



**Responses to the Pre-Bid Queries -
Request for Proposal (RFP)
for System Integrator for
Integrated Application Software Solution
Tender No - DICGC/IASS/2014/01 Dated - September 23, 2014**

Sr.No	Category	Document	Page No.	Point/Section	Clarification point as stated in the tender document	Comment/Suggestion/Deviation	DICGC Response
1	Eligibility	Annexure 1 Eligibility Criteria	1	8.B	The proposed COTS application should have TWO Live implementations in non-life insurance companies	Does this COTS application refer only to Core System (Policy Admin System) or COTS includes Treasury, GL also	Criteria B.8 refers to Core system
2	Eligibility	Annexure 1 Eligibility Criteria	2	9.C	SI should have experience in implementing the proposed solution in at least one non-life Insurance company	Proposed solution means Core System with portal or it should have all the systems as mentioned in the RFP , integrated	Criteria C.9 refers to Core system
3	Eligibility	Annexure 1 Eligibility Criteria	2	10.D	SI should have experience of any one of the following applications : DMS,Portal,ODS	Is it in BFSI?	Yes, this is for BFSI client
4	Functional	Annexure 4 List of Interfaces	3	Paragraph 3	It is the expectation of DICGC that the integration architecture is based around Service Oriented Architecture and is not a point to point technology	Is SOA preferred or mandatory?	SOA is preferred and will be considered in technical score
5	Functional	System Interface and Integration	32	4.4.6		Integration with RBI Systems	IASS needs to be integrated with RBI systems CHRS (Corporate HRMS), Mails Outlook, E-Kuber (CBS platform of RBI). Additionally integration is also expected with NEFT / RTGS / ECS and Dealing system NDSOM & CROMS. Existing IES & HRMS are likely to be replaced with CHRS before IASS implementation. Applicable details as mentioned in the RFP document.
6	Functional	Application configuration and development management	33	4.5.4.2		How many approximate standard reports?	Standard Reports are the reports readily available as part of the Proposed Solution. It depends upon the bidder's solution. The bidder needs to factor for 200 more reports over and above these standard reports. A list of 67 reports that are getting used currently is provided in Annexure 2 - Functional Requirements, Sheet MIS Reports. With new systems getting implemented, it is envisaged that this number will go upto 200. Bidder needs to factor in efforts accordingly.
7	Technical	Implementation Management	36	4.6.5.1		Any preferred data replication tool/method?	Refer to additional information provided in SI. No. 290

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8	Technical	Data Migration	37	4.8		Approx data size of Master and Transactional data	DICGC expects the selected Bidder to migrate the master data from existing GL system, Premium Module and Treasury system (new treasury system or upgraded version of existing treasury system) into the new applications. Transactional data from existing GL system, Premium Module and Treasury system will need to be loaded into common database (ODS). Claims data is maintained in soft form. This data needs to be converted into portable form and needs to be loaded in the common database (ODS) along with data from other existing systems. This data needs to be extracted in the required format as and when required by the Corporation. If there are any updates required on the historical data, there should be a utility to pull the data into Production database and do the updates through front end screen. There are approximately 2145 banks covered by DICGC and there are sound 350 claims settled by DICGC so far.
9		Data Centre Hosting					Query not clear
10	Functional	GL Link			General	GL Link should be automated or manual upload using flat file.	Integration with GL should be automated.
11	Functional	Portal			General	Detailed expectation from portal.	Please refer Annexure 2 - Functional Requirement sheet- Online Portal for Requirements of Online Portal.
12	Functional	Core system			General	Is there any existing Core system. If yes, which?	No. Currently there is no core system. However a customized module "Premium" has been developed in the GL system to cater to basic operations requirements.
13	Functional	Operational Data Store			General	Detailed scope required	ODS will be required for generating MIS reports & dashboards. It needs to fetch data from various source systems. Kindly refer to Annexure 2 - Functional Requirement, Sheet - MIS reporting for more details.
14	General	Octroi	65	6.2.4		Will octroi be reimbursed or not? Please explain 15 days clause.	Please refer to section 6.2.4 of RFP main document. Octroi will be reimbursed at actual within 15 days from submission of invoice or receipt to DICGC.
15	Functional	POC				Is the POC to be provided at free of cost?	Yes. The POC has to be provided by the Bidder to DICGC - Free of cost.
16	Functional	Integration				Payment gateway is not mentioned. Is it in the scope for integration?	Yes. Please refer the Scope of Work and the Annexure 2 - Functional Requirements , Sheet Name - DAT, Sr. No 11
17	Functional	Timelines	46	4.14.1	Roll out Plan	6 months implementation timeline is very challenging. Would you consider if any partner proposes more than that?	No. The timelines have to be strictly adhered to.
18	General	Payment Terms	64	6.1	General	Will payment terms for Licenses and Hardware will be accepted as advance.	Suggestion cannot be accepted. Original clause remains unchanged.
19	General	Payment Terms	64	6.1	General	Will payment terms for AMC and ATS will be accepted as advance.	Please refer section 6.1.8 of main RFP document. Suggestion cannot be accepted. Original clause remains unchanged.

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20	Functional	Annexure 2 - Functional Requirements_v1.0	Sheet No BRC and other	Point No 7	The requirements in this RFP are to deploy Scan/Capture solution and Document Management System along with other Applications. Please confirm.	Suggest - The DMS and BPM Solution should be featured in Gartner Magic Quadrant Minimum 3 DMS Deployments in Insurance Companies in India & Reference Sites for the use of Integrated Scan /DMS and Workflow tool in BFSI Segment The OEM should have at least 1000 employees in India with at least 2 development and support centers in India	Understanding on scope is correct. Suggestion cannot be accepted. Original clause remains unchanged.
21	Functional	Final other Annexure & Appendices	Page No 6	Volume Projections	If the historical document digitization is in scope, what is the volume of the documents available (Numbers of documents, Number of pages in the document)	DMS / Scanning & Workflow tool should be from Single OEM Should support PDF-A / PDF Support for Scanning & Heavy Image Compression (CCIT-G4) and Page by Page retrieval for optimization of Bandwidth Cashing of Images for Optimization of Band Width (Minimum 2 Cashing Sites) Maintain an End to End Audit Trail right from capture of documents from Portal to the DMS	Historical document digitization is not in scope of this RFP. Bidder / SI is expected to propose solutions in the technical response which will meet the eligibility criteria and the functional requirements. There are no other restrictions.
22	Functional	Final other Annexure & Appendices	Page No 6	Volume Projections	Is the digitization of old documents expected to be done centrally	The Product OEM should have valid SEI CMM/CMMi level 3 The Products offered should not be declared end of support for the first 3 years of supply / commissioning	Historical document digitization is not in scope of this RFP.
23	Functional	Annexure 2 - Functional Requirements_v1.0	Sheet CSD & Others	Point No 1.6	As the portal will have option to upload documents. The uploaded document will be directly pushed to DMS system from portal.		Yes. There should be a direct interface for pushing the documents from Portal to DMS.
24	Functional	Annexure 2 - Functional Requirements_v1.0	Sheet CSD & Others	Additional Query	Apart from Portal, is there any other system from which the document upload and access expected		Yes. Along with portal, other transaction systems like Core system, GL, Treasury will have interface with DMS for upload and access of documents.
25	Functional	Annexure 2 - Functional Requirements_v1.0	Sheet CSD & Others	Additional Query	If yes, how many concurrent users are expected Upload and access the documents from the third party application.		The solution should support at least 50 concurrent internal users.
26	Functional	Annexure 2 - Functional Requirements_v1.0	Sheet CSD & Others	Point No 1.6	What are all types of documents uploaded or Scanned and pushed to DMS.		This has to be detailed out during the Requirement phase.
27	Functional	Annexure 2 - Functional Requirements_v1.0	Functional				Query not clear

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28	Functional	Annexure 2 - Functional Requirements_v1.0	Sheet CSD & Others	Point No 1.6	What are all document formats that will be uploaded in portal (PDF, Word, etc) that need to be pushed to DMS.		All Image formats along with PDF, Word & excel should be pushed to DMS
29	Functional	Final other Annexure & Appendices	Page No 6	Volume Projections	Can we consider 3000 portal users with concurrency of 300 for DMS?		There will be 3000 portal users. Bidder may assume 10% concurrent users for portal.
30	Functional	Final other Annexure & Appendices	Page No 6	Volume Projections	How many Scan Stations are expected		Bidder is not expected to provide scanners. DICGC already has its own arrangement.
31	Technical	Final other Annexure & Appendices	Page No 6	General Query	For the DMS, is High Availability to be factored		Yes
32	Functional	Final other Annexure & Appendices	Page No 6	Volume Projections	What is the expected DICGC user count (with concurrency) for DMS solution?		The solution should support 50 concurrent internal users. Please refer to Annexure 5 - Volume projections for other details.
33	Functional	Final other Annexure & Appendices	Page No 6	Volume Projections	It's mentioned that the volume of the scan document for the year is 25000 only. Let us know the number of location/people/systems in which the scanning will be done. This is required for considering the Scan/Capture solution license count.		As mentioned in the RFP, DICGC operates from only one office. There will be 50 internal users and approximately 3000 portal users who will have access to scan / upload / view documents in DMS.
34	Functional	Final other Annexure & Appendices	Page No 6	Volume Projections	The documents are only be pushed to DMS via Portal upload and Scanning by DICGC user. Please confirm.		No. The Banks can also scan the documents through portal. Along with portal, other transaction systems like Core system, GL, Treasury will have interface with DMS for upload and access of documents.
35	Functional	Annexure -3 Technical Solution Reqt	Sheet Application Requirements	Point no 1.1.7	Is there any requirement for Workflow solution for document authorization etc		Workflow is required for document authorization. This may be native to the core insurance. Separate workflow / BPM solution is not envisaged.
36	Functional	Annexure -3 Technical Solution Reqt	Sheet Application Requirements	Point no 1.1.7	If yes how many workflow expected		This has to be detailed out during the Requirement gathering phase.
37	Functional	Annexure -3 Technical Solution Reqt	Sheet Application Requirements	Point no 1.1.7	What is the complexity in terms of (No of Steps, forms) , can the process map be shared		This has to be detailed out during the Requirement gathering phase.
38	Functional	Annexure -3 Technical Solution Reqt	Sheet Application Requirements	General Query	With what all application is the integration of the workflow expected and how many reports are expected from workflows		This has to be detailed out during the Requirement gathering phase.
39	General	General			Bid Submission: 21st October	we request bank to give us min 3 weeks time to work on the bid after the response on queries. Current date of response of queries is 14th Oct, so we would need an extension of Bid Submission till 4th November	Bid submission has been extended till 10 Nov 2014
40	General	Payment Terms		6.1.8	AMC & ATS shall be paid on half yearly basis at the end of period fulfilling all terms and conditions as per SLA	We request DICGC to change the AMC and ATS terms to quarterly in Advance. Also, if DICGC can help us with some clarity on FM payment terms	Suggestion cannot be accepted. Original clause remains unchanged.

