

## MINUTES OF PRE-BID MEETING AND CLARIFICATIONS TO THE QUERIES RECEIVED FROM PROSPECTIVE BIDDERS FOR RFP FOR ULIP IT PLATFORM

Date : 4th October, 2021

Time: 11.00 a.m. to 12.30 p.m.

Mode: Microsoft Teams Meeting (online)

An open tender for implementation of ULIP IT Platform of LIC (International) B.S.C. was floated on 15th September, 2021. As per the RFP timelines and the activity schedule of the RFP, the Pre-Bid meeting was held on 4th October, 2021 from 11.00 a.m. to 12.30 p.m. through VC hosted by LIC (International) B.S.C. (C), Bahrain.

The meeting was attended by Officials from LIC (International) B.S.C.(C), Corporate Office, Bahrain and Officials from branches of LIC (International) UAE and representatives of prospective bidders.

The queries raised by prospective bidders during the meeting as well as through excel-sheets, are clarified as tabulated below:

Sr. No.	#	RFP Document Reference(s) (Section & Page Number)	Clause (in brief) of RFP requiring clarification(s)	Brief details/ Query in reference to the clause	Company's response to the queries
1	2.13 & 2.18	Request for Proposal for Implementation & Maintenance of ULIP IT Platform. [Ref: LIC Intl/CO/IT/ULIP/RFP /2021] (pg 33 & pg 41)	Hardware Sizing & System Maintenance and support	Please refer to Response	LIC (International) is open to Managed Services model provided it is compliant to the Insurance Regulations of CBUAE. LIC (International) expects the selected vendor to certify the fulfillment of compliance test of the ULIP IT solution implemented in LIC (International), to the Electronic Insurance Regulation of UAE. LIC (International) expects turnkey solution from the bidder which takes care of end-to-end implementation of the solution requirements and covers the entire scope of the RFP document
2	10.5	Annexure IV - Functional Specifications, Tab II ULIP Platform	Credit & Margin	How is this applicable in ULIP product?	Credit & Margin is not applicable to ULIP product. Hence will be out of scope of this RFP.

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3	10.55	Annexure IV - Functional Specifications, Tab II ULIP Platform	Compliance to CBUAE guidelines about electronic insurance services.	Please provide a copy of these guidelines?	The Electronic Insurance Regulation of UAE may be downloaded from this link : <a href="https://ia.gov.ae/en/Documents/Insurance%20Authority%20Board%20of%20Directors%27%20Resolution%20-Electronic%20Insurance%20Regulations.pdf">https://ia.gov.ae/en/Documents/Insurance%20Authority%20Board%20of%20Directors%27%20Resolution%20-Electronic%20Insurance%20Regulations.pdf</a>
4	10.56	Annexure IV - Functional Specifications, Tab II ULIP Platform	Obtaining necessary approvals to be obtained from CBUAE for Electronic Insurance compliance & BOD (49) compliance in UAE.	Kane would expect this to be LIC's responsibility.	LIC (International) expects the selected vendor to certify the fulfillment of compliance test of the ULIP IT solution implemented in LIC (International), to the Electronic Insurance Regulation of UAE. BOD(49) compliance is product related compliance which will be taken care by LIC (International). UAT (User Acceptance Test) approval and payment related to UAT will be released only after getting approval from UAE regulator, any changes due to regulatory requirements will be done at no additional cost to LIC (International).
5	1.22	Annexure IV - Functional Specifications, Tab IV Integration with Fund House	IFRS-17, IFRS-9 & IFRS-4 compliances, reports & disclosures	Would like to better your interpretation of the impacts and how LIC would require the downstream reporting?-	LIC (International) expects the selected vendor to certify the fulfillment of compliance test of the ULIP IT solution in LIC (International), to the IFRS-17, IFRS-9, IFRS-4 compliance requirements. Any changes due to regulatory requirements will be done at no additional cost to LIC (International).
6	1.31	Annexure IV - Functional Specifications, Tab IV Integration with Fund House	Credit & Margin	How is this applicable in ULIP product?	Credit & Margin is not applicable to ULIP product. Hence will be out of scope of this RFP.
7	3.2	Annexure IV - Functional Specifications, Tab IV Integration with Fund House	Integration with external Web Aggregators as may be decided by LIC (International) must be implemented and supported	What is meant by this?	External web aggregators means platforms which market insurance products for several Companies. This is out of scope of this RFP.

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8		Annexure IV - Functional Specifications, Tab V Integration with e-Life		This tab seems to be a copy of content from other tabs. Is it intended that all ULIP activity be managed via eLife?	On-boarding of customers, policy administration, servicing of policies and General Ledger will continue to be handled in e-LIFE. However all the transactions, NAV units at policy level & their accounting entries in ULIP IT Platform need to be integrated in real-time with E-LIFE.
9	5	Annexure IV - Functional Specifications, Tab V Customer Portal	The SI must provide an option to the customer of individual life plans to enroll his policy, to aid his respective employer gain access to the policy information such as Premium paid to date & policy status for the purpose of computation of tax exemptions	LIC in addition to offering a ULIP product is also considering a Workplace Savings Plan (i.e. corporate pension) product?	LIC(International) proposes to introduce its range of ULIP products (involving multiple funds) in UAE using the ULIP IT Platform . Other non-ULIP products are not envisaged at this point of time.
10	6.08	Annexure IV - Functional Specifications, Tab V Customer Portal	Locators	What is meant by locators?	Address & contact details of the Branches in UAE need to be displayed with links to Google maps
11	11.14	Annexure IV - Functional Specifications, Tab VI Intermediary Portal	Multi-entity support with data visibility rights	Please provide further info on what is required with this item?	Support based on Hierarchy : Broking firm, Supervisor, broker, sub-broker, etc. or Bank, Operations-in-charge, Relationship Manager, Staff, etc.
12	11.15	Annexure IV - Functional Specifications, Tab VI Intermediary Portal	Lead Generation	This functionality is not supported, how does one answer no capability to a question?	If functionality is not supported, you may mention "Functionality not supported" in the Vendor Comments column

