions/ schedule of work. Only price quotations may be submitted as per Annexure 8 & 9. The initial commercial bid by each vendor will give the item-wise breakup and the total value. LIC HFL will decide the start bid of the Reverse auction process. While e-bidding will involve only the total value, all the vendors will have to give the item-wise normalized breakup for the last lowest bid made by them within 24 hours from the close of reverse auction.

C.5 The order will be placed with L1 vendor after the Reverse Auction. Service support is critical in a Core Business environment. In case LIC HFL finds that the service support of the L1 vendor is not available or is not satisfactory at any particular centre / city, LIC HFL may at its discretion place the order with some other vendor whose service support is satisfactory and who matches the L1 rates. The company reserves the right to negotiate the prices with L1 bidder or the sole bidder as the case may be after the reverse auction process.

C.6 Amendment of Bidding Documents

C.6.1 At any time prior to the deadline for submission of bids, the Company may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective participant bidder, modify the bidding document by amendment.

C.6.2 All the bidders in this bidding process will be notified of the amendment in writing or by email and will be binding on them.

C.6.3 In order to allow the participant bidders reasonable time in which to take the amendment into account in preparing their bids, the Company, at its discretion, may extend the deadline for the submission of bids

C.6.4 Company may at any time during the bidding process request the bidder to submit revised Commercial Bids and /or Supplementary commercial bids or some additional documents/submissions without thereby incurring any liability to the affected bidder or bidders

C.6.5 Please note that prices should not be indicated in the Technical Bid and should only be indicated in the Commercial Bid. However a blank Commercial Bid, i.e., the commercial bid without prices should necessarily be included with the Technical Bid. This would provide idea about the components for which the commercials are quoted.

C.7 Company's right to accept any Bid and to reject any or All Bids

C.7.1 The Company reserves the right to accept or reject any or all Bids. Bids may be accepted or rejected in total or in any part or items thereof. Any Bid not containing sufficient information, in view of the Company, to permit a thorough analysis may be rejected.

C.7.2 The Company reserves the right to verify the validity of bid information, and to reject any bid where the contents appear to be incorrect, inaccurate or inappropriate in the Company's estimation.

C.7.3 The Company shall have the right to determine in its own best judgment, the Bidders whose bids will qualify for the short list, if any, and thereafter, the final selected firm to undertake the work.

C.7.4 Bids not conforming to the requirements of the RFP Document may not be considered by the Company. However, the Company reserves the right, at any time, to waive any of the requirements of the RFP, if, in the sole discretion of the Company, the best interests of the Company would be served.

C.7.5 If, in the opinion of the Company, any Bidder has clearly misinterpreted the Work and /or underestimated the hours and / or value of the Work to be performed as reflected in the bid content and submitted price(s)/rate(s), then the Company may reject the bid as unbalanced (i.e. not representative of the Work Scope) .

C.7.6 Furthermore, the Company shall have the right to cancel the RFP process at any time prior to contract award, without thereby incurring any liability to the affected Bidder or bidders. Reasons for cancellation, as determined by the Company in its sole discretion, include, but are not limited to, the following:

(i) Services contemplated are no longer required;

(ii) Requirements and terms of reference (scope of work) of the RFP document were not adequately or clearly defined due to unforeseen circumstances and /or factors and /or new developments;

(iii) The RFP did not allow for consideration of all significant elements of the Company for the work (e.g. new/additional matters have arisen);

(iv) Proposed price is unacceptable for the Work; and

(v) The Project ceases to be in the best interest of the Company

C.8 Company's right to vary scope of Contract at the time of award and during the term of the contract.

C.8.1 Company may at any time, by a written communication given to the winning bidder, make changes within the scope of the contract as specified.

C.8.2 If any such change causes an increase or decrease in the cost of, or the time required for the vendor's performance of any part of the work under the contract, whether changed or not changed by order, an equitable adjustment shall be made in the Contract Price or time schedule, or both and the Contract shall accordingly be amended. Any claims by the vendor for adjustment under this Clause must be asserted within Thirty (30) days from the date of the vendor's receipt of the Company's changed order.

C.9 Earnest Money Deposit

C.9.1 The bidder shall submit along with its, an EMD of Rs. 30 Lakh (Rupees Thirty Lakh) in the form of Demand Draft drawn in favor of LIC Housing Finance Ltd., Mumbai from any nationalized or scheduled bank. The EMD should be valid for 180 days from the date of submission of bid.

C.9.2 The EMD of all the unsuccessful bidders would be returned by LIC HFL within 30 days of the bidder being notified as unsuccessful. The bidder is not entitled to any interest on the EMD.

C.10 Procedure for Submission of Bids

C.10.1 The bids will have to submitted at the address, time and date specified in Schedule A.2. All the envelopes should be securely sealed and stamped.

C.10.2 It is proposed to have Two Bid System for this RFP: Two well bounded hard (paper) copy of response with all annexure and one soft copy of response on a non-re-writeable CD and should be covered in sealed covers. A sealed envelope containing Technical Bid documents super scribed **"TECHNICAL BID FOR IMPLEMENTATION OF ELECTRONIC DOCUMENT MANAGEMENT SYSTEM"**

And

Second sealed envelope containing Commercial Bid documents super scribed **"COMMERCIAL BID FOR IMPLEMENTATION OF ELECTRONIC DOCUMENT MANAGEMENT SYSTEM"**.

Each copy of the bids should be enclosed in one Master envelope superscribed as "Implementation of Electronic Document Management System" **Ref: LICHFL/CO/IT/2018-19/RFP-006**

Note: Commercial bid should not be given in non-re-writable CD

C.10.3 The cover containing the Technical Bid & Commercial bid should be marked appropriately with the tender subject, reference number, due date.

C.10.4 The cover should indicate clearly the name, address and telephone number of the Bidder.

C.10.5 Each copy of the bid should be a complete document and should be bound as a volume. The document should be page numbered and appropriately flagged and must contain the list of contents (Index) with page numbers.

C.11 Site Visit

The company reserves the right to contact and/or visit any party listed as reference. The company shall inform the bidder about such visits but if required by the company the bidder shall not be present during such visits

C.12 Documents Comprising the Bids

The bidder should submit all the documentary evidence for Commercial, Technical and production capability necessary to perform the contract. The documents should meet the criteria outlines in qualification requirement of this RFP. The bid prepared by the Bidder shall comprise the following components:

C.12.1 Response to Pre qualification criteria

- a. Details establishing the qualification of bidder
- b. EMD of Rs. 30,00,000 as per requirement
- c. Non Disclosure Agreement
- d. Other Documents as mentioned in the RFP (Please refer checklist at the end)

C.12.2 Technical Bid

- a. Annexure A1
- b. Annexure A2
- c. Technical evaluation criteria
- d. Technical Bid along with letter as per Annexure A3, A7
- e. A detailed delivery schedule for systems and services at all locations
- f. An undertaking that the bidder is complying with all the conditions of the RFP and Technical specifications of the RFP. Undertaking from the Bidder, confirming his unconditional acceptance of full responsibility for executing the 'Scope of work' and meeting all obligations of this Bid.
- g. Hardware sizing
- h. Bandwidth requirement
- i. Personnel deployment
- j. Documents as per the Eligibility Criteria mentioned in Part B.1
- k. Certificate from the Company Secretary certifying that the bidder Company should not have been declared ineligible/blacklisted by any State or Central Government or PSU.
- l. Details of Litigations – (Annexure – A4)

C.12.3 Commercial Bid

- a. Commercial Bid will comprise Bid form as per Annexure A8 & A9

C.12.4 Covering Letter/ Bidder Certifications: Covering letter and certifications required for submission of a bid should be included in the Bid. Bids submitted in response to this RFP must be signed by the person working the bidder's organization who is responsible for the decision as to the prices being offered in the bid or by a person who has been authorized in writing to act as the person responsible for the decision on the prices.

C.13 Price Schedule

- C.13.1 Prices quoted by the Bidder may be negotiated and fixed during the award of the Contract and not subject to variation.
- C.13.2 A bid submitted with an adjustable price quotation will be treated as non-responsive and rejected.
- C.13.3 The commercial bid should clearly indicate the price to be charged without any qualification whatsoever and should include all taxes(sales, service etc) , duties (excise, customs etc) , octroi, fees, levies, works contract tax and any other charges as may be applicable in relation to the activities proposed to be carried out. It is mandatory that such charges wherever applicable/payable should be indicated separately.
- C.13.4 Separate price schedule as per Annexure A9 is to be submitted by the bidder and should consist of the breakup of the cost of all components and all taxes applicable.
- C.13.5 Component wise price for all components like Hardware, Operating system, DMS and other software, customization as per LIC HFL's requirements during entire contract term, Mobile application, scanning services, tools quoted including all duties and sales and other taxes already or payable towards any Indian duties, sales and other taxes which will be payable on the Systems, if the contract is awarded, breakup of all taxes should be clearly mentioned.
- C.13.6 The cost of implementation should include cost of customization; roll out charges, software support and Project management cost.
- C.13.7 The price of other services like, logistics, and scanning shall be based on the actual work done or no. of pages scanned.
- C.13.8 For loans the each loan document will be termed as Docket. Each docket shall comprise of around 200 pages. In each batch, there will be 200 dockets per location will be given for scanning. The batch size may be changed by the company at the time of actual implementation. The pages in the docket are only indicative. The each location wise dockets available is given in B 3.4
- C.13.9 Bid currencies: Prices of all components should be quoted in Indian Rupees
- C.13.10 However, should there be a change in the applicable taxes, Company reserves the right to negotiate with the Bidder.
- C.13.11 Discount: The Bidders are advised not to indicate any separate discount. Discount, if any, should be merged with the quoted prices. Discount of any type, indicated separately, will not be taken into account for evaluation purpose. However, in the event of such an offer, without considering discount, is found to be the lowest, the Company shall avail such discount at the time of award of contract.

C.14 Conformity of Commercial Bid

The bidder's organization or an agent of the bidder's organization has arrived at the prices in its bid without consultation, communication or agreement with any other respondent or with any competitor for the purpose of restricting competition.

The prices quoted in the bid have not been knowingly disclosed by the bidder's organization or by any agent of the bidder's organization and will not be knowingly disclosed by same, directly or indirectly, to any other respondent or to any competitor

No attempt has been made or will be made by the bidder's organization or by any agent of the bidder's organization to induce any other person or firm to submit or not to submit a bid for the purpose of restricting competition.

The bidder shall furnish, as part of its Technical bid documents establishing the conformity to the RFP of all the systems and Services, which the bidder proposes to supply under the contract. All responses to the Technical should be strictly as per the documents/ sections mentioned in this RFP and responses in any other format will not be acceptable.

C.15 Period of Validity of Bids

C.15.1 Bids shall remain valid for 180 days after the date of opening of the bid prescribed by the Company. The Company as non-responsive shall reject a bid valid for a shorter period.

C.15.2 In exceptional circumstances, the Company may solicit the Bidder's consent to an extension of the period of validity. The request and the response thereto shall be made in writing (or by email). A Bidder granting the request will not be required nor permitted to modify its bid.