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41	General	Taxes				Please provide clarification on Taxes (VAT, Service Tax and Octroi). Is it Inclusive or Exclusive?	Please refer RFP section 7.22. Commercial Bid will be inclusive of all applicable taxes. Octroi will be paid separately as mentioned in section 6.2.4 of RFP main document.
42	Technical	Main Document	37	4.8	Data migration	Kindly provide details of current data size and type associated with each application/service. Also kindly provide the make and version details of associated DB's .	Kindly refer to Sr. No. 8
43	Technical	Main Document	39	4.10.2	The hardware sized for all the applications should be redundant and scalable. All the components within the server should be hot swappable and should incur no downtime due to component failure.	All components in x-86 architecture (like CPU, RAM, Mother board, etc.) are not redundant and hot swappable. Redundancy can be achieved by configuring the servers in HA mode. Request you to delete following line " All the components within the server should be hot swappable and should incur no downtime due to component failure"	The clause to be read as "The hardware sized for all the applications should be redundant and scalable. All the components within the server should be redundant so that the failure of one component should incur no downtime due to failure of that component"
44	Technical	Main Document	39	4.10.3.	All the servers suggested should have dual power supplies. The power input to the power supplies will be from separate Uninterrupted Power Supplies which will be fed from two different power sources. In case of failure of one power supply, the second power supply should be able to take the full load without causing any interruption in services.	Our assumption is that the UPS and power will be provided by DICGC. Kindly confirm. If assumption is not correct kindly provide the details of the requirement and specifications.	The assumption is correct. UPS & Power will be provided by DICGC.
45	Technical	Main Document	39	4.10.5.	The Bidder should size the requirement for the external SAN storage capacity for the project at the DC & DRS each. The capacity requirement for each solution along with the RAID details to be provided by the bidder in Annexure 7-Bill of Material. DICGC will make available the required capacity. The bidder is however required to factor for the requisite Fibre channel interfaces in the server, Fibre patch cables, connectors & other accessories required for the connectivity between the server & the DICGC SAN switches. The Fibre channel cables should be at least 60 meters in length.	Kindly provide the details of currently utilized storage capacity by each solution/hosted services/applications. Also kindly provide the details of the current rate of change of data in each solution.	The bidder is required to size the capacity requirement of the storage based on the volumes & information provided in RFP. The bidder is required to provide the requisition in Annexure 10. Bidder to also list any license requirement with quantity for storage in the same Annexure 10. The Information provided in Annexure 10 will be reviewed at the time of actual deployment and necessary arrangement will be made by DICGC.
46	Technical	Main Document	41	4.11.4.2	Network & Security equipment DICGC has the network infrastructure in place. Procurement of the network equipment is not in the purview of this RFP scope. The Bidder is however expected to provide their requirement in the following arrears at the Data Centre and Disaster Recovery Site and DICGC shall arrange to meet the requirement: • Routers, • Switches, • Firewalls, • IPS equipment.	Our assumption is that the load balancers to achieve the high availability will be provided by DICGC. Kindly confirm. If assumption is not correct kindly provide the details of the requirement and specifications.	The assumption is correct. The bidders will use the existing Load balancers (already deployed).
47	Technical	Main Document	46	4.15.	System maintenance & Support	Our assumption is that the monitoring tools will be provided by DICGC. Kindly confirm. If assumption is not correct kindly provide the details of the requirement and specifications.	The assumption is correct. The bidders will use the existing monitoring tools (already deployed).

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48	Technical	Main Document	50	4.17.3	2. Restoration of data backup at the DC and DRS centres should be done on a quarterly database. The Requisite infrastructure will be provided to the bidders. 5. Any storage space / media required to maintain backups and other requirements of the RFP should be provisioned for by the selected Bidder in his Bid.	Our assumption is that the tape library, backup software and disk storage will be provided by DICGC. Kindly confirm.	The assumption is correct. The bidders will use the existing tape library, backup software and disk storage (already deployed).
49	Technical	Main Document	51	4.18.	Data Backup & Archival	Our assumption is that the backup, archival tool and hardware capable of achieving the asked functionalities will be provided by DICGC. Kindly confirm.	For Archival Tool, Bidder is required to provide end-to-end solution. For others, Bidder to refer section 4.18 of main RFP document
50	Functional	Main Document	51	4.19.1.	Product Benchmark Report – It is mandatory for the bidder to submit a copy of the benchmark results for the purpose of this project, incorporating the proposed technology architecture and estimated capacity of the solution offered in meeting DICGC's requirements with consideration for current business volumes and scalability for future volumes. The report should include clarity on response times, number of users and number of transactions.	Kindly provide the details of expected future volumes	Please refer Annexure 5 for future volumes.
51	Technical	Main Document	25	3.3.1	The Corporation has its own Business Continuity Plan and Disaster Recovery Plan document which is approved by the Board Level IT Committee of the Corporation. The present BCP/DRP document has been prepared taking into account the prevailing IT infrastructures and systems in the Corporation. The document covers the eight chapters viz., Introduction, General Profile of Applications Systems, Business Impact Analysis, Application System Backup Procedures and Recovery Strategies, Contingency Plan for Applications Support, Disaster Recovery Plan, Key Disaster Recovery Aspects, Use of Plan, Review Periodicity and DR Drill. The successful bidder will have to revise the above mentioned document based on the IASS. The document will be reviewed by the Consultant and approved by the Corporation.	Kindly provide details of current BCP/DR setup like, is storage based replication used or host based replication is being used, what is the current rate of change of data, what is the total size of the data, size and type of bandwidth being used for replication, which DR management tool is being used, current replication methodology, RPO, RTO, etc.	The bidder is required to size based on the volumes & information provided in RFP. The RTO & RPO requirement for the proposed solution is also clearly mentioned in the RFP.
52	Technical	Main Document	51	4.19.3.	DICGC will appoint a third party testing agency to conduct performance testing to ensure that the proposed solution is meeting the volume and SLA requirements. The bidder will have to resolve the performance issues (if any) identified during this testing	Kindly provide the details of tests that will be conducted and name of the tool (with version details) which will be used to conduct the performance testing.	Third party agency will perform UAT and performance testing to ensure that the projected volumes/output are handled by the solution as per the SLA. Further details will be provided to the successful bidder.
53	General	Main Document	59	5.1. and 5.2	System availability and Service Levels	Our assumption is that the provisioning of SLA monitoring tools are not under the scope of this RFP and same will be provided DICGC. Kindly confirm.	Kindly refer to Sr. No. 212.

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54	Technical	Main Document	59	5.1 and 5.2	System availability and Service Levels	Our assumption is that single node failure in a HA configuration will not be considered as down time and SLA penalties. Kindly confirm.	In such case where the failure of one server does not lead to the unavailability of the respective solution application, the solution will not be treated as unavailable (as per section 5.2.1 of SLA). However, the response & resolution time will be applicable w.r.t category (as per section 5.2.4 of SLA). The default on the response & resolution time will lead to penalties in this case.
55	Technical	Main Document	62	5.2.4	Zero Data Loss DICGC to measure this through periodic audits based on logs to be provided by Bidder	Zero data loss can not be guaranteed by using tape backup solutions and asynchronous replication. To achieve a zero data loss three way DR solution is recommended. Our assumption is that in addition to a DR site , nearline DR with request equipment is in place with DICGC to a achieve zero data loss. Kindly confirm. If assumption is not correct kindly elaborate the requirement.	Zero Data Loss to be read as "Complete system data backup"
56	Technical	Main Document	50	4.17.	Continuity of Operations	Our assumption is that a automated DR monitoring tool is already in place with DICGC and supply of same is not in scope this RFP.	DICGC currently does not have any DR monitoring tool. However, DICGC has EMS & Storage monitoring tools which can be shared with the successful bidder for use.
57	Technical	Main Document	50	4.17.3	Ensuring data backup till the last transaction occurring in the application to ensure enhanced service levels and following RPO and RTO objectives: i.e. RPO: 15 minutes ii.RTO: Upto 2 hours	Does backup in this clause refer to disk to tape backup or does it refer to replication of data to DR site using asynchronous replication. 15 minute RPO is not possible using tape backup because backup and restoration take lot of time depending on size of available tape library , size data to be backed up , available bandwidth,etc . Kindly clarify.	The bidder is expected to ensure that the complete data backup is taken daily at both primary & secondary sites (ensuring that the data of even the last transaction occurring in the application for the day is backed up). The RPO & RTO is applicable for the replication between Primary & Secondary site.
58	Functional	Main Document	page 26	Scope of Work	The RFP document does not clearly provide details on whether two portals need to be developed ? The annexure 2 and annexure 3 mentioned two separate portals i.e. annexure 2 mentions online portal and annexure 3 mentions internet portal.		There is only 1 portal requirement. Both the Annexures are referring to the same portal.
59	Functional	Main Document	Page 37	4.8 Data Migration	Will there be migration of any static contents from existing websites to new portal ?		No. The Data migration from existing websites to Portal is not in scope. Please refer RFP section 4.8.
60	Eligibility	Annexure 1	2	10	SI should have experience of implementation of General Ledger and Treasury application for a BFSI client AND Any one of the following applications - Document Management System - Portal - Operational Data Store (ODS)	We Request DICGC to change this clause to read as: "SI should have experience of implementation of General Ledger and experience of Implementation / Support Treasury application for a BFSI client Or if you can change the clause as: "SI should have experience of implementation of General Ledger for a BFSI client AND Any one of the following applications - Document Management System - Portal - Operational Data Store (ODS) - Treasury application	Criteria is revised as follows - SI should have experience of implementation of General Ledger for a BFSI client AND Any two of the following applications - Document Management System - Portal - Operational Data Store (ODS) - Treasury application
61	Eligibility						

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62	Functional	Annexure 2	Scheme Configuration	1.1	Differential Insurance Premium - Is this ability to charge different rates for different insured banks?		Yes. The feature for charging different premium rates for different Banks will be required.
63	Functional	Annexure 2	Scheme Configuration	1.2	Guarantee Fee depending upon category and scheme - is this ability to provide different rates for different bank category/scheme		Yes. The feature for charging different guarantee fee rates for different Banks will be required.
64	Functional	Annexure 2	Scheme Configuration	1.3	Is this coverage % and amount of cover?		This is amount of cover. Deposit coverage is limited to Rs. 1 Lakh. Guarantee cover can be fixed amount or percentage of loan amount.
65	Functional	Annexure 2	Scheme Configuration	3	Requirement to be elaborated		System should be able to define scheme structures at multiple levels for instance - Bank, Product, Customer level
66	Functional	Annexure 2	Scheme Configuration	11	Requirement to be elaborated		The Audit Trail for all the modification/deletions should be available. There should not be any impact on the retrospective data for such records.
67	Functional	Annexure 2	Scheme Configuration	12.1	What is Rating of Bank - is this Rate for a particular cover/guarantee or Bank's Rating based on different operational parameters?		This is Bank's rating on different operational parameters. This is maintained by DICGC and is required for providing schemes for particular cover / guarantee.
68	Functional	Annexure 2	Scheme Configuration	12.2 to 12.5	Requirement to be elaborated with example		These parameters may be used in premium / guarantee fee calculation. - Deposit insurance premium / Guarantee fee can be a flat % - It can also be driven by rating tables
69	Functional	Annexure 2	Scheme Configuration	17.3	Maintaining Table Structure - assume this to be Rate Table structure and not the table structure for holding transaction data or any other data		This is rate table structure. It should be configurable through Graphical User Interface (GUI).
70	Functional	Annexure 2	Scheme Configuration	22	System should have facility to output algorithms and rating for analysis - requirement to be elaborated clearly.		System should be able to produce reports to analyse various scheme performances.
71	Functional	Annexure 2	Scheme Configuration	28	Requirement relating to premium allocation to be elaborated.		Point no. 28 refers to claims amount. System should allocate claim amount to claimant based on the scheme features.
72	Functional	Annexure 2	BRC	1.6	Please elaborate. Whether the contact update is just update of one contact or does it involve any other functionality like assigning/removing portal access etc.		Bank provide their contact details like email, telephone numbers, address etc. Bank should get access to update such fields through portal.
73	Functional	Annexure 2	BRC	1.8.5	Need more clarification on this requirement. What is the business case? How many fields need to be mapped? In which business transaction is this required?		DICGC has not envisaged split screen data entry or mapping data entry with fields on scanned image.
74	Functional	Annexure 2	BRC	1.8.8	"... recognize exception when bank details are not filled.... " Activity of Bank Registration Cell is to register Banks. In this context not entering bank details requires clarification as to the expected application behaviour.		There will be few mandatory and few optional fields in the data entry screen. The system should be able to provide exceptions or checks if mandatory details are not filled.
75	Functional	Annexure 2	BRC	1.8.9	".... Data entry screen to be designed to minimize key strokes.... " Requirement to be elaborated		Data entry field design and data types should be such that there are no unnecessary swapping between screens / fields. This is to ensure operational efficiency during the data entry process.