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13	12	Annexure IV - Functional Specifications, Tab VIII Portal General Features	Users should be able to add their own screen-flow preferences. These screen flows and preferences should remain through system and version upgrades. For example : A user may require to set the New business data entry page as their landing page.	This functionality is not supported, how does one answer no capability to a question?	If functionality is not supported, you may mention "Functionality not supported" in the Vendor Comments column
14	17	Annexure IV - Functional Specifications, Tab VIII Portal General Features	The portal must allow a basic/light ( low bandwidth) site option, for a user with a low bandwidth connection, who is interested in performing specific transactions.	This functionality is not supported, how does one answer no capability to a question?	If functionality is not supported, you may mention "Functionality not supported" in the Vendor Comments column
15	25	Annexure IV - Functional Specifications, Tab VIII Portal General Features	The solution shall be designed using interportlet communications that are robust scalable and reliable using shared render parameters and events methods. The solution shall have portlet capabilities.	This functionality is not supported, how does one answer no capability to a question?	If functionality is not supported, you may mention "Functionality not supported" in the Vendor Comments column
16	42	Annexure IV - Functional Specifications, Tab VIII Portal General Features	The solution shall meet all regulatory and requirements for Indian Government Websites .	Please provide a copy of the requirements & guidelines?	Regulatory requirements of Indian Government websites is out of scope of this RFP
17	54	Annexure IV - Functional Specifications, Tab VIII Portal General Features	Enrollment profile of customers branch wise must be displayed on the portal	Please advise what is meant by this?	Profile of the ULIP Policyholders who are provided access to the Customer Portal
18	55.01	Annexure IV - Functional Specifications, Tab VIII Portal General Features	Displaying fancy graphics and animations to enhance the appeal of the website / portal	LIC would be expected to provide the UX rules.	LIC (International) expects the bidder to use the industry best standards for UX

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19	55.02	Annexure IV - Functional Specifications, Tab VIII Portal General Features	Progression dynamic mechanics in which success is granularly displayed and measured through the process of completing itemized tasks	LIC would be expected to provide the UX rules.	LIC (International) expects the bidder to use the industry best standards for UX
20		Annexure IV - Functional Specifications, Tab IX Business Rules		This tab uses a different behavior for VS column. What is the meaning of "out of the box" vs "configurable" vs "customizable"?	Whether the functionality is available "out of the box" or "configurable" or "customizable"?
21	4	Annexure IV - Functional Specifications, Tab X Document colln & uploads	The SI must implement system to automatically classify the documents updated such as Age proof, income proof, medicals, certificate of existence, Death certificate or any other documents as may be applicable	Automatic classification?	Yes, classification based on the type of KYC document uploaded.
22	17.5	Annexure IV - Functional Specifications, Tab XI Service Request Processing	ECS data capture	Does this relate to debit orders?	This data capture is related to online fund transfers to bank accounts or to policyholders' accounts
23	18.6	Annexure IV - Functional Specifications, Tab XI Service Request Processing	Duplicate policy bond issue	How is this applicable in ULIP product?	Issue of duplicate bond is out of scope of this RFP
24	5	Annexure IV - Functional Specifications, Tab XII Common Servicing Features	The above product information must also be made available in the www.licindia.in website home page post migration of website contents on the platform implemented for this portal solution	How is licindia to be integrated with this solution?	Integration with www.licindia.in is out of scope of this RFP

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25	27	Annexure IV - Functional Specifications, Tab XII Common Servicing Features	An Online help function must be made available to the users depending on their role explaining them system usage and help resolve their day to day process / operational queries.(Separate sections on Product Features, Payment Methods, New Business, policy servicing,Agent licensing, Claims Settlement etc.)	Not currently supported, how important is this requirement	Online user documentation or FAQs about how to use the solution needs to be provided for each user-type
26	29	Annexure IV - Functional Specifications, Tab XII Common Servicing Features	The bidder must provision for automated query resolution to the queries posted by Customers/Distributors on the portal.These responses can also be sent across SMS and Email in addition of being posted on the portal	"Automated" query resolution is not supported	Automated query resolution is out of scope of this RFP. But facility to register info-requests/feedbacks/grievances/queries and escalation of such info-requests/feedbacks/grievances/queries to Company's selected mail-id needs to be provided
27	33	Annexure IV - Functional Specifications, Tab XII Common Servicing Features	Chat facilities,Discussion forums and blogs to be supported on the portal. Access to be provided on the basis of the role of the user(Example- Visitor/Customer/Agents/Banks,etc)	Not currently supported, how important is this requirement	Please mention which functionalities can be supported and which cannot be supported in the Vendor Comments column
28	43	Annexure IV - Functional Specifications, Tab XII Common Servicing Features	Customer must be able to access the Policy schedule online. SI must implement integration with CCM and EDMS for the same.	Is there a CCM within LIC? How is it envisaged that this will work?	LIC (International) does not have a CCM module. Integration with CCM will be out of scope of this RFP.
29	16+	Annexure IV - Functional Specifications, Tab XIII Online New Business	e Application for New Business	Several requirements in the e-Application and the Calculator appear to heavily focused on Life products. Will the offered ULIP products all include Life coverage?	The scope of e-application & the calculators will be limited to ULIP product/s proposed to be launched using the ULIP IT platform

