

S.No	Page No	Points/Section	Existing Clause	Query Sought	OICL Reply
1	27	2.2.1/Hardware Infrastructure for DC and DRC	The Bidder has to provide physically separate environment for the Production Environment (DC & DRC) and for the other stated environments, the bidder may consider deploying a virtualized/physically separate solution.	3i Infotech Understand that the servers for Test,Development and Training will be separated from the Production servers physically, while they can be present in the same environment either virtually or physically.Please confirm our understanding	As per the RFP
2	27	2.2.1/Hardware Infrastructure for DC and DRC	The Bidder may consider deploying virtualization solution for the individual solutions. Each virtualized environment shall have its OS instance (kernel) which can be started (booted), stopped (shutdown) and upgraded (patches and fixes) independent of all other Virtual Machine's on the server.	As per the clause , we understand that Test & Development and training servers would be solutionize on the Virtual machines which are having the same configuration in respect to Production servers, while the production servers would be solutionize on the physical servers.Please confirm our understanding	As per the RFP
3	30	2.2.11/MIS & Reporting Server	The Bidder also has to provide for an adequately sized IS & Reporting compute and storage such that the OICL users can generate reports at any point of time without impacting or degrading the application performance.	Do 3i Infotech need to setup a separate server for Reporting? If Not, Please brief out the stated clause	Bidder has to right size as per the requirement provided in the RFP
4	31	2.2.13/Data Centre (DC) and Disaster Recovery Centre (DRC) setup	The Bidder would have to supply and install all their IT infrastructure equipments to the locations identified by the OICL.Bidder will need to provide the LAN and SAN cabling. Bidder also needs provide the WAN connectivity across OICL locations including the security and network equipment to the locations identified by the OICL. The Bidder	How Many Locations or Branch offices OICL is planning to open in Qatar	ONE which can be increased in the future
				Can OICL provide the full location address list where OICL is planning to open offices which helps 3i Infotech to plan the last mile connectivity with the help of Network provider	Will be shared with the successful bidder

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5	33	2.2.15/Network and Security Equipment/xiii/Active Directory/LDAP and Domain Name System	The Bidder is expected to implement the hardware for Active Directory/LDAP & Domain Name Servers to cater to the load of 25 users, and scale to support 50 users for period of contact. Authentication of all Window based Servers, PCs & Laptops should be tightly integrated with Active directory/LDAP and end to end will be the Bidder's responsibility. All the security policies should be pushed from the central location to all the PCs and ensure that each every PC on the network is updated with the latest security policy;	Do OICL wants 3i Infotech to setup a dedicated physical Server for Active Directory and Domain Naming System which supports the scale of 50 Users	As per the RFP
				What will be the preferred location of Active directory server? i.e. in OICL Local Office in Qatar or In Data center along with Production, UAT and Development server	All the server and storage will be hosted in OICL DC &DR
6	33	2.2.15 /xi /Network and Server Racks at DC, DR and Branches	Bidder is required to factor necessary Network and Server Racks for DC, DRC and Network Racks at the Branch locations which needs to be networked. The racks at DC and DRC should be perforated from front and back side for the proper airflow and should also have two power strips at DC and DRC and single power for branch racks. Bidder is required to provide wall mounted racks at branches for housing network equipment	How Many branch locations are planned in Qatar which required Network and Server racks.	ONE which can be increased in the future

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7	34	2.2.17/1 /Other requirements for the OICL Qatar Office	The Bidder is required to design, size, supply, implement, maintain and manage the IT Infrastructure (i.e. Printers, Scanners, projector, Desktop, UPS etc.) and associated software/Licenses/OS/Antivirus for OICL Qatar Office. Bidder is required to supply any additional hardware/software required to support the business during the project tenure. Hence, the Bidder would be required to size to IT infrastructure for the office in order to support the growth projections during the contract period.	in this clause mentioned that " Bidder is required to supply any additional hardware/software required to support the business during the project tenure". The project tenure is understood is for 5 years and user growth is expected to 50 but in annexure 3 you have asked for only 15 desktops then what we should planned for ? whether we should quote for 15 desktops or 50 ?, similarly its goes for other infra for users. please clarify.	Bidder has to provide the quote for the quantity mentioned in the Bill of Material. However the Cost provided in the Bill of Material will be used pro rata basis for any procurement during the contract period
8	34	2.2.17/4 /Other requirements for the OICL Qatar Office	The Bidder is required to perform the structured cabling activity for both LAN and telephones Lines	Do OICL Wants 3i Infotech to perform the structured LAN Cabling or it will be done by third party vendor who will be doing the interior design/electrical cabling of office premises appointed by OICL	The Bidder is required to perform the structured cabling activity for LAN and telephones Lines in the OICL Office
9	40	2.3.2/Hardware Management (Servers, Storage, end user IT peripherals etc.)/d	Software Distribution : The Bidder shall perform system planning and design for software distribution centrally. Once this process is defined, Bidder shall perform the set-up for distribution and test the distribution process	As per stated clause in RFP, do OICL wants 3i Infotech to manage the software distribution centrally using software distribution tool during the span of 5 years?	As per the RFP
10	47	2.3.13/ Operations Management	Asset Management : Asset Purchase, Asset Tracking and Asset Allotment	Do OICL wants 3I Infotech to propose an Asset Management tool where it can maintain Asset database in respect with end user and manage the IMAC detail also. Please Confirm our understanding	OICL has not asked for any dedicated tool, bidder can extend it as a service or can manage it manually or through Open source tool or through any other mode . However Bidder is required to Meet the requirement as mentioned in the RFP