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76	Functional	Annexure 2	BRC	1.8.10	"... extensive validation check...." - Requirement to be elaborated		Data entry fields should have validations on data length / data types / specific alphanumeric patterns etc. System should allow configuring these rules from GUI.
77	Functional	Annexure 2	BRC	4.2	Requirement to be elaborated		Audit trail to be available for all the insert, modify and delete transactions.
78	Functional	Annexure 2	IOD	1.11 2.4 2.5	What is meant by revisions and how many times is it allowed to revise the original document? Is it possible to get a brief description of the business process?		Banks provide declaration of their deposits to DICGC. They may revise it subsequently to rectify mistakes. It is done by submitting revised DI return (Deposit Insurance declaration).
79	Functional	Annexure 2	IOD	6	At which step in the business process is Waiver of Interest allowed? How does it fit into the context of the other business processes mentioned?		If banks default on paying DI premium, DICGC will charge them penal interest. During DI Return submission, Banks can request for waiver of interest. DICGC has the right to waive off the interest.
80	Functional	Annexure 2	IOD	7.3	"... option to provide rate the Bank in future..." Do we have to show the effort to build the feature or just confirm that it is doable but the cost would not be part of the response		The Option should be available to capture the parameters for rating the bank. The efforts needs to be considered.
81	Functional	Annexure 2	CSD	1.14.15	Explain what the "Etc." covers and what has to be confirmed against this item?		This can be ignored. It is an extension from previous row on excel.
82	Functional	Annexure 2	CSD	General	Current and To-Be process with sample forms to be provided		This details would be provided during the Requirement gathering phase to the successful bidder.
83	Functional	Annexure 2	CSD	5.3.2	Does this mean that amount of coverage will be determined only at the time of settlement?		The logic has to be pre-configured in the system. However the ratio may change based on the RBI circular / assessment. In case of such change, the logic configuration has to be changed.
84	Functional	Annexure 2	CSD	General	Please explain whether the depositor wise details would be available as part of every declaration or only as part of claim processing. This is required to estimate the amount of data that the system is expected to handle		Depositor wise details will be not be required for every declaration (DI return). This will be required for claim processing for only the banks which are under direction or under liquidation.
85	Functional	Annexure 2	CSD	General	Give us idea of current data volume out of every declaration and for the last 5 years		Every bank submits declaration two times in a year. There are approximately 2145 banks covered with DICGC. There will be few banks who will revise the declaration in between on adhoc basis.
86	Functional	Annexure 2	CSD	General	Data Migration - need more input on how it is currently saved and stored and what is expected out of the migrated data from the new system		Kindly refer to section 4.8 of main RFP document for the detailed scope on data migration. Further details will be provided to the selected bidder.
87	Functional	Annexure 2	CSD	2.9 2.9.1 2.9.2	Need more information on HUF record and Minor account processing. How does it fit into the context of the other business processes mentioned?		There is no separate process for HUF / minors. However, the details will be provided during requirement gathering phase with successful bidder.
88	Functional	Annexure 2	RMC	1.2	What are Statements 1,2 and 3. Contents/formats to be provided		Statement 1,2 & 3 are the statements provided by liquidator to Recovery Management Cell containing specific data for the liquidated banks.

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89	Functional	Annexure 2	CG	General	Need detailed write-up on Credit Guarantee Types offered currently and planned to be offered, the process for issue and claims and related requirements at high level to understand the expectations		Currently DICGC does not operate any credit guarantee schemes. However such schemes may be introduced later and it is in scope of this RFP. Kindly refer to Annexure 2 - Functional Requirements, Sheet - CG for details.
90	Functional	Annexure 2	DAT	5.18	Need more details on the requirement		This requirement is to ensure that there is system check before reversal of any debit entry. System should check that related credit entry exists and should be offset accordingly
91	Functional	Annexure 2	DAT	5.19	Need more details on the requirement		Covered above
92	Functional	Annexure 2	DAT	5.20.	Need more details on the requirement		Covered above
93	Functional	Annexure 2	DAT	5.21	Need more details on the requirement		Covered above
94	Functional	Annexure 2	Sheet No BRC and other	Point No 7	The requirements in this RFP are to deploy Scan/Capture solution and Document Management System along with other Applications. Please confirm.	Suggest - The DMS and BPM Solution should be featured in Gartner Magic Quadrant Minimum 3 DMS Deployments in Insurance Companies in India & Reference Sites for the use of Integrated Scan /DMS and Workflow tool in BFSI Segment The OEM should have at least 1000 employees in India with at least 2 development and support centers in India	Duplicate Sr. No 20
95	Functional	Annexure 2	Sheet CSD & Others	Point No 1.6	As the portal will have option to upload documents. The uploaded document will be directly pushed to DMS system from portal.		Duplicate S. No 23
96	Functional	Annexure 2	Sheet CSD & Others	Additional Query	Apart from Portal, is there any other system from which the document upload and access expected		Duplicate S. No 24
97	Functional	Annexure 2	Sheet CSD & Others	Additional Query	If yes, how many concurrent users are expected Upload and access the documents from the third party application.		Duplicate S. No 25
98	Functional	Annexure 2	Sheet CSD & Others	Point No 1.6	What are all types of documents uploaded or Scanned and pushed to DMS.		Duplicate S. No 26
99	Functional	Annexure 2	Sheet CSD & Others	Point No 1.6	What are all document formats that will be uploaded in portal (PDF, Word, etc) that need to be pushed to DMS.		Duplicate S. No 28
100	Functional	Annexure 2		DAT, 1.5	The system should have the facility to define an unlimited number of columns for data entry and calculations.	we request DICGC to change the clause to: "The system should have the facility to define an additional columns for data entry and calculations"	Clause will be modified as - "They system should have the facility to define additional columns for data entry and calculations as per DICGC's requirement"
101	Functional	Annexure 2		DAT, 6.11	During reconciliation, should calculate uncleared payments (for more than 3 months separately -will go into stale accounts)	Report can be developed to trace all cheques which are not cleared for more than 3 months & Manually can be cancelled	System should be able to post these automatically into stale account and provide a separate report.
102	Functional	Annexure 2		MIS	Support powerful report writing tools with drag and drop facilities	This requirement is challenging in terms of dynamic query generation based on the filters, selections, grouping as selected by user especially in case of complex accounts related reports.	This feature is required by DICGC.

Sr.No	Category	Document	Page No.	Point/Section	Clarification point as stated in the tender document	Comment/Suggestion/Deviation	DICGC Response
103	Functional	Annexure 2		MIS	The reports should have the capability to drill down to the nth level which might even be till the individual transaction level	Dynamic drill down will be very complex for us to implement	Drill down facility is requirement of DICGC and will be considered in functional scoring.
104	Functional	Annexure 2		MIS	Ability to add free text on a report	Confirmation of whether free text will be written after report generation or before	This will be detailed out during the requirement gathering phase of the project.
105	Functional	Annexure 2		General	Integrations with NEFT/RTGS Systems	Integration touch points and number of touch points for these integrations	As mentioned in the RFP, integration with NEFT / RTGS is required. However the exact number of touch points will be detailed out during requirement gathering phase.
106	Functional	Annexure 2		General	Complex accounting, Funding related, Risk management reports for e.g. Yield curve	Whether Input parameters to these reports will be captured in the system or will they be taken from third source	Kindly refer to Annexure 4 - List of interfaces. It explains the data that will be fetched from external sources like E-Kuber, FIMMDA, NDSOM etc.
107	Functional	Annexure 2		General	The documents uploaded should flow into the DMS system	What type of DMS will be implemented: Custom or Standard product based?	Bidder to decide on the solution based on requirements shared.
108	Functional	Annexure 2		General	The system must support maker-authorizer validation after the registration form is filled in by the concerned bank	What will be the mode of this approval and intimation in the system on through automated mails, SMS etc.	Yes. The Bank will be the maker and DICGC will authorize the record. Work item should be created for user. DICGC may also request for email notification. This will be detailed out in Requirement Gathering phase.
109	Functional	Annexure 2		General	All integration should be supported with well-defined interfaces with supporting enterprise data model for data integration.	Whether Integration will be one time activity or will be GUI based	This will be a one time activity
110	Functional	Annexure 2		General	Integrations	Whether any system to which Integration is proposed are running on non-Windows OS	For proposed IASS, bidder will have to ensure that the seamless integration is possible within systems. Non IASS systems where integration is required are webservice compliant.
111	Functional	Annexure 2		General	All data from the existing system to be migrated into the new system.	In what form data is available and what will be the scope	Kindly refer to section 4.8 of main RFP document for the detailed scope on data migration. Further details will be provided to the selected bidder.
112	Functional	Annexure 2		Functional requirements	1. It is not clear from these two annexures as to what will be the business functions covered by online portal and internet portal ? 2. As per annexure online portal will be accessed by banks, liquidators and depositors. Then who will be accessing the internet portal. employees ?? 3. what are the business functional scope of the two portals ? 4. what are the list of applications each of the portals will be integrated with ?		There is only 1 portal requirement. Both the Annexures are referring to the same portal. Kindly refer to the integration diagram in RFP document for details.
113	Functional	Annexure 2	Row 10	Online Portal: 1.8 Single signon	1. Will this be applicable only for online portal. Will depositors, liquidators, banks access portal using single signon ?		This is applicable to portal. Depositors will not have log in to portal. Banks and liquidators will access only portal and no other system.
114	Functional	Annexure 2	Row 9	Online Portal: 1.7 Integration with workflow system	What workflow system are we talking about here? Please elaborate.		There is no requirement for separate workflow system. However workflow related requirements will have to be configured and met in different systems.
115	Functional	Annexure 2	Row 85	Online Portal: Analytics	Please elaborate what you mean by need based analytics here ?		System should allow generating need based reports on the data captured through portal e.g. grievance handling data etc.