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30		Annexure IV - Functional Specifications, Tab XV Chanel Partner Virtual Office		This tab contains a lot of requirements that seem outside the scope of a ULIP platform and instead appear focused on channel management: birthdays, training, club, sales/pipelines tools. Please advise?	Please mention which functionalities can be supported and which cannot be supported in the Vendor Comments column
31	1	Annexure IV - Functional Specifications, Tab XVI Calculators	LIC (International) expects the quotation module to be accessed {online & offline(to be in sync with online version on log in)}via various prominent touch points as follows(1.1 to 1.6)	Offline version is not supported	If functionality is not supported, you may mention "Functionality not supported" in the Vendor Comments column
32	3	Annexure IV - Functional Specifications, Tab XVI Calculators	Quotations(New Business & Policy Servicing) should also be made available as downloadable applications	Downloadable version is not supported	If functionality is not supported, you may mention "Functionality not supported" in the Vendor Comments column
33	4	Annexure IV - Functional Specifications, Tab XVI Calculators	The Needs analysis & Benefit illustration must also be generated as a part of this module and must be made available as downloadable application	Downloadable version is not supported	If functionality is not supported, you may mention "Functionality not supported" in the Vendor Comments column
34		Annexure V - Technical Specifications		Please refer to Response	LIC (International) is open to Managed Services model provided it is compliant to the Insurance Regulations of CBUAE. LIC (International) expects the selected vendor to certify the fulfillment of compliance test of the ULIP IT solution implemented in LIC (International), to the Electronic Insurance Regulation of UAE. LIC (International) expects turnkey solution from the bidder which takes care of end-to-end implementation of the solution requirements and covers the entire scope of the RFP document

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35	1	Overall Eligibility	We are currently able to provide solutions for partial list of activities (I have assumed that trade execution and KYC and investor onboarding will be done by LIC international) and provide details to both the Asset Management and Investor Relations Team at LIC International.	We have discussed the requirements internally and believe we will be able to only support a part of the requirement (whether on LIC system or Apex)	LIC (International) expects turnkey solution from the bidders which takes care of end-to-end implementation of the solution requirements
36	1	Section 2.1.4 Page 9 Current Technology Environment at LIC (International)		Who manage the existing e-life system ? Vendor or In-house Team	e-LIFE system is handled by LIC of India's SDC team based in Chennai, India. LIC of India is the parent company of LIC (International) B.S.C.(C).
37	2	Section 2.1.4 Page 11 • Current Technology Environment at LIC (International)	Integration with E-LIFE (core insurance solution of LIC (International) B.S.C.	Does e-life system has any existing API integration in place?	No, e-LIFE system does not have any existing API integration
38	3	Section 2.1.4 Page 11 Current Technology Environment at LIC (International)	Support the e-LIFE developer team to develop the Programs/services at e-LIFE end for receiving data from & sending data to ULIP IT Platform	Does the Inhouse team has sufficient knowledge of the elife system' database structure and dataflows	Yes, LIC of India's SDC team possesses complete knowledge of e-LIFE system, its database structures & dataflows.
39	4	Section 2.1.1 Page 8 Office Structure at LIC	LIC (International) has approximately 75 employees deployed in its branch offices as described above	Out of 75 employees, how many employees will be using ULIP platform.	Maximum of 10 employees are estimated to use the ULIP platform
40	5	Section 2.1.4 Page 11 Current Technology Environment at LIC (International)	Portal for Intermediaries – Banks, Brokers, Agents, Sub-Agents, etc	How many intermediaries / banks intend to use the ULIP IT Platform	Maximum of 20 intermediaries / banks (excluding sub-agents, sub-brokers, Bank's employees) shall use the ULIP IT Platform



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41	6	General Query		Is this platform intend to cater the launch of new product initiatives or service enhancement to the existing ones?	This platform is intended to cater to the launch of new product initiative
42	1	Annexure II – Eligibility Criteria (1,01)	The Bidder Firm should be a Company registered in UAE, Bahrain or any GCC country.	JUMP Technology is registered in Paris, France, and has active offices and entities in the UK, Switzerland, and Luxemburg. We are keen to work with LIC International, and in that case, we will advance our plans for opening an entity in Dubai. Though as of today we do not have such an entity. Shall JUMP Technology move forward with the bidding process?	LIC (International) expects the bidder to have its registered office in UAE within one month from the date of signing of contract or before raising first invoice whichever is earlier. Hence VAT Certificate in UAE to be submitted within one month from the date of signing of contract or before raising first invoice whichever is earlier. If VAT certificate is not provided, then the cost of VAT tax liability will be borne by the selected vendor. All price quoted should be inclusive of VAT & all other applicable taxes in UAE.
43	2	Annexure II – Eligibility Criteria (2,01)	The Bidder must have implemented ULIP IT Solution for at least 1 life insurance company in UAE with greater than 50 registered users and greater than 5,000 customer base. The implementation should be live as on the date of the response of the RFP.	JUMP Technology is a leading software provider dedicated to the specificities of the investment management industry and has several clients including international life insurance groups such as Groupama and the VYV Group. Though the entities are European-based not in UAE. Shall JUMP Technology move forward with the bidding process?	LIC (International) expects the bidder to have one life insurance implementation or implementation of fund investment platform implementation experience with better understanding of local regulatory requirements & accounting/financial reporting requirements in UAE.
44	1	General Query	General Query	Can LIC explain the total number of named internal and external users? Also, what is the expected number in near future?	Maximum of 10 employees are estimated to use the ULIP platform. Maximum of 20 intermediaries / banks (excluding sub-agents, sub-brokers, Bank's employees) shall use the ULIP IT Platform