C.16 Sealing and Marking of Bids

C.16.1 The envelopes shall be addressed to the Company at the following address

General Manager (IT)
LIC Housing Finance Ltd.
45/47, 2nd Floor, Bombay Life Building,
V.N. Road, Fort,
Mumbai – 400001

C.16.2 The envelope to be marked as: **RFP for Implementation of Electronic Document Management System**, title and reference number and the name and address of the Bidder.

C.16.3 If the envelope is not sealed and marked as required, the Company will assume no responsibility for the bid's misplacement or premature opening.

C.16.4 Telex, Email or fax bids will be rejected.

C.17 Deadline for Submission of Bids

C.17.1 Bids must be received by the Company at the address specified under ITB Clause C.16.1 by date and time mentioned in the Time schedule. In the event of the specified date for the submission of Bids being declared a holiday for the Company, the Bids will be received up to the appointed time on the next working day.

C.17.2 The Company may, at its discretion, extend this deadline for submission of bids by amending the bid documents, in which case all rights and obligations of the Company and Bidders previously subject to the deadline will thereafter be subject to the deadline as extended.

C.18 Late Bids

C.18.1 Any bid received by the Company after the deadline for submission of bids prescribed by the Company will be rejected.

C.18.2 LIC HFL shall not be responsible for any postal delay or non-receipt/ non-delivery of the bid documents

C.19 Deviation

C.19.1 The bidder may provide deviation to the contents of the RFP at the time of submission of bids, which shall be the part of Technical bid in the format given below. It may be noted that once the bidder has submitted the deviations, bidder will not be allowed to withdraw the deviations submitted. The company shall evaluate and reclassify the deviations as “Material” and “Non Material” deviations. In case the deviations are classified as “Material”, the Company may monetize the deviations and the impact will be added to the commercial bid of the said bidder. Else, the bid may be termed as non-responsive and the bidder will be barred from the further evaluation process.

S. No.	Deviation	Material	Non Material	Impacted deliverables	Impacted Timelines	Commercial Impact

C.20 Modification and Withdrawal of Bids

C.20.1 The Bidder may modify or withdraw its bid after the bid’s submission, provided that written notice of the modification or withdrawal is received by the Company prior to the deadline prescribed for submission of bids.

C.20.2 A withdrawal notice may also be sent by by a signed confirmation copy, post marked not later than the deadline for submission of bids.

C.20.3 No bid may be modified subsequent to the deadline for submission of bids.

C.20.4 No bid may be withdrawn in the interval between the deadline for submission of bids and the expiration of period of bid validity specified by the Bidder on the bid form.

C.20.5 If any change becomes necessary due to any clarification, revised commercial bid in a separate sealed cover shall be submitted with prior written permission of the Company.

C.21 Contacting the Company

C.21.1 No Bidder shall contact the Company on any matter relating to its bid, from the time of the bid opening to the time the Contract is awarded. If the bidder wishes to bring additional information to the notice of the Company, it should do so in writing.

C.21.2 Any effort by a Bidder to influence the Company in its decisions on bid evaluation, bid comparison or contract award may result in rejection of the Bidder’s bid.

C.22 Bid Evaluation process

C.22.1 There will be following stages of Bid evaluations:

- a) Scrutiny of bids as per Pre qualification criteria
- b) Evaluation of Technical Bids
- c) Opening of Commercial Bids
- d) Conducting Online Reverse Auction for the qualified bidders

C.22.2 Bid evaluation criteria

- Pre Qualification criteria as per B.2 above

C.22.3 Technical evaluation criteria

- Preliminary scrutiny of all the bids received will be done and Bids not meeting Pre Qualification criteria stipulated above would be rejected without further evaluation. Only the qualified bids will be further evaluated for Technical Qualification and the evaluation will be based on a point scoring method as detailed under this section below
- As LIC HFL needs to understand the tangible and intangible benefits to be derived from the proposed EDMS solution, it becomes critical for all the bidders to demonstrate their expertise and skills with the proposed solution comprising of Hardware, software, operating system, Database etc. This aspect will be evaluated based on the successful System Integration and/or EDMS projects carried out by the bidder elsewhere. All the bidders will have to make detailed presentations on the proposed software and hardware solution and implementation plan covering all aspects such as Project Planning, Implementation and support that would be made available during the entire contract period. The time schedule for this presentation will be intimated after Bid opening

➤ Technical Scoring Model

S. NO	Evaluation Criteria	Percentage (%)
1	Project Implementation Capability	10
2	Architecture/ Software/ New Features/ Functional evaluation	30
3	Hardware Configuration	20
4	Project Management	10
4	Scanning Activities & Logistics	30
	Total	100

- Each bid will be evaluated for the given evaluation criteria on the RFP requirements. The evaluation will be done on a total score 700 points. Based on the percentage given above, the marks will be proportionately allotted to each of the above category.
- The exact marks in each of these category is given in Table T1
- In order to technically qualify with this RFP, the bidder must receive minimum 50% score under each category and over all 70%

➤ **Commercial Bid Evaluation**

- a. After the evaluation of Technical bid, the company shall notify the bidders whose Technical bids were considered acceptable, indicating the date and time for opening of commercial bids
- b. After opening the commercial bids, price comparison will take into account all initial payments and all future payments as mentioned in the commercial bid. The total project cost will be worked for a TCO (Total Cost of Ownership) for 5 years
- c. Hardware will be considered with 5 years OEM backed warranties for all the components including servers, storage and other components as mentioned by the bidder
- d. Annual Maintenance charges for hardware shall be for the period after 5 years and shall be paid and agreed upon later. The AMC of Hardware after 5 years shall not form the part of the TCO
- e. ATS for all the software including Database, Application server, EDMS software and other as applicable for the 4 years shall be mentioned. The first year shall be the warranty period for which no ATS shall be payable
- f. The EDMS software will be for unlimited users and unlimited instances and the company shall not pay any cost in case the no. of users are increasing. The users mentioned in this RFP is only for the sizing of the hardware and should not be considered for license cost. The concurrency shall be around 500 users accessing from 300 offices across India with yearly dockets to the tune of 2,00,000 added every annum.
- g. The charges of scanning and logistics to be given for the total no. of dockets and incremental dockets stipulated for the period of 5 years. The bidder shall borne the cost of scanners, docket logistics and transfer to the scanning center (in case it is a third party premise) and transit insurance. The price of per page shall be provided in the commercial evaluation
- h. Commercial bids of only those bidders will be opened who fulfil minimum Technical eligibility criteria and are technically qualified as per the conditions defined in the RFP.
- i. All the technically qualified Bidders will be eligible for commercial bid evaluation. After opening of Commercial Bid and normalization operations, Online Reverse Auction will be held at a later date, which will be intimated to the Bidders. For the purpose of Online Reverse Auction, the Company shall use lowest cost as per lowest bid or any other price which the Company deems appropriate.

C.23 Time Line / Critical Dates

C.23.1 The vendor shall provide a detailed work plan, with details of the resources proposed to be deployed, for approval by the Company. The work plan must be satisfactory to the Company and will be approved by the company before going ahead with the activity.

C.23.2 Vendor shall recommend relevant and viable strategies to achieve all the work objectives and requirements contained in this RFP.

C.24 Rejection Criteria.

Besides other conditions and terms highlighted in the RFP document, bids may be rejected under following circumstances:

- C.24.1 Bids received by the Company after the last date of receipt of bids prescribed.
- C.24.2 Bidder not qualifying the Eligibility criteria mentioned as “Eligibility Criteria”
- C.24.3 Any effort on the part of the bidder to influence the Company’s bid evaluation, bid comparison or contract award decisions.
- C.24.4 Bids without power of attorney and any other document consisting of adequate proof of the ability of the signatory to bind the bidder
- C.24.5 Revelation of prices in any form or by any reason before opening of commercial bids.
- C.24.6 Failure to furnish all information required by the RFP document or submission of a bid not substantially responsive to the RFP Document in every respect or submission of incorrect / misleading information.
- C.24.7 Incomplete price bid or Financial bid.
- C.24.9 Bidder not quoting for the applicable complete scope of work as indicated in the RFP document
- C.24.10 Bids with deviations or conditions unacceptable to the Company.
- C.24.11 Non- submission of EMD (Earnest Money Deposit).

In the event of rejection of the bid due to the points mentioned above the company will forfeit the EMD submitted with the bid. In case of non-submission of EMD amount the company may black list the company and may not participation in tenders floated by LICHFL in future.

C.25 Local Conditions

- C.25.1 It will be imperative on each bidder to fully acquaint himself with the local conditions, any limitations, existing systems, network and factors at the respective location of the Company site which would have any effect on the performance of the contract and / or the cost.
- C.25.2 The bidder is expected to obtain for himself on his own responsibility all information that may be necessary for preparing the bid and entering into contract. Obtaining such information shall be at bidder’s own cost.
- C.25.3 It is the responsibility of the bidder that such factors have been properly investigated and considered while submitting the bid proposal and that no claim whatsoever including those for financial adjustment to the contract awarded under the RFP document will be entertained by the Company and that neither any change in the time schedule of the contract nor any financial adjustment arising thereof shall be permitted by the Company on account of failure of the bidder to appraise themselves of such conditions/limitations.

PART D

TERMS & CONDITIONS OF CONTRACT

D.1 Responsibility

D.1.1 The LICHFL intends the contractor/vendor appointed under the RFP shall have the single point responsibility for fulfilling all obligations and providing all deliverables and services required for successful implementation of the project.

D.1.2 The Vendor is requested to quote in Indian Rupees ('INR'). Bids in currencies other than INR would not be considered.

D.1.3 The prices quoted by the Vendor shall include all costs such as, taxes, levies, cess, excise and custom duties that need to be incurred.

D.2 Notification of Award

D.2.1 Prior to the expiration of the period of bid validity, the Company will notify the successful bidder in writing by letter or by email, to be confirmed in writing by a letter, that its bid has been accepted.

D.2.2 The notification of award will constitute the formation of the Contract.

D.3 Contract Finalization and signing of Contract

D.3.1 At the same time as the Company notify the successful bidder that its bid has been accepted, the Company will send the bidder the Contract Form incorporating all agreements between the parties.

D.3.2 The successful bidder shall sign and date along with the SLA and return it to the Company

D.4 SLA Signing

The successful bidder has to sign a SLA with the Company within 10 days of issuing the LOA for the provision and execution of services as per the tender terms.

D.5 Performance Bank Guarantee

The bidder needs to supply the Performance Bank Guarantee for an amount of 10% of the Purchase Order, within 7 days of release of Purchase Order. The PBG will be applicable for the period of 3 years. The Performance Bank Guarantee shall be renewed every year. The last PBG shall be valid for 18 months, i.e. 6 months after the expiry of initial 5 years. Performance Bank Guarantee shall be invoked if the bidder fails to complete the implementation within stipulated period and if the bidder fails to provide the uptime provided under SLA.

D.6 Standards

The Solution offered under this Contract shall conform to the standards mentioned in the Technical Specifications, and where no such applicable standard is mentioned to the authoritative standard appropriate to the Solution's Country of origin and such standards shall be the latest issued by the concerned institution. However this does not override company's discretion in deciding the Standard.