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116	Functional	Annexure 3	Sheet Application Requirements	Point no 1.17	Is there any requirement for Workflow solution for document authorization etc		Kindly refer to Sr. No. 35
117	Functional	Annexure 3	Sheet Application Requirements	Point no 1.17	If yes how many workflow expected		This details would be provided during the Requirement gathering phase.
118	Functional	Annexure 3	Sheet Application Requirements	Point no 1.17	What is the complexity in terms of (No of Steps, forms) , can the process map be shared		This details would be provided during the Requirement gathering phase.
119	Functional	Annexure 3	Sheet Application Requirements	General Query	With what all application is the integration of the workflow expected and how many reports are expected from workflows		It is expected that the system should have inbuilt native workflow with alerts sent to emails etc. The details would be provided during the Requirement gathering phase.
120	Technical	Annexure 3		1.3	Addition of CPU, Memory, Hard disk capacity without causing downtime	Hotswap and plugin at CPU and memory level is not possible, request you to delete this clause.	Refer to response provided in SI. No. 43 & 54
121	Functional	Annexure 3		internet portal	This will not have any single signon feature and registered users will be maintained in portal database ?		Kindly refer to Sr. No. 113
122	Functional	Annexure 5	page 6	Portal: Average number of transactions through portal	1. Are we talking about RBI systems here ? Is this referring to only IES ? 2. What form of integration with portal is envisaged here ? 3. Are all the modules under RBI systems web services compliant ? 4. How is data received from these systems currently ? Is it through offline file data uploads ? 5. What is per transaction cycle record volume / data size ?		Average number of portal transactions do not refer to RBI systems. It refers to online detail submission by banks, claim list upload by liquidators etc. Currently there is no data that flows from RBI systems to DICGC GL / Treasury system. Peak load expectations are given in Annexure 5 - Volume Projections
123	Functional	Annexure 5	page 6	Portal : Peak claim transactions	How is upload of claim file by liquidators and processing of claim file linked with transaction load on portal ? Isn't this a backend activity which is just triggered through portal ?		Liquidator will be using portal to upload the claim file. This claim data will flow to core system through portal. Hence the average and peak loads are relevant for correct sizing.
124	Functional	Annexure 5	page 6	Portal : No of Users	This is referring to external users ? Is total users or concurrent users ? Is this for online portal or internet portal ?		There are 3000 portal users including around 100 internal users. Concurrent users can be assumed to be 300
125	Functional	Annexure 5	page 6	Portal : Internal users	Is this concurrent users ? Is this for online portal or internet portal ?		Covered above
126	Technical	Annexure 10			Storage requirement	RAW Space requirement will vary from one OEM to another OEM. It depends on how a particular OEM creates disk pools, RAID groups, underlying technology, etc., request you to delete this column and ask for only usable capacity	The bidder to provide at least the usable capacity & the RAID level requirement

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127	Functional	Other Annexure & Appendices	Page No 6	Volume Projections	If the historical document digitization is in scope, what is the volume of the documents available (Numbers of documents, Number of pages in the document)	DMS / Scanning & Workflow tool should be from Single OEM Should support PDF-A / PDF Support for Scanning & Heavy Image Compression (CCIT-G4) and Page by Page retrieval for optimization of Bandwidth Cashing of Images for Optimization of Band Width (Minimum 2 Cashing Sites) Maintain an End to End Audit Trail right from capture of documents from Portal to the DMS	No. of documents scanned in a Year = 25000. Please refer Annexure 5 Volume projection.
128	Functional	Other Annexure & Appendices	Page No 6	Volume Projections	Is the digitization of old documents expected to be done centrally	The Product OEM should have valid SEI CMM/CMMi level 3 The Products offered should not be declared end of support for the first 3 years of supply / commissioning	No. Scanning of old documents is not in scope.
129	Functional	Other Annexure & Appendices	Page No 6	Volume Projections	Can we consider 3000 portal users with concurrency of 300 for DMS?		Duplicate. Refer to Sr. No. 29.
130	Functional	Other Annexure & Appendices	Page No 6	Volume Projections	How many Scan Stations are expected		Duplicate. Refer to Sr. No.30
131	Technical	Other Annexure & Appendices	Page No 6	General Query	For the DMS, is High Availability to be factored		Please refer to response provided in Sr. No. 31
132	Functional	Other Annexure & Appendices	Page No 6	Volume Projections	What is the expected DICGC user count (with concurrency) for DMS solution?		Duplicate. Refer to Sr No. 32
133	Functional	Other Annexure & Appendices	Page No 6	Volume Projections	It's mentioned that the volume of the scan document for the year is 25000 only. Let us know the number of location/people/systems in which the scanning will be done. This is required for considering the Scan/Capture solution license count.		Duplicate. Refer to Sr No. 33
134	Functional	Other Annexure & Appendices	Page No 6	Volume Projections	The documents are only be pushed to DMS via Portal upload and Scanning by DICGC user. Please confirm.		Documents can be uploaded from any transaction system including portal. Banks and Liquidator (non DICGC users) will also use portal to upload scanned documents.
135	Functional	General	General		How to indicate features which are not supported.		Features that are not supported can be marked as "0"
136	Functional	General	General		Efforts for TL & TM are given based on our assumption on what would be required. Many cases the one liners are not clear and expressions like "etc.", "not limited to" are used which make the statements open for interpretation later. How to tie the efforts/rating to the assumptions on which these are provided		These are high level functional requirements. Detailed requirements will be provided during requirement gathering phase while preparing BRD documents. Bidder will have to use the high level requirements stated in the RFP for estimation purpose.

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137	Functional	General	General		Need quantitative numbers given to size the amount of work e.g.: number of schemes, no. of guarantees, No. of portals etc. for the effort to be provided		Currently there is one common scheme for Deposit insurance. DICGC is not operating any Credit Guarantee scheme currently. However in future such schemes will be introduced. There is only one portal expected to be provided.
138	Functional	General	General		To-Be Process documents outlining the process to be implemented to be shared		This details would be provided during the Requirement gathering phase with successful bidder
139	Functional	General	General		Need write-up on current and future guarantees proposed to be shared.		This details would be provided during the Requirement gathering phase with successful bidder
140	Functional	General	General		Need detailed write-up on liquidating process, premium accounting process, claim settlement process to be provided		This details would be provided during the Requirement gathering phase with successful bidder
141	Functional	General	General		Is it possible to get an example of their existing product structure (e.g. PDF forms, Online forms etc.)?		This details would be provided during the Requirement gathering phase with successful bidder
142	Functional	General		Treasury		No of Users (front, mid and back)	Total number of users are provided in Annexure 5 - Volume Projections. Further details will be shared with successful bidder
143	Functional	General		Treasury		No of Concurrent Users	Total number of users are provided in Annexure 5 - Volume Projections. Further details will be shared with successful bidder
144	Functional	General		Treasury		If users connect through internet, please provide the no of users and concurrent users connecting through internet.	There are no users that connect through internet to treasury application
145	Functional	General		Treasury		Total no of transactions per day across all the channels	Kindly refer to Annexure 5 - Volume projections for yearly volumes
146	General	General		Treasury		No of years to be considered for sizing (3 or 5 years)	7 years data should be considered for sizing. Refer to Annexure 5 Volume Projection.
147	Technical	General		Treasury		Platform Choice (IBM / SUN / HP)	We do not have any specific platform choice. The bidder is required to supply the Servers of reputed brands. Depending on the number of server, bidder may propose the blade technology for space & power optimized solution.
148	Functional	General		Treasury		Total Customers	Total number of users are provided in Annexure 5 - Volume Projections. Further details will be shared with successful bidder
149	Functional	General		Treasury		Total Accounts	Total number of users are provided in Annexure 5 - Volume Projections. Further details will be shared with successful bidder
150	Functional	General		Treasury		Total no of transactions per day for the Treasury system.	Kindly refer to Annexure 5 - Volume projections for yearly volumes
151	Functional	General		Treasury		If there are file upload through which transactions come to the system, please provide the no of file uploads in a day or month and the max transactions per file.	Bidder is expected to build interface with dealing system and DICGC treasury systems for the transaction volumes mentioned in Annexure 5 - Volume details
152	Functional	General		Treasury		Year-on- Year Growth Rate for users ,accounts ,customers ,transactions	Kindly refer to Annexure 5 - Volume details. 10% growth is to be assumed.
153	Technical	General		Treasury		High Availability (clustering) and DR site is required	Yes required
154	Technical	General		Treasury		Does the bank supports or prefers Open source software e.g. JBoss	No. Open source applications are not preferred.

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155	Functional	General		Treasury		Please provide your reporting volumes that are generated per day , per month	List of current reports is given in Annexure 2 - Functional Requirements, Sheet - MIS reports. Frequency will be discussed with successful bidder during Requirement Finalization phase
156	Technical	General		Treasury		Preferred Deployment of the bank	Query not clear
157	Technical	General		Treasury		Does the bank prefers to have wants the	Query not clear
158	Technical	General		Treasury		a. Web, App server and DB server in a single box with virtualization between the layers (Single Node)	Please refer to section 4.10 hardware requirement - "hardware sizing"
159	Technical	General		Treasury		b. Web, App server on one server and DB server on another server (Two Node)	Please refer to section 4.10 hardware requirement - "hardware sizing"
160	Technical	General		Treasury		c. Web, App server and DB servers on separate boxes. (Three Node)	Please refer to section 4.10 hardware requirement - "hardware sizing"
161	Technical	General		Treasury		Preferred Processor (IBM POWER or Intel) or (SUN SPARC or Intel), HP (Intel Itanium or Intel)	Bidder can propose the best suited processor platform for web & application layer based on the application performance requirement & scalability. At DB layer DICGC would prefer RISC/ EPIC platform processors.
162	Functional	General		Treasury		Do we need to consider any migration data ,if yes , please provide us the no. of the outstanding deals & size for migration data	Data migration is in scope. Kindly refer to section 4.8 for details. Further details will be shared with successful bidder
163	Functional	General		Treasury		System should enable segregating the securities on basis of valuation as per market / valuation as per accounting methods. Please Clarify?	System should allow segregating securities basis accounting method types or market valuation.
164	Functional	General	General		Is it possible to get a pictorial representation of their existing business workflow for: 1) New Business 2) Claims Handling		The details would be provided during the Requirement gathering phase
165	Functional	BCP/ DR	25	3.3	What is the expected frequency of reviewing/ fine tuning the policies/ documents		Successful bidder is expected to modify these documents once after completing the implementation. Bidder will be asked to modify these documents subsequently if there are any changes to the DR / BCP policy due to any change / enhancement carried out by bidder.
166	Technical				Please confirm whether the DR drill has to be carried out on a quarterly basis?		Yes
167	Functional	Scope of work	6	4	Please elucidate on the maintenance of application. Does it imply that application(s) have to regularly monitored, scanned & code reviewed on a periodic basis? If yes, kindly share the frequency of carrying out the same.		Maintenance of the application will include providing support and resolving any issues that are encountered in application / hardware. In addition bidder should take best steps to meet SLAs.
168	Functional				Kindly share the frequency of carrying out the Knowledge transfer session in an year?		This will be decided by DICGC on need basis. It will be communicated to the SI in advance.
169	Functional				Do you require the new portal for DICGC website to be audited w.r.t. Cert-In guidelines? If yes, please share the details about the scanning frequency?		This is not in scope