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45	2	Annexure -V Technical Specification - ULIP IT Platform Section 1.4	The application should be web enabled and on .Net/JEE platform	As per the annexure, it is mentioned "The application should be web enabled and on .Net/JEE platform", We wanted to confirm if LIC prefers the development to happen only on .Net/JEE platform. If yes, please provide the reason for the preference?	The Bidder is free to propose any suitable platform. LIC (International) does not express any specific preference of a platform as long as integration requirements are taken care of. LIC (International) expects turnkey solution from the bidder which takes care of end-to-end implementation of the solution requirements
46	3	Annexure -IV Functional Specification - User List	All Configurations by administrators must be supported by a workflow	Please specify the defined level of workflows and whether parallel/sequential approval is to be supported.	Details of the workflows and process requirements will be shared at the Business Requirement Study stage
47	4	Annexure -IV Functional Specification - ULIP Platform Section 8.01	<b>Reporting &amp; Digital outputs</b> customised reports generation	Please explain the functionality 'Customized Report's Generation. Does LIC require a report builder to cater the needs of all reports?	LIC (International) expects the bidder to integrate with Fund House platform and selected Fact Sheet Providers and provide the fund performance information in form of fact sheets, dashboards, etc.
48	5	Annexure -V Technical Specification - ULIP IT Platform Section 5.9	The application should be able to provide a report of all configuration changes (both for the insurance application and the offline systems)	Can LIC elaborate on the offline systems?	Offline systems are out of the scope of this RFP
49	6	Annexure -IV Functional Specification - X. Document colln & uploads Section 2	The system must enable digital signing of submissions	Does LIC has an existing electronic signatures tool?	LIC (International) does not have digital signing facility

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50	7	Annexure -IV Functional Specification - Integration with e-LIFE Section 1.02	Support the e-LIFE developer team to develop the Programs/services at e-LIFE end for receiving data from & sending data to ULIP IT Platform	Please clarify the support timeline required by the vendor	Support to LIC (International) and the e-LIFE developer team will be required upto 5 years from the date of launch of the solution
51	8	Graphical representation of integration processes involved with Fund House Platform ( Page -18 )	The bidder is also expected to help LIC (International) build Mobile applications compatible with all leading operating systems'	Please clarify the number of mobile applications to be built	Depends on the no. of portals to be provided. Customer Portal, Intermediaries, LIC (International) internal user, etc.
52	9		General Query	We assume that the existing LIC website revamp is not in scope. Please confirm.	LIC (International)'s website revamp is out of the scope of this RFP
53	10	2.1.4 Current Technology Environment at LIC (International) ( Page - 10 )	The SI must provision for Extensive reporting capability for each stakeholder department that would enable generation of predefined standardized transactional reports of simple medium and complex nature through the inherent menu of the portal.	Please provide the total number of reports which are required to be built and the complexity type of the reports (low, medium, high)	Details of the reporting requirements will be shared at the Business Requirement Study stage
54	11	2.12 Data Migration (Page 32)	General Query	Please specify the volume of data and the format to be migrated to the new environment	There will be no migration from existing master data or transaction data. However, the master data & transaction data for new policies onboarded for the new ULIP product need to be migrated real-time to the target system. The volumes will be discussed and finalised during the Business requirements study stage.
55	12		The selected Bidder will be responsible for successful data migration from the legacy systems to the new environment	Please specify the number of legacy systems the data is to be migrated to the new environment	LIC (International)'s legacy system ie. E-LIFE system

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56	13		The Bidder will need to migrate the master data and transactional data from the current system to the new application.	What are the modules from where the master data and transaction data is to be migrated to the target system?	There will be no migration from existing master data or transaction data. However, the master data & transaction data for new policies onboarded for the new ULIP product need to be migrated real-time to the target system.
57	14	2.16 Roll Out terms for all applications within the scope of RFP ( Page - 40)	'During the entire implementation the Bidder should provide onsite resources on a full-time basis including a full-time onsite project manager as part of their implementation team'	Kindly specify the approximate duration and resources required for implementation	The estimates of duration & resources required for implementation, need to be assessed by the bidder based on the effort estimation for the project implementation and accordingly mentioned in the bid response
58	15	RFP - Set up of require	In the event of an Onsite-Offsite model, the bidder will have to provision for use of its own systems (desktops/laptops etc.) for carrying out development, unit testing activity out of LIC (International) premise as would be identified by LIC.	In case of Onsite-Offsite model, how are the developers planned to connect the systems, VPN?	The VPN & internet connectivity to developers in case of onsite-offsite model will have to be arranged by the bidder. Company will make necessary changes in its security settings to enable connectivity to the developers if required.
59	16		General Query	Is the proposed solution planned to be deployed on-premise or on -cloud?	The Bidder may propose any suitable model. LIC (International) does not express any specific preference of the implementation model as long as it is within the regulatory framework of CBUAE. LIC (International) expects turnkey solution from the bidder which takes care of end-to-end implementation of the solution requirements
60	17	Annexure -IV Functional Specification - V. Customer Portal - Section 11.21 VI. Intermediary Portal - Section 11.29	<b>Overall Customer Portal Functionalities</b> E-Forms	How many E-forms are planned to be developed as part of Intermediary and Customer portal?	Details of the e-form requirements may be discussed and finalised at the Business Requirement Study stage

