

**CORRIGENDUM – I RFP for Selection of System Integrator to establish Testing Center of Excellence for LIC**

Ref: LIC/CO/IT-SD/EFEAP-NEXT/TCOE/23-24/01 Dated: 28/03/2024

Date: 01/05/2024

**CORRIGENDUM – I**

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

Sr. No.	Clause ref.	Clause (in brief) of RFP requiring clarification (s)	Change Reason	LIC Clarification/ modification in clause (highlighted in bold)
1	<b>Annexure-23</b>  <b>Activity Schedule</b>	Bid Document Download End Date: <b>07/05/2024   02.00 PM</b>  Bid Submission End Date: <b>07/05/2024 up to 02.30 PM</b> (Upload of Documents on the e-Tender Platform)	<b>Modification</b>	Bid Document Download End Date: <b>22/05/2024   02.00 PM</b>  Bid Submission End Date: <b>22/05/2024 up to 02.30 PM</b> (Upload of Documents on the e-Tender Platform)
2	<b>Annexure-23</b>  <b>Activity Schedule</b>	Opening Date: <b>07/05/2024   03:00 PM</b> . The Bids will be opened at the e-Tendering portal by LIC in virtual presence of the bidders’ representatives who have submitted the bid and <b>email request is received</b> from the bidders at least one day prior to bid opening date.	<b>Modification</b>	Opening Date: <b>22/05/2024   03:00 PM</b> . The Bids will be opened at the e-Tendering portal by LIC in virtual presence of the bidders’ representatives who have submitted the bid and <b>email request is received</b> from the bidders at least one day prior to bid opening date.

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3	<p><b>Annexure-23</b></p> <p><b>Activity Schedule</b></p>	<p>The Indicative Commercial Bids of the technically qualified bidders will be opened on the notified date, by the Tender Opening Committee of LIC in the presence/virtual presence of the bidders/representatives who choose to attend. Amendments/corrigendum, if any, to this RFP would be hosted on our website/e-procurement web site only. Reverse Auction schedule will be notified to the shortlisted Bidders.</p>	<p><b>Modification</b></p>	<p>The Commercial Bids of the technically qualified bidders will be opened on the notified date, by the Tender Opening Committee of LIC in the presence/virtual presence of the bidders/representatives who choose to attend. Amendments/corrigendum, if any, to this RFP would be hosted on our website/e-procurement web site only.</p>
4	<p><b>Annexure-23</b></p> <p><b>Activity Schedule</b></p>	<p>(iii) The Successful bidder will be required to submit the hardcopy (physical submission) of the entire uploaded document on request of LIC. However LIC may ask all the bidders to submit the hardcopy (physical submission) of the entire/any part of the uploaded document during evaluation process.</p>	<p><b>Modification</b></p>	<p>(iii) The Successful bidder will be required to submit the hard Copy of the bids to LIC within 7 days of Eligibility/Technical bid opening date. As part of hard copy submission, all documents in stamp paper like Integrity pact, EMD, NDA should be submitted in original. Also MAF should be submitted in original.</p>
5	<p><b>4.4.6.</b></p> <p><b>Various types of Testing and Test Case</b></p>	<p>14. For Mobile Application Testing, bidder will be responsible for arranging Mobile devices with all types of OS(including Android, IOS etc)/ all types of make-Model with current + 2 previous major versions of Mobile Operating systems. The monthly rental cost for Mobile devices may be quoted by the bidder in commercial annexure.</p>	<p><b>Modification</b></p>	<p>14. i) For Mobile Application Testing, bidder will be responsible for arranging Mobile devices with all types of OS(including Android, IOS, Windows etc.) and all types of make-Model with current + 2 previous major versions of Mobile Operating systems. Both Physical Mobile device as well as Public Cloud based Mobile Device needs to be provided on monthly rental basis as per requirement of LIC.</p>

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	<b>creation</b>			<p>The monthly rental cost for Physical Mobile devices and Public cloud based mobile device may be quoted by the bidder in commercial annexure.</p> <p>ii) Mobile testing should happen in isolated environment over secured sessions and data access should be secured and restricted. No other application should be installed in the devices beyond those for designated testing purpose. Cleanup process should be conducted on the mobile devices after testing process is over.</p> <p>iii) Additionally the Cloud based mobile devices should reside in isolated environment under highly secured network shielded by robust firewalls.</p>
6	<b>6. ELIGIBILITY CRITERIA &amp; ANNEXURE-3</b>	7. Implementation/Managing of TCoE/Testing solution in at least One Insurance organization in India since 01.01.2018.	<b>Modification</b>	<p>7. Implementation/Managing of similar TCoE/Testing solution in at least One Insurance organization in India since 01.01.2018 having minimum 20 Testing Resources deployed.</p> <p>[Modified Annexure-3 Attached below]</p>
7	<b>6. ELIGIBILITY CRITERIA &amp; ANNEXURE-3</b>	10. The bidder should have i) ISO/IEC 17025:2017, ii) ISO 9001:2015 and iii) ISO/IEC 27001:2022 certification	<b>Modification</b>	<p>10. The bidder should have valid i) ISO/IEC 17025: 2017 or Previous version of ISO/IEC 17025 ii) ISO 9001:2015 or Previous version of ISO/IEC 9001 iii) ISO/IEC 27001:2022 or Previous version of ISO/IEC 27001 certification</p> <p>[Modified Annexure-3 Attached below]</p>

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8	<b>Annexure-9 Compliance Sheet for Qualification Bid</b>	8. The bidder should have i) ISO/IEC 17025:2017, ii) ISO 9001:2015 and iii) ISO/IEC 27001:2022 certification.	<b>Modification</b>	8. The bidder should have i) ISO/IEC 17025: 2017 or Previous version of ISO/IEC 17025 ii) ISO 9001:2015 or Previous version of ISO/IEC 9001 iii) ISO/IEC 27001:2022 or Previous version of ISO/IEC 27001 certification [Modified Annexure-9 Attached below]
9	<b>Annexure-19 Manufacturers' Authorization Form</b>	List of software components along with level of support is as under.  Level of Support (Business critical + 24*7)	<b>Modification</b>	List of software components along with level of support is as under.  Level of Support (Standard Support within 2 business hours) [Modified Annexure-19 Attached below]
10	<b>9.28. Fault Reporting, Trouble Ticketing and Call Closure Procedure.</b>	7. The service window for all the calls shall be 24 x 7x365.	<b>Modification</b>	7. The service window for all the calls to OEM shall be business hours.
11	<b>Annexure-20</b>	<b><u>Stage A: Mandatory Technical Compliance:</u></b>	<b>Modification</b>	<b><u>Stage A: Mandatory Technical Compliance:</u></b>

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	<p><b>TECHNICAL BID EVALUATION MATRIX</b></p>	<ul style="list-style-type: none"> <li>➤ The proposed solution/software/tool should comply with <b>all the specifications</b> stated in Technical Annexure (<b>Annexure-17</b>) of the RFP.</li> </ul> <p><b>(Proposed solutions which do not meet the above criteria will not be further evaluated in Stage-B and the proposal will stand disqualified)</b></p>	<ul style="list-style-type: none"> <li>➤ The proposed solution/software/tool should comply with <b>all the Mandatory Specifications (M)</b> stated in Technical Annexure (<b>Annexure-17</b>) of the RFP.</li> <li>➤ The proposed solution should comply with 80% of the <b>all the Preferred Specifications (P)</b> stated in Technical Annexure (<b>Annexure-17</b>) of the RFP.</li> </ul> <p><b>(Proposed solutions which do not meet the above two criteria will not be further evaluated in Stage-B and the proposal will stand disqualified)</b></p> <p>[Modified Annexure-20 Attached below]</p>
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12	<p><b>EVALUATION PROCESS:</b></p> <p><b>Step-1</b></p>	<p>5. The Bidder needs to comply with all the technical specifications mentioned to be evaluated in <b>Annexure- 17</b> (technical specification). Non-compliance to any of the technical specification (<b>Annexure-17</b>) will result in rejection of the Bidder’s proposal. The Bidder is expected to provide proof for each of the points for technical evaluation. Any detail not accompanied by relevant proof / documents to the satisfaction of LIC may not be considered. LIC may require the bidder to submit confirmations/clarifications/demonstration on their submission.</p>	<p><b>Modification</b></p>	<p>5. The Bidder needs to comply with all the Mandatory (M) technical specifications mentioned to be evaluated in <b>Annexure-17</b> (technical specification). Non-compliance to any of the Mandatory technical specification (<b>Annexure-17</b>) will result in rejection of the Bidder’s proposal.</p> <p>Further the Bidder needs to comply with at least 80% of all the Preferred (P) technical specifications mentioned to be evaluated in <b>Annexure-17</b> (technical specification). Non-compliance to more than 20% of the Preferred technical specification (<b>Annexure-17</b>) will result in rejection of the Bidder’s proposal.</p> <p>The Bidder is expected to provide proof for each of the points for technical evaluation. Any detail not accompanied by relevant proof / documents to the satisfaction of LIC may not be considered. LIC may require the bidder to submit confirmations/clarifications/demonstration on their submission.</p>
13	<p><b>Annexure-20</b></p> <p><b>TECHNICAL BID</b></p>	<p>2. Quality Assurance Practice: -  <b>ISO 9001:2015</b> certification  <b>Maximum Marks : 5</b>  Bidder has valid accreditation as below:  1. Valid since 01.01.2022 or before → 5 Marks</p>	<p><b>Modification</b></p>	<p>2. Quality Assurance Practice : -  Valid <b>ISO 9001:2015</b> Certificate or Previous version of ISO 9001 Valid Certificate  <b>Maximum Marks : 4</b></p>

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	<b>EVALUATION MATRIX</b>	2. Otherwise → 3 Marks		Bidder has valid accreditation as below: 1. Valid since 01.01.2022 or before → 4 Marks 2. Otherwise → 2 Marks  [Modified Annexure-20 Attached below]
14	<b>Annexure-20 TECHNICAL BID EVALUATION MATRIX</b>	3. Certified Offshore Development facility and Lab: <b>ISO/IEC 17025:2017 certificate</b> <b>Maximum Marks : 5</b> Bidder has valid accreditation as below: 1. Valid since 01.01.2022 or before → 5 Marks 2. Otherwise → 3 Marks	<b>Modification</b>	3. Certified Offshore Development facility and Lab: Valid <b>ISO/IEC 17025:2017</b> Certificate or Previous version of ISO/IEC 17025 Valid Certificate <b>Maximum Marks : 4</b> Bidder has valid accreditation as below: 1. Valid since 01.01.2022 or before → 4 Marks 2. Otherwise → 2 Marks  [Modified Annexure-20 Attached below]
15	<b>Annexure-20 TECHNICAL BID EVALUATION MATRIX</b>	4. Infosec compliance and Security Assurance: - <b>ISO/IEC 27001:2022 certificate</b> <b>Maximum Marks : 5</b> Bidder has valid accreditation as below: 1. Valid since 01.01.2022 or before → 5 Marks 2. Otherwise → 3 Marks	<b>Modification</b>	4. Infosec compliance and Security Assurance: - Valid <b>ISO/IEC 27001:2022</b> Certificate or Previous version of ISO/IEC 27001 Valid Certificate <b>Maximum Marks : 4</b> Bidder has valid accreditation as below: 1. Valid since 01.01.2022 or before → 4 Marks 2. Otherwise → 2 Marks  [Modified Annexure-20 Attached below]

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16	<b>Annexure-20 TECHNICAL BID EVALUATION MATRIX</b>	11. Implementation of TCoE/Testing solution in any Life Insurance sector organization worldwide.	<b>Modification</b>	11. Implementation of TCoE/Testing solution in similar Life Insurance sector organization worldwide having minimum 20 testing resources deployed.  [Modified Annexure-20 Attached below]				
17	<b>Annexure-20 TECHNICAL BID EVALUATION MATRIX</b>	Stage-B-Technical Scoring:	<b>Addition</b>	Sl No: 16	<b>Evaluation Parameter</b> : Compliance to Preferred points of Technical Annexure- 17	<b>Maximum Marks :3</b>	<b>Details of Marks Calculation</b> : 1) >= 95% points complied → 3 Marks  2) >=90% points complied → 2 Marks  3) >=80% points complied → 1 mark	<b>Supporting Documents:</b> Annexure- 17 along with supporting documents mentioned in the technical annexure.
				[Modified Annexure-20 Attached below]				



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18	<p align="center"><b>4.4.7. Facility management Resource Requirement</b></p>		<p><b>Addition</b></p>	<p>27. The Onsite/Offsite Resources need to be made available by bidder within 30 days of informing the requirement by LIC.</p> <p>Flexi Team:- LIC will endeavour to inform the deployment duration of flexi team resource in advance while placing the request. If not informed in advance or if the resources are not required any longer, LIC will provide 15 days’ notice to de-board any resource. However if de-boarding of a resource is done due to non-satisfactory performance, this notice period will not be applicable.</p> <p>Core Team:- If core team size is reduced and any core resource is no longer required, LIC will provide 30 days’ notice to de-board the resource. However if de-boarding of a resource is done due to non-satisfactory performance, this notice period will not be applicable.</p>