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170	Technical	Scope of work	31	4.2.2.3	Does DICGC require a regular compliance check w.r.t RBI guidelines of the infrastructure in scope? If yes, kindly suggest the frequency of performing the same		The solution should comply with the Information Security policy.
171	Eligibility	Annexure 1	1	C/9	Is it necessary to bid for the same applications as asked in the eligibility criteria which has been implemented by the SI or SI can bid for any applications suitable to fulfil the bank requirements?		For Core system, SI should have experience in implementing the PROPOSED solution. Relevant supporting documents need to be submitted.
172	Eligibility	Annexure 1	1	B/8	Can the eligibility criteria mentioned for COTS applications has to be abide by either SI or OEM's or only by OEM's?		Please refer to response provided in Sl. No. 171
173	Eligibility	Annexure 1	1	B/8	Does COTS apps refer to Core system only or nay other systems as well. If so please specify the specific apps.		It is referring to Core System
174	Eligibility	Annexure 1	1	B/8	Proposed COTS Applications	For proposed application clause (C): please relax the clause to : SI/OEM should have experience in implementing the proposed solution in at least one NON-Life insurance company.	This criteria is changed as follows: The proposed COTS application should have TWO Live Installations in non-life Insurance companies. The TWO LIVE non-life Insurance setups should at least encompass the following insurance functions: - Client/Customer - Policy administration - Claims
175	Technical	RFP_DICGC_IASS/2014/01	25	3.3.1	The organisation has its own BC and DR Plan document which is approved by the Board level IT committee of the organization	Please confirm desired RPO and RTO levels, DICGC is looking for.	Refer to point no. 4 in section 4.17.3 of RFP document
176	Technical	RFP_DICGC_IASS/2014/01	25	3.3.2	Presently the Corporation conducts the DR Drill on quarterly basis preferably towards end of the respective quarter	Please confirm, if bidder also need to conduct DR Drills on quarterly basis.	Please refer to response provided in Sl. No. 166
177	Technical	RFP_DICGC_IASS/2014/01	35	4.6.5	Setup of Required Environments	Please confirm if DICGC is looking for any specific percentage of compute capacity of Production setup to be sized for Development, SIT, UAT, Training environment.	Please refer to section 4.10 hardware requirement - "hardware sizing"
178	Technical	RFP_DICGC_IASS/2014/01	38	4.9.1	DICGC has decided to host the Primary Site (DC) infrastructure required for the in scope applications at Nagpur Maharashtra, India. DICGC will provide Network infrastructure, bandwidth, storage, tape library, space, cooling and power required for the proposed infrastructure. The Bidder is required to provide the space & power requirement in Annexure 11- Space & Power Requirement.	DICGC will be providing Storage and Tape Library Infra. In this case please confirm DICGC will provide required SAN Infra (Storage, SAN Switches, SAN ports throughput, etc.) as per solution sizing sized by Bidder to ensure Application performance in terms of IOPS, throughput, etc. Please provide details (make, model, HDD populated with HDD capacity and Qty) of existing SAN Storage and SAN Switch details like (make, model, no. of populated and licensed ports)	The assumption is correct. The bidders will use the existing tape library, backup software, and disk storage (Storage, SAN Switches, SAN ports -already deployed). Bidder will have to provide their IOPS, throughput, etc. requirements in Annexure 10 The Information provided in Annexure 10 will be reviewed at the time of actual deployment and necessary arrangement will be made by DICGC

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179	Technical	RFP_DICGC_IASS/2014/01	38	4.9.2	DICGC has decided to host the Secondary site (DRS) infrastructure required for the in scope applications at Navi Mumbai, Maharashtra, India. DICGC will provide Network infrastructure, bandwidth, storage, tape library, space, cooling and power required for the proposed infrastructure. The Bidder is required to provide the space & power requirement in Annexure 11- Space & Power Requirement.	DICGC will be providing Storage and Tape Library Infra. In this case please confirm DICGC will provide required SAN Infra (Storage, SAN Switches, SAN ports throughput, etc.) as per solution sizing sized by Bidder to ensure Application performance in terms of IOPS, throughput, etc. Please provide details (make, model, HDD populated with HDD capacity and Qty) of existing SAN Storage and SAN Switch details like (make, model, no. of populated and licensed ports).	Refer to Sr. No. 178.
180	Technical	RFP_DICGC_IASS/2014/01	39	4.10.2	The hardware sized for all the applications should be redundant and scalable. All the components within the server should be hot swappable and should incur no downtime due to component failure.	Please confirm percentage scalability DICGC is looking hardware scalability. Infra will be designed considering no downtime due to component failure , however addition/replacement of any hardware component requires some downtime. Please confirm that downtime at hardware level in case like hardware component addition/replacement will be permitted with due care that, system will be still in operation with redundant/failover hardware and will not have downtime at solution level.	The head room should be at least 20% over and above what is sized for the tenure of the contract. For downtime refer to response provided in SI. No. 54
181	Technical	Annexure 10- Network Security & Storage Requirement	40	4.10.5	The Test, development and the Training environment should be sized at 30% of the production environment.	Please confirm each individual environment Test, Development, Training to be sized at 30% of Production	Yes.
182	Technical	RFP_DICGC_IASS/2014/01	50	4.17.3.4	RPO: 15 minutes	Solution will be designed and sized to achieve required RPO. However to achieve required RPO, sufficient bandwidth is required between DC and DR site. Please confirm that, DICGC will provide required and sufficient bandwidth between DC and DR site.	Bidder to size and provide the bandwidth required in the template provided in Annexure 6. DICGC will make available the requisite bandwidth.
183	Technical	RFP_DICGC_IASS/2014/01	50	4.17.3.6	Periodic testing may be done to ensure that all replication and data synchronization procedures are in place all the time.	Please confirm frequency of testing of data replication and synchronization between DC and DR sites.	Will be done during DR drills. But adhoc checks are also expected if situation (if any) demands the checks.
184	Technical	RFP_DICGC_IASS/2014/01	51	4.18.	The bidder shall also conduct the restoration check once in every quarter.	Please confirm, sufficient space required for restoration of backup data will be provided by DICGC	Bidder to provide the requirement in the template provided in Annexure 10. DICGC will make available the requisite space
185	Technical	RFP_DICGC_IASS/2014/01	51	4.18.	The Bidder is expected to propose an approach to Data Backup and Archiving design to meet the proposed system backup and recovery requirements.	Please confirm, required/desired Backup Window. Please confirm, if DICGC is looking for Disk based backup solution	Desired backup window is 2-4 hours (after business hours). DICGC is not looking for Disk based backup solution.
186	General	RFP_DICGC_IASS/2014/01	51	4.18.	At any given point in time, all the data must be maintained in the Data Archival Solution for business continuity requirements.	Please confirm, data retention policies/period to size Archival solution	7 years data needs to be retained in production database. Post 7 years, data needs to be archived.

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187	Technical	RFP_DICGC_IASS/2014/01	51	4.18.	The bidder shall supply 50 tape media for each site, DC & DR.	From RFP, we understand that Storage and Tape Library will be provided by DICGC. In this case, please provide make and model of Tape Library along with details of Tape Drives installed in that Library so as to provide proper compatible Tape Media.	Please refer to Sr. No. 178.
188	Technical	RFP_DICGC_IASS/2014/01	51	4.18.	The bidder will be required to use the existing backup solution (backup software & tape library).	Please provide details (vendor, version, edition, licenses Qty, etc.) for existing backup software solution. Please confirm, DICGC will provide required backup software licenses as per sizing requirement of proposed setup.	Please refer to Sr. No. 178.
189	Technical	RFP_DICGC_IASS/2014/01	51	4.18.	The bidder will be required to use the existing backup solution (backup software & tape library).	Please provide details (Make, model, Qty and Interface of Tape drives installed, etc.) for existing Tape Library solution. Please confirm, DICGC will provide required Tape drives as per sizing requirement of proposed setup to take backup within required backup window.	Please refer to Sr. No. 178.
190	Technical	RFP_DICGC_IASS/2014/01		1.2	Scalability for external components (External components should not restrict scalability) - Provide performance benchmarks for similar functions required in DICGC for Solution scalability	Please confirm scalability requirement in terms of percentage for hardware	Please refer to Sr. No. 180
191	Technical	RFP_DICGC_IASS/2014/01		1.2	Ability to scale horizontally without redesign	Application, Web servers can scale horizontally, however Database servers always grow in vertical manner. Please confirm, horizontal scalability will not be applicable for Database servers.	Agreed
192	Technical	RFP_DICGC_IASS/2014/01		1.3	Addition of CPU, Memory, Hard disk capacity without causing downtime	Addition of CPU, Memory, Hard Disk, etc. requires some downtime. Please confirm if DICGC is looking for complete virtualized environment, where addition vCPU, vRAM, vHDD can be possible without any downtime. Request DICGC to replace the term "without causing downtime" by "with minimal planned downtime"	Please refer to Section 4.10 hardware requirement, along with response provided in SI. No. 43 & 54
193	Technical	RFP_DICGC_IASS/2014/01		1.45	The solution should support storage based replication	Solution will be designed and sized to have storage based replication. Also from RFP we understand that, Storage will be provided by DICGC. Please confirm, required storage replication licenses will be provided/taken care by DICGC.	Please refer to response in Sr. No. 290
194	Functional	RFP_DICGC_IASS/2014/01			Implementation & Integration	We understand that, Implementation and Integration is one time activity only and carried on complete solution level and not on individual level, hence breakup of Implementation and Integration services at yearwise level and individual component level will not be possible as asked in "Implementation & Integration" sheet of the Annexure 7 document. Please confirm and	Bidder may provide the data under "Year 1" column and mention "0" in other years.

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195	Technical	RFP_DICGC_IASS/2014/01			Hardware	We understand that, Hardware to be sized and provided on Day-1 only and also may include proposition of virtualized environment, hence breakup of hardware at yearwise level and individual component level will not be possible as asked in "Hardware" sheet of the Annexure 7 document. Please confirm and request you to change the format appropriately.	Bidder can mention "0" in other years.
196	Technical	RFP_DICGC_IASS/2014/01			Licenses (App, DB, Other)	We understand that, Hardware to be sized and provided on Day-1 only and also may include proposition of virtualized environment, hence breakup of database licenses at yearwise level and individual component level will not be possible as asked in "Licenses (App, DB, Other)" sheet of the Annexure 7 document. Please confirm and request you to change the format appropriately.	Bidder can mention "0" in other years.
197	Technical	RFP_DICGC_IASS/2014/01	36	4.6.5.1	DC/Production environment- this is the live production environment where all master and transaction data would reside. The production environment should also have provision for a simulation environment for a new product set-up or to make changes to an existing product set-up to gauge its implications on the underlying policies and premium, after which it should be possible to migrate the set-up/changes to the live area. This requirement becomes more pronounced, since the UAT environment may be running on a higher version of the software for testing of changes before moving to production environment. This should not hold up the process of launching new products and workflows.	A separate simulation environment in the production could burden the production environment, UAT can be utilised for simulating any changes. If any changes in code or product are made they can be run in the UAT or SIT environment. Production environment is never touched for any kind of simulation or testing.	As and when required, the production data can be copied to the UAT /Training environment for simulation.
198	Technical	RFP_DICGC_IASS/2014/01	36	4.6.5.2.	The Bidder has to provide physically separate environment for the Production Environment (DC & DR – production replica) and for the other above stated environments.	Can we use virtualisation on the same physical box to setup UAT,TEST or SIT environments.	DICGC would require more than one physical box to avoid single server failure impacting all three environments. SIT environment is expected to be hosted at SI location along with development environment
199	General	RFP_DICGC_IASS/2014/01	37	4.6.5.4	In the event of an Onsite-Offsite model, the bidder will have provision for use of its own systems for carrying out development, unit testing activity out of DICGC premise as would be identified by DICGC.	In case of Offsite model bidder can use its own server, storage for development work at his premise and need not propose development environment at DICGC DC ? Please clarify	Understanding is correct
200	Technical	RFP_DICGC_IASS/2014/01	40		The Bidder is expected to provide separate environments for: 1. Test and Development, 2. Training, 3. Production and 4. DR.	Please specify the exact environments to be setup at DC, DR & Training Center . At some places SIT, UAT, Test & Dev is also mentioned	Following environments will be required - 1. Development 2. SIT environment (SIT environment is expected to be hosted at SI location along with development environment) 3. UAT environment 4. Training environment 5. Production 6. DR