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61	18	Annexure -V Technical Specification - Business Rules >Integrations	<b>Integration</b> Web Services API's Others	Please specify the list of Web Services/API's, integrations to be used? Kindly specify the readiness of the API's for integration? Are there any requirement for development of new API's?	Currently, there are no Web-Services/APIs integration in Company's policy admin system e-LIFE. API integrations need to be developed by the bidder according to the solution requirements. The details of the Webservices/ API integrations may be discussed and finalised at the Business Requirements Study stage
62	19		General Query	Please specify the existing technology stack of the LIC website	The technology stack of LIC (International) 's e-LIFE system are : Operating System: Red Hat Linux AS 6.5 (64 bit) Database: Mysql Community version 5.1 Application: JSPs & POJO deployed on Apache/Tomcat Integration: SMS Gateway, email
63	20	Annexure -IV Functional Specification - IX. Business Rules- Section 2.0	Must integrate with Work flow Management System of the portal/CRM system to classify the proposal/Policy service request under "straight-through-processing" and "non-straight-through-processing"(New business;Policy Servicing;Claims)	Please specify the existing workflow management system, CRM system	Apart from the E-LIFE system, LIC (International) does not have a separate workflow management or CRM system.
64	21		General Query	Are there any additional enhancements envisioned during implementation phase? Please brief.	Any additional enhancements if proposed during the implementation phase may be due to local regulatory requirements in UAE or due to any integration related changes
65	22	RFP Section 6 - Project Timelines (Page-106)	All the components and their associated functionalities mentioned in the RFP are expected to be delivered within a period of 6 (six) months from the date of signing of the contract.	Please confirm, the aspired Go-live date mentioned is 6 months from the issuance of the contract and LIC does not envision a change in timeline?	LIC (International) expects the bidder to have experience in implementing ULIP IT platform, hence launch of the solution is expected to be 6 months. However, if the bidder has different estimates, it can be clearly mentioned in the bid response.

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66	23	General Query	General Query	Please mention if there are any preferences on the phases of development like MVP?	The Bidder may propose any suitable development model. LIC (International) does not express any specific preference of the development model as long as the implementation is completed within the specified timeline. LIC (International) expects turnkey solution from the bidder which takes care of end-to-end implementation of the solution requirements
67	24	General Query	General Query	What are the different roles to be built and captured in the Web and Mobile application. Could you please explain the same? i.e. Admin, Super Admin and Editor and what are there functionalities around the same.	The different roles to be built and captured are   LIC (International) internal users: Corporate Office users, Resident Managers, Admin. Managers, Underwriting team, Accounts Team, ULIP team, Sales Team   Prospects   Policyholders   Banks: Authorised signatories, Bank Officials   Brokers: Authorised signatories, Sub-Brokers   Chief Agent: Authorised Signatory, Sub-Agents, Consultants,   other Intermediaries, etc. Further classification of the users can be discussed & finalised at the Business Requirements Study stage.
68	25	General Query	General Query	Can you let us know the expected start date of the project?	The start date of the project will depend on selection process and signing of the Engagement contract.
69	26	General Query	General Query	How many developers from LIC will be involved in this project?	Maximum two developers from LIC of India will be involved in the integration aspects of e-LIFE system.
70	27	General Query	General Query	Is there any service configurations to be switched on/off from Admin console?	Facility to switch on/off any service configurations for any other users is required under the Admin console.
71	28	General Query	General Query	Are there any document management system in place?	LIC (International) has its EDMS system for storage of policy related documents
72	29	General Query	General Query	Are there any Accessibility guidelines followed in the system (like light/dark mode, adjust font size etc.)	Bidder should follow the industry best practises

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73	30	General Query	General Query	Is there already a Business Rules Management Systems (BRMS) in place?	LIC (International) does not have Business Rules Management Systems (BRMS)
74	31	General Query	General Query	Please share the browser compatibility preference?	The solution should be compatible with the popular browsers available for end users.
75	32	General Query	General Query	Are there any need for templates in any of the application used currently. Is there a feature to manage the templates?	LIC(International) does not have any templates in eLIFE system which can be replicated in the proposed new solution proposed to be implemented for LIC (International).
76	33	General Query	General Query	Are there any BI tool integrated with the existing application. Please explain.	LIC (International) does not have BI Tool integrated in existing application
77	34	General Query	General Query	Explain encryption standards currently followed?	Details of the e-form requirements may be discussed and finalised at the Business Requirement Study stage
78	35	General Query	General Query	Explain password policies currently implemented?	Details of the password policy of LIC (International) may be discussed and finalised at the Business Requirement Study stage
79	36	General Query	General Query	How many reports are there in the existing system, please explain?	Details of the reports required in existing system and the new solution proposed for LIC (International) may be discussed and finalised at the Business Requirement Study stage
80	37	General Query	General Query	How are sessions managed currently and the crash recovery methods followed?	Details of the session handling & crash recovery methods in existing system and the new solution proposed for LIC (International) may be discussed and finalised at the Business Requirement Study stage
81	38	General Query	General Query	What are the critical ETL actions configured in the existing database?	Details of the critical ETL actions in existing database may be discussed and finalised at the Business Requirement Study stage
82	39	General Query	General Query	Does LIC has any requirement for QR code scanner in any of existing apps. If so please explain the business need and the software used?	Requirement for QR code scanner is out of the scope of this RFP

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83	40	General Query	General Query	Does any of services require Digital Signature currently. If Yes, what is the name of DS software used?	Currently, LIC (International) does not have digital signing facility. Proposal Forms & KYC documents submitted online by sales teams may require digital signatures.
84	41	General Query	General Query	How are the current API layer managed, is there any software like IBM MQ to manage the API layer?	LIC (International)'s e-LIFE system does not have any webservice/ API integration.
85	42	General Query	General Query	What are the authentication technologies that LIC have in place or planning to have?	LIC (International) has adopted simple authentication framework and does not have any other authentication technologies for its e-LIFE system.
86	43	General Query	General Query	What are the independent applications running in the infra of LIC?	Email Server, Document Management Server are the independent applications.
87	44	General Query	General Query	What are the theming requirements of LIC?	Details of theming requirements in the new solution proposed for LIC (International) may be discussed and finalised at the Business Requirement Study stage
88	45	General Query	General Query	What are the requirements does LIC have in terms of security, compliance and NFRs?	Details of Security, compliance and NFRs required in the new solution proposed for LIC (International) may be discussed and finalised at the Business Requirement Study stage
89	46	Infra Query	Infra Query	How many Concurrent users are expected in this platform at any point of time?	Concurrent users are expected to be less than 20.
90	47	Infra Query	Infra Query	How many environments does LIC require (like Development, Non-Production and Production)? Does LIC require more environments? Like: Pre-Production or Staging?	Minimum 3 environments are required in case of on-premise implementation: Test & Development, Production and DR.
91	48	Infra Query	Infra Query	Do you need to have DR (Disaster Recovery)?	Yes, DR (Disaster Recovery) will be required