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19	<b>Point 1 of 5. TCOE RESOURCE PROFILE</b>	<b>ROLE:</b> Project Manager/ TCOE Lead <b>EXPERIENCE:-</b> More than 15 + years’ experience as TCoE Lead or Project Manager delivering IT transformation projects preferably with BFSI Clients.	<b>Modification</b>	<b>ROLE:</b> Project Manager/ TCOE Lead <b>EXPERIENCE:-</b> More than 15 + years’ experience in testing and 3+ years’ experience as TCoE Lead or Project Manager delivering IT transformation projects preferably with BFSI Clients.
20	<b>Point 2 of 5. TCOE RESOURCE PROFILE</b>	<b>ROLE:</b> Test /Quality Lead <b>EXPERIENCE:-</b> 7+ Years of Experience as a Test lead	<b>Modification</b>	<b>ROLE:</b> Test /Quality Lead <b>EXPERIENCE:-</b> 7+ Years of Experience in testing out of which 2+ years as a Test lead
21	<b>Point 11 of 5. TCOE RESOURCE PROFILE</b>	<b>ROLE:</b> Test Environment Support Engineer <b>EXPERIENCE:-</b> Minimum 2 years experience as support engineer for the proposed software/tools.	<b>Modification</b>	<b>ROLE:</b> Test Environment Support Engineer <b>EXPERIENCE:-</b> Minimum 3 years’ experience as support engineer for the proposed software/tools.
22	<b>Point M4 of 10.1. Project Timelines</b>	TCoE Solution setup creation along with delivery of software as per bill of materials (Production and DR)	<b>Modification</b>	TCoE Solution setup creation along with delivery of software as per bill of materials (Primary TCoE setup and DR)

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23	<b>11.29. point 4 of RACI/RASCI Matrix</b>	<b>User Acceptance Testing:-</b> Provide access for User Acceptance Testing (UAT)  <b>SI/OEM:-</b> R, A  <b>LIC:-</b> C, I	<b>Modification</b>	<b>User Acceptance Testing:-</b> Provide access for User Acceptance Testing (UAT)  <b>SI/OEM:-</b> C, I  <b>LIC:-</b> R, A
24	<b>Technical Annexure-17- TCoE</b>	TechnicalAnnexure17TCoE.xls	<b>Modification</b>	TechnicalAnnexure17TCoEV2.xls
25	<b>Commercial Annexure-18- TCoE</b>	CommercialAnnexure18TCoE.xls	<b>Modification</b>	CommercialAnnexure18TCoEV2.xls

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**Pre-Bid Query Responses for Testing Center of Excellence (TCoE) RFP dated 28.03.2024**

<b>Slno</b>	<b>RFP Section/Clause No.</b>	<b>Page No.</b>	<b>Clause in Brief</b>	<b>Query</b>	<b>Response</b>
1	3.1	14	2. In case of bidders registered with NSIC/MSME, they are eligible for waiver of EMD. However, they need to provide valid NSIC/MSME Certificate as part of eligibility criteria. Such bidders should submit duly filled Bid Security Declaration Form along instead of EMD as per Annexure-16A	Kindly confirm if the bidder can be exempted from paying the Earnest Money Deposit upon submission of the MSME certificate	Please be guided by RFP. MSE bidders will be exempted from EMD as defined in MSE Procurement Policy (MSEs) order 2012 ,issued by the Department of MSME or are registered with the Central Purchase Organization or the concerned Ministry or Department if bidder can furnish requisite proof such as MSME/NSIC certificate subject to satisfaction of LIC.

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2	3.2	14	Participation in this bid is strictly for single legal entity and no consortium or joint venture is permitted. In case the OEM of a particular solution/component is participating in the RFP, It is to be ensured by OEM that the proposed solution/component is not quoted by any other bidder participating in the RFP.	Kindly confirm if the below understanding is correct: Multiple bidders can propose tools of same OEM, if respective OEMs are not participating directly	Multiple bidders can propose tools of same OEM, if respective OEMs are not participating directly in this RFP.
3	3 3.9 3.11(10)(d) 3.17	14	Instructions to the Bidders	We observed multiple references in the RFP document that the RFP needs to be accepted without any change, except for technical. Please let us know whether changes/deviations to any legal clauses can be proposed by the Bidder to align it with its business and commercial interests.	Please be guided by RFP

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4	3.7	16	Any bid submitted without Bid Processing Fee will be summarily rejected. However MSE bidders will be exempted from payment of bid processing fee if bidder furnishes requisite proof such as MSME/NSIC certificate subject to satisfaction of LIC.	Kindly confirm if the bidder can be exempted from paying the Bid Processing Fee upon submission of the MSME certificate	Please be guided by RFP. MSE bidders will be exempted from payment of bid processing fee as defined in MSE Procurement Policy (MSEs) order 2012 ,issued by the Department of MSME or are registered with the Central Purchase Organization or the concerned Ministry or Department if bidder can furnish requisite proof such as MSME/NSIC certificate subject to satisfaction of LIC.
5	3.10.6	17	Earnest Money Deposit	Please clarify whether the EMD will be refunded after 15 months period in the event of disqualification of bidder or whether prompt refund will be initiated once the bidder is shortlisted.	The details about return of EMD is available in RFP. Please be guided by RFP.

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6	3.11	18	5. The Bidder should submit their Bids along with required Annexures, Certificates and other required documents etc. as stated in the Section “Eligibility Criteria” and Annexure-24 – Bid Documents Checklist in sealed envelopes in the following manner:	Since the submission is to be completed online, at what stage the hard copy of documents are to be submitted?	Please refer to Corrigendum-I
7	4.2	26	Quantify the success of the TCoE against metrics.	Can you please share the current metrics?	Details will be shared with successful bidder
8	4.2	26	Quantify the success of the TCoE against metrics	Do we have Traceability matrix mapping from requirements to automation test scripts	SLAs are already defined in RFP. Other metrics will be finalised during project implementation.
9	4.3	26	Environment Management	Can you share No of servers with OS, DB systems with instances per existing test environment. This will help in sizing of the tool for D/B management	Details will be shared with successful bidder
10	4.3	26	Environment Management	Our assumption is, LIC will provide hardware and required support from their existing infrastructure team to install and setup tools and third-party software that is part of solution. Can you please validate	Please refer to section 4.4.5. "Infrastructure" of RFP where the details regarding infrastructure is clearly mentioned.
11	4.3	26	Environment Management	How is the code managed currently for the environment?. Deployment strategy/versioning tools?	Details will be shared with successful bidder

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12	4.3	26	<p>1. In Scope applications:</p> <p>a. Core Insurance Application (Java Web based/Cobol application) which includes all functionalities starting from procurement of business to claim settlement, accounting, servicing, intermediaries, employee benefits etc. These applications are deployed in multiple instances.</p> <p>b. Internet facing portal Applications (Web based application) for customers, intermediaries etc.</p> <p>c. Mobile Applications</p> <p>d. API based systems</p> <p>e. Any other application</p>	<p>Kindly share the count of below apps for proposing tool/tool-chain &amp; drafting the technical proposal inclusive of TCoE project implementation plan:</p> <ol style="list-style-type: none"> <li>1. Web app</li> <li>2. Desktop app</li> <li>3. Mobile app</li> <li>4. Standalone API</li> <li>5. What other types of applications can be included in the scope, in addition to given in the RFP, exp – Mainframe, Black screen, Citrix based, JOBs execution etc. Kindly share this quantity as well if any.</li> </ol> <p>The TCoE project plan depends on the scope of testing ie. applications type &amp; respective quantity</p>	<p>Details will be shared with successful bidder</p>
13	4.3	26	Release management	Do we have current release management process documented	The details of the available release management documents will be shared with successful bidder.
14	4.3	26	Release management	What are the current tool sets available for Release management	Details will be shared with successful bidder



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15	4.3	26	Current Status	What is the in-scope Web/app, API and mobile Applications of LIC for testing? What are browsers, interfaces etc. How many such applications are in scope? What is the technology stack for various applications?	The details regarding in-scope applications are provided in section 4.3.1 of the RFP. The applications are covering various aspects of Insurance domain with intranet/internet facing and web/mobile/other applications. Further details regarding details of applications will be shared with successful bidder.
16	4.3	26	Current Status	What is the status of current documentations of various in-scope applications for testing?	Kindly refer section 4.3.1 of the RFP. Few high level Documentation regarding various functionalities and features are available; however it will be the responsibility of the bidder to create and maintain documentation for each application functionality for testing purpose.

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17	4.3	26	Current Status	What is the current status of testing teams, test cases and test repository in LIC?	Kindly refer section 4.3.1 of the RFP. Manual, Functional and integration testing is being conducted in in-house UAT setup. Some Test scenarios for few functionalities are available. Creation of test cases and test repository will be the responsibility of the bidder. Further details will be shared with successful bidder.
18	4.3	26	Current Status	What is the current status of testing automation in LIC?	Automation of testing is the responsibility of the vendor.
19	4.3	26	Current Status	What types and number of Web services/API testing is being done currently in LIC?	Presently APIs are being tested manually. All types of API testing are in scope. Other details regarding API testing will be shared with successful bidder.
20	4.3	26	Current Status	What Mobile OS is in scope, whether mobile app is hybrid or native? Whether mobile browsers are in-scope?	The details are stated in section 4.4.6. Other details will be shared with successful bidder.

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21	4.3	26	Current Status	What is the current status of performance testing? Number of concurrent users presently.	Load based performance testing is being conducted for few applications to some extent. The bidder will be responsible for establishing the performance testing for the applications from scratch. The number of concurrent users required for performance testing is mentioned in the RFP. Further details will be shared with successful bidder.
22	4.3	26	Current Status	What are various protocols being used in Applications?	For Web Applications HTTP/HTTPS and few other protocols are being used. Details will be shared with successful bidder. The TCoE solution and tools should be compatible with all standard protocols.
23	4.3	26	Current Status	What is the current environment, architecture, servers, monitoring tools, patch management software, ticketing tools used, SOP availability etc	Details of current infrastructure is available in 4.4.5. Infrastructure. Further details will be shared with successful bidder.

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24	4.3	26	Current Status	How many IOS native mobile apps, Android native mobile apps, web portals, third party integration with mobile apps available presently.	Details will be shared with successful bidder
25	4.3	26	Current Status	What is delivery methodology now? Agile or some other?	Various delivery methodologies are used in different projects. Further details will be shared with successful bidder.
26	4.3	26	Current Status	What Application Performance Monitoring (APM) tools which are currently in use and can we leverage the same?	Bidder needs to propose all tools asked in all the line items of the commercial annexure.
27	4.3	26	Current Status	What are current testing tools used? Specially performance testing.	Bidder needs to propose all tools asked in all the line items of the commercial annexure.
28	4.3	26	Dedicated testing cloud for various functional and integration testing requirement of Core Insurance Application.	Does the Vendor need to setup the Testing Cloud for LIC as SAAS offering or LIC would like to deploy the softwares on their cloud?	The testing UAT setup of Core Insurance Application mentioned is already available in LIC's on-premise private cloud, which may be utilised and integrated with TCoE.
29	4.3	26	c. c. Mobile Applications	Kindly confirm if Android and iOS have same code base. They generate same http traffic for each request types for Mobile applications	Details will be shared with successful bidder

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30	4.3	26	1. In Scope applications:	Kindly share how many releases are considered for an year for each application that are in scope	The number of releases vary year wise and also depending on applications. Further details will be shared with successful bidder
31	4.3	26	1. In Scope applications:	Please confirm what applications are Cloud hosted, On-prem or Hybrid	Most of the applications are On premise with few cloud based applications.
32	4.3(1)	26	Few high level Documentation regarding various functionalities and features are available	Will knowledge transfer be provided at the outset of each project, or is there a separate period designated specifically for it?	Details will be discussed and shared with successful bidder
33	4.3(1.c)	26	Mobile applications	Regarding the in-scope mobile applications, could you specify the focus area for performance testing? (e.g., Device layer, Network Layer, Server Layer)	Details will be discussed and finalised with successful bidder
34	4.3.1	26	Core Insurance Application (Java Web based/Cobol application)	Is there any mainframe application? COBOL is still widely used in applications deployed on mainframe computers?	Although COBOL is used, no mainframe application is available currently.
35	4.4.1	27	Environment Management	Do they have 3rd party vendors/partners who provide data/input to any of their processing?. If yes, How is this data received?	Relevant details will be shared with successful bidder

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36	4.4.1	27	5. Integrate with all the third party service providers of LIC for implementation and operating the TCoE.	<p>1. What types of third-party services are expected to be integrated with the TCoE for implementation and operation?</p> <p>2. Please share the list of Third party services &amp; respective vendors.</p> <p>It is needed to draft/estimate the project timelines for setting up of TCoE.</p>	Details will be shared with successful bidder
37	4.4.1	27	Security Testing	Which security standards/frameworks (CIS, NIST, PCI DSS, ISO 27000 series etc.,) are been followed?	Details will be shared with successful bidder
38	4.4.1	27	6. Formulate and lead a self-reliant testing team capable of developing and testing use cases for all existing and future LIC business requirements.	Can you please elaborate, is this requirement for development of solution or test scenarios/cases for the User Case?	This requirement is to Formulate and lead a self-reliant testing team capable of creating and testing use cases for all existing and future LIC business requirements.
39	4.4.1	27	8. Implement Efficient Automation solutions incorporating AI/ML capabilities.	Is AI/ML current being used in any of the ongoing project?	Details will be shared with successful bidder
40	4.4.1(5)	27	Integrate with all the third party service providers of LIC for implementation and operating the TCoE	Are you interested in integrating with all third-party providers? Have you established any timelines for this integration? If so, could you also specify the number and name of third-party applications involved	Third party application details will be shared with successful bidder

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41	4.4.2	27	Testing Phase wise Goal/Project Roadmap	What is Phase wise Testing Maturity goal? Please share if any existing Goals available?	Please be guided by RFP
42	4.4.2	27	Conduct detailed Current State Analysis with thorough evaluation of LIC's current testing environment.	Is there a clearly defined RACI matrix for all environment processes -- release, change, etc.?	Please refer to the RACI/RASCI matrix proposed. Further details will be shared with successful bidder
43	4.4.2	27	Conduct detailed Current State Analysis with thorough evaluation of LIC's current testing environment.	Is there any Service Virtualization is used for Application/Environment?	Details will be shared with successful bidder
44	4.4.2	27	Conduct detailed Current State Analysis with thorough evaluation of LIC's current testing environment.	Has the application gone through external penetration testing or audit before? Can the recent reports be shared?	Existing details may be shared with successful bidder if deemed necessary
45	4.4.2	27	Conduct detailed Current State Analysis with thorough evaluation of LIC's current testing environment.	Does LIC has any specific security testing tools?	Details of existing tools may be shared with successful bidder if deemed necessary
46	4.4.2	27	Conduct detailed Current State Analysis with thorough evaluation of LIC's current testing environment.	What is the size of the application in term of number of Lines of code and number of web pages	Details will be shared with successful bidder
47	4.4.2	27	9. Establish centralize web based monitoring system.	What are the different environments to be monitored?	Monitoring of all relevant systems of TCoE implementation.
48	4.4.2(1)	27	Conduct detailed Current State Analysis with thorough evaluation of LIC's current testing environment.	Could you please specify the expected timeframe for analysing the current state?	Please be guided by the project timelines mentioned in the RFP.