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201	Technical	RFP_DICGC_IASS/2014/01	45	4.13.6.	e. The Bidder will set up the test systems, to accommodate a minimum of 25 concurrent users for the new applications and install the applications including the modifications, parameters as per the requirement.	Please confirm if test environment to be sized considering 25 concurrent users or 30% of production	Hardware to be sized for 30% of production environment & for any licenses requirement 25 concurrent users to be factored.
202	Technical	RFP_DICGC_IASS/2014/01	50	4.17.3	5. Any storage space / media required to maintain backups and other requirements of the RFP should be provisioned for by the selected Bidder in his Bid.	DICGC envisages disk based backup or tape backup. Also DICGC already has backup solution in place which we have to leverage.	Please refer to Sr. No. 178.
203	Functional	RFP_DICGC_IASS/2014/01	30	4.2.1	Which are the solutions/systems where you would want the data entry screens in Hindi?		Hindi screens will be required for Core system.
204	Functional	RFP_DICGC_IASS/2014/01	34	4.5.4.5a/4.6.3/4.6.4	At a minimum...must include..	These words are not ok. Scope to be defined and limited.	Please refer to Sr. No. 136.
205	Functional	RFP_DICGC_IASS/2014/01	37	4.7.3	Indicative lists	These words are not ok. Scope to be defined and limited.	Please refer to Sr. No. 136.
206	Technical	RFP_DICGC_IASS/2014/01	41	4.11.4.2	Network & Security Equipment	We understand that the infrastructure would be made available as per recommendations. However we would like to understand the current Network/ Security infrastructure and the utilization in order to propose any additional requirement.	Bidder to provide the requirement in Annexure 10. DICGC will make available the requisite requirement. The Information provided in Annexure 10 will be reviewed at the time of actual deployment and necessary arrangement will be made by DICGC
207	Technical	RFP_DICGC_IASS/2014/01	42	4.11.5.1	Network & Security Design details	In order to provide proposed detailed network schematic, We will have to consider and know the existing setup. We request to pls. provide the details.	Bidder to provide the requirement in Annexure 10. DICGC will make available the requisite requirement. The Information provided in Annexure 10 will be reviewed at the time of actual deployment and necessary arrangement will be made by DICGC
208	Technical	Annexure 10- Network Security & Storage Requirement			Network & Security	The requirement in terms of memory, bandwidth, ports is expected to be given on the current infrastructure considering current utilization or all together new hardware to be considered. In the case of existing infrastructure to be used, would require the current Utilization of the relevant assets.	Bidder to provide the requirement in Annexure 6 & Annexure 10. DICGC will make available the requisite requirement. The Information provided in Annexure 6 & Annexure 10 will be reviewed at the time of actual deployment and necessary arrangement will be made by DICGC
209	Functional	RFP_DICGC_IASS/2014/01	43	4.13/4.13.4.3	At a minimum, the following	These words are not ok. Scope to be defined and limited.	Please refer to Sr. No. 136.
210	Functional	RFP_DICGC_IASS/2014/01	47		Modifications would include...	Any change/modification over and above given scope of work to come through CR.	Requirements which are not part of this RFP or subsequent BRD and Functional specifications prepared during implementation phase will be taken through change control mechanism. However, bidder will have to provide product upgrades and regulatory changes to DICGC at no additional cost.
211	Technical	RFP_DICGC_IASS/2014/01	47	4.15 System Maintenance and support	Overall Monitoring and Management for overall IT and non-IT infrastructure deployed by bidder.	Can bidder leverage on existing monitoring tool (EMS) system deployed at DICGC? Or vendor should include monitoring tools in their BOM. If monitoring tools are already in place and can be leverage by bidder. Please suggest which tool is deployed for the same.	Yes bidder will use the existing EMS deployed at DICGC. Bidder to provide the requirement.

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212	Technical	RFP_DICGC_IASS/2014/01	48	1. Onsite Application Support.	Bidder will have to service, track and route request to service and to assist end-users	Can bidder leverage on existing service desk tool (for ticket logging and tracking calls). Or should bidder include the same in their BoM. Also, if bidder can leverage on the existing service desk tool. Please suggest, which tool is being used currently.	Yes bidder will use the existing Service desk deployed at DICGC. Bidder to provide the requirement on the number of users. Further details will be provided to successful bidder.
213	General	RFP_DICGC_IASS/2014/01	48	1. Onsite Application Support.	Will front end for all users. Bidder should have 5 full time resource for initial 2 years. From year 3 onwards 3 resource will be required.	Please suggest, if bidder need to deploy more resource to manage the SLAs as per RFP. Can same be suggest in RFP response.	Bidder may decide to deploy more resources to meet the SLAs. However DICGC will follow section 4.16 of RFP document.
214	General	RFP_DICGC_IASS/2014/01	48	1. Onsite Application Support.		How many total users (User Breakup as per the respective application) will be accessing respective applications?	Kindly refer to Annexure 5 - Volume projections
215	General	RFP_DICGC_IASS/2014/01	49	2. Data center support	DICGC expects the bidder to provide datacenter in two shifts i.e. 2 resource per day on all working days.	There can be multiple technology in final solution e.g. Heterogeneous OS environment, backup, storage, and DB/middleware etc. In above case bidder might need to deploy more resources to achieve SLAs across all DC platform. Please suggest, if required bidder can deploy more resources to achieve the SLAs as per RFP.	Bidder may decide to deploy more resources to meet the SLAs. However DICGC will follow section 4.16 of RFP document.
216	Technical	RFP_DICGC_IASS/2014/01	49	2. Data center support		Please suggest, if bidder can leverage on its remote service center to Manage the DC/DR setup.	No, remote connectivity to DC/DR setup will not be allowed.
217	Technical	RFP_DICGC_IASS/2014/01	49	2. Data center support		Also, please suggest, if secure weblink (MPSL/IPSec) can be extended from DICGC's DC/DR location to bidder's remote services centers.	No, remote connectivity to DC/DR setup will not be allowed.
218	Technical	RFP_DICGC_IASS/2014/01	49	2. Data center support	e. patch upgrade.	Please suggest, if bidder to leverage on existing patch management tool provided by DICGC. Or bidder should include the patch management tool in their BOM. Also, if patch management tool is to be made available by DICGC, which tool currently being used for the same.	Yes bidder will use the existing patch management tool deployed at DICGC for OS & antivirus.
219	Technical	RFP_DICGC_IASS/2014/01	51	4.18 Data backup and Archival	DICGC's Data centers is equipped with backup solution and bidder is required to make use of the same to conduct the backup of the solution deployed by them.	Please suggest, which backup software is being used currently by DICGC and what is the backup policy is being used.	The backup policy will be shared with successful bidder at later stage.
220	Technical	RFP_DICGC_IASS/2014/01	51	4.18 Data backup and Archival	At any given point of time, all the data must be maintained in the data archival solution for business continuity requirement. User must be allowed to query historical data.	What will be total data size for archival data?	Please refer to the business volume projection given in Annexure 5. Bidder to size the data size for archival solution.
221	Technical	RFP_DICGC_IASS/2014/01	49	4.18 Data backup and Archival		Whether this data will be in encrypted form. Or what will be the encryption methodology used.	Yes, the data needs to be archived in the encrypted form. Bidder to propose the best suited methodology

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222	Functional	RFP_DICGC_IASS/2014/01	51	4.20 Training	The corporation expects the Bidder to train the end users till corporation's personnel gain sufficient expertise in the system and capable of taking over the training function. Training of core team of ten members.	What will be the timeline to complete all the training modules. For initial trainings.	Kindly refer to section 4.20.6 for details
223	Functional	RFP_DICGC_IASS/2014/01	51	4.20 Training		Please share the list of office/locations where the training has to be delivered?	DICGC has only one office in Byculla, Mumbai
224	Functional	RFP_DICGC_IASS/2014/01	52	4.20 Training		Is a user manual to be provide to all the users.	Refer to section 4.22.5 - Application user manuals are to be provided
225	Functional	RFP_DICGC_IASS/2014/01	52	4.20 Training		Please confirm if bank will provide all the required infrastructure for training: Meeting room, VC/audio conferencing facilities etc.	DICGC will provide the required infrastructure
226	Functional	RFP_DICGC_IASS/2014/01	52	4.20.4	not limited to	Pls delete the words "not limited to" and replace with "limited to"	Please refer to Sr. No. 136.
227	General	RFP_DICGC_IASS/2014/01	59		SLA	Aggregate and cumulative SLA penalty should be limited to 5% of Quarterly value.	Suggestion cannot be accepted. Original clause will remain unchanged.
228	General	RFP_DICGC_IASS/2014/01	64	6	Payment Terms	Wipro request customer to suggest below payment terms- Project start-25% Completion of RA-20% Completion of Coding-20% Completion of SIT-15% Completion of UAT-15% Go-live/3 months of UAT-5% Payment terms for support- Quarterly in arrears Payment for License - On Delivery Payment for ATS- Yearly in advance	Suggestion cannot be accepted. Original clause will remain unchanged.
229	General	RFP_DICGC_IASS/2014/01	64	6	Payment Terms	Prices to be tax exclusive	The prices are to be inclusive of taxes. Variation in tax will be adjusted as mentioned in the RFP. Octroi will be paid at actual on production of the receipt as per terms mentioned in the RFP.
230	General	RFP_DICGC_IASS/2014/01	67	7.7	Right to Alter quantities	Any change in scope should be driven by Change request procedure	DICGC reserves right to alter the quantities of items at its discretion. This will not be done through change requests. Clauses in Section 7.7 will remain unchanged

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231	General	RFP_DICGC_IASS/2014/01	73	7.16	Liquidated damages	If the SI/Implementation partner fails to complete User Acceptance Test(UAT) ,for reason attributable to Wipro, within two weeks after the period specified in the Contract or such extended period at may be agreed mutually ,Customer may levy liquidated damages @ 0.5% of the value of the † deliverables in delay for each week of delay until actual date of UAT, subject to a maximum of 5% deliverables in delay. The liquidated damages shall be the sole and exclusive remedy to Customer for the delay. Delay not attributable to the IA will be considered for exclusion for the purpose of computing liquidated damages.	Suggestion cannot be accepted. Original clause will remain unchanged.
232	Legal	RFP_DICGC_IASS/2014/01			Mutual termination due to default	Either party may terminate this Agreement upon written notice to the other in the event that: (a) the other party commits a material breach of the Agreement and fails to cure such default to the non-defaulting party's reasonable satisfaction within thirty (30) days after receipt of notice (or ten (10) days in the event of non-payment by Company); or (b) the other party becomes insolvent or bankrupt, assigns all or a substantial part of its business or assets for the benefit of creditors, permits the appointment of a receiver for its business or assets, becomes subject to any legal proceeding relating to insolvency or the protection of creditors' rights or otherwise ceases to conduct business in the normal course; provided that this right to termination shall not apply if the other party is ordered to be wound up by the court for the purpose of a bona fide reconstruction or amalgamation. In the event of termination hereunder, Customer shall pay SI/Implementation partner for services render including work in progress and Product delivered till the effective date of the termination	No deviation
233	General	RFP_DICGC_IASS/2014/01			Deemed Acceptance	Deliverables will be deemed to be fully and finally accepted by Customer in the event Customer has not submitted such Deliverable Review Statement to Implementation Partner before the expiration of the 15-day review period, or when Customer uses the Deliverable in its business, whichever occurs earlier ("Deemed Acceptance").	This can be taken for discussion at the time of contracting with successful bidder.