D.7 Patent Rights

The bidder shall indemnify LIC HFL against all third party claims of infringement of patent, Intelligence Property Rights, Trademark, Copy right or Industrial Design Rights arising from the use of EDMS solution or any part thereof throughout the offices of LIC HFL. The bidder shall after due inspection and testing get the EDMS solution redesigned for the company, trademark, copy right , industrial design etc, on behalf of LIC HFL at not extra cost.

D.8 Inspection and Tests

Inspection and tests at final acceptance are as follows:

- The inspection of the Systems shall be carried out to check whether the Systems are in conformity with the technical specifications attached to the contract and are in line with the inspection/ test procedures laid down in the Technical Specifications and the conditions of Contract
- The following broad test procedure will generally be followed for inspection and testing of the Systems. The Bidder will dispatch the Systems to the designated office of LIC HFL, after internal inspection testing along with the Bidder's Inspection Report and manufacturer's warranty certificate.
- LIC HFL will test the equipment after completion of the installation and commissioning at the site of the installation. Complete Hardware and Software and scope of work would be supplied, installed and commissioned properly by the Bidder prior to commencement of performance tests.
- Acceptance of the System will be based on the following criteria and to LIC HFL's satisfaction
 - Successful testing of scanning of image data and database data
 - Successful testing of all required and proposed functions
 - Successful testing of all work flow and integration in the new System
 - Successful demonstration that the System performance is as required and proposed
 - Successful completion of all required training and and delivery of the complete documentation to the company
- The acceptance testing shall be mutually agreed between the company and the bidder
- The acceptance test will be conducted by LIC HFL. The company may seek help of external resources/entities to carry out the acceptance test on its behalf. There will be extra cost or charges for carrying out the acceptance
- Successful conduct and conclusion of the acceptance test for the installed solution and equipment shall be the sole responsibility of the bidder
- The acceptance Test procedure and timelines for acceptance will be decided by the

company. There shall be no "Deemed Acceptance" of the System tests.

- Unless and otherwise agreed, the Systems and Services shall not be considered to be completed for the purpose of acceptance until such manuals and training have been provided to LIC HFL.

D.9 Warranty

D.9.1 The bidder shall provide warranty of all the equipment, software and solution for a period of 5 years. The warranty should be on site comprehensive in nature and shall comply with all performance guarantees specified in the contract.

D. 9.2 The Company shall notify the successful bidder in writing any claims arising under warranty. In the event of replacement of defective system (the complete equipment) during the warranty period, the warranty for the replaced system shall be extended for further 5 years.

D.9.3 The bidder shall adhere to Recovery Time Objective (RTO) & Recovery Point Objective (RPO) as specified by the company

D.9.4 The maximum response time for maintenance and service complaint for any of the equipment, solution and software in the Bill of Material shall not exceed 1 business day or as specified in the SLA.

D.10 Payments

D.9.1 Company shall make payments only to the vendor at the times set out in the Payment Schedule subject always to the fulfillment by the vendor of the obligations herein. The vendor must accept the payment terms proposed by LIC HFL. The financial bid submitted by the vendor must be in conformity with the payment terms proposed by LIC HFL. Any deviation from the proposed payment terms would not be accepted.

Hardware Infrastructure

- a. 20% of the Infrastructure cost as advance within in 15 days of Purchase Order
- b. 60% of the Infrastructure cost on delivery of the infrastructure
- c. 20% of the Infrastructure cost 3 months after successful implementation & installation of the infrastructure

EDMS & other software Solution

- a. 20% of the solution license cost as advance within in 15 days of Purchase Order
- b. 30% of the solution license, customization and implementation cost on successful implementation and sign off
- c. 50% of the solution license cost & 70% of the customization and implementation cost one month after going Live and on submission of PBG to extent of 10% of the Purchase Order
- d. Annual Technical support charges shall be payable on half yearly advance after First year for the period of 4 years

Project Management Cost

- a. 85% of the first year cost shall be paid after first year of going live and remaining 15% shall be paid after completion of 2nd year.

Scanning Services & Logistics cost

- a. Legacy document scanning will be paid monthly based on the no. of pages scanned and on completion of the Quality check of the lot. The bidder is responsible for all the logistics including movement, transit insurance and other as applicable. The payment will be made on per document page scanned

D.11 Prices

D.11.1 Prices payable to the vendor as stated in the Contract shall be fixed at the time of finalization of the contract.

D.3.2 Escalation of Costs: The vendor shall in no circumstance be entitled to any escalation of costs or price of any material / items supplied or services mentioned under the contract.

D.12 Contract Amendments

D. 12.1 Subject to Scope of work, no variation in or modification of the terms of the contract shall be made except by written amendment signed by both the parties.

D.13 Assignment

D.13.1 The vendor shall not assign, in whole or in parts its obligations to perform under the Contract, except with the Company's prior written consent.

D.14 Scope of work/Contract

D.14.1 Scope of the Contract is defined in PART B of this RFP document and any addenda, corrigendum and Annexes thereto of this RFP document.

D.15 Delivery of the systems

D.15.1 If at any time during performance of the Contract the bidder should encounter conditions impeding timely delivery of the Systems and performance of Services, the bidder shall promptly notify the Company in writing, of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the bidder's notice in writing, the Company shall evaluate the condition and may at its discretion, extend the bidder's time for performance and delivery with or without liquidated damages, in which the extension shall be ratified by both the parties

D.15.2 A delay by the Bidder in the performance of its delivery obligations shall render the bidder liable to the imposition of liquidated damages pursuant to conditions of Contract unless an extension of time is agreed upon pursuant to conditions of Contract without the application of liquidated damages

D.16 Liquidated Damages and Penalties.

D.16.1 If the bidder fails to deliver any or all of the goods and services or complete the installation/ commissioning within the period specified in the purchase/work order, LIC HOUSING FINANCE LTD., shall without prejudice to its other remedies, deduct as liquidated damage and penalties as below:

Delay in delivery and/or installation: The bidder shall be liable to a penalty not exceeding 1.0% (one) of the price of the delayed goods for every week of delay or part thereof up to a maximum deduction of 10%.

Delay in repair/ replacement: In case the bidder fails to arrange immediate repair or replacement within specified SLA, the bidder shall be liable to a pay penalty @ 1% (one) of the price of the non performing system for every week of delay or part thereof up to a maximum deduction of 10%.

Penalty on Downtime of equipment/ services:

S. No.	Uptime of Equipment computed on Quarterly basis	Penalty as a percentage of Performance Bank Guarantee
1	98% to 99%	1.00%
2	97% to 98%	2.00%
3	95% to 97 %	3.00%
4	90% to 95 %	5.00%
5	< 90 %	10.00%

If the Uptime committed falls below 90% the company may impose any one or more of the following viz. invocation of Bank Guarantee / forfeiture of security deposit, imposition of liquidated damage, blacklisting etc.

Delay in scanning services: Turn around Time (TAT) of 72 hours (working days) starting from the time of documents are picked for scanning and are uploaded on the EDMS server and returned back to the custodian or branch from where they were picked up. The dockets will be given in batches at each back office. The approximate batch size shall be 200 dockets per locations. However, the company may its discretion change the batch size in consultation with the successful bidder.

In case the bidder fails to bring the batch back to the custodian or to upload on EDMS solution, the bidder shall be liable to pay a penalty of 1% per day delay subject to maximum of 30% of the total batch value with an overall cap of 10% of the Annual Gross scanning charges payable

Penalty for Loss of Documents: The bidder shall take utmost care while the documents are in custody of the bidder. In case of loss of documents, the bidder shall be charged with the actual amount company might incur in providing those documents to the customer. There will be no maximum cap on such penalty

D.16.2 Recovery of penalty: The total amount of penalty will be recovered from the bidder from the amount payable against amount due or thereafter becoming due.

D.16.3 Objection to penalties: The vendor may object to the penalties levied with 30 days from the date of receipt of notification from the company. Failing such objection within 30 days, the vendor shall be deemed to have accepted the penalties.

In case of dispute, arising out of or in connection with this contract or in discharge of any obligation arising out of this contract and in case of failure to reach amicable settlement, the vendor and LIC HFL can proceed as defined for "Resolution of Disputes/ Arbitration" defined in this RFP

Once the maximum is reached, the Company may consider termination of the Contract pursuant to conditions of Contract of this RFP

D.17 Termination of Contract

1. Either party may terminate the contract without assigning any cause by giving 120 days written notice. Further, any pending or unresolved operational issues, performance, unpaid fees and any other remedies shall continue by both the parties during the period of termination notice and the same must be satisfied before this agreement is terminated.
2. The Contract in whole or part can be terminated at the option of the LIC HOUSING FINANCE LTD., if the LIC HOUSING FINANCE LTD. for any reason whatsoever does not require the whole or part of the job thereof as specified in the tender to be carried out and in the said event the LIC HOUSING FINANCE LTD. shall give notice of one month in writing of the fact with reason to the Tenderer / Bidder, who shall have no claim to any payment or compensation whatsoever on account of any profit or advantage, which would have derived from the execution of the work in full, but which he did not derive in consequences the full amount of the work not having been carried out, neither shall he have any claim on compensation / damage for the loss suffered by him by reason of termination of contract by the LIC HOUSING FINANCE LTD. and of any alterations having been made by the LIC HOUSING FINANCE LTD. in the original specification or the designs and instruction which shall involve any curtailment of the work contemplated.
3. The Company without prejudice to any other remedy, reserves the right to terminate the Tender / Contract in whole or in part and also to blacklist a Tenderer / Bidder for a suitable period in case he fails to honour his bid / contract without sufficient grounds or found guilty for breach of condition /s of the tender / contract, negligence, carelessness, inefficiency, fraud, mischief and misappropriation or any other type of misconduct by such Tenderer / Bidder or by its staff or in case there are more than 3 penalties on Service Provider in any month.

D.18 Termination for Default

D.18.1 The Company may, without prejudice to any other remedy for breach of contract, by written notice of default sent to the Supplier, terminate the Contract in whole or part:

If the vendor fails to deliver any or all of the deliverables mentioned in scope Part B or perform services and obligations within the period(s) specified in the Contract.

D.18.2 In the event the Company terminates the Contract in whole or in part, pursuant to the conditions of non-delivery of goods or services, Company may procure, upon such terms and in such manner as it deems appropriate. Systems or Services similar to those undelivered, and the vendor shall be liable to the Company for any excess costs for such similar systems or Services. However, the vendor shall continue the performance of the Contract to the extent not terminated.

D.19 Force Majeure

D.19.1 Notwithstanding the provisions of conditions of contract the vendor shall not be liable for forfeiture of its performance security, liquidated damages or termination for default, if and to the

extent that, it's delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.

D.19.2 For purpose of this Clause, "Force Majeure" means an event beyond the control of the vendor and not involving the vendor's fault or negligence and not foreseeable. Such events may include, but are not limited to, acts of the Company either in its sovereign or contractual capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.