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49	4.4.2(10)	27	Provide ongoing support to maintain TCoE Setup.	Do you expect here continuous assistance(24*7) in maintaining the Test Center of Excellence (TCoE) setup, ensuring its smooth operation, updating processes as needed, addressing any issues that arise, and optimizing its performance over time?	Timing and working shifts for the resources will be decided based on RFP conditions as per LIC's requirement.
50	4.4.2(9)	27	Establish centralize web based monitoring system.	Are we permitted to introduce our own Ips and accelerator for a centralized web-based monitoring system and develop it based on mutual requirements?	The tools proposed should meet all the requirements as provided in RFP.
51	4.4.2	28	Establish centralize web based monitoring system.	Is this a Development effort? What are the monitoring parameters to be included from Testing? Does this need any external system data to be integrated?	Proposed TCoE/Testing Management tool as available in Commercial annexure will be used for this purpose and needs to be implemented by bidder.
52	4.4.3	28	Software and Tools	Will Testing Partner get access to logs, server utilization, server logs etc.?	The bidder may be provided with access to the servers of the TCoE setup.



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53	4.4.3	28	5. Bidder needs to compulsorily propose both open source and paid tools for each type of software in commercial annexure. LIC at its discretion will ask to the selected bidder to provide either open source or paid tools or both for any type of software as per requirement.	If user has end to end tool chain with open source library, does he still required to propose commercial tools?	For each tool, both open source and paid tool is to be proposed
54	4.4.3	28	8. The proposed software/tools should be compatible with both public cloud and on-premise infrastructure. However, the software/tools proposed by bidder should not have any dependency on any public cloud infrastructure.	Whether tools licenses be preferred on cloud or on premises? The pricing of both options would be different.	All tools proposed will be deployed on-premise and should not have any dependency on any public cloud infrastructure. However, The proposed software/tools should be compatible with both public cloud and on-premise infrastructure.
55	4.4.3	28	9. The software and tools proposed should also be able to integrate seamlessly with existing tools like IDE, Code Repository, CI/CD tools etc of LIC.	Please specify which are these pre-existing tools used by LIC for verifying integration of testing tool?	Details will be shared with successful bidder
56	4.4.3	28	11. Application Performance Monitoring:- Monitor Performance of software to quickly identify performance bottlenecks in testing environment.	Kindly confirm if the monitoring tools will be only restricted to do the bottleneck identification in testing environment & will not be used for any production level	The APM tool will be deployed for Testing Environment. However there should not be any restriction of using the

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				monitoring	license in any environment.
57	4.4.3	28	The software and tools proposed should be able to integrate seamlessly with various in scope applications, tools/software used in these applications and its underlying dependencies. The software and tools proposed should also be able to integrate seamlessly with existing tools like IDE, Code Repository, CI/CD tools etc. of LIC.	What is the current state of CICD integration and Tooling for continuous integration and Infra availability for the same	Details will be shared with successful bidder
58	4.4.3	28	API Testing:- API Testing and automation tool.	High level functional use cases for End to end testing estimation. Is Automation testing is applicable? if yes, which operating model (BDD with REST API, BDD with selenium etc.) needs to be adopted?	Automation testing is in scope of the project.
59	4.4.3	28	API Testing:- API Testing and automation tool.	Do API performance test is in scope? Like Uptime, number of calls in a given time, Bulk request support etc.	All API testing is in scope.
60	4.4.3	28	API Testing:- API Testing and automation tool.	Can we have a detail API contract (Sample end point, request, response, Authentication etc.) for each end point where those can be mocked and built API test automation framework in parallel of development.	Will be discussed with successful bidder and finalised.

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61	4.4.3	28	API Testing:- API Testing and automation tool.	Provide details of transaction volume to consider for Performance & load testing for requests and Response for API	The tool should meet the requirements of RFP and further details will be shared with successful bidder
62	4.4.3	28	API Testing:- API Testing and automation tool.	What is the Authentication/Authorizations mechanism used in API? Can you please share the details about this?	Details will be shared with successful bidder
63	4.4.3	28	The bidder is required to select an appropriate suite of software testing tools, encompassing options from open source, paid, free, premium, or enterprise categories.	Will the development vendor(s) use the same tool (defect management or unit test management) for Agile project delivery	Will be discussed with successful bidder and finalised.
64	4.4.3	28	Test Automation Suite (Web, Desktop, Mobile):- Test automation suite for Desktop, Web, Mobile etc.	Desktop application platform?	Details will be shared with successful bidder
65	4.4.3	28	Software and Tools	Which tools will be considered as paid tools?	Those software/tools will be considered as paid tools which are commercially available for purchase and are supported by OEM and not locked with any vendor.

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66	4.4.3	28	Software and Tools	What type of web based TCoE management tool must be proposed for LIC?	The Web Based management tool should comply with the RFP provisions and technical specifications stated in technical annexure (Annexure-17).
67	4.4.3	28	Pt 9 - The software and tools proposed should also be able to integrate seamlessly with existing tools like IDE, Code Repository, CI/CD tools etc of LIC	Can you please share the list of all existing tools at LIC? For IDE, Code Repository, CI-CD etc	Details will be shared with successful bidder
68	4.4.3(11)	28	Mobile testing - Build management tools	What are the MDM ( Mobile Device management) tools used for Build management for IOS and Android . Example. MS Intune, Crashlytics, VITAL	Details will be shared with successful bidder
69	4.4.3(11)(iv)	28	Performance Testing Software (along with load injector)	Please confirm if the VMs inside LIC environment will be shared by LIC to be used as load injectors	The necessary hardware / VMs using vCPUs will be provided by LIC.
70	4.4.3(2)	28	All software/tool licenses/subscriptions should be user/application based	Are you comfortable with subscription licenses that are renewed annually? What quantity of licenses do you need for each tool? Considering that some licenses are user-based, some are server-based, and data management licenses based on sources based, also confirm that are these licenses will only be utilized in test environments.	Please be guided by RFP

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71	4.4.3(8)	28	Mobile Testing - Device cloud hosting model - On premise cloud	Do we have permission and Infra support ( Like Static IP , Private firewall, Proxy setup, exclusive Firewall switch) to install the Licensed Mobile testing Device cloud server that comprises of Mac Machine, IOS, Android server installed within the LIC premises . If yes which is preferred LIC location in India	Please refer corrigendum-I
72	4.4.3(8)	28	Mobile Testing - Device cloud hosting model - Security expectations	What are the standards and Security audit certificates expected to implement and Maintain cloud servers within LIC premises ( MAC, Windows , Unix ) . Ex . Vulnerability Audit reports	Please refer corrigendum-I
73	4.4.3(8)	28	Mobile Testing - Device cloud hosting model- Third party servers and Infra	Can we bring in Mac machines and Mobile devices from external License tool vendors to get them installed in LIC premises	Please refer corrigendum-I
74	4.4.3	29	Performance Testing	Are there any Batch Job requirement for performance test? Example: Nightly batches, weekly batches, monthly batches. i. If yes, how many batch jobs are in scope for PT. What is the frequency of batch job execution for each job? ii. Do batch jobs executed overnight or intraday schedule as well?	Batch jobs are required to be tested. Further details will be shared with successful bidder

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75	4.4.3	29	Pt 2 - All Software/tool/licenses/subscriptions should be user/application based	Can you please confirm if the software licenses can be application based since in the technical annexure document the licenses are asked on user basis only but Commercial Bill of material mentioned for application as well ?	The licenses to be provided as asked for in commercial annexure.
76	4.4.5	29	4. LIC will provide only RHEL OS and MySql Database licenses to bidder in case the same are part of the proposed solution. All other software / tools/ OS / database etc proposed for TCoE setup are to be procured by bidder.	What if the TCOE server require other than RHEL OS? Will that be provided by LIC?	Please be guided by RFP. There is provision in Commercial annexure for quoting quantity and Cost for "OS license other than RHEL".
77	4.4.5	29	10. All product updates, upgrades and Patches should comply with observations of IS Audit, IRDA Audit, CA, VA&PT etc and the same should be provided by the Bidder/Vendor at no extra cost during warranty and AMC/ATS period.	To comply with the clause stating "All product updates, upgrades, and patches should comply with observations of IS Audit, IRDA Audit, CA, VA&PT, etc., and the same should be provided by the Bidder/Vendor at no extra cost during warranty and AMC/ATS period," could LIC share a list of whitelisted tools and technologies?	It is the responsibility of the bidder so that the proposed tools and solution comply with the stated observations.
78	4.4.5	29	Infrastructure	Are there any Infrastructure change/projects proposed covering any of the below category: - Infrastructure upgrade - Infrastructure migration to new DC/Env - Migration to Public or private cloud	Details regarding proposed projects will be shared with successful bidder, if necessary

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79	4.4.5	29	Infrastructure	For Mobile testing, Can we suggest cloud platforms to be used for testing purpose?	Please refer Corrigendum-I
80	4.4.5	29	Infrastructure	How frequently NFT test covering Failover, DR, resiliency test is performed enterprise wise - (six moth or yearly)?	DR frequency is different for different applications based on guidelines. Further details will be shared with successful bidder.
81	4.4.5 (5)	29	Environment Management	Do you have Infrastructure solution design document which can be referred to design the TCoE environments?	Available details may be shared with successful bidder
82	4.4.5	29	The hardware / VMs using vCPUs will be provided by LIC in its own private cloud to the bidder for setting up the infrastructure. The software/tools proposed by bidder should be compatible to this and will be implemented in this infrastructure.	LAPTOP/DESKTOP also will be arranged by LIC based on the pre bid meeting held at LIC	LIC will provide desktop for on-site resources of TCoE setup.

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83	4.4.6	29	Current Volume	<p>Estimated Volume            What is the current number of Active products (Day1 and Day 2/ Inactive product Day 2?            How many New product launches are tested in a year? Please specify LOB-wise - product launches per year? ( Simple, Medium, Complex)            How many CR's or enhancements are tested in a year? ( Simple, Medium, Complex)            How many products are there in each Line of business? (Term, ULIP, Pension, Endowment, Children's plan etc?</p>	<p>Details will be shared with successful bidder. The Testing Resources will be deployed as per volume and requirement.</p>
84	4.4.6	29	Functional Automation Testing	<p>Could you please confirm that the timeline and team for each testing project will be established at the beginning of the each project?</p>	<p>Details are available in 4.4.7. Facility management Resource Requirement</p>
85	4.4.6	29	Various types of testing and test case creation	<p>Whether security testing is part of scope of application? Please provide the complexity, avg size / no of web pages, no of lines of code, user roles of each application for security testing.</p>	<p>The list of Various types of testing to be conducted are mentioned in the RFP clause 4.4.6.6. Please be guided by RFP.</p>



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86	4.4.6	29	B. Non functional testing	Is performance test environment dedicated or shared? If shared, are there any availability constraints for performance tests? Provide detailed information.	Bidder will have the responsibility to setup the testing environment in the hardware provided by LIC.
87	4.4.6	29	B. Non functional testing (Ageing Testing)	Please confirm if Year 1, Year 2 unit Year N DB volume growth will be done by LIC. Kindly share the Year On Year growth details of data base volumes and concurrent user volume as well for each applications in scope	We may consider 15% year on year growth.
88	4.4.6(6.B,n)	29	Data Migration Testing	Why and for what purpose the data migration testing is required?	This is applicable in case any data/application migration project of existing application is taken up during the engagement period.
89	4.4.6.(6)	29	Data Migration testing	Details of the data migration testing to be conducted. Is report testing in scope as well?	This is applicable for testing of data migration and details will be shared when any application/data migration project is taken up. All activities related to data migration testing will be in scope.
90	4.4.6.(6)	29	Test data preparation	How test data is created in current world? Any specific need for synthetic data generation/data masking?	It will be the responsibility of the bidder to create entire test data.

