



PROJECT AICNET - II : TENDER FOR ENGAGEMENT OF ImV - AMENDMENTS TO THE TENDER DOCUMENT

05.11.2008

Sl.	Tender Page	Tender Section	Existing version	Amendment to Tender	Reasons/Remarks
1.	42	5.1 Services → Call Center	ImV shall provide an all India Toll Free number. The Toll Free number will receive queries both for IT Support Desk and Call Centre. The IVR facility would segregate the calls for the Call Centre and the IT Support Desk.	ImV shall provide TWO all India Toll Free numbers, one each for queries for IT Support Desk and Call Centre.	Operationally convenient; more user friendly and less confusing to farmers.
2.	42	5.1 Services → Network → Hardware	ImV shall supply, install and configure 19 Routers with inbuilt firewall and IP facilities, one each at AIC offices.	ImV shall supply, install and configure 19 Routers along with firewall and IP facilities, one each at AIC office.	Earlier 2 different versions at 2 different places in the Tender, now corrected
3.	43	5.1 Services → Bandwidth	ImV shall setup 19 Dedicated, Operational Broadband Internet Lines of 8Mbps at AIC HOs and ROs.	ImV shall liaison with the Bandwidth provider for setting up 19 Dedicated, Operational Broadband Internet Lines of 8Mbps at AIC HOs and ROs. Complying with Govt. of India regulations, actual Agreement will be signed between AIC and ISP. However, actual payment will be made by the ImV, and the ImV shall be responsible for all SLA compliances.	As per Govt. of India regulations, bandwidth can not be resold.
4.	44	5.1 Services → Data Centre → Disaster Recovery	(Additional elaboration to be given for clarity)	Disaster Recovery site → <ul style="list-style-type: none">• Recovery Point Objective = 5 minutes.• Recovery Time Objective (except DW/BI/DM Applications) = 1 hour.• DR shall be located at a distance of at least 500 km from DC in a different seismic zone.• DR shall be one-to-one mirror of the DC, except DW/BI/DM Applications.• Therefore, a separate Leased Line of the same capacity between HO and DR site is required.	Specifications and elaboration given for clarity BI/DW is not mission critical for business continuity
5.	45	5.1	(Additional elaboration to be given for clarity)	Backup Services (additional to DR) →	Elaboration for clarity



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		Services → Data Centre → Data Centre Services		<ul style="list-style-type: none">• ImV shall be responsible for real-time online synchronous Backup of all DC Data (entire Data including E-mail, DW data, etc.) using incremental replication on a separate server at a near-site away from DC.• Offline Data Backup shall be maintained in Discs on end-of-day basis at a monthly cycle (stored at a near-site away from DC).• ImV shall also be responsible for Backup of all Application software including and upto the latest updates. <p>ImV shall maintain a log of all Backup operations which would be open to AIC for inspection.</p>	
6.	55	5.2 - 4 Local Language Interface	The interface (website only) offered by various Applications to external users such as the interface of the underwriting system, should be available in a local language in addition to English	<p>"Multilingual" encompasses the following 12 languages - Hindi, English, Assamese, Bengali, Gujarati, Kannada, Malayalam, Marathi, Oriya, Tamil, Telugu, and Urdu.</p> <p>The language indicatives for various interfaces are as follows:</p> <p>PORTAL</p> <ul style="list-style-type: none">• NUMERALS - Roman Only• TEXT<ul style="list-style-type: none">○ Static Content - Hindi, English○ Document Management (Storage, Search) - Hindi, English○ External user Forms, Report formats etc. (except data) - Multilingual (12)○ Data Entry, Storage, Display - English○ Queries & Responses - English <p>CALL CENTRE - Multilingual (12)</p>	The language specifications at various places in the Tender were a little confusing and contradictory to each other. So, the entire Language requirements have been staed here, overriding all other references in the Tender document.



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				SMS - English	
7.	61	2 Surveillance	(Whole section)	Applicable to Data Center and Disaster Recovery Sites only.	Applicability clarified
8.	63	5.4 - Figure 2 Security Architecture	Diagram → AIC Zone of Responsibility	Diagram → AIC Premises	Replacement of wording
9.	65	Redundancy	All critical systems, devices and links which can become single point of failures leading to business loss should be configured in a redundant mode to provide high availability.	All critical systems, devices and links at Data Center and Disaster Recovery Sites only, which can become single-point of failures should be configured in a redundant mode to ensure highest availability.	Applicability clarified
10.	68	Centralized Monitoring Solution	A centralized monitoring solution can be implemented to monitor all types of systems, servers, networking and security devices, links etc.	Centralized Monitoring Solution covers all existing IT Hardware of AIC as well	Elaboration for clarity
11.	82	9 DM & BI → Business Logic	ETL / Cleansing of data is to be performed for legacy data as well as for transactional data on real-time basis	ETL / Cleansing of data is to be performed for legacy data as well as for transactional data on End of Day basis	Real - time ETL/ cleansing for transactional data is not so critical as compared to the response time of the Applications which would be affected.
12.	89	5.7 Application Performance	Number of concurrent users Portal → 2500 Human Resource Management System → 25 Office Services Management System → 25 Financial Management System → 25 Product Development System → 15 Legal Management System → 15 Underwriting and Claim Processing System → 2000 Channel Relationship & Grievance Redressal System → 100	Application → Number of concurrent users Portal → 200 Human Resource Management System → 25 Office Services Management System → 25 Financial Management System → 25 Product Development System → 15 Legal Management System → 15 Underwriting and Claim Processing System → 200 Channel Relationship & Grievance Redressal System → 100	Typographical Error, showing values different from page 88