D.19.3 If a Force Majeure situation arise the vendor shall promptly notify the Company in writing of such conditions and the cause thereof. Unless otherwise directed by the Company in writing, the vendor shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

D.19.4 In such a case the time for performance shall be extended by a period(s) not less than the duration of such delay. If the duration of delay continues beyond a period of 3 months, the company and vendor shall make an effort to find a solution to the problem. Notwithstanding the above, the decision of the Company shall be final and binding on the vendor

D.20 Termination for Insolvency

D.20.1 The Company may at any time terminate the Contract by giving written notice to the vendor, if the vendor becomes bankrupt or otherwise insolvent. In this event termination will be without compensation to the vendor, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the Company.

D.21 Termination for Convenience

D.21.1 The Company, by written notice sent to the vendor may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the Company's convenience, the extent to which performance of the vendor under the Contract is terminated, and the date upon which such termination becomes effective. The notice period shall be 60 days

D. 21.2 The systems i.e., the servers and storage that are complete and ready for delivery within 60 days after the bidder's receipt of notice of termination, such systems shall be accepted by the company at the contract terms and prices. For the remaining systems, the Company, may elect to have any portion completed and delivered at the contract terms and prices, and/or cancel the remainder and pay the bidder the agreed amount for partially completed systems and materials and parts previously procured by the vendor

D. 21.3 The agreement shall be terminated wholly or part by the Company by giving 60 days notice without assigning any reason thereof. However, if the vendor contravenes to any of the previous contract or in case of unsatisfactory services, this agreement will stand terminated forthwith without giving any advance notice as stated above.

D.22 Exit clause

D.22.1 The Company by written notice sent to vendor may terminate the scanning and logistics operations, at any time during the contract period. The bidder will be given 3 months of notice period for the same. The bidder needs to provide the exit plan as mentioned ... in within 45 days of exit notice received.

D.23 Settlement of Disputes/Arbitration

D.23.1 All disputes or differences of any kind, whatsoever, arising out of or in connection with this contract or in discharge of any obligation arising out of this Contract (whether during the progress of work or after completion of such work and whether before or after the termination of this contract, abandonment or breach of this contract), the Parties to this contract shall endeavour to settle such disputes and/or difference amicably. If both the parties fail to reach such amicable settlement, either party(the Company or the vendor) may within 30 days of such failure, give a written notice to the other party clearly setting out there in the specific dispute/s and/or difference/s, which require to be arbitrated upon. Such dispute/s and/or difference/s shall be referred to a sole arbitrator mutually agreed upon. In the absence of consensus about the single arbitrator, the dispute may be referred to joint arbitrator, one to be nominated by each party and the said arbitrators shall nominate a presiding arbitrator, before commencing the arbitration proceedings .In case, a party fails to appoint an arbitrator within 30 days from the receipt of the Request to do so by the other party or the two Arbitrators so appointed fail to agree on the appointment of third Arbitrator within 30 days from the date of their appointment upon request of a party, the Chief Justice of the High Court or any person or institution designated by him within whose jurisdiction the subject purchase order/contract has been placed/made, shall appoint the arbitrator/Presiding Arbitrator upon request of one of the parties.

D.23.2 Arbitration proceedings shall be held at Mumbai, India, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be in English.

D.23.3 The arbitration shall be covered by the provision of the Arbitration & Conciliation Act, 1996 or any statutory modification or re-enactment thereof and rules framed there under from time to time.

D.23.4. In the event of the arbitrator or any of the arbitrators, as the case may be, dying or resigning or being unable to act by reason of physical disability or as the case may be, it shall be lawful for the appointing party of such arbitrator(s) to appoint another arbitrator in the place of the said arbitrator in the manner provided herein above.

D.23.5 The arbitrator or the arbitrators, appointed under this contract, shall have the power to extend the time to make the award with the consent of the Parties hereto.

D.23.6 Pending reference to arbitration and award thereon, the parties hereto shall make all endeavour to complete all the items of work, obligations etc. under this Contract in all respects and disputes/differences, if any, shall be finally settled in arbitration.

D.23.7 Upon every or any such reference to arbitration, as provided herein, the cost of the incidental to the reference and award respectively shall be at the discretion of the arbitrator or the arbitrators and the presiding arbitrator, as the case may be. However the expenses incurred by each party in

connection with the preparation, presentation etc. of its proceedings as also the fees and expenses paid to the arbitrator appointed by such party or on its behalf shall be borne by each party itself.

D.23.8 In case, during the arbitration proceeding, the parties hereto mutually settle, compromise or compound their dispute/s or difference/s, the reference to the arbitrator and the appointment of the arbitrator or the arbitrators or the presiding arbitrator, as the case may be, shall stand withdrawn or terminated with effect from the date on which the parties hereto file a joint memorandum of settlement thereof with the arbitrator or the arbitrators and the presiding arbitrator, as the case may be.

D.23.9 The arbitrator/s or the presiding arbitrator, as the case may be, shall give detailed reasons in respect of each claim or counter claim, irrespective of the amount, while passing the award.

D.23.10 The decision of the arbitrator/s or the presiding arbitrator as the case may be shall be final and binding upon both parties.

D.24 Limitation of Liability

D.24.1 Except in case of criminal negligence or willful misconduct and in case of infringement pursuant to condition of Contract, the bidder shall not be liable to LIC HFL, 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 interests cost, provided that this exclusion shall not apply to any obligation of the bidder to any liquidated damages to the Company and the aggregate liability of the bidder to the Company, 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 during the applicable warranty period

D.25 Governing Language

D.25.1 The Contract shall be written in English or Hindi language Subject to condition of contract clause, English language version of the Contract shall govern its interpretation. All correspondence and other documents pertaining to the Contract, which are exchanged by the parties, shall be written in the same language.

D.26 Applicable Law

D.26.1 The Contract shall be interpreted in accordance with the Laws of India.

D.26.2 Governing laws / Jurisdiction all matters relating to this activity shall be governed by the laws of India. Courts at Mumbai shall have the jurisdiction to decide or adjudicate on any matter, which may arise.

D.27 Notices

D.27.1 Any notice given by one party to the other pursuant to this Contract shall be sent to other party in writing or by Fax and confirmed in writing to the other Party's address. For the purpose of all notices, the following shall be the address of the Company and vendor



Company:
General Manager (IT)
LIC Housing Finance Ltd.
45/47, 2nd Floor, Bombay Life Building,
V.N. Road, Fort
Mumbai – 400001

Vendor: (To be filled in at time of Contract signature)

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.....

D.27.2 A notice shall be effective when delivered or on the notice’s effective date whichever is later.

D.28 Taxes and Duties

D.28.1 Vendors shall be entirely responsible for all taxes, duties, license fees etc. incurred.

D.28.2 If there is any reduction in taxes/ duties due to any reason whatsoever, after Notification of Award, the same shall be passed on to the Company.

D.29 Vendor Integrity and Vendor’s Obligations

D.29.1 The vendor is responsible for and obliged to conduct all contracted activities in accordance with the contracts using state-of-the-art methods and economic principles and exercising all means available to achieve the performance specified in the contract.

D.29.2 The vendor is obliged to work closely with the Company’s staff, act within its own authority and abide by directives issued by the Company.

D.29.3 The vendor is responsible for managing the activities of its personnel and will hold itself responsible for any misdemeanors.

D.29.4 The vendor will treat as confidential all data and information about the Company, obtained in the execution of his responsibilities, in strict confidence and will not reveal such information to any other party without the prior written approval of the Company.

D.29.5 The vendor shall perform the activities/services and carry out its obligations under the contract with due diligence, efficiency and economy, in accordance with generally accepted techniques and practices used in the industry and with professional engineering and consulting standards recognized by international professional bodies and shall observe sound management, engineering and security practices. It shall employ appropriate advanced technology and engineering practices and safe and effective equipment, machinery, material and methods. The vendor shall always act, in respect of any matter relating to this Contract, as faithful advisor to

the Company and shall , at all times, support and safeguard the Company's legitimate interests in any dealings with third parties.

D.29.6 The vendor is to abide by the job safety measures prevalent in India and will free the Company from all demands or responsibilities arising from accidents or loss of life the cause of which is the vendor's negligence. The vendor will pay all indemnities arising from such incidents and will not hold the Company responsible or obligated.

D.29.7 In connection with the provision of the services, the vendor must have and maintain for the contract period, valid and enforceable insurance policy for public liability, either professional indemnity or errors and omissions and workers compensation as required by the law.

D.30 Components of the Contract

D.30.1 The Contract will be based on this RFP, response to this RFP document, the Bidder(s) response to the questions in the RFP document; clarifying questions raised in writing by Company and the response in writing to those questions; clarifying questions raised in writing by the bidder(s) and the responses in writing to those questions, conditions of the contract at the time of awarding the contract

If any of the terms and conditions under this Contract is held invalid, illegal or unenforceable, this will not affect the validity, legality or enforceability of the other terms and conditions under this Contract.

D.31 Reporting Progress

D.31.1 Vendor shall monitor progress of all the activities related to the execution of this contract and shall submit to the Company, at no extra cost, progress reports with reference to all related work, milestone and their progress during the implementation phase on a weekly basis.

D.31.2 The Company reserves the right to inspect and monitor the progress/performance of the work/services at any time during the course of the Contract. At any time during the course of the Contract, the Company shall also have the right to conduct, either itself or through another agency as it may deem fit, an audit to monitor the performance of the vendor of its obligations/functions in accordance with the standards committed to or required by the Company.

D.32 Indemnification

The vendor shall indemnify the company (LICHFL) AGAINST loss of data / damage to data / any loss arising as a result of any negligence/ of vendor or arising out of misuse of any data or any loss during the work as decided/quantified by the Company.

D.33 Non Disclosure Agreement

The Non Disclosure Agreement as given in Annexure shall be executed on Rs. 250/- stamp paper and to be duly notarized

D.34 Site preparation

D.34.1 The preferred site for carrying out the scanning of the documents will either be LIC HFL premise or custodian. However, in case both are not possible, then in such case, the bidder has to take the site at its own cost.

D.34.2 At the site of scanning, the bidder is responsible to provide desktops, scanners, media like CD etc, UPS. The bidder will be allowed to use company's MPLS network to upload the document on the EDMS server.

D.35 Hardware installation

D.35.1 The bidder is responsible for unpacking, assemblies, wiring installation, cabling between hardware units and connecting to the power supplies. The bidder will test all the hardware operations accomplish all adjustments necessary for successful and continuous operation.

D.36 Hardware maintenance

D.36.1 The bidder should do preventive maintenance of the hardware equipment during the period of contract to maintain 99.5% uptime computed on a quarterly basis.

D.36.2 If any critical component of the entire configuration is out of service for more than 3 days, the bidder shall either immediately replace the defective unit or replace system at its own cost. The bidder will respond to any complaint with 4 hours of being notified of equipment failure, else the case will be escalated as per the escalation matrix of this RFP.

D.37 Other Terms

- a) The Bidder will not have any direct interaction with any third party agency on behalf of the Company.
- b) All communications to the employees or third party agencies would be through designated channels as directed to by the Company.
- c) The bidder shall not use or disclose any Confidential Information of the Company except as specifically contemplated herein. For purposes of this tender / contract "Confidential Information" means information that: (i) is sufficiently secret to derive economic value, actual or potential, from not being generally known to other persons who can obtain economic value from its disclosure or use; and (ii) is the subject of efforts that are reasonable under the circumstances to maintain its secrecy or confidentiality.