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92	49	Infra Query	Infra Query	Does LIC require applications segregations and data segregation (meaning, do you need to have more than 1 production environment)?	Only one production environment is required
93	50	Infra Query	Infra Query	Please explain the devops mechanism used currently?	Agile framework is used by LIC of India for its SDLC
94	51	II ULIP Platform	Smart Analysis Engine for prioritizing regularisation operations	What are the functionalities of a Smart Analysis Engine	Details of Analysis & reports in the new solution proposed for LIC (International) may be discussed and finalised at the Business Requirement Study stage
95	52	II ULIP Platform	Multi-custodians and multi-market feeds	Can you please brief on what is meant by "Multi-custodians and multi-market feeds"?	Solution should be capable to support multiple custodians and multiple market feed providers (fact sheets)
96	53	General Query	General Query	How are the API's planned to be shared for retrieving NAV of any particular policy?	Bidder is expected to develop and implement the APIs for publishing as well as consuming the NAV values for any particular policy.
97	54	IV-Integration with Fund House	Real-time integration with Fact Sheet providers is required.	Can you please brief on this functionality?	Fact Sheet Providers provide APIs alongwith documentation. ULIP IT platform needs to integrate with Fact Sheet Providers for realtime generation of factsheets (detailed analysis of the fund performance )
98	55	IV-Integration with Fund House	Real-time integration with Fund Management Platform	How is the integration with "Fund Management Platform" planned? Are there any API's available?	Fund Management Platform provides various methods of integrations. APIs are provided alongwith documentation.
99	56	2.14 Page no.13	Requirement for Customer Portal- E-Forms	Can you please tell us how many e-forms are we going to develop and what are the complexity and fields involved in each form	Details of the e-form requirements may be discussed and finalised at the Business Requirement Study stage
100	57		General Query	We understand the channels of the solution to be Mobile, Web and Tablet? Please do confirm the same	LIC (International) expects bidder to provide omni-channel experience with dynamic resolutions for Web, Mobiles or Tablets

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101	58	Page no.17	Summarized functionality list	<p>We see a list of reports which needs to be prepared please do confirm the same,</p> <ul style="list-style-type: none"> <li>Asset wise holding report</li> <li>Asset wise profit and loss report</li> <li>Asset wise Capital gains report</li> <li>Consolidated Holding report</li> <li>Consolidated profit and loss report</li> <li>Transaction Summary</li> <li>Detailed transaction report with charges (Intraday/delivery)</li> <li>Stock performance report</li> <li>Dividend Report</li> <li>Scripwise Drill down, P&amp;L and transaction report</li> <li>Tax filing report(Speculative/Short term and long term)</li> <li>Scripwise holding report for RM/Dealers – email / SMS alerts to dealers / RMS / users.</li> </ul>	The list of reports mentioned are exhaustive. Details of the any additional reports specific to ULIP product as required in the new solution proposed for LIC (International), may be discussed and finalised at the Business Requirement Study stage
102	59	Page no.18	Graphical representation of integration processes involved with Fund House Platform	"It should be noted that the functionalities on the mobile devices or self-service kiosks may be a subset of those available on the portal"- Are we looking at the solution to work in a kiosk as well?	LIC (International) expects bidder to provide omni-channel solution, even though kiosks are not proposed at this moment.

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103	60		General Query	Are there any call centre integration envisioned in this proposal?	Call Centre integration will be not be in scope of work of this RFP
104	1	Annexure II – Eligibility Criteria	General Query	While you have mentioned in the eligibility criteria that only registered companies from GCC are eligible to apply, we request you to allow us to participate in the bidding process since we are from the SAARC countries. We would like to highlight that we have already worked with 3 nationalised banks across India and we also have our own fintech app which is being used pan India.	LIC (International) expects the bidder to have its registered office in UAE for close co-ordination & support on the local regulatory guidelines in UAE.
105	2	Annexure II – Eligibility Criteria	General Query	Since we have a pan India presence, we would request you to allow a consortium of companies not exceeding 3 (both within the group and external) that are system integrated, to collectively tender for the bid. This will help us to collaborate effectively with partners across the globe.	LIC (International) expects to sign the engagement contract with single bidder. This single bidder is expected to provide turnkey solution to LIC (International) fulfilling the entire scope of the RFP document. However the bidder may have back-to-back arrangement with multiple partners which LIC (International) may or may not be aware.

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106	3	Annexure II – Eligibility Criteria	General Query	Under Clause 2.0.1, you have mentioned that the company should have done atleast one insurance software in UAE. We wish to highlight that we have a pan India presence and have developed our own fintech app for withdrawal / deposit of funds and many more services, which is being used through a network of over 1500 agents for our customers across India, with a revenue exceeding INR 30,00,000/- per day. If we are successful in the bidding process, we shall have our representative based in the UAE to service the Account and, need based, shall set up our presence there.	LIC (International) expects the bidder to have one life insurance implementation experience in UAE for better understanding of local regulatory requirements & accounting/financial reporting requirements in UAE.
107	6	1 Executive Summary of Scope of work	Building service capability which can be extended directly to sales force as mobile capabilities which can be accessed in Online and Offline mode, and through Mobile apps, but largely in a self-service mode.	Please elaborate on the features required in offline mode through mobile app.	Portal for Intermediaries or Sales team should be rendered of web as well as Mobile App, where the static content should be available on offline mode but the dynamic content should be synced with Portal as & when connectivity is established.
108	6	1 Executive Summary of Scope of work	Integration with Fund House for distribution & investment of funds.	Please let us know how many integration to be considered for Fund House for distribution & investment of funds.	The Fund House platform provides webservice APIs for each touch point /process. The bidder needs to integrate with respective webservice API for each process involved. APIs and documentation related to the Fund House platform will be shared during the Business Requirements Study stage.