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234	General	RFP_DICGC_IASS/2014/01			Change Request	Either party may request a change order ("Change Order") in the event of actual or anticipated change(s) to the agreed scope, Services, Deliverables, schedule, or any other aspect of the Statement of Work. Implementation Partner will prepare a Change Order reflecting the proposed changes, including the impact on the Deliverables, schedule, and fee. Absent a signed Change Order, Implementation Partner shall not be bound to perform any additional services. The parties agree to negotiate in good faith all Change Order proposals.	This can be taken for discussion at the time of contracting with successful bidder.
235	Legal	RFP_DICGC_IASS/2014/01			Payment to invoices	Customer shall pay invoices within fifteen (15) days from the date of receipt of invoices, except for those portions of any invoice that the Customer disputes in good faith. Delayed payments shall incur interest at the rate of 1.5% per month	No deviation
236	General	RFP_DICGC_IASS/2014/01			Change in Taxes	Any change in taxes subsequent to submission of proposal shall be borne by Customer	Please refer to section 6.2.6 of RFP main document.
237	Legal	RFP_DICGC_IASS/2014/01			Savings Clause	Contractor's failure to perform its contractual responsibilities, to perform the services, or to meet agreed service levels shall be excused if and to the extent Contractor's non-performance is caused by Employer's omission to act, delay, wrongful action, failure to provide Inputs, or failure to perform its obligations under this Agreement	No deviation
238	General	RFP_DICGC_IASS/2014/01			Does the bank expect us to delivery hardware? If not then in payment terms bank has asked about payment on delivery of hardware. Can you please confirm.		As mentioned in section 4.10 on page 40, hardware including servers, tapes, racks will be supplied, installed and maintained by the bidder
239	Eligibility	Annexure 1	Page 1	8			Query not clear
240	Functional	Annexure 2 - Functional Requirements	"Online Portal" Sheet	1.1		How are the logins currently being managed in the existing IT applications. Since there are multiple applications which have to be integrated with the envisaged new IASS application, please explain how are logins being managed in each of the existing applications. Is it through Forms based authentication or any other form of authentication.	The bidder needs to propose a suitable authentication mechanism to ensure seamless sign on for new IASS. Portal will be accessed by external entities as well. Rest of the systems will be used by DICGC users only. Current RBI systems - mails, IES, HRMS, DMIS are SSO enabled. Payment systems and treasury systems are not SSO enabled. Further details will be shared with successful bidder.

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241	Functional	Annexure 2 - Functional Requirements	"Online Portal" Sheet	1.2		Kindly confirm if the same entity or users have the single User ID and password to login to multiple existing applications. For example, does an entity/bank A have to use a single User name and password to login to 2 or three applications like E-Kuber and FIMMDA. If there are different login credentials for each of the applications, kindly explain how are these managed currently.	External systems like E-Kuber, FIMMDA are not controlled by DICGC. They are managed by other entities e.g. RBI manages E-Kuber. The log in credentials can be different for each such application
242	Functional	Annexure 2 - Functional Requirements	"Online Portal" Sheet			The understanding is that we should build a web portal which will fetch the reports fetched from various applications and display the same in a single consolidated web portal to be built in. Kindly confirm this understanding with respect to the Web portal's reporting requirement.	Banks, Liquidators will have use portal for various transactions. It is expected that they should see information pertaining to their transactions, statuses etc. through their log in. For this, data needs to be fetched from source system.
243	Functional	Annexure 2 - Functional Requirements	"Online Portal" Sheet	1.12		Kindly provide the details of the mailing solution which is currently in use and which has to be integrated with the new IASS solution.	DICGC uses Outlook as mailing solution
244	Functional	Annexure 2 - Functional Requirements	"BRC" Sheet	7		It is understood from point numbered 7 of the "BRC sheet" of the Annexure 1 that the system should enable users to be able to scan documents and upload the same into the core solution. Apart from this functionality can you please specify what other document management features are expected to be built in the system. Since we didn't find much detailed specifications specified in terms of Document Management, We request you to kindly specify the expectations and requirements for Document management to be provided in the solution.	Standard document management features like scanning, indexing, uploading, linking documents to transactions, document search will be required. DMS related requirements are given in Annexure 2 - worksheets BRC, CSD, Legal
245	Functional	Final Other annexures & Appendices	Annexure - 4 List of Interfaces	Page 3		The given list of existing applications explain the functionalities of each application. Kindly also mention the technological stack of each applications. Technologies stack should ideally include, technologies used to develop the application like Java, ASP etc., Database associated like Oracle or MS SQL and so on, OS supported etc. Kindly provide these details of all the applications listed in the annexure which are to be integrated with the new IASS application to be built.	Details will be provided to the successful bidder
246	Functional	General	General	General		Can you please confirm if there is any web portal already in place. If yes kindly specify the technology stack of the web portal.	DICGC uses a website with static contents currently and it hosted in shared environment. This will be replaced with new web portal.

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247	Functional	General	General	General		Is there any data that has to be migrated to the new database of the new application (From web portal perspective) ? If yes kindly specify how the data is now stored and in which DB servers? Also kindly mention the size of the Database currently.	Kindly refer to section 4.8 for the detailed scope on data migration. There is no data that needs to be migrated from web portal perspective. Further details will be provided to the selected bidder.
248	Functional	General	General	General		It has been specified in the RFP that 25000 users will be accessing the Web portal. Kindly specify how many of these will be internal users(Employees of DICGC) and how many will be external users	Please refer to Annexure 5 - There are 3000 portal users out of which 100 are internal.
249	Functional	General	General	General		Does DICGC have Active Directory in place for the employees. If yes is this AD being used for authentication for any existing applications.	There is no Active Directory at DICGC at present.
250	Functional	RFP	24	Scope of Work		Please clarify that the below are the only source systems for the Operational Data Store Core System Treasury System GL System	The data from Portal, Core system, Treasury System, GL System may flow in the ODS.
251	Functional	RFP	24	Scope of Work		Integration with source systems, is it envisaged to be in batch-mode or real-time? Will the source systems allow direct integration or through file extracts?	Integration between ODS and source system should be in batch mode through ETL
252	Functional	RFP	24	Scope of Work		Are there any external interfaces to be considered for integration with ODS?	There are no external interfaces for ODS
253	Functional	RFP	24	Scope of Work		Are there any real-time integration in scope for the ODS?	No. There is no real time integration in scope for ODS.
254	Functional	RFP	24	Scope of Work		Is Mobile BI in scope?	Please refer to 'MIS reports' requirement in Annexure 2. Ability to distribute MIS reports through mobile devices is in scope.
255	Functional	RFP	31	Scalability, Performance, Variance		What is the approximate data volume envisaged to be in ODS?	Bidder will have to assume data size based on the volume projections and reporting requirement provided in the RFP
256	Technical	RFP	31	Scalability, Performance, Variance		2 seconds maximum response time, it is understood that this requirement is specific to Portal application. The BI scope will be to generate reports in pre-defined schedule and place it in a folder, please confirm?	2 seconds response time is for all transactions applications. For MIS report, kindly refer to Annexure 2 - Functional Requirements, Sheet - MIS Reports
257	Technical	RFP	31	System Interface and Integration		What are the external systems with which we have to interact using ACORD XML? Are these external systems ACORD compliant?	The Proposed solution should support this requirement with any of the Integrations envisaged.
258	Functional	RFP	33	Application configuration and development management		The effort estimates for reporting will comprise of 200 reports (indicative) over and above the standard reports from source systems. The reporting estimates will be revisited during the requirements phase, please confirm?	Kindly refer to Sr. No. 6

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259	Functional	RFP	33	Application configuration and development management		There is a mention of Custom dashboards in Pg. 37 but there is no mention of the number of dashboards in RFP, Do we need to consider it for effort estimation?	These dashboards are for the purpose of project execution tracking. Standard dashboards from project management perspective should be provided.
260	Functional	RFP	33	Application configuration and development management		As part of the proposal, we need to give effort estimates for a 500 Man-days estimates for report customization on T & M mode, please confirm?	Kindly refer to Sr. No. 6. Bidder is expected to assume customization of 200 reports for ODS. This effort is not to be clubbed with additional 500 man-days customization effort. Additional 500 man-days are for customization across all systems.
261	Technical	RFP	34	Implementation Management		Please share the current technical landscape and the existing licenses and hardware configuration to arrive at the Hardware and Software BOM?	Details of current treasury solution - Application: KASTLE 4.0.2.2 database: Oracle 11g Server platform: x86 Operating system: Windows server Other applications will be completely new. Reuse of any existing component is not envisaged. Hence details are not provided.
262	General	RFP	31	System Interface and Integration		It is assumed that DICGC will provide all the required documentation pertaining to the existing systems and personnel to provide relevant input during the requirements phase, please confirm	Understanding is correct
263	Technical	RFP	36	Continuous Monitoring and Application Lifecycle Management		There is a mention of backlog plan, is the solution expected to be implemented in Agile mode?	No. Agile mode is not expected.
264	Functional	RFP	37	Data Migration		Typically, data migration in BI projects happens after thorough study of source systems and underlying data and preparing a data migration strategy, followed by effort estimates. Please confirm this is the approach applicable for DICGC as well?	Bidder may take the most suitable approach as per its solution, however the overall timelines have to be adhered to
265	Technical	RFP	39	Hardware Requirements		The hardware sizing and software licensing for BI layer would include all the Dev, Test, DRC, Production environments, please confirm	Yes
266	Technical	RFP	43	Testing		Test data pertaining to System Integration Testing and UAT will be provided by DICGC, please confirm?	Test data for system integration testing has to be prepared by bidder. Bidder is also expected to execute the system integration testing.
267	Technical	RFP	43	Testing		UAT scenarios will be prepared and UAT testing will be owned by DICGC, the bidder shall provide necessary support for the same, please confirm?	Understanding is correct