PART E
CONTENTS OF BID

Bidder is required to submit a Commercial bid in response to this RFP.

Financial Bid

All communications to the employees or third party agencies would be through designated channels as directed by the Company. Non acceptance of the terms & conditions as stated in RFP and non-submission of the stipulated Earnest Money Deposit (EMD) shall render the Tender invalid.

The bidder should quote the prices as per the details given in Annexure A.9. Line item wise details should be given in the table below:

S. No.	Mention Specifications and Model	License Type	Unit Cost	Qty.	Total	GST	Total Price
1	Name of the EDMS Software	Enterprise / Named User etc					
2	Customization Charges						
3	Installation and Operationalization Charges, if any						
4	Logistics Charges Charges for DMS process (As per requirements). Rates to be given for per million. The payment will be done for actual pages scanned rounded off to nearest 1000s			1 million pages per location / Per Page cost			
	ATS for EDMS software (After 1 st year)						
5	Comprehensive AMC rate for maintenance for 2 years after warranty period of 1 year from Go-Live			Yearly			
6	Software components, etc. (Give itemwise details for each component offered and quoted), if not included in DMS software. (OS/						

	Database/Middleware need not be quoted as it will be separate)						
7	Any Other Charges, if any						
	Total						

Part F
Reverse Auction**RFP for Implementation of EDMS solution through E-Procurement**

The detailed procedure for Reverse Auction to be followed in the RFP for implementation of EDMS is given below:

The response to the present tender will be submitted by way of submitting the Technical offer & Indicative Commercial offers in separate in sealed covers. The technical details with the relevant information/documents/acceptance of all terms and conditions strictly as described in this tender document will have to be submitted by the Vendors. The Indicative commercial bids submitted by the vendors who are short listed in the technical bid evaluation process will be opened and those vendors will be invited to participate in the online Reverse Auction to be conducted by the company selected by the Company. Vendors who are short listed from Technical evaluation will be trained by the Reverse Auction Company for this purpose, and they will have to abide by the E-business rules framed by the Company in consultation with Reverse Auction Service provider. The e-business rules are furnished hereunder in this document. Further, please note that the vendor(s) who do not qualify in the technical bid processes will not be considered for participation in Reverse Auction.

BUSINESS RULES FOR REVERSE AUCTION APPLICABILITY:

- LIC Housing Finance Ltd. shall provide web based e-tender system for online reverse auction process
- Price quoted by the Bidders at the end of online reverse auction will be taken as the final commercial quote for evaluation of that Bidder.
- During reverse auction, the participating bidder shall input only the total they have to offer. This amount shall be arrived at by the bidder themselves
- Only fixed price Commercial Bids indicating total price for all the deliverables and services specified in this document will be considered.
- The commercial figure quoted will be an all inclusive figure for all the deliverables and services including all the components of taxes, Octroi etc.
- Any conditional Bid would be rejected.
- The Bidder shall arrange the Digital at no cost from the company.
- In case, only one Bidder is technically qualified no reverse auction will take place.
- LIC HFL reserves the right to negotiate price
 - with the lone Bidder or
 - with L1 bidder in exceptional circumstances like unrealistic or unjustified prices in Reverse auction
- LIC HFL shall decide the start price for reverse auction and other relevant parameters.
- Based on the TCO declared by the bidders during reverse auction, the bidders will be categorized as L1, L2, L3 and so on in ascending of the prices quoted
- The bidder with the lowest price at the end of the evaluation with lowest price shall be the successful bidder
- The bidders are expected to maintain the proportion of prices for various line items of Bill of Material, when the total price has reduced in the online reverse auction, at the same time ensuring adherence to the laws of the land. For example, if the TCO is has reduced by 50%, then all the components should approximately reduced by 50%.

The vendors participating in Reverse Auction shall submit the following duly signed by the same Competent Authority who signs the offer documents in response to the RFP:

Acceptance of Business Rules for Reverse Auction and undertaking as per format in Annexure A.4.

TRAINING:

LICHFL will facilitate training for participation in Reverse Auction either through the service provider for the Reverse Auction.

Where necessary, the LICHFL/service provider may also conduct a “mock reverse auction” to familiarize the vendors with Reverse Auction process.

Any vendor/bidder not participating in training and/or “mock reverse auction” shall do so at his own risk and it shall not be open for him to make any complaint/grievance later.

TOTAL COST OF OWNERSHIP (TCO): TCO refers to the aggregate amounts payable by the Company for transfer of ownership. TCO shall encompass but not be limited to the Cost of the equipment/product or services, License fee, Annual Maintenance Charges and Taxes as applicable for the period as specified in the RFP.

TCO shall include variables of Octroi and entry tax but is inclusive of GST.

The Venue, Date, Time etc. for training in Reverse Auction shall be advised at the appropriate time.

The Company shall Endeavour to fix such Date/Time at mutual convenience to the vendor/s, service provider and the Company.

No request for postponement/fixing of Training Date/Time shall be entertained which in the sole view and discretion of the LICHFL might result in any avoidable delay to either the Reverse Auction or the whole process of selection of vendor.

DATE/TIME OF REVERSE AUCTION: The Date and Time of commencement of Reverse Auction as also Duration of “Reverse Auction Time” shall be communicated at least 7 working Days prior to such auction Date. Any force majeure or other condition leading to postponement of auction shall entitle LICHFL to postponement of auction even after communication, but, the Company shall be obliged to communicate to all participating vendors the „postponement“ prior to commencement of such “Reverse Auction”.

CONDUCT OF REVERSE AUCTION: The Reverse Auction shall be conducted on a specific web portal meant for this purpose. The Reverse Auction may be conducted by LICHFL itself or through a service provider specifically identified/appointed/empanelled by the LICHFL.

SERVICE PROVIDER’S ROLE & RESPONSIBILITIES: In all Reverse Auctions conducted by the company through a Service Provider, the Company shall enter into a separate agreement clearly detailing the role and responsibilities of the service provider hosting the web portal for the Reverse Auction. For creating necessary obligations and rights, the service provider will also enter into an agreement with each vendor as per a format designed by him for this purpose. The Company shall resolve any points/issues concerning such agreement of vendor and service provider. While a Service Level Agreement (SLA) by the Company with the service provider is an arrangement for smooth and fair conduct of the Reverse Auction, the Company shall be directly responsible to vendors for fair and transparent conduct of Reverse Auction. The service provider at the end of each Reverse Auction shall provide the company with all details of the bids and reports of reverse auction. The service provider shall also archive the data pertaining to the Reverse Auction for a minimum period of 3 years.

TRAINING AND AUCTION:

Service provider / auctioneer is responsible for conduct of adequate training to all technically qualified bidders representing the reverse auction and bidding process.

- Each vendor / bidder shall participate in the training at his / their own cost.
- Wherever it is considered necessary and asked by the bidders or as decided by the auctioneer or by Company a mock auction may also be conducted for the benefit of all concerned.
- Authorized representatives of the bidders named in the authorization letter given by the vendor (Annexure IV) shall be given unique user name, password by the service provider / auctioneer.
- Each bidder shall change the password and edit the information in the registration page after receipt of initial password.
- All the bids made from the log-in ID given to bidder shall ipso-facto be considered bid made by the vendor / bidder to whom log-in ID and password were assigned by the service provider / auctioneer.
- Any bid once made through registered log-in ID / password by the vendor / bidder cannot be cancelled. The bidder, in other words, is bound to sell the “Offering” as per the RFP at the bid price of TCO.
- Every successive bid by the bidder / vendor being detrimental bidding shall replace the earlier bid automatically and the final bid as per the time and log-in ID shall prevail over the earlier bids.
- The Company shall conduct the reverse auction as per the Standard English reverse auction, that is, no two bids can have identical price from two different vendors. In other words, there shall never be a “Tie” in bids.

PROXY BID:

A proxy bid is one where vendor can submit the lowest bid amount by him in strict confidence to the system directly. This obviates the need for him participating in the bidding process until the proxy bid amount is decrementally reached by other bidders.

When proxy bid amount is reached, the vendor has an option to revise the proxy bid amount or he can prefer to start participating in bidding process.

Since it is an English auction with no ties, two vendors submitting identical proxy bid amount and succeeding in auction simultaneously does not arise.

During training, the issue of proxy bidding will be clarified in detail by the service provider.

TRANSPARENCY IN BIDS: All bidders will be able to view during the auction time the current lowest price in portal. Bidder shall be able to view not only the lowest bid but also the last bid made by him at any point of time during the auction time.

MASKING OF NAMES: Names of bidders/ vendors shall be anonymously masked in the Reverse Auction process and vendors will be given suitable dummy names. After completion of Reverse Auction, the service provider / auctioneer shall submit a report to the Company with all details of bid and the original names of the bidders as also the L1 bidder with his / their original names.

START PRICE: LICHFL shall determine the start price either on its own or through asking for information of price band on TCO from each vendor at appropriate time during or at the conclusion of technical evaluation. Based on the price band so informed by vendors, Company would determine the start price for reverse auction. LICHFL shall determine other parameters with respect to reverse auction

SPLITTING OF ORDERS: The Company shall also be entitled to award the contract to L2, L3 or L4 etc. bidders in the event of L1 bidder backing out to honour the commitment, or for that matter not in a position to supply the offering as per RFP.

REVERSE AUCTION PROCESS: In order to reduce the time involved in the procurement process, Company shall be entitled to complete the entire procurement process through a single Reverse Auction. For this purpose, Company shall do all it can to award the contract to L1 bidder or in the circumstances where awarding of contract may have to be done to the L2, L3 bidder as provided for in the RFP. The Company shall however, be entitled to cancel the procurement of Reverse Auction process, if in its view procurement or reverse auction process cannot be conducted in a fair manner and / or in the interest of the Company. The successful vendor shall be obliged to provide a Bill of Material at the last bid price at the close of auction.

EXPENDITURE ON REVERSE AUCTION: All expenses of reverse auction shall be borne by LICHFL. Vendors, however, shall attend the training or mock auction at their own cost.

CHANGES IN BUSINESS RULES: Any change in Business Rules as may become emergent and based on the experience gained shall be made only by a Committee of senior / top executives of the Company.

Any / all changes made in Business Rules shall be uploaded in the Website immediately.

If any reverse auction process has commenced and a change is made in Business Rules, it shall be informed immediately to each vendor/ bidder and his concurrence to / acceptance of the change shall be obtained in writing by the Company.

DON'TS APPLICABLE TO THE BIDDER/VENDOR:

No vendor shall involve himself / itself or any of his / its representatives in any price manipulation directly or indirectly with other bidders. If any such practice comes to the notice, Company shall disqualify the vendor / bidders concerned from the reverse auction process.

Bidder shall not disclose details of his bids or any other details concerning Reverse Auction process of the Company to any other third party without specific permission in writing from the Company.