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109	6	1 Executive Summary of Scope of work	e-LIFE (core insurance Software of LIC (International).	We understands that followings are the list of integration touch point for the implementation: 1. Fund House - 2 integration 2. e-LIFE 3. Fact Sheet Provider 4. SMS and email Gateways 5. Banks 6. Identity & Access Management Component 7. Web Aggregator Kindly let us know if we need to consider anything other than mentioned in the above list	The list of integration touch points for the implementation mentioned are correct. 1. Fund House - two way integration 2. e-LIFE - two way integration 3. Fact Sheet Provider 4. SMS and email Gateways 5. Banks 6. Identity & Access Management Component
110	9	2.1.3 Graphical representation of ULIP IT Platform	Graphical representation of ULIP IT Platform	As per the given diagram, direct link between ULIP platform and custodians and fund administrators is mentioned. As per our understanding, there should be a layer for asset management system in between. Please let us know if our understanding is correct.	ULIP IT Platform is expected to provide the layer of asset management system with tight integration with Fund House Platform. ULIP IT Platform will be the application in the middle between Company's policy admin system e-LIFE and the Fund House platform.
111	10	2.1.4 Current Technology Environment at LIC (International)	For any other analytics that needs to be done by each stakeholder department, the queries need to be routed to the data warehouse for generation of reports.	Please let us know if the Data warehouse solution is in the scope of implementation or is it already existing in IT landscape of LIC International.	Data warehouse solution is not in the scope of this RFP.

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112	21	2.4 Software licenses	The solution should be compatible with Mysql database and should be Java compliant. The bidder has to ensure OEM participation in the evaluation process as required to validate the overall design and execution approach.	Kindly confirm whether other open source database like Postgre SQL can be positioned for this opportunity.	The Bidder may propose any RDBMS. LIC (International) does not express any specific preference of RDBMS as long as it fulfills the solution's integration requirements & deliverables. LIC (International) expects turnkey solution from the bidder which takes care of end-to-end implementation of the solution requirements
113	32	2.12 Data Migration	The Bidder will need to migrate the master data and transactional data from the current system to the new application	We would like to know the volume of the master data & following transaction data to be migrated: 1. No. of Policies: 2. No. of Claims: 3. No. of Party (Policy holder, agent, broker etc.) 4. Accounting data	Details mentioned under clarification to Query no.115
114		Annexure VIII - Hardware Sizing	Model & Make of the Hardware (including that of individual components)	Please let us know if LIC International has any preference in terms of hardware vendor.	The Bidder may tie-up with their own hardware provider. LIC (International) does not express any specific preference of hardware or hardware vendor as long as it fulfills the solution's requirements & deliverables. LIC (International) expects turnkey solution from the bidder which takes care of end-to-end implementation of the solution requirements
115	34	2.13 Hardware Sizing	The Bidder has to provide the sizing of the hardware (as per format provided in Annexure VIII – Hardware Sizing) required to support all the software components delivered as part of the detailed scope of work and for the bidder to meet the SLAs mentioned in the relevant section in this RFP.	Please provide the following details for hardware sizing: 1. No. of internal users 2. No. of external users (Internet user) 3. Yearly Policy Volume: 4. Yearly claim Volume: 5. Yearly Party Volume: 6. Yearly Accounting data: 7. Yearly growth (in %):	1. No. of internal users: maximum 10 users 2. No. of external users (Internet user): 500 users (including ULIP policyholders) in the first year 3. Yearly Policy Volume: 2000 policies in the first year 4. Yearly claim Volume: 5% 5. Yearly Party Volume: 400 policyholders in the first year 6. Yearly Accounting data: upto 10 transactions per day per policy. 7. Yearly growth (in %): 5%

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116	-	Annexure IV- Functional Specifications II ULIP Platform -	10.03 End –to-End Fund Management and Administration	By end to end fund management, do you expect the new system to manage the liability side only or both asset and liability side	Bidder is expected to manage both the asset and liability side specific to the ULIP product & its fund management.		
117	-	Main Functional Requirements	10.09 Trade Order Management	Can you please elaborate your expectation from the new system with respect to trade order. Do you want new system to generate the order or also to process the order.	ULIP IT Platform is expected to provide the layer of asset management system with tight integration with Fund House Platform. ULIP IT Platform will be the application in the middle between Company's policy admin system e-LIFE and the Fund House platform. The Fund House platform provides webservice APIs for each touch point /process. The bidder needs to integrate with respective webservice API for each process involved.		
118	-		10.10 Order placements				
119	-		10.11 Order settlements				
120	-		10.13 Tracking of orders				
121	-		10.14 Order matching and reconciliation				
122	-		10.15 Fund Reconciliation			Is it possible to provide little more details	This will be discussed at Business Requirements Study stage
123	-		10.18 Pre-Trade compliance			What type of compliance supports do you envisage?	This will be discussed at Business Requirements Study stage
124	-		10.44 Limits management			What is meant by limit management in this context?	This will be discussed at Business Requirements Study stage
125	-		10.49 Custody operations			Can you please be little more descriptive about these requirements	This will be discussed at Business Requirements Study stage
126	-		10.50 Credit & Margin				Credit & Margin is not applicable to ULIP product. Hence will be out of scope of this RFP.
127	-	General Questions	General Questions	Please let us know if LIC International wants to deploy the solution in cloud environment? If so, please let us know if there is any preference for Cloud vendor.	The Bidder may propose any suitable model. LIC (International) does not express any specific preference of the implementation model as long as it is within the regulatory framework of CBUAE. In case of cloud environment, the solution is required to be hosted in cloud setup in UAE. LIC (International) expects turnkey solution from the bidder which takes care of end-to-end implementation of the solution requirements.		