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91	4.4.6	30	A. Functional Testing:	Regarding Desktop and Mobile UI testing, does the scope include pixel-to-pixel validation of components against the wireframe document? Could you please provide wire-frame for web and mobiles pages/design?	Details will be discussed and shared with successful bidder
92	4.4.6	30	A. Functional Testing:	As part of Multi Browser, Accessibility Testing, and Desktop & Mobile UI, how many browser-OS combinations should we consider? Additionally, does LIC have any specific browser-OS combinations they want us to prioritize for testing?	All major browsers and OS to be tested.
93	4.4.6	30	A. Functional Testing:	As part of Accessibility Testing, which industry-standard guidelines (e.g., WCAG, Section 508) do you prefer to follow? We typically recommend WCAG 2.1 AA guidelines.	Details will be discussed and shared with successful bidder
94	4.4.6	30	A. Functional Testing:	For Accessibility Testing, the procurement of physical devices is required upfront. As outlined in the RFP document on Page 31, point 14, mobile devices should be charged on a monthly basis. However, in this case, we would need to charge the upfront cost of the entire device. Is this arrangement acceptable?	The physical mobile devices will be rented by LIC from bidder on monthly basis as per requirement. The bidder needs to quote accordingly in commercial annexure.

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95	4.4.6	30	Security and Compliance	Are there any specific security considerations to be addressed in automating desktop apps, mobile apps, web, and APIs?	All relevant security considerations to be followed.
96	4.4.6	30	Functional Automation Testing	Are there specific operating systems (e.g., Windows, macOS) and versions that the desktop apps must be compatible with?	Details will be shared with successful bidder
97	4.4.6	30	B) Non-Functional Testing t) Localization Testing	Is it related to Local language testing? If yes, how many local languages are to be covered for testing?	Different applications has different numbers of local languages integrated.
98	4.4.6.(6.P)	30	Various types of Testing and Test Case creation - Frequency of UI changes	How frequently the UI changes are implemented ( Quarterly or Monthly or any specific intervals or MVP's )	Frequency of changes are different for different applications.
99	4.4.6.(6.P)	30	Various types of Testing and Test Case creation - Mobile UI testing - OS version impacts	Is a separate regression testing cycle is followed when a IOS or Android Operating system gets upgraded or Is it taken along the regular release cycle . Example : IOS 17.4.1 is latest version, will aseperate regression test suite expected when IOS 17.5 released or will be tested only on next release	That depends on the criticality of the mobile application. Further details will be shared with successful bidder.
100	4.4.6.6(B.e)	30	Resiliency Testing	Can you please elaborate more on the inclusion of resilience tests?	Resilience testing will focus on ensuring that a system can recover from failures or disruptions.

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101	4.4.6	31	For Mobile Application Testing, bidder will be responsible for arranging Mobile devices with all types of OS(including Android, IOS etc)/ all types of make-Model with current + 2 previous major versions of Mobile Operating systems	Does LIC expect Physical device refresh to be done during the year? If yes, at what frequency?	The physical mobile devices will be rented by LIC from bidder on monthly basis as per requirement. The bidder needs to quote accordingly in commercial annexure.
102	4.4.6(14)	31	For Mobile Application Testing, bidder will be responsible for arranging Mobile devices with all types of OS(including Android, IOS etc)/ all types of make-Model with current + 2 previous major versions of Mobile Operating systems. The monthly rental cost for Mobile devices may be quoted by the bidder in commercial annexure.	Is it feasible to conduct testing on the most popular devices in India using the analysis provided by Google's Android Developer Dashboard?	The make/model of mobile devices to be rented will be decided based on some parameter/ study/ analysis reports etc as decided by LIC.
103	4.4.6(15 . m)	31	Test data preparation	During test data preparation for Test environments, is it necessary for us to mask test data? Do we recommend a specific tool for data masking, or do you have your own tool for this purpose?	Test data should be masked. The same may be done using query or some open source tool.
104	4.4.6(15 . q)	31	Upgrade/enhance software/tools and processes deployed at TCoE.	Will there be a separate environment provided for testing software/tools upgrades or enhancements? Do we need to acquire additional licenses for this purpose?	Please be guided by RFP

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105	4.4.6(15)	31	r. Implementation of industry standard data management including data encryption and other security standards for test case repository and TCoE data.	Open source tools may not be encryption enabled. Will it be mandatory for encryption of TCOE data with open source tools solutions?  If implementation is done on private cloud behind firewall, will encryption be needed for TCOE data?	The TCoE data and repository should be encrypted.
106	4.4.6(6.D)	31	Cloud migration testing	Which cloud? Which applications are going to be in this scope?	This is applicable for testing in case any data/application migration project of existing application to/from any cloud setup is taken up during the engagement period.
107	4.4.6.(14)	31	Various types of Testing and Test Case creation - Mobile Testing	Can we use Mobile device cloud installed which is Private and Exclusive for LIC	Please refer Corrigendum - I

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108	4.4.6.(14)	31	Various types of Testing and Test Case creation - Mobile Testing - Environment	In current setup how is the Mobile test environment accessed by Testers for Sprint , SIT and UAT . Is it available in which of the 3 methods: 1. Open internet with authentications( Like Phone VPN ) 2. Only on dedicated ODC with restricted WIFI inside the testing ODC 3. Any other specific test environment access process to enable the Testers to get access in their mobile device which is not listed above	It's the bidder's responsibility to propose and prepare the new Mobile test environment.
109	4.4.7	31	The Onsite location for TCoE will be established at any major cities of India by LIC	What all primary cities does the vendor need to consider for onsite deployment of resources?	LIC plan to establish the onsite TCoE setup at Pune. However LIC reserves the right to change the place any time to any other city/cities as per LIC's requirement.
110	4.4.7	31	The Onsite location for TCoE will be established at any major cities of India by LIC.	We assume that the work facility in the chosen city will be provided by LIC. Please clarify	The sitting arrangement for on-site resources at LIC premises will be provided by LIC.
111	4.4.7	32	The Onsite location for TCoE will be established at any major cities of India by LIC. The actual location will intimated by LIC to the successful bidder.	According to our understanding, the Core team would be deployed on-site at the identified LIC premises, while the Flexi team will work from the Vendor premises,	Please refer to RFP clause 4.4.7.8

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				Mumbai/Bangalore. Please Confirm.	
112	4.4.7(6)	32	The Core team and Flexi team will comprise of resources, LIC may alter the type and size of the teams at its discretion	How much time bidder will get to ramp-up and ramp-down team?	Please refer Corrigendum-I
113	4.4.7	33	Facility management Resource Requirement	We observe that LIC might request for a change of resources based on performances. Please let us know if there will there be a definite performance review mechanism for monitoring performance of resources.	Performance review of resources will be decided by LIC.
114	4.4.7	33	Facility management Resource Requirement	Please let us know what will be the leaves structure of resources. Also confirm whether the bidder's resources will be required to follow LIC's HR policies.	Please be guided by RFP
115	4.4.7	33	Facility management Resource Requirement	Please let us know if LIC requires any specific parameters for conducting background checks of the resources.	Annexure-25 is to be submitted by the bidder after background check at their end.
116	4.4.7	33	The strength/ratio of onsite or offsite resources will be decided by LIC based on requirement and this ratio will not have any cost impact on LIC. For offsite resources (if any), bidder should maintain a dedicated control room in their premises for dedicated resources for LIC only.	Kindly confirm if ODC set up is required and its eligibility criteria?	The bidder will be informed in advance whenever LIC decides to use dedicated control room in bidder's premises for dedicated resources for LIC. Further details will be discussed and shared with the successful bidder.

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117	4.4.7	33	<p>Onsite resources are required to create all types of documents and to perform UAT, preparation of test cases, support, monitoring, certification, implementation, reporting, coordination with LIC's team/s, Patch Installation, Audit compliance, IT industry best practices/VAPT closures, vulnerability assessment, any other statutory compliance, day to day MIS reports, Regulatory reports, assist/conduct DR Drill, Database support, Business-as-usual support, and post Go-live support etc. These activities are illustrative and the exact requirement may not be limited only to these activities.</p>	<p>What are the No of existing Reports for Regulatory?  MIS report or any other specific reporting to external system?  Roles required for database support, production support Dr drill etc. are not included in core team, are we going to decide later?</p>	<p>Reports will be shared with successful bidder, if required.  Test Environment Support Engineer who is part of core team is expected to provide support related infrastructure of TCoE setup.</p>
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118	4.4.7	33	<p>Onsite resources are required to create all types of documents and to perform UAT, preparation of test cases, support, monitoring, certification, implementation, reporting, coordination with LIC's team/s, Patch Installation, Audit compliance, IT industry best practices/VAPT closures, vulnerability assessment, any other statutory compliance, day to day MIS reports, Regulatory reports, assist/conduct DR Drill, Database support, Business-as-usual support, and post Go-live support etc. These activities are illustrative and the exact requirement may not be limited only to these activities.</p>	<p>We understand from pre-bid meeting that security testing is out of scope. Hence, this is not expected from functional or automated testing engineers. Please clarify.</p>	<p>All activities related to TCoE setup including closure of CA/VA/PT reports of TCoE setup and compliances will be done the Bidder.</p>
119	4.4.7(9)	33	<p>The strength/ratio of onsite or offsite resources will be decided by LIC based on requirement and this ratio will not have any cost impact on LIC. For offsite resources (if any), bidder should maintain a dedicated control room in their premises for dedicated resources for LIC only.</p>	<p>Could you please provide clarification on whether we need to maintain a flexible team within our office premises under controlled conditions, with billing occurring according to the rate card? For building ODC, How much time bidder will get? And our understanding is that LIC will provide additional cost for building the same and this will be decided at that time.</p>	<p>Please be guided by RFP</p>

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120	4.4.7(9)	33	<p>Onsite resources are required to create all types of documents and to perform UAT, preparation of test cases, support, monitoring, certification, implementation, reporting, coordination with LIC's team/s, Patch Installation, Audit compliance, IT industry best practices/VAPT closures, vulnerability assessment, any other statutory compliance, day to day MIS reports, Regulatory reports, assist/conduct DR Drill, Database support, Business-as-usual support, and post Go-live support etc. These activities are illustrative and the exact requirement may not be limited only to these activities.</p>	<p>Could you please clarify are all activities mentioned to be completed for which environment?</p>	<p>Please be guided by RFP</p>
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121	4.4.7	34	<p>Timing of working hours for the resources will be finalized as per LIC's requirement and no deviation from the service provider will be entertained. The timing may be in shifts and changed at LIC's discretion. During the implementation phase, critical testing, planned activity and emergency period, resources may even have to be deployed 24x7 depending upon LIC's requirement as per the quoted rates.</p>	<p>Would there be a separate cost for resources working outside business hours? (9AM-9PM)          Would there be additional compensation given for resources support for testing on Holidays or weekends?</p>	<p>Please refer to RFP clause 10.2.4. All payments will be done as per the rate quoted by the bidder in commercial annexure and no additional compensation will be paid to the bidder under any circumstances.</p>
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122	4.4.8	34	4.4.8. Documentation and Training. The Bidder shall provide the following documentation	Are these documents to be provided at time of proposal submission?	The technical proposal document submitted by bidder should include all the relevant points including Project Proposal, Project Plan, Design diagrams Document, Test strategy, Business Continuity Plan, Risk Management Plan, Quality assurance plan, Maintenance and support plan etc based on information provided by LIC and Bidder's proposal for TCoE implementation. Comprehensive and Detailed documentation on all document types should be submitted by the bidder after system study and improve during the engagement.
123	4.4.9	36	Key Deliverables - point 22	What format does the data reside in non-production environment? Any RDBMS or any other systems?	Data format is same in production and non-production environment. The database may vary from project ot project.

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124	4.4.9	36	26. Upgrade/ Enhancements/ Bug Fixes for Software/Solution deployed as part of TCoE	Kindly add below clause: In case of commercial tools, the responsibility of Bug/defect Fixing will be with OEM & responsibility to confirm the Fixes will be with the bidder	It is the responsibility of the vendor to arrange for the bug fixes of the commercial tools from OEM and also deploying all the upgrades, bug fixes, enhancements in TCoE setup swiftly.
125	5	37	TCOE RESOURCE PROFILE	Are profiles also to be submitted at the time of proposal submission.	Profile of Minimum 50 resources on-role of the bidder as mentioned in commercial annexure as per each category should be submitted for verification of resource capability.
126	6	54	Bidder should have minimum 1000 full time technical resources in their payroll specializing in testing. Minimum 200 resources out of them should be in insurance domain	What is the "additional appropriate supporting undertaking "document referred here. Can we given PO's/ Invoice of Insurance organization as proof along with HR letter?	The supporting documents will include list of employees along with area of expertise and any other relevant details.