Neither Company nor service provider / auctioneer can be held responsible for consequential damages such as no power supply, system problem, inability to use the system, loss of electronic information, power interruptions, UPS failure, etc. (Company shall, however, entertain any such issues of interruptions, problems with open mind and fair degree of transparency in the process before deciding to stop or extend the auction.)

ERRORS AND OMISSIONS: On any issue or area of material concern respecting Reverse Auction not specifically dealt with in these Business Rules, the decision of the Company shall be final and binding on all concerned.

Table T-1: Evaluation Criteria with Marks

Sr No.	Components for evaluation	Total Marks	Supporting Document/ Approach
I Project Implementation Capacity		50	
1	Past experience with reference Sites. The breakup of the marks (40) is as below	40	Purchase order/ Credential Letters from client Stating that the solution is implemented properly and working satisfactory. Along with Reference Sites. The evaluation will be carried out on following
	1. System Integrator	20	a. If the reference site is a (BFSI) / Public Sector Organizations in India, then 7 marks b. If the reference site is other than (a) above, then 5 marks only (no additional marks even if it is more than one reference) c. If more than one reference site including (a) above, then 10 marks
	2. Scanning	10	If the reference site is one, then 6 marks b. If the reference site is more than one, then 10 marks
	3. Logistics	10	If the reference site is one, then 6 marks b. If the reference site is more than one, then 10 marks
2	Pan- India servicing capabilities	10	A list of such locations should be provided by the Bidder. a. Scanning / Logistics Partner(s) at less than 50 locations, then 3 marks b. Scanning / Logistics Partner(s) at more than 50 and less than 100 locations, then 5 marks c. Scanning / Logistics Partner(s) at more than 100 locations, then 10 marks
II. Architecture/ Software / New feature / Functional Evaluation		200	
1	Clear understanding of the Architecture	10	With a neat diagram
2	Software, Database , operating	20	Along with licensing details

	System , Web server, Application Server and any other Software		<ul style="list-style-type: none"> a. Details of each component along with license procurement b. Reconciliation procedures for integrated systems
3	Back up Policy	15	<ul style="list-style-type: none"> Backup Strategy with minimal downtime a. Robust Backup Strategy b. Tools for Backup Solution c. Software for Backup Solution d. Restoration plan – complete/ partial / record wise restoration e. Frequency of updation cycle period
4	Software Application customization	20	<ul style="list-style-type: none"> Migration of the software codes without disturbing the existing features b. Additional features
5	Tools like Replication, Monitoring , Migration , etc	15	<ul style="list-style-type: none"> a. Name of each tool with description of feature b. Replication Strategy and frequency of replication c. Recovery Point Objective and Recovery Time Objective to be specified
6	Add-on feature – Mobile Device Application etc	10	<ul style="list-style-type: none"> a. Details of the add-on features with benefits b. How these features will be incorporated in the new EDMS?
7	Security aspects , version , audit trails etc	20	<ul style="list-style-type: none"> a. Details of the security aspects if the image is provided to the Customer through internet b. How the DMS is secure even when it is integrated with other standalone Applications / Systems as well as with other Systems? c. How to upgrade the existing EDMS with the latest Version of EDMS and thereafter whenever a new Version is released? d. How the logs are maintained internally as audit trails?
8	Functional Requirements	80	Refer B.3.1 & B.3.2
9	Benchmarking of proposed system /solutions	10	<ul style="list-style-type: none"> a. Hardware configuration proposed for Benchmarking b. No. of transactions per second (TPS) c. Response time (in seconds) for image upload and retrieval d. No. of users and concurrent users e. Identification of any automated tools f. Usage of CPU/Memory/Computing power along with deviation in performance after addition / deletion

			<ul style="list-style-type: none"> g. Usage of network h. Load testing i. Test data preparation j. Analysis & Report
III Hardware		150	
1	Specifications provided for Hardware / Bill Of Quantity item Wise	45	<ul style="list-style-type: none"> Detailed configuration Detailed configuration and Bill of Quantity of each item for both DC & DR (without Commercials) a. Hardware High-end Servers and storage components b. Benchmark reports for the image data volumes c. Scalability of Hardware
2	Hardware sizing /Hot spares for hardware	45	<ul style="list-style-type: none"> Sizing for Server and storage for all locations a. Hardware sizing details b. Hot spares for hardware c. Number of maximum concurrent users
3	Disaster Recovery System	45	<ul style="list-style-type: none"> Plan and approach for a. Disaster recovery strategy along with re-replication techniques b. Network requirement Number of locations
4	After sales support	15	Detailed plan for AMC and other hardware support.
IV Project Management		150	
1	Project Plan	50	<ul style="list-style-type: none"> Project Plan with timeline a. Detailed project plan till deployment with appropriate timelines b. Deployment strategy Post Project Migration Strategy with Reports
2	Support Team	40	<ul style="list-style-type: none"> Role of Support Team at each location of scanning a. Server Monitoring and Maintenance b. User Administration c. Database Administration Software Support and reconciliation
3	Issue & Complaint resolution	25	<ul style="list-style-type: none"> Detailed Issue resolution System Infrastructure and Support mechanism a. Issues though ticket raising and escalating to the respective support team b. Attending the issues within

			<p>the provided turn-around – time with the help of support team</p> <p>c. Replacement of the parts immediately from the hot spares</p> <p>d. Software bug fixing issues escalation to the Development team</p>
4	Centralized Monitoring And control	25	<p>Portal Centralized Monitoring and Control</p> <p>a. System Monitoring and control for both Technical and Operational aspects</p> <p>b. Real Time MIS Reports and Dash Boards at each level of the Organizational Structure</p>
5	Training	10	<p>Training Details including user & Admin Training</p> <p>a. Training the trainers with a minimum of the 15 participants explaining the EDMS techniques and the entire architecture of DMS</p> <p>b. Training for EDMS users</p>
V Scanning Activities And Logistics		150	
1	Logistics	50	<p>Record movement strategy</p> <p>a. The process of movement from Branch / custodian/ Service Centre to Scanning Centre and from Scanning Centre back to custodian/ branch</p> <p>b. Precautions taken during the movement of records</p> <p>c. Security measures adopted</p> <p>d. Partnership with Logistics Vendor</p> <p>e. Experience and Pan-India presence of Logistics Partner, if any</p>
2	Scanning operations	80	<p>Detailed Digitization standards</p> <p>a. Conversion of any image format to the requisite format</p> <p>b. Receipt of any image input from any source and merging it to the existing image repository</p> <p>c. Compression techniques and percentage of compression</p> <p>d. Digitization standards proposed</p> <p>e. Capability to provide tools for importing the images from other sources</p> <p>f. Methods applied for Indexing</p> <p>h. Maximum total Scanning capacity</p>

			<p>per month throughout the Country</p> <p>g. Type of scanner and maximum load per scanner including availability of standby scanners and other hardware</p> <p>h. Strategy for urgent scanning requirements</p> <p>i. Minimum time within which the scanned images can be uploaded from the time of pickup of documents</p>
3	Ramp up plan	10	<p>During peak time</p> <p>a. Detailed Ramp up Plan to cope up with the huge volumes at the year-end / month-end</p> <p>b. Provision for hot spares</p>
4	Upload strategy	10	<p>Upload through network</p> <p>a. Upload through media as well as through network</p> <p>b. Security of media in case of offline upload</p> <p>c. Sign-off mechanism for successful upload</p> <p>d. Auto reconciliation mechanism for upload and replica Servers</p>

Table T -2 Commercial Bid Components

	Commercial Bid				
Description	Unit Rate	No. of units	No. of Locations	Office	Cost from Annex 9
Operations					
Logistic Charges					
Scanning Charges					
Hardware					
Servers					
Storage					
Storage Switch					
Backup server					
Software					
EDMS Software					
Database					
Web Server					
Application Server					
Replication Tool					
Cluster Agent					
Mobile Device Application Server					
Other Services					
Migration Cost					
ATS for Software maintenance for 5 years					
Project Management					
Any other Tools/ Services					
Total Cost					

Annexure A.1 Information & Capability of the Bidder / System Integrator

No.	Information	Particulars
1	Company Name	
2	Date of Incorporation	
3	Company Head Office / Registered Office and Addresses Contact Person(s) Phone Mobile Fax E-mail Website	
4	Please mention yearwise turnover for the last three financial years excluding the current financial year.(2014- 15, 2015-16, 2016-17)	
5	Technical Professional Strength (Under permanent employment with the organization)	
6	Whether the Firm / Company has widely accepted certifications	
7	Details of formal relationship with OEMs of equipment propositioned and certified copies	
8	Capability of the bidder to provide required support	
9	Details of similar installations	

For and on behalf of <Respondent Company> <Address of Respondent>

Authorized Signatory

Name:

Designation:

Office Seal:

Place:

Annexure A.2 Pre Qualification Criteria for Bidder/ OEM

For Bidder (who may or may not be OEM for an EDMS solution)

S.NO.	Eligibility Criteria	Yes/ No	Documents to be Submitted
1.	The bidder must be an Indian firm/ organization registered under Indian Companies Act.		Copy of Certificate of Incorporation issued by Registrar of Companies
2	Bidder should have ISO-9001 or equivalent certification for quality management and a minimum of CMMi level 3 or more certification valid as on date.		Relevant certificate copies
2.	The bidder should have a minimum average turnover of Rs. 100 Crores for last 3 audited Financial Years (2015-16, 2016-17, 2017-18) in relevant services.		Copy of the audit Annual Reports and /or certificate of the Chartered Accountant.
3.	The Bidder should reported positive net worth during these three financial years as mentioned above. (Certified / Audited Balance Sheets and P&L statements for last 3 years (2015-16, 2016-17, 2017-18) should be submitted in support of the profitability)		Certified / Audited Balance Sheets and P&L statements.
4.	The bidder should not be currently blacklisted by any Central/State Govt. dept. /Public Sector Unit.		Certificate from the Chief Executive / Authorized Officer of Company.
5.	The Bidder should be in the System Integration Business for Supply, Services and Support business for at least past five consecutive years.		Copy of order and/or certificate of completion of the work.
6.	The Bidder should have their own functional Support Center for providing 24x7x365 Telephonic services and Remote Assistance Services. The Bidder to provide details of remote service delivery infrastructure of Bidder / OEM(s) to ensure immediate response and faster call resolution		Copy of details of functional Support Center required.
7.	Bidder should have successfully at least 2 numbers of EDMS Projects with at least 100 Branches /Offices in Bank/Private Bank/Financial Institution/ Public Sector Enterprise with minimum documents scanned should be over 25 Lakh		Copy of order and/or certificate of completion of the work along with the reference contact details
8.	If the Bidder is not an OEM, then authorization letter from all OEMs of deliverables like Servers, Storage, Operating System, Database, Web & Application server, EDMS software and any other which forms the part of the deliverables should be obtained		Authorization letter from the OEMs stating that the OEMs fully support the bidder for the proposed implementation for which the bidder is participating in the RFP
9.	The bidder shall have relevant Quality Certification		Copy of the valid certificates.