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268	General	RFP	46	Rollout Plan		6 months of implementation for a project of this size that includes preparation of environments, test data, data migration, implementation looks quite aggressive. Can the bidder propose a phased approach or a big bang approach being envisaged?	Bidder can propose any approach however overall period of roll out (till go live of final phase including UAT) will have to be within 9 months from start of the project
269	General	RFP	46	System Maintenance & Support		How many tech resources are being envisaged for BI for the 7 Years of Onsite support (3 years of Warranty and 4 years of AMC)?	Please refer to section 4.16 of RFP document.
270	General	RFP	46	System Maintenance & Support		Product upgrades and enhancements will have to go through the change control process, effort estimation and approval. These cannot be foreseen at the time of proposal making, please clarify	Product upgrades and enhancements will have to be provided at no additional charge to DICGC as it is paying ATS.
271	General	RFP	46	System Maintenance & Support		What are the support hours expectation for Weekdays, Weekends, Holidays etc.?	Please refer to section 4.16 of RFP document for details.
272	General	RFP	46	System Maintenance & Support		The support scope should cover only L2, L3. L1 support will not be covered by the bidder, please confirm?	Onsite support is required. Kindly refer to Section 4.16 of RFP main document. However bidder will have to adhere to the documented SLAs.
273	Functional	RFP	53	Training		BI training is a part of the 1 week training for a total of 10 users, please confirm?	ODS-MIS training will be part of End User training
274	Functional	RFP	33	Application configuration and development management		There is mention of bi-lingual support for English and Hindi. Is it applicable for all the reports and dashboards?	Yes. All reports and dashboards will be required in English and Hindi.
275	General	RFP	82	Technical Bid Evaluation		Proof of concept, is it applicable only for functional or technical also, what is the BI scope for the POC?	Agenda of the POC will be shared with the eligible bidders later stage.
276	Functional	Annexure 2		MIS Reports		Is Data deduplication and data profiling in scope?	Data profiling is not in scope. Depositor data deduplication will be in scope as part of claim process.
277	Functional	Annexure 2		MIS Reports		There are 200 reports mentioned in the scope, the list provided contains only 67 reports, please clarify	Kindly refer to Sr. No. 6
278	Functional	Annexure 3		Internet Portal		Operational and Audit trail reports for each of the module would be covered in their respective GL, Treasury systems and not part of BI scope, please confirm	Audit trail reports can come from each module however all operational reports should come from ODS.
279	Functional	Annexure 3		Internet Portal		Please clarify the following 1. Data selection using logical and arithmetic relationships 2. Reports containing statistical information concerning files	Portal should be able to generate few basic reports (if required). This requirement is talking about high level features required.
280	Eligibility	Annexure 1 Eligibility Criteria	1	Pt no 4	The Company should have made a net profit in the last three years 2011-12,2012-13,2013-14	We request that The Company should have Operating Profit in the last three years 2011-12,2012-13,2013-14	Suggestion cannot be accepted. Original clause remains unchanged.

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281	Eligibility	Annexure 1 Eligibility Criteria	2	Pt no 10	SI should have experience of Implementation of General Ledger and Treasury for a BFSI Client and any one of the following Applications -Document Management -Portal -Operational Data Store	We request that SI /OEM should have experience of Implementation of General Ledger and Treasury for a BFSI Client and any one of the following Applications -Document Management -Portal -Operational Data Store	Criteria is revised as below - SI should have experience of implementation of General Ledger for a BFSI client AND Any two of the following applications - Document Management System - Portal - Operational Data Store (ODS) - Treasury application
282	Eligibility	Annexure 1 Eligibility Criteria	2	Pt no 9	SI should have experience in implementing the Solution in at least ONE non Life Insurance Company	We request that SI /OEM should have experience in implementing the Solution in at least ONE non Life Insurance Company	Original clause remains unchanged.
283	Functional	RFP Main Document	26	4	Retain the existing treasury application and upgrade to latest version OR Implement a new treasury application	How will DICGC evaluate between bidders who propose to retain the existing the solution and bidders who propose to implement new solution? The commercial and technical scores will also be affected due to this. We request DICGC to freeze only one option - implement new treasury application so that all bidders are on the same page and a fair evaluation is possible.	If bidder choses the option to retain existing treasury application, then the bidder will be allotted the highest functional score for treasury application amongst the bids received .
284	General	RFP Main Document	64	6.1.1	Payment Terms for Application License Cost	Bidders have to pay the Application License Cost to the Software OEMs 100% on supply of licenses. However, DICGC is making payments against the licenses to the bidder in 4 instalments. We request DICGC to reword this clause to "100% of the Application License Cost will be paid to the Bidder on submission of a Bank Guarantee of the requisite amount. The Bank Guarantee shall be returned only on successful implementation and acceptance of all customizations."	Original clause remains unchanged.
285	General	RFP Main Document	64	6.1.3	Payment Terms for Hardware Cost	Bidders have to pay the Hardware Cost to the Hardware OEMs 100% on supply of hardware. However, DICGC is making payments against the licenses to the bidder in 3 instalments. We request DICGC to reword this clause to "100% of the Hardware Cost will be paid to the Bidder on submission of a Bank Guarantee of the requisite amount. The Bank Guarantee shall be returned only on completion of 3 months from the date of successful implementation and error free functioning of the hardware."	Original clause remains unchanged.
286	General	RFP Main Document	64	6.1.8	AMC & ATS Payment AMC & ATS shall be paid on half yearly basis at the end of period fulfilling all terms and conditions as per SLA	We request DICGC to reword the clause to "AMC & ATS shall be paid on quarterly basis at the end of period fulfilling all terms and conditions as per SLA."	Original clause remains unchanged.

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287	Eligibility	Final Other Annexure & Appendices - Annexure 1 Eligibility Criteria	1	B.8	The proposed COTS application should have TWO Live Installations in non-Life Insurance companies out of which 1 must be implemented in Indian non-life insurance company	The COTS application that we are proposing is a state-of-the-art global solution that has been adopted widely across the globe in various Insurance companies. To enable us to propose this solution, we request DICGC to reword the clause as "The proposed COTS application should have TWO Live Installations in non-Life Insurance companies"	Clause modified as follows: The proposed COTS application should have TWO Live Installations in non-life Insurance companies. The TWO LIVE non-life Insurance setups should at least encompass the following insurance functions: - Client/Customer - Policy administration - Claims
288	Eligibility	Final Other Annexure & Appendices - Annexure 1 Eligibility Criteria	2	C.9	SI should have experience in implementing the proposed solution in at least ONE non-life Insurance company	Please clarify if the SI implementation experience of the proposed COTS product in at least ONE non-life Insurance company will satisfy the criteria.	Understanding is correct. SI should have implemented the PROPOSED COTS product (core system) in at least one non-life insurance company.
289	Eligibility	Final Other Annexure & Appendices - Annexure 1 Eligibility Criteria	2	D.10	SI should have experience of implementation of General Ledger and Treasury application for a BFSI client AND Any one of the following applications - Document Management System - Portal - Operational Data Store (ODS)	We request DICGC to reword the clause to "a. SI should have experience of implementation of General Ledger and Treasury application for a BFSI client. b. SI should have experience of implementation of Document Management System / Portal / Operational Data Store for a BFSI client."	Please refer Sr. No. 281
290	Technical				Additional information on replication between DC & DR		The bidder shall propose Non-SAN based replication solution between DC & DR. Any changes to the operating system, applications, like version upgrades/ patches/ configuration changes should be in-sync between DC & DR. The bidder to factor any tools/licenses that may be required to meet this requirement.
291	Technical				Additional information on SLA		Following will get added in table provided in section 5.2.4 (Production support) Category: Hardware Utilization Measurement: At any given time the CPU utilization should not exceed 70% for 99% of the times in a month.(This includes any batch processes or online transaction processing). Response & resolution time: "-" Service Level: 99% Cost reference: Support (AMC & ATS)
292	Technical	Main Document	25	BCP / DR set up		a. What is the DR mechanism currently existing? b. What is the scope of DR drill? Which all applications will be covered?	Details of current DR mechanism will be shared with selected bidder. DR drill needs to be performed on quarterly basis for all IASS applications.
293			26			Detailed scope of DMS is not provided. Please provide.	Please refer to Sr No. 244
294	General	Main Document	27	Performance Benchmarking		We presume that performance benchmarking will have to be conducted after agreement signing and development of customized application. Please confirm	Kindly refer to Section 4.19 of RFP document for details.

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295	General	Main Document	34	Library management and version control		Please explain whether version control software will be factored in technical and commercial bid	Yes it has to be factored in by the bidder.
296	Functional	Main Document	46	System maintenance and support	a. 'All product upgrades, modifications, enhancements will have to be provided to DICGC free of charge'. Also, '.....consolidating all enhancement requests made by DICGC'	We understand DICGC will not pay for enhancements requested by them and it is unlimited. Please confirm	Requirements which are not part of this RFP or subsequent BRD and Functional specifications prepared during implementation phase will be taken through change control mechanism. However, bidder will have to provide product upgrades and regulatory changes to DICGC at no additional cost.
297	Functional	Main Document	47	Modifications		a. Modifications would include minor changes, bug fixes, error resolutions and minor enhancements.... Please provide definition of 'minor'	Minor changes can be defined as changes required for proper functioning of the module to meet the agreed requirement scope.
298	Functional	Main Document	49	Data center support		a. We understand that DICGC is asking for 1 person per shift who will be able to take care of hardware, software, application, performance issues. We feel it is inadequate	Bidder may decide to deploy more resources to meet the SLAs. However DICGC will follow section 4.16 of RFP document.
299	Technical	Main Document	51	Data backup & archival		a. It is mentioned that 'The bidder is not required to propose any backup products'. At the same time the bidder is asked to provide requirement for backup solution. Please explain	The bidders will use the existing tape library, backup software and disk storage (already deployed).
300	General	Main Document	5	Contract Tenor		We understand that tenor of this contract is 7 years 9 months including 9 months till roll out, 3 years of warranty support and 4 years of AMC. Please confirm.	Contract period will be 9 months of implementation + 7 years (3 years warranty & 4 years AMC ATS) = 7 years 9 months
301	Technical				Additional information on the hardware being proposed by the bidders		The Bidder has to ensure that the Hardware proposed are not declared as 'end of sale' at the date of the submission of the offer. The Bidder also has to ensure that the hardware supplied as part of this bid are not declared 'end of support or service' during the period of contract. The bidder agrees that all parts & spares for the hardware would be made available during the period of the contract. It will be the obligation of the bidder to provide a minimum of 1 year notice before any hardware is to be declared as 'end of support or sale'.
302	General				Liquidated damages & Penalty		Notwithstanding what is mentioned in section 7.16 & section 5.3 or anywhere else in the tender, the maximum amount that may be levied by way of penalty shall on no account exceed 10% of the Total Contract value and the contract value will be determined at the time of contract finalization.
303	Technical				Current Treasury System		Details of current treasury solution; Application: KASTLE 4.0.2.2 database: Oracle 11g Server platform: x86 Operating system: Windows server

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304	General				The Bidder is free to enter into contract with any third party for procuring any application, software, etc. connected with the successful implementation of the project by the Bidder. In such cases, the Bidder shall ensure that a non-disclosure agreement is entered in to with such third party and also shall ensure that clauses under this agreement are not violated	Sub-Contracting Clause	The bidder needs to ensure that back to back contract and NDA should be signed with the third parties involved.
305	Eligibility				The proposed COTS application should have TWO Live Installations in non-life Insurance companies	Can the SI provide relevant Credential letters of subsidiary companies of its parent company	Yes, if the solution is implemented and is a subsidiary of its parent company the credentials can be submitted
306	General	Main Document		Taxes	Clarification on taxes	Whether the Tax are included or excluded as part of the Commercials	Refer section 6.2.2 & 7.22 of the main RFP. The Commercial Bid submitted by the bidder should be inclusive of all Taxes. The commercial figure quoted will be an all-inclusive figure – inclusive of out of pocket expenses, traveling, boarding, lodging, all taxes, duties, license fees, road permits and transit insurance. However if there is any variation (upwards or downwards) in the tax rates, the benefit or burden arising from such change will be passed on to the Corporation. Octroi will be paid at actual on production of the invoice / receipt as mentioned in the RFP.