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127	7	48	<p>Step-1</p> <p>8. During the technical workshop stage LIC may add other stakeholders who could add value to the decision making on the technical aspects and evaluation criteria.</p>	<p>Kindly confirm if any external stakeholders other than LIC will also be part of the evaluation committee, to confirm the confidentiality of the submitted data of bidder. If yes, which external bodies will be joining the evaluation committee?</p>	<p>LIC will decide on on boarding any external stakeholder during the evaluation process.</p>
128	7	48	<p>Step-2</p> <p>1. Commercial Bid Evaluation</p>	<p>Kindly add below terms to protect the integrity of the RFP process:</p> <p>1. If any vendor is found to be quoting too LOWER price or too HIGHER price, it will be considered as tender sabotage activity. Such vendor will be dis-qualified from further processing. The threshold will be 30% of average pricing of the qualified bidders.</p> <p>2. If the submitted price on Tender portal &amp; price in CommercialAnnexure18TCoE attachment is different, then the BIDDER will be Dis-qualified &amp; blacklisted from participating in LIC's future tenders.</p>	<p>Please be guided by RFP</p>
129	7	49	<p>LIC may ask the technically qualified bidders to conduct a POC for being eligible to move to the next stage/step. Details of the POC will be shared with the shortlisted bidders.</p>	<p>Would you prefer the POC to be conducted in your environment, or are we allowed to showcase/conduct it in our own environment? Please specify the duration of the POC.</p>	<p>The decision on location and scale of POC will be decided by LIC at later stage of RFP. Details related to POC will be shared with all the shortlisted eligible bidders.</p>

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130	8	53	Award & Signing of contract	We observed that references to MSA have been made in the RFP document. We do not see MSA Format in the RFP, please let us know if bidder can share its own MSA template?	MSA format will be shared by LIC with successful bidder.
131	9.2	54	Right to terminate the Process	Kindly provide us clarity as to the procedure for refund of EMD and the timeframe thereof in case LIC terminates the RFP Process unilaterally in accordance with this clause.	Details are already available in RFP. Please be guided by RFP
132	9	54	Terms and Conditions	Can we propose any alteration in any legal clauses of the RFP under section 9 : "Term and Conditions"	Please be guided by RFP
133	11	83	Other Conditions	Can we propose any alteration in any legal clauses of the RFP under section 11 : "Other Conditions"	Please be guided by RFP

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134	9.8	57	<p>9.8.1 Warranty that there is no conflict of interest</p> <p>5. c. such Bidder has a relationship with another Bidder, directly or through common third parties, that puts them in a position to have access to each other’s information about, or to influence the Proposal of either or each of the other Bidder; or there is a conflict among this and other assignments of the Bidder (including its personnel and other members, if any) and any subsidiaries or entities controlled by such Bidder or having common controlling shareholders. The duties of the Bidder will depend on the circumstances of each case. <b>While providing services to LIC for this particular assignment, the Bidder shall not take up any assignment that by its nature will result in conflict with the present assignment.</b></p>	<p>1. If bidder is selected for other function's RFP as well as TCoE, can bidder work on both opportunities simultaneously given that the bidder will have independent teams &amp; respective hierarchies for these other functions' projects?</p> <p>2. Please specify according to LIC, whether any functions fall under conflict of interest if bidder is selected for multiple opportunities in LIC</p>	Please be guided by RFP
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135	9.8.1.5	58	c. While providing services to LIC for this particular assignment, the Bidder shall not take up any assignment that by its nature will result in conflict with the present assignment.	Whether assignment of other functions be considered as conflict of interest with the testing assignment, if vendor is providing both services with two independent department with independent reporting hierarchy?	Please be guided by RFP
136	9.12	59	Contracting	Bidder would need an opportunity to negotiate the provisions of the mentioned standard contracts before the same are incorporated in the main Agreement.	Please be guided by RFP
137	9.12	60	Contracting	Prior to termination for any violation of the Contract, please confirm whether LIC can provide a cure period to the bidder.	Please be guided by RFP
138	9.17	61	The rates approved by LIC will be valid up for the entire contract period from the date of MSA or the date of issue of purchase order.	Kindly confirm if the successful bidder will be paid 'Total Cost of Ownership' or 'Total Discounted Cost of Ownership'	TCO @ NPV/ Total Discounted Cost @ NPV will be used for calculation of Commercial Bid Price (L), and Total Cost/TCO will be used for other purposes like payment.
139	9.24	63	PERSONNEL	Kindly confirm whether LIC will be having direct control and supervision over resources of bidder.	Please be guided by RFP

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140	10.1	70	Sr. No. of Milestones: M3 Milestones (Completion of the Activity): Detailed Project Plan and design document submission by bidder	Kindly share the timelines for other allied activities like Peer Review \ Client review, walkthrough of the test cases to the client	All allied activities will be part of the timelines for the stated milestones.
141	10.1	70	Sr. No. of Milestones: M6 Milestones (Completion of the Activity):Pilot Run (In this phase the TCOE setup will be put in use and few of the testing requirements need to be tested for manual testing on pilot basis)	1. Kindly share the demarcation of the functionalities to be tested as part of Pilot Run & the timelines to complete the same 2. Can LIC quantify 'Few' and complexity type of such quantified 'Few testing requirements?'	The Details will be discussed and shared with successful bidder.
142	10.1	70	Sr. No. of Milestones: M7 Milestones (Completion of the Activity): Pilot Run for Automated testing (In this phase few testing requirements need to be tested for automated testing on pilot basis)	1. Kindly help us to understand Scope & complexity of pilot automation in M07 and what all applications will be part of the pilot run. 2. Can LIC quantify 'Few' and complexity type of such quantified 'Few testing requirements?'	The Details will be discussed and shared with successful bidder.
143	10.2	71	4. Testing Resource Man Month Cost c. For calculation of Resource payment, 22 days will be considered as a month. Per day payment for each resource will be 1/22th of the Man month cost quoted by the bidder.	1. If the working days count goes more than 22 Days, how will be the resource/bidder compensated? 2. If month has less than 22 working days due to LIC declared holidays, how will that month be treated?	Please refer to clause 10.2.4. The payment to the bidder will be made for the exact number days worked in a month.

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144	10.2 (1)	71	Payment Terms	Is it feasible to receive 100% payment upon the delivery of licenses, considering that OEMs typically require payment upon delivery?	Please be guided by RFP
145	10.2 (4)	71	Testing Resource Man Month Cost	Will the cost of resources be charged on a time and materials basis for activities mentioned in section 10.1?	The milestone details are provided in RFP.
146	10.4.2	71	For calculation of Resource payment, 22 days will be considered as a month. Per day payment for each resource will be 1/22th of the Man month cost quoted by the bidder	We kindly request to consider 2 days paid leave as the deployment of resources are in our payroll. All the payroll employees are entitled for 2 days paid leave in a month as per labour policy. We kindly request to deploy buffer resources as part of Core and Flexi team as non-billable .... These buffer resources can be billed only against the leaves taken by Core & flexi team (actual resources) . Please consider.	The non-billable buffer resources should follow the same on-boarding process defined in RFP. The bidder may utilize these buffer resources for managing leaves.
147	10.3	72	Payment Process	Please let us know the remedies that will be available to bidder under the contract for non-payment/late payment. For e.g. Interest in case of delay in payment, suspension of services, etc. Please Let us know if LIC is open to negotiating this clause.	Please be guided by RFP

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148	10.3	72	Payment Process	Can the rates be negotiated during the contract period.	Please be guided by RFP. The quoted rate shall be Firm throughout the currency of the Contract and no escalation shall be payable.
149	10.3.2	73	Liquidated Damages	if LIC is open to negotiation of this clause and also change cap on the total contract value?	Please be guided by RFP.
150	10.3.3	73	Incorrect Invoices, under/over Payment	Please let us know whether there will be any mutual discussion/prior intimation before making any recovery of excess payment.	Please be guided by RFP
151	10.3.4	74	Due Date for Payment	We observe that LIC has only agreed to make an effort to pay within 30 days. Please let us know if LIC is open to negotiation of this clause. We prefer to have a binding commitment for the payment terms.	Please be guided by RFP
152	10.4	75	Service Level Agreements (SLAs	Is this for the test environment, and only for the services provided by the vendor.	SLAs are for TCoE and all services under the scope of this RFP.
153	10.4.2	75	SLA Table - 1 Average Delay in Delivery (Agile Releases/Sprints/ Test Cycle/Testing Milestones)	Please take into consideration that Penalty clause should be relaxed if delay has happened due to reasons not solely attributable to Vendor, an extension of the testing engagement will need to be separately discussed and agreed between LIC and Vendor.	Please be guided by RFP

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154	11.1.5	83	Assignments	<p>Please note that we agree to this clause in essence. However, we would like to seek clarity if bidder's Indian affiliates would be considered as third-party entities? We would like to establish that our affiliates should be allowed to provide Services without any approval.</p> <p>Additionally, any Individual Consultants of our company shall not be considered as sub-contractors. Please let us know if this can be negotiated.</p>	Please be guided by RFP
155	11.11.9	91	Knowledge Management	Is any tool/software used for knowledge management?	No such tool is available for use in this project.
156	11.28	97	Right to inspect	Any audit under the Agreement shall be with a prior written notice of not less than 14 days and shall be at the own cost of LIC and at such intervals as may be mutually agreed between the Parties	Please be guided by RFP

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157	11.29	98	<p>SN 4:  Activity: User Acceptance Testing  Provide access for User Acceptance Testing (UAT)  SI/OEM: R, A  LIC: C, I</p>	<p>Kindly modify the clause as below:  Provide access for User Acceptance Testing (UAT)  SI/OEM: C, I  LIC: R, A  Since the admin access/ownership/responsibility of Infra will be with LIC originally, LIC will need to grant/allow access of the same to SI/OEM to perform UAT</p>	Please refer corrigendum-I
158	11.29	98	<p>SN 4:  Activity: User Acceptance Testing  Provide security assurance to ensure protection of data and maintain functionality as intended  SI/OEM: R, A  LIC: C, I</p>	<p>Kindly modify the clause as below:  1. Provide security assurance to ensure protection of data  SI/OEM: C, I  LIC: R, A   2. Maintain functionality as intended  SI/OEM: R, A  LIC: C, I  The dependency of providing infra &amp; application access, test data, etc. to SI/OEM is with LIC</p>	Please be guided by RFP

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159	11.29	98	SN 7: Activity: Post go-live support Provide post implementation support to LIC's core team for 5 years. SI/OEM: R, A LIC: C, I	Kindly specify the line of items in the post implementation support for clarity & how will be the bidder compensated for the same	Please refer section 4 Scope of work of RFP
160	Annexure - 3(5)	108	Bidder should be in business of Application testing services in India for at least 5 years	Could you please confirm if our provision of services from India to all our clients, both in India and globally, qualifies as our experience in testing from India?	Please be guided by RFP
161	Annexure - 3(6)	108	TCoE/Testing solution in at least Two reference able BFSI sector organization in India where implementation was done.	Is it acceptable to present the experience of our global as well as Indian clients? Additionally, can we provide this information on our letterhead considering we have NDAs with clients prohibiting the sharing of their documents?	Please be guided by RFP
162	Annexure-3	108	ELIGIBILITY CRITERIA	Which implementations will be eligible as insurance organization implementation as stated in eligibility evaluation?	The implementation in insurance organization should be in a similar testing service/TCoE. Similar implementation means minimum 20 testing resources deployed at a time.

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163	Annexure-3	108	2.The bidder should have minimum annual turnover of 100 Crores per annum in two of the last three Financial Years.	Please allow Relaxation in Turnover	Please be guided by RFP
164	Annexure-3	108	6. TCoE/Testing solution in at least Two reference able BFSI sector organization in India where implementation was done after 01.01.2018 OR implemented before but continued beyond 01.01.2018. The Total PO/Work Order/Invoice value after 01.01.2018 should be minimum INR 15 Crores in each implementation.	Please allow Relaxation in PO/Work Order/Invoice value	Please be guided by RFP
165	Annexure-3	108	7. Implementation/Managing of TCoE/Testing solution in at least One Insurance organization in India since 01.01.2018.	Please modify to Implementation/Managing of TCoE/Testing solution in at least One PSU Bank organization in India since 01.01.2018.	Please be guided by RFP
166	Annexure-3	108	Sr No. 2 Particulars: The bidder should have minimum annual turnover of 100 Crores per annum in two of the last three Financial Years. Remarks/Supporting Documents: Details should be submitted in Annexure EC-A along with copies of Audited Financial Statements for the relevant years, duly signed by Authorized Signatory.	Kindly allow the submission of provisional audited Financial Statement by CA for FY 2023 - 2024	The provisional audited financial statements duly signed by Chartered Accountant may be provided for FY 2023-24, if the final audited financial statements are not ready.



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167	Annexure-3	108	Implementation/Managing of TCoE/Testing solution in at least One Insurance organization in India since 01.01.2018.	<b>We request LIC to update the clause as below:</b>  Implementation/Managing of TCoE/Testing solution in at least One Insurance/ <b>Non-Insurance</b> organization in India/ <b>Global</b> since 01.01.2014.	Please be guided by RFP
168	Annexure-3	108	8. Bidder should have minimum 1000 full time technical resources in their payroll specializing in testing. Minimum 200 resources out of them should be in insurance domain.	While we fully understand the importance of ensuring adequate resources for the successful execution of this project, we would like to inquire if there exists any flexibility to adjust the minimum requirement of 1,000 full-time technical resources downward.	Please be guided by RFP
169	Annexure-3	108	10 .The bidder should have i) ISO/IEC 17025:2017, ii) ISO 9001:2015 and iii) ISO/IEC 27001:2022 certification	The bidder should have at least any one of the certification. i) ISO/IEC 17025:2017, ii) ISO 9001:2015 and iii) ISO/IEC 27001:2022	Please be guided by RFP
170	Annexure-3	108	Bidder should have minimum 50 ISTQB Certified Resources in their payroll.	We request LIC to remove this clause from eligibility criteria or adjust the number downwards.	Please be guided by RFP