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			Process Management System → 15 Data Warehousing, Business Intelligence and Data Mining Application → 25 Knowledge Management System → 100	Process Management System → 15 Data Warehousing, Business Intelligence and Data Mining Application → 25 Knowledge Management System → 100	
13.	89	5.7 Application Performance	Response time (under 128Kbps bandwidth) → 5. Product Development System : Less than 7 seconds	Response time (under 128Kbps bandwidth) → Product Development System (for non-analytical transactions) : Less than 7 seconds	Elaboration for clarity
14.	160	7.2.1 Call Center	"Service Window" → 24 * 7	"Service Window" → 0800 hrs to 2000 hrs (7 days)	Night shift not necessary, and is very costly
15.	160	7.2.1 Service Level Monitoring Indices → LL	Average monthly packet loss over the leased line → < 0.1 % 0.1% to 0.5% > 0.5%	Average monthly packet loss over the leased line → < 1.0 % 1.0 % to 1.5 % > 1.5 %	General industry practice
16.	165	8.1 Annexure 1 1. U/W & Claims Application	To limit the amount of information to be gathered by the intermediary, a redesign of forms at the implementation stage shall take place. The resulting data gathering will happen in two steps. In the first the system shall capture the most essential details as defined by AIC. In the next step, the remaining details will be captured by contacting the farmer over the telephone or promoting online interaction. A system of rewards could be instituted for completion of details.	Removal of this description in question	Mistakenly included in the Tender Document. Forms design is an implementation issue and would be taken up at the SRS stage
17.	169	8.1 Annexure 1 1. U/W & Claims Appln → Reinsurance Module	(Classes of Reinsurance have not been specified)	Reinsurance Module → Reinsurance Functionality shall be applicable in respect of Co-insurance in addition to all classes of Reinsurance.	Expansion of scope



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18.	198	8.1 Annexure 1 7. Portal	System shall provide comprehensive search facility to locate all types of content within the set confines of security	<ul style="list-style-type: none">• System shall provide comprehensive search facility to locate all types of content (both Keyword based and Full Text Search) within the set confines of security under AICNET.• System should be able to connect seamlessly to the extranet/intranet.• System should be able to integrate/interface with Applications built on different technologies/RDBMSs.• The User Interface for access to ALL APPLICATIONS should be browser independent.• System may provide services like integrated workflow.	Elaboration for clarity
19.	217	8.1 Annexure 1 9. DM & BI Appln	The system shall perform at-least the following analytics <ul style="list-style-type: none">• Business Analytics• Determination of customer retention scores, loss ratios and product pricing• Benchmarking studies against industry peers• Root-cause analysis for metric improvements• Analysis of Lead conversion rates• Risk Analytics• Statistical modeling for loss estimation• Risk model development• Damage and loss estimation• Hazard zoning and risk mapping• Plan reinsurance for risk exposures and related limits• Reserve adequacy• Claims analytics to determine adequacy of Loss reserves and unexpired risk reserves	The system shall perform at-least the following analytics <ul style="list-style-type: none">• Business Analytics<ul style="list-style-type: none">○ Determination of customer retention scores, loss ratios and product pricing○ Benchmarking studies against industry peers○ Root-cause analysis for metric improvements○ Analysis of Lead conversion rates• Risk Analytics<ul style="list-style-type: none">○ Statistical modeling for loss estimation○ Risk model development○ Damage and loss estimation○ Hazard zoning and risk mapping○ Plan reinsurance for risk exposures and related limits• Reserve adequacy	Formatting Error



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			<ul style="list-style-type: none">• Portfolio and Product Analytics• With respect to in line businesses, product categories, pricing and other variables.• Market Analytics• Annuities; Debt Analysis, equity and various other financial instruments• Customer Analytics• To implement predictive analysis and model future customer behavior	<ul style="list-style-type: none">○ Claims analytics to determine adequacy of Loss reserves and unexpired risk reserves• Portfolio and Product Analytics<ul style="list-style-type: none">○ With respect to in line businesses, product categories, pricing and other variables.• Market Analytics<ul style="list-style-type: none">○ Annuities; Debt Analysis, equity and various other financial instruments• Customer Analytics<ul style="list-style-type: none">○ To implement predictive analysis and model future customer behavior	
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