10.	The vendor/bidder must have PAN India presence or should be able to provide the required scanning and other support services on PAN India basis		List of Offices Required
11	Bidder must submit the EMD of Rs. 30 Lakh from a nationalized or scheduled bank		Demand Draft

For EDMS OEM/vendor

S.NO.	Eligibility Criteria	Yes/No	Documents to be Submitted
1.	The OEM solution should be in the latest available Gartner's Magic quadrant for Enterprise Content Management.		Relevant reference details
2.	The OEM should have implemented at least 3 such solutions in India product with at least 100 Branches /Offices in Bank/Private Bank/Financial Institution/ Public Sector Enterprise with minimum documents scanned should be over 25 Lakh		Copy of order and/or certificate of completion of the work
3.	The OEM should confirm that they have a road map that proposed product would be supported for 5 -7 years from the date of implementation		Product road map details

The information provided by the bidder should be accompanied by supporting documentary evidence duly certified/signed by the signatory of the Company authorized as per the Power of Attorney or as per the copy of the Board resolution appointing the authorized signatory. The authorized signatory should attest each document on behalf of the bidding entity

For and on behalf of <Respondent Company> <Address of Respondent>

Authorized Signatory

Name:

Designation:

Office Seal:

Place:

Annexure A.3 Technical Bid particulars to be provided by the Bidder

**(On Company's letter head)
(To be submitted by all the vendors participating in Reverse Auction)**

Date:

Ref: LICHFL/CO/IT/2018-19/RFP-006

General Manager (IT),
LIC Housing Finance Ltd.
45/47, 2nd Floor, Bombay Life Building,
V.N. Road, Fort, Mumbai – 400001.

Dear Sir/ Madam,

We have understood the instructions and the terms and conditions mending in the bid documents furnished by you and have thoroughly examined the detailed scope of work involved and are fully aware of nature and scope of work required. We hereby confirm our acceptance and compliance to the provisions and terms & conditions contain in the bid documents.

We provide detailed information about the end- to end EDMS implementation solution proposed along with relevant supporting documentations. The proposed solution is designed to provide required SLA as mentioned in this RFP.

We further confirm that any deviation to the clauses found anywhere in our bid, implicit or explicit, other than those mentioned in the format provided in the RFP section C.19 shall stand unconditionally withdrawn, without any implication whatsoever to LIC Housing Finance Ltd., failing which the EMD submitted by us, may get forfeited.

We certify that all the information provided in our bid, is true. We understand that any misstatement in the bid may lead to disqualification or cancellation of award if made or termination of contract.

We hereby submit the bid with components appropriate to the requirements as stated under:

1. Scope of Work as mentioned in Part "B"
2. The issues and challenges visualized in the proposed implmentation.
3. Bill of quantity with detailed specification and product documentation
4. Additional component in order to completed the proposed solution
5. Complying to availability and performance measurement as mentioned in Part "B" Section B.7.3

We agree to abide by this bid for the bid validity period specified in this RFP and it shall remain binding upon us and may be accepted at any point of time before the expiry of that period

For and on behalf of <Respondent Company> <Address of Respondent>

Authorized Signatory

Name:

Designation:

Office Seal:

Place:



Annexure A.4

COMPLIANCE STATEMENT

Date:

(To be submitted by all the vendors participating in Reverse Auction)

Ref: LICHFL/CO/IT/2018-19/RFP-006

To:

General Manager (IT),
LIC Housing Finance Ltd.
45/47, 2nd Floor, Bombay Life Building,
V.N. Road, Fort, Mumbai – 400001.

DECLARATION

We _____ (name of the vendor/bidder) hereby confirm having submitted our bid for participating in LICHFL's RFP dated _____ for procurement/ implementation of _____.

We also confirm having read the terms of RFP as well as the Business Rules relating to the Reverse Auction for this RFP process. We hereby undertake and agree to abide by all the terms and conditions stipulated by LIC Housing fiancé Limited in the RFP document including all annexures and the Business Rules for Reverse Auction.

We shall participate in the on-line auction conducted by _____ Ltd. (Auction Company) and submit our commercial bid. We shall also abide by the procedures prescribed for online auction by the auction company.

We, hereby confirm that we will honour the Bids placed by us during the auction process, failing which we shall forfeit the EMD. We also understand that the company may debar us from participating in future tenders.

We confirm having nominated Mr. _____, designated as _____ of our company to participate in the Reverse Auction on behalf of the company. We undertake that the company shall be bound by the bids made by him in Reverse Auction. We undertake to submit the confirmation of last bid price by us to the auction company/LICHFL within 48 working hours of the completion of event. We also undertake to submit the Bill of Materials for the TCO (Total Cost of Ownership) in terms of RFP.

Authorized Signature with company seal

Name and Title of Signatory:

Name of the Company / Organization –

Address:

Annexure A.5 Details of Litigation(s)

Details of Litigation(s)

Ref: LICHFL/CO/IT/2018-19/RFP-006

Date:

(A) Details of litigation(s) the Bidder is currently involved in, or has been involved in for the last three years:

1. Party in dispute with :	
2. Year of initiation of dispute:	
3. Detailed description of dispute:	
4. Resolution / Arrangement arrived at (if concluded) :	

(B) Blacklisted by any Govt. /PSU/Reputed Listed company for corrupt or fraudulent practices or non-delivery, non-performance in the last three years.

Witness:

Bidder:

Signature:

Authorized Signatory:

Name and Address:

Name and Address:

Date:

Date:

Annexure A.6: NON-DISCLOSURE AGREEMENT

(No deviations in wordings permitted)

To be executed over Rs.250 Stamp/Franked paper .

This Non-disclosure Agreement (“NDA”) is made and entered into this ___ day of _____ in the year Two Thousand and Nineteen (2019)

BY AND BETWEEN

LIC Housing Finance Ltd., Corporate Office, 45/47, 2nd Floor, Bombay Life Building, V.N. Road, Fort, Mumbai – 400001 hereinafter referred to as “LICHFL”

AND

<Company Name> a company incorporated under the laws of Indian Companies Act, 1956 and having its principal place of business at < Company Name & Address> shall be referred to herein as a “Respondent”.

LICHFL and the Respondent shall individually be referred to as “Party” and collectively referred to as “Parties”.

WHEREAS, the Respondent is aware that during engagement with LICHFL’s Implementation of Electronic Document Management System, the Respondent may be gathering information on LICHFL’s Business/ Operations, certain proprietary information such as Technically and commercially detailed information regarding the respective products & service offerings, Organization, decision processes, technical infrastructure, working processes and delegation of responsibilities, project management and planning methods, reports, plans and status including but not limited to technical manuals, specifications, product features, customer list, specializations, documents, financial statements and business/development plans etc., (“Proprietary Information”) indicated as confidential by LIC HFL and made available to the Respondent while responding to the RFP, is privileged and strictly confidential to and / or proprietary of LICHFL.

WHEREAS, Respondent agrees to receive the Proprietary Information or other information from LICHFL and treat all such information as confidential information and to safeguard LICHFL’s confidential information, property, information systems, network, databases and other data.

NOW, THEREFORE, in consideration of the recitals set forth above and the covenants set forth herein, the Respondent agrees that: Respondent agrees to hold all Confidential Information received from LICHFL in confidence. Respondent will use such Confidential Information only for the purpose of developing the Response to the said engagement; restrict disclosure of such Confidential Information to its employees and employees of its affiliated companies with a need to know and inform such employees of the obligations assumed herein. Respondent will not disclose such Confidential Information to any third party without the prior written approval of LICHFL.

The Confidential Information means information which may be in any form including but not limited to oral, written or printed information or Information in electronic form, data, studies, consultants reports, trade secrets, proformas and other financial and trade/commercial information, computer models and programs, contracts, plant designs and configurations, plant performance data or other material of any kind or nature in whatever form. It may be noted that all the information shared as a part of the LICHFL’s implementation activity any documents, discussions on system architecture, data shared for the sole purpose of evaluating and finalizing the system configurations shall be the sole property of LICHFL and shall be treated with the same degree of confidentiality as that of the Respondent.

Without the prior written consent of LICHFL or except as otherwise provided herein, the Respondent will not:

- distribute or disclose to any other person any of the Confidential Information;
- permit any other person to have access to the Confidential Information;

- use the Confidential Information for any purpose other than the Permitted Use ; or disclose to any other person
- That discussions, investigations or negotiations are taking place concerning a possible transaction between the Parties, or the terms, conditions, status or other facts regarding a possible transaction between the Parties, or that Respondent has received Confidential Information from LICHFL. Notwithstanding the above, Respondent may disclose the Confidential Information, and portions thereof to its directors, officers, employees and representatives of its advisors (collectively, "Representatives") who need to know such Confidential Information for the purpose of evaluating a possible transaction between the Parties. It is understood that the Respondent will inform their respective Representatives of the confidential nature of the Confidential Information and will require its Representatives to be bound by this Agreement and not to disclose the Confidential Information to any other person.

Without the written consent of LICHFL the Respondent or any of his employees/partners should not make public announcements/comments on any website/or issue any media statements about the existence of this engagement and its scope.

The Respondent agrees to be responsible for any breach of this Agreement by its Representatives. Respondent agrees to protect the Confidential Information received from LICHFL with the same degree of care as it normally exercises to protect its own proprietary information of a similar nature. Respondent agrees to promptly inform LICHFL of any unauthorized disclosure of LICHFL's Confidential Information.

The Respondent shall ensure that their employees will not disclose any information of LICHFL during their employment with the Respondent and will use reasonable efforts to ensure that its employees will not disclose any information of LIC HFL even after they cease to be the employees of the Respondent. The Respondent shall ensure this by its own internal agreements.

Confidential Information does not include information that Respondent can reasonably prove, falls within any of the following:

- Information that either is legally in either party's possession or publicly available to either party prior to the disclosure of such information hereunder;
- Information that, subsequent to its disclosure hereunder, becomes publicly available to either party without any violation of this Agreement by either party;
- Information that becomes legally available to either party on a non-confidential basis from any third party, the disclosure of which to either party does not, to either party's knowledge, violate any contractual or legal obligation such third party has to either party with respect to such information ;
- Information that is independently acquired or developed by either party which can be evidenced by written records; or information that is explicitly approved for release by written authorization of LICHFL.

In the event that Respondent is required by law in any judicial or governmental proceeding to disclose any Confidential Information, the Respondent will give LICHFL prompt written notice of such request so that LICHFL may seek a protective order or appropriate remedy. If, in the absence of a protective order, Respondent determines, upon the advice of counsel, that it is required to disclose such Confidential Information, it may disclose such Confidential Information only to the extent compelled to do so; provided, however, that the Respondent gives LICHFL written notice of the portion of Confidential Information to be disclosed as far in advance of the disclosure as is practicable and uses its best efforts,

at its own expense, to obtain assurances that confidential treatment will be accorded to such Confidential Information.

No license expressed or implied in the Confidential Information is granted to Respondent other than to use the information in the manner as is permitted in RFP or by LICHFL.

Respondent agree that Confidential Information is and shall at all times remain the property of LICHFL. Respondent acknowledge that the Confidential Information is confidential and material to the interests, business and affairs of LICHFL and that the disclosure thereof (other than as permitted under this Agreement) would be detrimental to the interests, business and affairs of LICHFL. No use of such Confidential Information is permitted except as otherwise provided herein and no grant under any of the party's intellectual property rights is hereby given or intended, including any license (implied or otherwise). All information shall remain the property of LICHFL and shall be returned upon written request or upon the

Respondent's determination that it no longer has a need for such information.