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171	Annexure-3	108	<p>Sr No. 6 Particulars: TCoE/Testing solution in at least Two reference able BFSI sector organization in India where implementation was done after 01.01.2018 OR implemented before but continued beyond 01.01.2018. The Total PO/Work Order/Invoice value after 01.01.2018 should be minimum INR 15 Crores in each implementation.</p>	<p>1. Kindly confirm if bidder can submit CA certificate stating that bidder has implemented Total PO/Work Order/Invoice value after 01.01.2018 is equivalent/more than INR 15 Crores in each mentioned implementations 2. Kindly confirm if PO/Work Order/Invoice value of multiple subsidiaries/sister concerns of same client will be considered as aggregated PO/WO/Invoice of 15 Crores. Example, XYZ Financial services Rs. 8 cr, XYZ Securities Rs. 5 Cr., XYZ Wealth management Rs. 3 Cr., where all three companies are sister concerns of same client XYZ</p>	<p>Please be guided by RFP</p>
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172	Annexure-3 (6)	108	TCoE/Testing solution in at least Two reference able BFSI sector organization in India where implementation was done after 01.01.2018 OR implemented before but continued beyond 01.01.2018. The Total PO/Work Order/Invoice value after 01.01.2018 should be minimum INR 15 Crores in each implementation.	Our work is conducted from India to serve global customers in the BFSI sector. Additionally, we collaborate with customers who have established their Global Capability Centers in India, allowing us to work from their premises. Is it acceptable to mention both global and Indian customers?	Please be guided by RFP
173	Annexure-3 (7)	108	Implementation/Managing of TCoE/Testing solution in at least One Insurance organization in India since 01.01.2018.	Is it acceptable to reference both global and Indian customers in the Insurance sector, as our work is conducted from India for clients worldwide, including those with Global Capability Centers in India where our project teams are based?	Please be guided by RFP
174	Annexure-3(7)	109	Implementation/Managing of TCoE/Testing solution in at least One Insurance organization in India since 01.01.2018.	Is it acceptable to present the experience of our global as well as Indian clients? Additionally, can we provide this information on our letterhead considering we have NDAs with clients prohibiting the sharing of their documents and contact details?	Please be guided by RFP

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175			Technical deviation	Where should we specify any deviations to the terms and conditions of this RFP?	Please refer to 3.17. Assumptions / Deviations
176	Annexure-5	112	Non-Disclosure Agreement (NDA)	The NDA provided by you contains clauses which are very onerous to accept. Please let us know if there can be any edits to the format for making the NDA mutual, deleting the indemnity clause and for capping the survival period to a fixed number of years. We would like to negotiate the terms of this NDA.	Please be guided by RFP
177	Annexure-7	118	Format for Performance Bank Guarantee (PBG)	Please let us know if any edits can be made in this format after consultation with Bankers without causing any substantial change to the content thereof.	Please be guided by RFP
178	Annexure-8	120	Authority Letter	Please let us know whether multiple persons can be authorised.	Yes, however the relevant authorisation should be as per RFP
179	Annexure-11	124	Details of Litigation(s)	Please let us know if any edits can be made in this format	Please be guided by RFP
180	Annexure-16	139	Bank Guarantee for EMD	Please let us know if any edits can be made in this format	Please be guided by RFP
181	Annexure-16A	140	Bid Securing Declaration Form	Please let us know if any edits can be made in this format	Please be guided by RFP

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182	Annexure-19	141	To be submitted on Company (OEM)'s letterhead	Is OEM Service Center required to be in India for proposed tools?	The OEM Service Center should be present in India for all the proposed tools. The details are to be submitted in Annexure-19 MAF.
183	Annexure-19	141	To be submitted on Company (OEM)'s letterhead	Kindly allow submission of the same on OEM's authorized distributors' letter head on behalf of OEM with attached OEM's authorization letter of Distributors authority	MAF may be submitted in OEM's letterhead OR OEM's authorized distributors' letter head on behalf of OEM along with OEM's authorization letter of Distributor's authority.
184	Annexure-20	143	500 Crores and above à 5 Marks 200 Crores and above à 3 Marks 100 Crores and above à 2 Marks	Given the considerable effort and resources required to participate in and contribute to projects of this nature, we kindly request LIC's consideration for a revised marks calculation method that would better reflect the scale and capabilities of companies within the 100 Crores to 200 Crores turnover range. We propose a slight adjustment to the marks allocation, where companies with an annual turnover of 100 Crores and above would be allocated 3 marks, aligning more closely with the capacity and resources required to undertake projects of this magnitude.	Please be guided by RFP

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185	Annexure-20	143	Automation OEM certified Resources	We kindly request to consider PO of insurance clients as well along with OEM certificates to ensure the experience of insurance specific domain automation.	Please be guided by RFP
186	Annexure-20	143	Full time Technical resources in bidder's payroll	As this TCOE RFP; technical resources in bidder payroll refers here of testing employees only; Please clarify.	Please be guided by RFP
187	Annexure-20	143	Full time Technical resources in bidder's payroll	As this TCOE RFP; we kindly request to review testing resources of vendor. Hence we recommend to change this scoring criteria as 1. More than 3000 resources à 5 marks 2. More than 2000 resources à 3 marks 3. 1000 resources or more à 2 marks	Please be guided by RFP
188	Annexure-20	143	Automation OEM certified Resources	Whether these automation certified resources are to be from Insurance domain	Please be guided by RFP
189	Annexure-20	143	TCoE/Testing solution in at least Two reference able BFSI sector organization in India where implementation was done after 01.01.2018 OR implemented before but continued beyond 01.01.2018.The Total PO/Work Order/Invoice value after 01.01.2018 should be minimum INR 15 Crores in each implementation.	Each implementation of INR 15 Crore is not clear. Generally TCOE engagement is for a minimum of a year. We recommend LIC to consider "TCoE/Testing solution in at least Two reference able BFSI sector organization in India where implementation was done after 01.01.2018 where Total PO/Work Order/Invoice value after 01.01.2018 per year is INR 15 crore.	Please be guided by RFP

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190	Annexure-20	143	Implementation of TCoE/Testing solution in any Life Insurance sector organization worldwide.	Is there a timeline of these references to be given such as 2018 or later mentioned for other point?	Please be guided by RFP. Refer Annexure-20 for details.
191	<b>Annexure-20</b>	143	Bidder's annual turnover in at least two of the last three Financial years	We kindly request to change the scoring as below and allow us to submit turn over certificate as proof of document for FY 23-24 400 Crores and above à 5 Marks 200 Crores and above à 3 Marks 100 Crores and above à 2 Marks	Please be guided by RFP
192	<b>Annexure-20</b>	143	<b>Quality Assurance: ISTQB Certified Resources with Bidder</b>	We kindly request to validate ISTQB certificate no of engineers to ensure the validity along with HR letter.	Please be guided by RFP
193	<b>Annexure-20</b>	143	Experience in application testing service business in India	Whether testing PO with client before 2014 will be considered as proof for this point?	Details are available in annexure 20. Please be guided by RFP.
194	<b>Annexure-20</b>	143	Bidder should have implemented Automation Testing assignments for a BSFI sector organisation in India	To evaluate the size of the engagement and make it relevant to this RFP. we propose to evaluate the reference of engagements with 25+ Automation testers. "Bidder should have implemented Automation Testing assignments with at least 25+ automation testers in a year at least for a BSFI sector organisation in India."	Please be guided by RFP

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195	<b>Annexure-20</b>	143	Implementation of TCoE/Testing solution with minimum 50 resources in each implementation in India.	To evaluate the size of the engagement, uniformity and relevant to this RFP. we suggest to evaluate this point relevant to BFSI vertical only. Other verticals are more like shared service whether the work is being done for other overseas client operating in india. we propose to change this statement as " Implementation of TCoE/Testing solution with minimum 50 resources in each implementation in India in BFSI Vertical."	Please be guided by RFP
196	Annexure - 20(8), (9), (10)	144	Automation OEM certified Resources, application testing, etc.	can we provide this information on our letterhead considering we have NDAs with clients prohibiting the sharing of their documents?	Please be guided by RFP



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197	Annexure-20	144	<ol style="list-style-type: none"><li>1. More than 10000 resources à 5 marks</li><li>2. More than 5000 resources à 3 marks</li><li>3. 1000 resources or more à 2 marks</li></ol>	<p>We respectfully request LIC's consideration for a relaxation in the minimum requirement for full-time technical resources. This adjustment would not only broaden the pool of potential participants but also ensure that the selection process accurately reflects the diverse range of capabilities and resources available within the industry.</p> <p>By adopting a more flexible approach, we believe that LIC can encourage greater participation and foster a competitive environment that promotes innovation and excellence.</p>	Please be guided by RFP
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198	Annexure-20	144	<ol style="list-style-type: none"> <li>1. More than 600 resources à 5 marks</li> <li>2. More than 400 resources à 3 marks</li> <li>3. 200 resources or more à 2 marks</li> </ol>	<p>We believe that the current thresholds may pose challenges for certain organizations, including ours, that may possess extensive experience and capabilities in this domain but do not meet the specified resource count.</p> <p>Therefore, we respectfully request LIC's consideration for a relaxation in the marks calculation method for technical resources specifically in the insurance domain. This adjustment would enable a more inclusive approach to evaluating the capabilities of participating organizations and ensure that the selection process accurately reflects the depth and breadth of expertise available within the industry.</p>	Please be guided by RFP
199	Annexure-20	144	<ol style="list-style-type: none"> <li>1. More than 200 Engineers à 6 Marks</li> <li>2. More than 125 Engineers à 4 Marks</li> <li>3. 50 Engineers or More à 2 Marks</li> </ol>	<p>We respectfully request LIC's consideration for a relaxation in the marks calculation method for ISTQB Engineers. This adjustment would not only broaden the pool of potential participants but also ensure that the evaluation process accurately reflects the diverse range of capabilities and resources available within the industry.</p>	Please be guided by RFP

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200	Annexure-20	144	Sl. No. 8 Evaluation Parameter: Automation OEM certified Resources Attachments/Necessary Documentary Evidence Proofs to the satisfaction of LIC: Certificate from Head (HR) or company secretary or equivalent for number of technically qualified professionals employed by the bidder and <b>appropriate supporting undertakings.</b>	1. Kindly confirm if the open-source tools' certification can also be submitted along with commercial tool certifications 2. Kindly allow submission of Performance testing, Performance monitoring & API testing OEM certified resources, as these activities are also part of TCoE scope	Please be guided by RFP
201	Annexure-20	144	Infosec compliance and Security Assurance: - ISO/IEC 27001:2022 certificate	<b>We request LIC to update the clause as below:</b>  Infosec compliance and Security Assurance: - <b>ISO/IEC 27001:2013</b> certificate	Please refer corrigendum-1
202	Annexure-20	144	Quality Assurance: ISTQB Certified Resources with Bidder 1. More than 200 Engineers 2. More than 125 Engineers 3. 50 Engineers or More	We request LIC to remove this clause from technical evolution criteria	Please be guided by RFP

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203	Annexure-20	145	TCoE/Testing solution in at least Two reference able BFSI sector organization in India where implementation was done on or after 01.01.2018 OR implemented before but continued beyond 01.01.2018. The Total PO/Work Order/Invoice value after 01.01.2018 should be minimum INR 15 Crores in each implementation.	<p><b>We request LIC to update the clause as below:</b></p> <p>TCoE/Testing solution in at least Two reference able <b>BFSI/Non BFSI/Govt sector</b> organization in <b>India/Global</b> where implementation was done on or after 01.01.2014 OR implemented before but continued beyond 01.01.2014. The Total PO/Work Order/Invoice value after 01.01.2014 should be minimum INR 15 Crores in each implementation.</p>	Please be guided by RFP
204	Annexure-20	145	Implementation of TCoE/Testing solution in any Life Insurance sector organization worldwide.	<p><b>We request LIC to update the clause as below:</b></p> <p>Implementation of TCoE/Testing solution in any Life Insurance/<b>Non Insurance</b> sector organization worldwide.</p>	Please be guided by RFP
205	Annexure-20	145	Bidder should have implemented Automation Testing assignments for a BSFI sector organization in India	Bidder should have implemented Automation Testing assignments for a BSFI sector organization in <b>India/Global</b>	Please be guided by RFP

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206	Annexure-20	145	Bidder should have experience of Functional & Performance testing experience at any BFSI in India benchmarked for concurrency.	<p><b>We request LIC to update the clause as below:</b></p> <p>Bidder should have experience of Functional &amp; Performance testing experience at any BFSI in <b>India/Global</b> benchmarked for concurrency.</p>	Please be guided by RFP
207	Annexure-20	145	TECHNICAL BID EVALUATION MATRIX	Which implementations will be eligible as life insurance organization implementation as stated in technical evaluation matrix?	The implementation in life insurance organization should be in a similar testing service/TCoE. Similar implementation means minimum 20 testing resources deployed.
208	Annexure-23: Activity Schedule	155	The Indicative Commercial Bids of the technically qualified bidders will be opened on the notified date, by the Tender Opening Committee of LIC in the presence/virtual presence of the bidders/representatives who choose to attend. Amendments/corrigendum, if any, to this RFP would be hosted on our website/e-procurement web site only. <b>Reverse Auction schedule will be notified to the shortlisted Bidders.</b>	Kindly confirm whether the RFP evaluation is based on T1L1 criteria or Reverse Action among Technically Qualified bidders	Evaluation is based on QCBS.