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128	-	General Questions	General Questions	We understand that LIC international wants the solution for ULIP products. Please let us know how many insurance products needs to be implemented.	LIC(International) proposes to introduce its range of ULIP products (involving multiple funds) in UAE using the ULIP IT Platform . Other non-ULIP products are not envisaged at this point of time.
129	-	General Questions	General Questions	Please let us know how many reports needs to be configured in the system.	Details of the reports required in the new solution proposed for LIC (International) may be discussed and finalised at the Business Requirement Study stage
130	-	General Questions	General Questions	Please let us know how many customer facing documents needs to be configured in the solution.	Details of the customer facing documents in the new solution proposed for LIC (International) may be discussed and finalised at the Business Requirement Study stage
131	-	General Questions	General Questions	In the RFP document following documents are referred. However, the same is not available in LIC International website. Please share the same: 1. Annexure VII – Personnel Deployment Plan 2. Annexure XV- Deliverable Details 3. Annexure XVI	Deliverable Details mentioned as Annexure XV or Annexure XVI in RFP document are replaced with Deliverable Details (Annexure IX ). Deliverable Details (Annexure IX ) is available on the webpage <a href="https://www.licinternational.com/wp-content/uploads/rfp/Annexure%20IX-%20Deliverable%20Details.xlsx">https://www.licinternational.com/wp-content/uploads/rfp/Annexure%20IX-%20Deliverable%20Details.xlsx</a> .  Personal Deployment Plan (Annexure VII ) is being uploaded to the the web page as per the RFP document (Clause 3.11: Documents Required for Bid Submission).
132	1	Bidder Eligibility Criteria 1.01, 1.02	The Bidder Firm should be a Company registered in UAE, Bahrain or any GCC country.	What is the kind of relationship which LIC would look at between the UAE/GCC company and the other “foreign” group	LIC (International) expects the bidder to have its office in UAE for close co-ordination & support on the local regulatory guidelines in UAE.



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			The Bidder should have been in existence for a minimum period of 3 years globally as on the date of release of this RFP.	companies?	LIC (International) expects to sign the engagement contract with single bidder. This single bidder is expected to provide turnkey solution to LIC (International) fulfilling the entire scope of the RFP document. However the bidder may have back-to-back arrangement with multiple partners which LIC (International) may or may not be aware.
133	2	Bidder Eligibility Criteria 1.03	The bidder should hold a valid VAT Registration Certificate and should be registered with the appropriate authorities for all applicable statutory taxes/duties.	Assuming you are looking for a VAT Certificate in UAE.	LIC (International) expects the bidder to have its registered office in UAE. Hence VAT Certificate in UAE to be submitted within one month from the date of signing of contract or before raising first invoice whichever is earlier. If VAT certificate is not provided, then the cost of VAT tax liability will be borne by the selected vendor. All price quoted should be inclusive of VAT & all other applicable taxes in UAE.
134	3	Bidder Eligibility Criteria 1.05	The bidder should have a minimum turnover of USD 5 Mn per annum for any two financial years 2018, 2019, 2020 at group level.	How is group defined in the context of this RFP?	Turnover of the bidder will be considered for the entire group including its subsidiaries, not just its branch/office in UAE.
135	4	Bidder Eligibility Criteria 1.06	The bidder should have shown positive net profit (after tax and provisions) in at least one (1) of the last three (3) financial Years (years 2018, 2019, 2020) as revealed by Audited Accounts/ certified balance sheet.	This is only for the bidder? What are the requirements if the bidder company is new?	The Bidder should have been in existence for a minimum period of 3 years globally as on the date of release of this RFP.

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136	5	Bidder Eligibility Criteria 1.07	The bidder must have on its roll or contractually obliged to support the bidder, staff of at least 10 technically qualified personnel in the area of developing, integrating & implementing IT solutions as on the date of RFP.	The 10 people need to be in the UAE/GCC? Can they be contractually obliged but located outside of the UAE/GCC?	The bidder must have on its roll or contractually obliged to support the bidder, staff of at least 10 technically qualified personnel in the area of developing, integrating & implementing IT solutions as on the date of RFP till complete implementation of the solution. The location of such technically qualified personnel is not specified in the eligibility criteria. One technical qualified person should be located in UAE during the implementation of the project of LIC (International).
137	6	Bidder Eligibility Criteria 2.01	The Bidder must have implemented ULIP IT Solution for at least 1 life insurance company in UAE with greater than 50 registered users and greater than 5,000 customer base. The implementation should be live as on the date of the response of the RFP.	Are companies without experience implementing ULIP for an Insurance company in the UAE allowed to bid?	LIC (International) expects the bidder to have one life insurance implementation or implementation of fund investment platform implementation experience with better understanding of local regulatory requirements & accounting/financial reporting requirements in UAE.
138	7	Page 87, Sec 15.13.1	Phase wise Billable Fee (as % of Contract Value)	Can we propose a different split of the payments?	Payment Schedule will be as per clause 5.13.1 of the RFP document
			1. ULIP Platform		
			2. Integration with Fund House platform	We would like to propose a 30% advance followed by other milestone based payments	
			3. Integration with eLIFE		
			4. Fact Sheet		
5. Portals					