No license to the Respondent, under any trade secret or any other intellectual property right, is either granted or implied by the disclosure of information to the Respondent. None of the information which may be disclosed or exchanged by LICHFL shall constitute any representation, warranty, assurance, guarantee, or inducement by Respondent to LICHFL of any kind, and in particular, with respect to the non-infringement of trademarks, patents, copyrights, mask work rights, or any other intellectual property rights, or other rights of third persons or of LICHFL.

There are no warranties expressed or implied by this Agreement. Without limiting the foregoing, neither LICHFL makes any representations nor extend any warranties, express or implied, as to the adequacy or accuracy of Confidential Proprietary Information or any other information or data related thereto, or with respect to the use thereof by Respondent.

Neither this NDA nor the disclosure or receipt of information from LICHFL to the Respondent, shall constitute or imply any promise or intention to pursue any business opportunity described in the Confidential Information or make any purchase of products or services by LICHFL or its affiliated companies or any commitment by LICHFL or its affiliated companies with respect to the present or future transaction between the parties.

Respondent shall not modify or erase the logos, trademarks etc., of LICHFL or any third party present on the Confidential Information. The Respondent shall not use or display the logos, trademarks etc., of LICHFL in any advertisement, press etc., without the prior written consent of LICHFL.

Upon the request of LICHFL, the Respondent, will within 7 days of receipt of such request, return or destroy all Confidential Information and any notes, correspondence, analyses, documents or other records containing Confidential Information, including all copies thereof, then in the possession of Respondent or its Representatives and shall certify the fact of having destroyed the Confidential Information in writing to LICHFL. Such return, however, does not abrogate the continuing obligations of Respondent under this Agreement.

Respondent agree and acknowledge that monetary damages would not be a sufficient remedy for a breach of this Agreement and that LICHFL shall be entitled to specific performance or any other injunctive relief as a remedy in equity for any such breach of this Agreement. Any remedy shall not be deemed to be exclusive or all-inclusive and shall be in addition to any and all other remedies which may be available to LICHFL in law or equity.

Confidential Information provided to the Respondent does not and is not intended to represent an inducement by LICHFL or a commitment by LICHFL to enter into any business relationship with the Respondent or with any other entity. If the parties desire to pursue business opportunities, the parties will execute a separate written agreement to govern such business relationship.

The Respondent agree that during the existence of the term of this NDA and for a period of one year thereafter, the respondent shall not solicit directly or indirectly the employees of LICHFL.

Respondent agree that all of its obligations undertaken herein as the Respondent shall survive and continue for the period of the existence of this NDA and a period of five years thereafter regardless of any prior termination of this NDA.

This NDA constitutes the entire understanding between the Parties hereto as to the information and merges all prior discussions between them relating thereto.

No amendment or modification of this NDA shall be valid or binding on the Parties unless made in writing and signed on behalf of each of the Parties by their respective authorized officers or representatives.

The Respondent understand and agree that no failure or delay by LICHFL in exercising any right, power or privilege hereunder shall operate as a waiver thereof, nor shall any single or partial exercise thereof preclude any other or further exercise thereof or the exercise of any right, power or privilege hereunder.

The Respondent herein agree and undertake to indemnify and hold LICHFL harmless from any loss, damage, claims, liabilities, charges, costs, or expense (including reasonable attorneys' fees), that may arise or be caused or result from or be paid/incurred/suffered or caused to be paid/incurred/ suffered by reason of any breach, failure, delay, impropriety or irregularity on its part to honors, observe, adhere to, abide by or comply with any of the terms and conditions of this Agreement

This Agreement shall be governed and construed in accordance with the laws of India.

In the event that a court or other tribunal of competent jurisdiction to be unenforceable shall hold any of the provisions of this Agreement, the remaining portions hereof shall remain in full force and effect.

Respondent agree not to assign this Agreement or any interest herein without express prior written consent of LICHFL.

Nothing in this agreement and no action taken by the Respondent pursuant to this agreement shall constitute, or be deemed to constitute, a partnership, association, joint venture or other co-operative entity or arrangement. This Agreement is entered into by the Parties on a Principal-to-Principal basis and no other meaning can be assigned in interpreting any of the terms contained herein.

Any dispute or claim arising out of or in connection herewith, or the breach, termination or invalidity thereof, shall be settled by arbitration in accordance with the provisions of Procedure of the Indian Arbitration & Conciliation Act, 1996. The arbitration tribunal shall be composed of a sole arbitrator, and the Parties shall appoint such arbitrator with mutual consent. The place of arbitration shall be Mumbai, India and the arbitration proceedings shall take place in the English language.

IN WITNESS WHEREOF, the Respondent has caused this Agreement to be executed as of the date set forth above.

For and on behalf of <Respondent Company> <Address of Respondent>

Authorized Signatory

Name:

Designation:

Office Seal:

Place:

Annexure A.7: Benchmark Specifications

Performance and Scalability Requirements

For handling very large number of document images, the software architecture of EDMS core solution must provide necessary performance and scalability on the offered hardware platforms, so as to give acceptable response time and throughput to the number of users indicated in the RFP. These requirements, applicable individually to each configuration stipulated below:

- Average Server response time to a request from an individual concurrent user should be less than one second.
- Server should handle 2000 requests per hour.
- Image retrieval time for a user should be less than one second.
- Progressive display of image view for a user should complete in less than 3 seconds.
- For higher-end configurations the throughput and number of users should be scalable by addition of CPU & Memory.

In order to ascertain these performance and scalability requirements, Bidders are required to appropriately configure their software and hardware. The following should be kept in mind:

Linux & MS Windows are the standardized platform in the company. All the software component and hardware servers must be working on these platforms and should be appropriately certified

Benchmark Tests

During the technical evaluation, bidders will be required to conduct at their cost and at a site in India mutually agreed to, benchmark test on the offered hardware as described below:

For any of the back office, the server will be loaded with sample docket each with 200 document pages. A multi user test for 50 concurrent users, to be conducted with average image retrieval times and throughput for 30 minutes noted in each case. A few physical terminals should be connected to the sever this benchmark is run, for physical retrieval and verification by the Company representatives

Dated this day of 20....

(Signature by the authorized signatory)



RFP for Implementation of
Electronic Document Management System

Dated: 8th Mar. 2019

Annexure A.8: Commercial Bid Covering Letter

On Company Letterhead

Date

Ref: LICHFL/CO/IT/2018-19/RFP-006

General Manager (IT),
LIC Housing Finance Ltd.
45/47, 2nd Floor, Bombay Life Building,
V.N. Road, Fort, Mumbai – 400001.

Dear Sir/ Madam,

Having examined the RFP, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to supply and deliver(Description of system and services) in conformity with the said RFP such for sums (Total bid amount in words and figures) as may be ascertained in accordance with the schedule of prices attached herewith and made part of this bid, and hereby undertake that we accept all the conditions of the contract and will supply, install, upgrade, commission and maintenance of the EDMS solution as per the Technical specification mentioned elsewhere in the RFP for the duration of the contract. In addition to this, the particulars of our organization such as legal status, principal place of business, details of experience and past performance, service support details, capacity statement and the required EMD amount in the bank draft are furnished with this bid form.

We further undertake, if our bid is accepted, to deliver the goods and services in accordance with the delivery schedule finalized. If our bid is accepted, we will obtain the guaranteed of a bank for a sum equal to 10% of the Total project cost as mentioned in the Purchase Order.

We agree to abide by this bid for the bid validity period specified in this RFP and it shall remain binding upon us and may be accepted at any point of time before the expiry of that period

This bid, together with your written acceptance thereof and your notification of award, shall constitute a binding contract between us

We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India

We understand that you are not bound to accept the lowest or any bid you may receive

Dated this day of 20....

(Signature by the authorized signatory)

Annexure A.9: Commercial BID

Ref: LICHFL/CO/IT/2018-19/RFP-006

Date:

S. No.	Mention Specifications and Model	License Type	Unit Cost	Qty.	Total Annual Cost	GST/ Taxes	Total Price	Total cost for 5 years (AMC/ATS)
1a	Operations- Logistics							
1b	Operations – Scanning Services (As per requirements).The payment will be done for actual pages scanned rounded off to nearest 100s)			1 million pages per location / Per Page cost				
2	Hardware at DC							
2a	Servers							
2b	Storage							
2c	Storage Switch							
2d	Backup server							
3	Hardware at DR							
3a	Servers							
3b	Storage							
3c	Storage Switch							
3d	Backup server							
4	Installation and Operationalization Charges, if any							
5	Software							
5a	EDMS Software							
5b	Database							
5c	Web Server							
5d	Application Server							
5e	Replication Tool							
5f	Cluster Agent							
5g	Mobile Device Application Server							

6	Other Services (To be mentioned separately)							
6a	ATS for EDMS software (After 1 st year)							
6c	Project Management Cost							
7	Any Other Charges, if any							
	Total							

I/We hereby declare that the taxes mentioned/charged in the annexure are as per the tax laws applicable in India.

Authorized Signature:
Name and Title of Signatory:
Name and Address of Firm/Company:
(With Company Seal)

Check List

The following is a sample checklist (not exhaustive) for your reference. The bidder must ensure to provide all the documentary evidence as required/ mentioned anywhere in this RFP.

Pre Qualification criteria

S. No	Item	Submitted (Yes/No)
1	Incorporation certificate	
2	Certificates obtained	
3	OEM Certificates for all components	
4	Analyst report (Gartner's Magic Quadrant, latest in ECM)	
5	Proof of Turnover & Profit	
6	Non Disclosure Agreement Annexure A6	
7	Reference site for bidder as System Integrator	
8	Annexure A.4 COMPLIANCE STATEMENT (To be submitted by all the vendors participating in Reverse Auction)	
9	A Demand Draft / Pay Order in favor of LIC Housing finance of Rs. 30,00,000 towards. (RFP No. and vendor name mentioned in the rear of the DD)	
10	Details of Litigation Annexure A 5	
11	Self Declaration about Blacklisting	
12	Power of Attorney	
13	Details of PAN, GST etc about the bidding entity	
14	All pre qualification criteria as mentioned in Annexure A2	

Technical Bid

S. No	Item	Submitted (Yes/No)
1	Annexure A1 A3, A7	
2	Reference site details	
3	Technical & Professional Strength	
4	PAN India Capability and service capability	
5	Architecture Design	
6	Compliance about Scope of Work mentioned in Part "B"	
7	Hardware specifications & Software requirements for DC & DR	
8	Integration Technologies	
9	Project Implementation Plan with proper timelines	
10	Power of Attorney	
11	Bill of Quantity without commercials	
12	Undertaking from the Bidder, confirming his unconditional acceptance of full responsibility for executing the 'Scope of work' and meeting all obligations of this Bid without any deviation.	

Commercial Bid

S. No	Item	Submitted (Yes/No)
1	Annexure A8	
2	Bill of Quantity Annexure A9 (with commercials)	