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209	Annexure-25	158	Know Your Employee (KYE)	Please let us know if any edits can be made in this format Kindly note, we would be proposing to insert a non-solicitation clause for protection of resources. Please let us know if LIC is open to negotiate the same.	Please be guided by RFP
210	General	-	-	If the bidder has follow up queries on the LIC's response to prebid queries, can the bidder share these follow up queries for the clarifications over the mentioned email?	Please be guided by RFP

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211	Annexure-17	<p>The technical resources should be competent to handle/ develop/ integrate/ implement/test applications on the proposed platform within LIC's stipulated time. The Onsite Engineer should have the complete knowledge of the technologies relevant for the job assigned to him. Onsite resources are required to perform UAT, preparation of test cases, support, monitoring, certification, implementation, reporting, coordination with LIC's team/s, Patch Installation, Audit compliance, IT industry best practices/VAPT closures, vulnerability assessment, any other statutory compliance, day to day MIS reports, Regulatory reports, assist/conduct DR Drill, Database support, Business-as-usual support, and post Go-live support etc. These activities are illustrative and the exact requirement may not be limited only to these activities.</p>	<p>What all other activities are expected by the Onsite engineers other than Testing activity?</p>	<p>Please be guided by RFP</p>
212	Annexure-17	<p>Rollback (of deployment) plans and execution of the same when needed.</p>	<p>Deployment and roll back plan is not part of testing scope, Please confirm</p>	<p>This is related to the tools and services implemented as part of TCoE</p>

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213	Annexure 17		Annexure-17	Whether BRD,FSD, Project proposal, Design document are part of the scope.	Please be guided by RFP
214	Annexure-17		SL No. 7 Software & Tools: All the software/tools proposed for LIC's TCoE solution must at least be implemented in 2 BFSI sector organizations.	Kindly confirm if the tools proposed should be implemented by bidder only	Please refer Modified Technical annexure(Annexure-17)
215	Annexure-17		SL No. 7 Software & Tools: All the software/tools proposed for LIC's TCoE solution must at least be implemented in 2 BFSI sector organizations.	Kindly confirm if bidder can proposal alternate tools other than proposed tools, in case the proposal tools fails the evaluation. If yes, where to submit details of the same & if the pricing can vary than the proposed quote of the respective tools	Bidder should propose tools as asked in the RFP
216	Annexure-17		SL No. 7 Software & Tools: All the software/tools proposed for LIC's TCoE solution must at least be implemented in 2 BFSI sector organizations.	Kindly allow to submit the declaration from respective clients on the implementation of tools via letter/email	Please be guided by RFP
217	Annexure-17		Software and tool 8 Provide 2 BFSI reference for Proposed Open Source Test Management/Test Ops Software.	In most of the cases open source are not mentioned in Purchase order received from client as it' either provided by client or because of zero value it's not specifically	The valid reference letter/email from customer may be considered as proof.



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		<p>9 Provide 2 BFSI reference for Proposed paid Test Management/Test Ops Software.</p> <p>10 Provide 2 BFSI reference of proposed Open Source Test Automation Software.</p> <p>11 Provide 2 BFSI reference of proposed Paid Test Automation Software.</p> <p>12 Provide 2 BFSI reference of proposed Open Source API testing Software.</p> <p>13 Provide 2 BFSI reference of proposed Paid API testing Software.</p> <p>14 Provide 2 BFSI reference of proposed Open Source performance Testing Software.</p> <p>15 Provide 2 BFSI reference of proposed paid performance Testing Software.</p> <p>16 Provide 2 BFSI reference of proposed Open Source Defect management Software.</p> <p>17 Provide 2 BFSI reference of proposed Paid Defect management Software.</p> <p>18 Provide 2 BFSI reference of proposed Open Source APM Software.</p> <p>19 Provide 2 BFSI reference of proposed Paid APM Software.</p>	<p>called out in PO/Invoice. Hence we kindly request remove this clause for open source software and also for the paid software many of the times arranged by client (Direct buying has commercial preference). Hence we kindly request to remove these clauses or at-least change this to project sign off/ testing completion document, client email and reference letter to present our experience in respective software tool.</p>	
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218	Annexure-17 & 18		Technical & Commercial BOQ	To meet the given SLA and desired 80% automation discussed in the pre - bid meeting. We kindly request to remove open source automation tool from the commercial BOQ	Please be guided by RFP
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219	Annexure-17 & 18	<p>Tool should have capability to support frameworks like Modularity, Data Driven, Keyword Driven, Library Architecture etc. Automation solution should have different scripting options record/replay, Descriptive programming to create robust scripts and frameworks.</p> <p>Availability of a Graphical User Interface (GUI) making it easy to learn and use the tool</p> <p>Ability to create automated functional User Interface tests without any programming language (Codeless scripting)</p> <p>create test cases based on user behaviour with zero coding and able to reuse the test snippets from repository to avoid rework.</p> <p>Handles texts in images using OCR and can identify buttons/texts through Machine-Learning-based image classification</p> <p>Ability of the tool to perform self-healing and regular health checks based on the changes in test environments.</p>	<p>Open Source automation tool doesn't comply to these features mentioned in Annexure 17. Hence we kindly remove open source from commercial BOQ for automation platform.</p>	<p>Please refer Modified Technical annexure(Annexure-17)</p>
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220	Annexure-18		Sr. No. 2 Item: Mobile/Tab Rental Unit Cost (Per Mobile/Tab Per Month)	<p>1. Kindly share the list of specific mobile/tab devices with respective counts. What is the Andriod: IOS ratio expected in the Mobile devices count</p> <p>2. Also, share if the devices are needed physically or access through a cloud (remote access of physical devices)</p> <p>3. If cloud access is feasible, do we quote for dedicated devices or shared devices?</p> <p>4. Will LIC pay cost of these devices on monthly basis or yearly basis?</p>	Please Refer Corrigendum-I
221	Annexure-18		Commercial BOQ	<p>As the commercial are derived with a combination of Services and product (Open Source &amp; COTS ) to arrive lowest bidder, the bidder should have flexibility to choose the open source or COTS to deliver the committed SLA as mentioned in RFP. This gives the bidder the flexibility of deploying the best possible tool.</p>	Please be guided by RFP
222	Annexure-18		Commercial Annexure-18	Kindly remove the tool commercials weightage from the TCO	Please be guided by RFP

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223		Non-payment Clause (Missing)	<p><b>We request LIC to update the clause as below:</b></p> <p>If LIC fails pay any invoice and remains in default not less than 7 days after being notified in writing to make such payment, then Bidder shall be entitled to:</p> <p>(i) suspend performance or reduce its rate of performance under any Statement of Work until such payment is made and LIC shall be liable for any costs of such suspension or reduction in rate of performance and Bidder shall be entitled to an extension of time; or</p> <p>(ii) terminate this Contract with immediate effect.</p>	Please be guided by RFP
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**CORRIGENDUM – I RFP for Selection of System Integrator to establish Testing Center of Excellence for LIC**

224			Non-solicitation (Missing)	<p>Eligibility</p> <p>Neither party should directly or indirectly employ any personnel of the other party who have been directly involved in the provision or receipt of the services during the term of their involvement and for minimum of 12 months thereafter. This restriction does not apply to personnel who are hired by a party in response to a Bona fide advertisement to the public at large, so long as the personnel was not directed to the advertisement or was otherwise invited to apply.</p>	Please be guided by RFP
225				<p>Other queries like confirmation of existing RFP clauses, irrelevant/ambiguous queries, Internal details of LIC etc.</p>	Please be guided by RFP

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**Modified Annexure-3:**

**ELIGIBILITY CRITERIA**

Bidders meeting the following criteria are eligible to submit their Bids along with supporting documents. If the Bid is not accompanied by all the required documents supporting eligibility criteria, the same would be rejected

To become eligible to respond to this RFP, the bidder should fulfill the following minimum Eligibility criteria and should submit following **Eligibility Documents**.

<b>S.no</b>	<b>Particulars</b>	<b>Remarks/Supporting Documents</b>	<b>Details of Documents Submitted by Bidder</b>
1	The bidder must be a registered legal entity in India.	Copy of the Certificate of Incorporation issued by Registrar of Companies and full address of the registered office.	
2	The bidder should have minimum annual turnover of 100 Crores per annum in two of the last three Financial Years.	Details should be submitted in Annexure EC-A along with copies of Audited Financial Statements for the relevant years, duly signed by Authorized Signatory. (The provisional audited financial statements duly signed by Chartered Accountant may be provided for FY 2023-24, if the final audited financial statements are not ready.)	
3	The bidder should have positive net worth for the last three audited financial years.	Details should be submitted in Annexure EC-A along with copies of Audited Financial Statements for the relevant years, duly signed by Authorized Signatory	

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		along with Certificate from Company Secretary or Chartered Accountant of the Company. (The provisional audited financial statements duly signed by Chartered Accountant may be provided for FY 2023-24, if the final audited financial statements are not ready.)	
4	The bidder should have made net profit in the last three audited financial years.	Details should be submitted in Annexure EC-A along with the copies of Audited Profit and Loss Statements for the relevant years, duly attested by the Authorized Signatory. (The provisional audited financial statements duly signed by Chartered Accountant may be provided for FY 2023-24, if the final audited financial statements are not ready.)	
5	Bidder should be in business of Application testing services in India for at least 5 years.	Copies of PO/Work Order/Commissioning certificate/Communication from the Organization for the relevant experience, duly attested by the Authorized Signatory of the Company.	
6	TCoE/Testing solution in at least Two reference able BFSI sector organization in India where implementation was done after 01.01.2018 OR implemented before but continued beyond 01.01.2018. The Total PO/Work Order/Invoice	Details should be submitted in Annexure -EC –A and Annexure EC-C along with the copies of PO/Work Order/Invoice/Commissioning certificate/Communication from the Organization for the relevant experience, duly attested by the Authorized Signatory of the Company.	



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	value after 01.01.2018 should be minimum INR 15 Crores in each implementation.		
7	Implementation/Managing of similar TCoE/Testing solution in at least One Insurance organization in India since 01.01.2018 having minimum 20 Testing Resources deployed.	Details should be submitted in Annexure -EC –A and Annexure EC-C along with the copies of PO/Work Order/Invoice/Commissioning certificate/Communication from the Organization for the relevant experience, duly attested by the Authorized Signatory of the Company.	
8	Bidder should have minimum 1000 full time technical resources in their payroll specializing in testing. Minimum 200 resources out of them should be in insurance domain.	Certificate from Head (HR) or company secretary or equivalent for number of technically qualified professionals employed by the bidder and appropriate supporting undertakings.	
9	Bidder should have minimum 50 ISTQB Certified Resources in their payroll.	All ISTQB Certificates along with Certificate from Head (HR) or company secretary or equivalent.	
10	The bidder should have valid i) ISO/IEC 17025: 2017 or Previous version of ISO/IEC 17025 ii) ISO 9001:2015 or Previous version of ISO/IEC 17025	Copies of valid ISO certifications should be submitted and an undertaking as per Part-B of Annexure EC for ensuring the continuity of the ISO certification during the entire period of the contract, resulting from the RFP process. The certifications should be duly attested	

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	iii) ISO/IEC 27001:2022 or Previous version of ISO/IEC 27001 certification	by the Authorized Signatory. The certificates should be valid as on the date of submission of bid.	
11	The bidder should not be blacklisted/debarred by any PSU/BFSI/Govt. Agency/LIC, as on date of submission of bid.	If the bidder is debarred under any of the projects of PSU/ BFSI/Govt. Agency/LIC, the bid will be rejected. A certificate to that effect has to be submitted by Company secretary or authorized signatory.	

Bidders having met ALL the criteria mentioned above along with supporting documents are only eligible for technical evaluation of their Bids.

If the Bidder is not meeting all the Eligibility criteria, then their Technical and Commercial bids will not be opened and the bid will be rejected.

The validity of all the certifications should be valid/in force as on the date of Submitting of Bids.

The decision of LIC would be final and binding on all the Bidders to this RFP. LIC may accept or reject an offer without assigning any reason what so ever. The above eligibility criteria must be complied as per **Annexure-9** Compliance sheet for Qualification Bid.

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

Dated at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 20

Signature

(Seal of Company)

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

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Modified Annexure-9 Compliance Sheet for Qualification Bid

**LIC/CO/IT-SD/EFEAP-NEXT/TCOE/23-24/01 Dated: 28/03/2024**

	<b>Basic Requirement</b>	<b>Required</b>	<b>Provided</b>	<b>Reference &amp; Page Number</b>
1.a	Bid Processing Fee	NEFT Transfer to LIC of India A/C number INR 11,800/- (Inclusive of applicable Taxes) Refer: Annexure- 15 LIC Bank Account Details	Yes/No	
1.b	Earnest Money Deposit/ Bid Securing Declaration	Bank Guarantee as EMD as per format of Annexure-16 OR Bid Securing Declaration Form submitted as per format of Annexure-16A	Yes/No	
2.a	Legal Entity	Copy of Certificate of Incorporation and Copy of GST Registration Certificate	Yes/No	
2.b	Registered Company in India.	Copy of Registration	Yes/No	

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3.	The bidder should be a single entity, no consortium or joint venture is permitted.	Self-certifying letter by the person Authorized to bid duly stamped by Company's seal.	Complied / Not complied	
4.	The bidder would undertake not to sub-contract / outsource any part of the work without LIC permission.	Self-certifying letter by the person Authorized to bid duly stamped by Company's seal.	Yes/No	
5.	Bidder should be in business of Application testing services in India for at least 5 years.	Copies of PO/Work Order/Commissioning certificate/Communication from the Organization for the relevant experience, duly attested by the Authorized Signatory of the Company.	Yes/No	
6.	Bidder should have minimum 1000 full time technical resources in their payroll specializing in testing. Minimum 200 resources out of them should be in insurance domain.	Certificate from Head (HR) or company secretary or equivalent for number of technically qualified professionals employed by the bidder and appropriate supporting undertakings.	Yes/No	

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7.	Bidder should have minimum 50 ISTQB Certified Resources in their payroll.	All ISTQB Certificates along with Certificate from Head (HR) or company secretary or equivalent.	Yes/No	
8.	The bidder should have valid i) ISO/IEC 17025: 2017 or Previous version of ISO/IEC 17025 ii) ISO 9001:2015 or Previous version of ISO/IEC 9001 iii) ISO/IEC 27001:2022 or Previous version of ISO/IEC 27001 certification.	Copies of valid ISO certifications duly attested by the Authorized Signatory.	Yes/No	
9.	The bidder should not be blacklisted/ debarred by any PSU/BFSI/Govt. Agency/LIC, as on date of submission of bid.	A certificate by Company secretary or authorized signatory duly stamped by Company's seal.	Yes/No	
10.	The bidder shall not be under a declaration of ineligibility for corrupt or fraudulent practices.	Self-certifying letter from the Bidder/Service Provider, by the person Authorized to bid duly stamped by Company's seal.	Yes/No	

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11.	Power of Attorney or copy of the Board Resolution	Power of Attorney on stamp paper in the name of the Authorized signatory or a duly certified copy of the Board Resolution demonstrating that the representative has been duly authorized to sign.	Yes/No	
12.	Other Annexures	As per Checklist (Annexure 24)	Yes/No	

Dated at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 20

Authorized Signature (In full and initials): Name and Title of Signatory:

Name of Firm:

Address:

Location:

Date:

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**Modified Annexure-19**

**Manufacturers' Authorization Form**

(To be submitted on Company (OEM)'s letterhead)

To

Executive Director (IT/SD),

Life Insurance Corporation of India,

Central Office, IT/SD Department, 3<sup>rd</sup> Floor,

"Jeevan Seva Annexe", S. V. Road, Santacruz (W), Mumbai-400054.

Dear Sir/Madam,

**RFP Ref:** LIC/CO/IT-SD/EFEAP-NEXT/TCOE/23-24/01 Dated: 28/03/2024 for TCoE in LIC

We, M/s \_\_\_\_\_ who are established and reputed manufacturers of \_\_\_\_\_ having \_\_\_\_\_ factories/Depot \_\_\_\_\_ at \_\_\_\_\_ And technical assistance center at \_\_\_\_\_ (India Location)

do hereby authorize M/s \_\_\_\_\_ (Name and address of bidder) to offer their quotation, negotiate and conclude the contract with you against the above invitation for the Bid.

We, the undersigned OEM, having read and examined in details all the bidding documents in respect of above mentioned RFP, in respect to product(s) offered /supplied by us and as a gesture towards our commitment for continued support for our product(s) / solution do hereby declare as under;

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We hereby extend our commitment/ standard guarantee and comprehensive warranty as per terms and conditions of the above referred RFP.

We also extend our back to back service support as per terms and conditions of the RFP to M/s\_\_(Name of Bidder) for a period of five years from the date of procurement.

List of software components along with level of support is as under.

Sl No	Software Component	License / Subscription Type	Level of Support (Standard Support within 2 business hours)

(Add rows if required.)

We confirm and undertake that the proposed components are technically validated, compatible and certified for fitness for purpose and LIC's technical and functional requirements.



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Excellence for LIC**

Dated at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_

Signature of the Authorized SignatoryName:

Designation:

Name & Address of the company:

Seal of the Company:

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**Modified Annexure-20**

**TECHNICAL BID EVALUATION MATRIX**

The proposed Testing Center of Excellence (TCoE) solution will be technically evaluated based on the following.

**Stage A: Mandatory Technical Compliance:**

- The proposed solution/software/tool should comply with **all the Mandatory Specifications (M)** stated in Technical Annexure (**Annexure-17**) of the RFP.
- The proposed solution should comply with 80% of the **all the Preferred Specifications (P)** stated in Technical Annexure (**Annexure-17**) of the RFP.

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

**Stage-B-Technical Scoring:**

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

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

- The SI of the reference implementation must be same as the bidder.
- Technical Score will be based on the documentary evidences submitted by the bidder. LIC reserves the right to verify the submissions.

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- References must be verifiable.
- Implementation of the references should be done on or after 01.01.2018 OR implemented before but continued beyond 01.01.2018. (Except Sl. No 9). The PO/ Work order/Invoice dates must be for services beyond 01.01.2018.

<b>Sl. No.</b>	<b>Evaluation Parameter</b>	<b>Maximum Marks</b>	<b>Details of Marks Calculation</b>	<b>Attachments/Necessary Documentary Evidence Proofs to the satisfaction of LIC</b>
1	Bidder's annual turnover in at least two of the last three Financial years	<b>5</b>	500 Crores and above → 5 Marks 200 Crores and above → 3 Marks 100 Crores and above → 2 Marks	Copies of Financial Statements for the relevant years, duly signed by Authorized Signatory. (The provisional audited financial statements duly signed by Chartered Accountant may be provided for FY 2023-24, if the final audited financial statements are not ready.)
2	2. Quality Assurance Practice : - Valid <b>ISO 9001:2015</b> Certificate or Previous version of <b>ISO 9001</b> Valid Certificate	4	Bidder has valid accreditation as below: 1. Valid since 01.01.2022 or before -> 4 Marks 2. Otherwise ->2 Marks	ISO Certificate
3	3. Certified Offshore Development facility and Lab: Valid <b>ISO/IEC 17025:2017</b> Certificate or Previous version of <b>ISO/IEC 17025</b> Valid Certificate	4	Bidder has valid accreditation as below: 1. Valid since 01.01.2022 or before -> 4 Marks 2. Otherwise -> 2 Marks	ISO Certificate

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4	Infosec compliance and Security Assurance: - <b>Valid ISO/IEC 27001:2022</b> Certificate or Previous version of <b>ISO/IEC 27001</b> Valid Certificate	4	Bidder has valid accreditation as below: 1. Valid since 01.01.2022 or before -> 4 Marks 2. Otherwise -> 2 Marks	ISO Certificate
5	Full time Technical resources in bidder's payroll	5	1. More than 10000 resources → 5 marks 2. More than 5000 resources → 3 marks 3. 1000 resources or more → 2 marks	Certificate from Head (HR) or company secretary or equivalent for number of technically qualified professionals employed by the bidder and appropriate supporting undertakings.
6	Full time Technical resources in bidder's payroll with experience in Insurance domain	5	1. More than 600 resources → 5 marks 2. More than 400 resources → 3 marks 3. 200 resources or more → 2 marks	Certificate from Head (HR) or company secretary or equivalent for number of technically qualified professionals employed by the bidder and appropriate supporting undertakings.
7	Quality Assurance: ISTQB Certified Resources with Bidder	6	1. More than 200 Engineers → 6 Marks 2. More than 125 Engineers → 4 Marks 3. 50 Engineers or More → 2 Marks	All ISTQB Certificates along with Certificate from Head (HR) or company secretary or equivalent.

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8	Automation OEM certified Resources	4	<p>1. More than 50 Engineers → 4 Marks</p> <p>2. More than 25 Engineers → 3 Marks</p> <p>3. More than 10 Engineers → 2 Marks</p> <p>4. Otherwise → 0 Marks</p>	Certificate from Head (HR) or company secretary or equivalent for number of technically qualified professionals employed by the bidder and appropriate supporting undertakings.
9	Experience in application testing service business in India	5	<p>Experience since 01.01.2014 or before → 5 Marks</p> <p>Experience since 01.01.2017 or before → 3 Marks</p> <p>Experience since 01.01.2019 or before → 2 Marks</p>	PO/Work Order/Commissioning certificate/Communication from the Organization for the relevant experience
10	TCoE/Testing solution in at least Two referenceable BFSI sector organization in India where implementation was done on or after 01.01.2018 OR implemented before but continued beyond 01.01.2018. The Total PO/Work Order/Invoice value after 01.01.2018 should be	15	<p>4 Implementations → 15 marks</p> <p>3 Implementations → 12 marks</p> <p>2 Implementations → 8 marks</p>	PO/Work Order/Invoice/Commissioning certificate/Communication from the Organization for the relevant experience

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	minimum INR 15 Crores in each implementation.			
11	Implementation of TCoE/Testing solution in similar Life Insurance sector organization worldwide having minimum 20 testing resources deployed.	10	Two Marks for each implementation, subject to maximum marks.	PO/Work Order/Commissioning certificate/Communication from the Organization for the relevant experience
12	Bidder should have implemented Automation Testing assignments for a BSFI sector organisation in India	5	More than 1 reference → 5 Marks 1 reference → 3 Marks Otherwise → zero marks	PO/Work Order/Commissioning certificate/Communication from the Organization for the relevant experience
13	Bidder should have experience of Functional & Performance testing experience at any BFSI in India benchmarked for concurrency.	5	Benchmarked for more than 20000 concurrency → 5 Marks Benchmarked for more than 10000 concurrency → 3 Marks Otherwise → 0 Marks	PO/Work Order/Commissioning certificate/Communication from the Organization for the relevant experience.
14	Implementation of TCoE/Testing solution with minimum 50 resources in each implementation in India	10	Two Marks for each implementation, subject to maximum marks.	PO/Work Order/Commissioning certificate/Communication from the Organization for the relevant experience

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15	<p>Testing Methodology, Process and Framework.</p> <p>Automation Excellence.</p> <p>Performance and Scalability Assurance.</p> <p>Collaboration Communication, Continuous Improvement and Innovation.</p>	10	<p><b>Testing Methodology, Process and Framework:-</b></p> <p>Bidder has to demonstrate the basic functionality of the solution.</p> <p>Clearly articulate the vendor's testing methodology, whether it's Agile, DevOps, or a hybrid approach.</p> <p>Highlight any proprietary frameworks or innovative testing approaches that set the vendor apart.</p> <p>Showcase how the methodology aligns with industry best practices and LIC's specific needs.</p> <p><b>Automation Excellence:-</b></p> <p>Demonstrate the vendor's prowess in test automation.</p> <p>Demonstrate the vendor's prowess in AI/ML.</p> <p>Showcase automation frameworks and tools used for efficiency.</p>	Demonstration and Presentation
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			<p>Highlight success stories of test automation implementations, emphasizing time and cost savings.</p> <p><b>Performance and Scalability:-</b></p> <p>Showcase the vendor's capability in ensuring optimal performance and scalability.</p> <p>Provide examples of successful performance testing on large-scale applications.</p> <p>Emphasize strategies for identifying and addressing performance bottlenecks.</p> <p><b>Collaboration, Communication, Continuous Improvement and Innovation:-</b></p> <p>Illustrate how the vendor facilitates seamless collaboration with development and operations teams.</p> <p>Showcase communication channels and tools used for transparency.</p>	
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			<p>Available reusable test cases &amp; how it can be leveraged for LIC.</p> <p>Highlight any innovative practices, tools, or approaches that contribute to ongoing enhancement.</p> <p>Share examples from previous projects and how they justify this point.</p>	
16	Compliance to Preferred points(P) of Technical Annexure-17	3	<p>1) &gt;= 95% points complied → 3 Marks</p> <p>2) &gt;=90% points complied → 2 Marks</p> <p>3) &gt;=80% points complied → 1 mark</p>	Annexure-17 along with supporting documents mentioned in the technical annexure
	Total	100		

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\*\*\* The following needs to be submitted as part of Technical Bid for Technical Evaluation Matrix\*\*\*

**Evaluation Parameter Details**

<b>S/no</b>	<b>Particulars</b>	<b>Value/No of Years/No of Resources</b>	<b>Documentary Evidence details</b>
1	<b>Turnover of the Company:</b>		
	<b>Financial Year : (in Crores) in Last Three Financial Years</b>		
	Current Year(Mention Year)		
	Current -1 Year(Mention Year)		
	Current -2 year (mention year)		
2	Quality Assurance Practice: - <b>Valid ISO 9001:2015 certification</b> or Previous version of <b>ISO/IEC 9001</b> Valid Certificate		
3	Certified Offshore Development facility and Lab: <b>Valid ISO/IEC 17025:2017 certificate</b> or Previous version of <b>ISO/IEC 17025</b> Valid Certificate		
4	Infosec compliance and Security Assurance: - <b>Valid ISO/IEC 27001:2022 certificate</b> or Previous version of <b>ISO/IEC 27001</b> Valid Certificate		
5	Full time Technical resources in bidder's payroll		
6	Full time Technical resources in bidder's payroll with experience in Insurance domain		
7	Quality Assurance: ISTQB Certified Resources with		

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	Bidder		
8	Automation OEM certified Resources		
9	Experience in application testing service business in India		

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

Dated at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 20

Signature of the Authorized SignatoryName:

Designation:

Name & Address of the company:Seal of the Company

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**Project Citation Details:**  
**[Use separate sheet for each Reference/Project]**

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

<b>Sl. No</b>	<b>Particulars</b>	<b>Details (Along with proof)</b>
1	Citation Serial Number	e.g. 1 of 5; 2 of 5 etc....
2	Name of Client (referenciable)	
3	Address of Client	
4	Sr. Official of Client and Official Contact Details (Mobile/ email)	
5	Name of Project	
6	Name of the System Integrator for the Assignment	

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7	PO/Work Order/Invoice value after 01.01.2018	
8	Is the Client a Scheduled Public Sector bank/Scheduled Private sector bank/ Scheduled foreign Banks/Life Insurance Company / General Insurance Company/Other BFSI/Other sector (Name the Exact Sector)	
9	Is the Project in India / Outside India	
10	Project Start and End Dates	Start Date:- To date:-
11	Outcome of the project: Whether completed or ongoing	
12	If Completed : date of Completion  If ongoing: Which of the assignment have been accomplished? Which are in pipeline and ongoing. (e.g. Setup Completed, Under Implementation etc)	
13	Brief narrative/description of Project in about 50-100 words	

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14	Whether Automation Testing is being done for this project? (Along with details)	
15	Whether functional and performance testing is being conducted for the project? (Along with details)	
16	Concurrency of performance testing for the project?	
17	How Assignments is relevant to current project (e.g. Similar Nature of Work).	
18	Software/Tools Implemented in the project along with OEM name.	
19	Nature of Workload Information	
	(i) Number of testing Resources deployed for the project	
	(ii) Number of applications being tested.	
20	Details of documents attached for this citation (PO/ work orders/ Implementation Certification/ Letter etc.)	

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

Dated at \_\_\_\_\_ this \_\_\_ day of \_20

Signature of the Authorized Signatory Name:

Designation:

Name & Address of the company: Seal of the Company