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11	52	2.3.20/Helpdesk Management	OICL requires the Bidder to establish and maintain one integrated Help Desk to service, track and route requests for service and to assist users in answering questions and resolving problems related to the Core Application and other application covering all functionalities, hardware, network, DC, DRC equipment, Colocation Services, Network Connectivity etc at OICL Qatar offices	3i Infotech Understands that they need to deploy an Helpdesk/Service desk tool for Logging the call by end users/group, issues tracking and management.	OICL has not asked for any dedicated tool, bidder can extend it as a service or can manage it manually or through Open source tool or through any other mode. However Bidder is required to Meet the requirement as mentioned in the RFP
				Is there any preferential Helpdesk/Service desk tool which OICL can suggest as per compliance required	OICL has not asked for any dedicated tool, bidder can extend it as a service or can manage it manually or through Open source tool or through any other mode . However Bidder is required to Meet the requirement as mentioned in the RFP
				Can we use an open source tool for Helpdesk Management	OICL has not asked for any dedicated tool, bidder can extend it as a service or can manage it manually or through Open source tool or through any other mode. However Bidder is required to Meet the requirement as mentioned in the RFP
				Is there any specific monitoring tool required for infrastructure monitoring of OICL. If Yes, Please share the compliance point which tool has to follow	OICL has not asked for any dedicated tool, bidder can extend it as a service or can manage it manually or through Open source tool or through any other mode . However Bidder is required to Meet the requirement as mentioned in the RFP
				If 3i Infotech proposes the Helpdesk/Service Desk tool then where we need to accommodate the commercial in the shared BOM	OICL has not asked for any dedicated tool, bidder can extend it as a service or can manage it manually or through Open source tool or through any other mode . However Bidder is required to Meet the requirement as mentioned in the RFP. To Propose anything Bidder can add another Row in FM Cost.

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12	53	2.3.20/Helpdesk Management	Onsite helpdesk (as and when required) to be available 9am to 7 pm on all OICL working days. Offsite support to be available 24*7*365.	3i Infotech Understand that onsite Helpdesk is only required in personnel when there is any need of it otherwise if it is getting manageable for 3i Infotech Chennai NOC then there is no need.Please confirm our understanding	Your understanding is correct
				Do 3i Infotech needs to provide a toll free number for offsite SPOC where OICL end user and SPOC reach out for any issues and query during the support window	NO dedicated toll free number is required , However Bidder can size it to meet the requirement of OICL
13	54	2.3.21/Server Administration and Monitoring	E-mail Solution	Which email Solution OICL is planning to use	Bidder is required to propose the solution.It can be dedicated email solution or can be provided as a service
				Do 3i Infotech need to provide the email solution with licenses or OICL is having the same and 3i Infotech has to provide services only	Bidder is required to propose the solution.It can be dedicated Email Solution or can be provided as a service
				Can we propose email solution like Office 365, which uses cloud support model or we need to host local server for email.Please clarify	Bidder is required to propose the solution.It can be dedicated Email Solution or can be provided as a service .
				3i Infotech understands that at initial phase there will be maximum 15 users and in span of 5 years it will reach out to 50 users	Your understanding is correct
				The asset list would be manually prepared by 3i Infotech in the required format for OICL, and OICL further import/export to the asset management system of OICL. Please confirm our understanding.	OICL has not asked for any dedicated tool, bidder can extend it as a service or can manage it manually or through Open source tool or through any other mode. However Bidder is required to Meet the requirement as mentioned in the RFP.

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14	38	2.3.2/Hardware Management (Servers, Storage, end user IT peripherals etc.)	Bidder shall keep the asset list updated and provide the information required for OICL to update the asset management system of OICL.	Do OICL wants any Asset Management tool to be deployed for Asset lifecycle management	OICL has not asked for any dedicated tool, bidder can extend it as a service or can manage it manually or through Open source tool or through any other mode. However Bidder is required to Meet the requirement as mentioned in the RFP.
				Is there any preferential Asset Management tool which OICL can suggest as per compliance required	OICL has not asked for any dedicated tool, bidder can extend it as a service or can manage it manually or through Open source tool or through any other mode. However Bidder is required to Meet the requirement as mentioned in the RFP.
15	41	2.3.2/Hardware Management (Servers, Storage, end user IT peripherals etc.)/e	Software License Management: The Bidder shall provide the following services: i, ii, iii, iv, v	Do OICL wants any Software License Management tool to be deployed for the services listed in this section?	OICL has not asked for any dedicated tool, bidder can extend it as a service or can manage it manually or through Open source tool or through any other mode. However Bidder is required to Meet the requirement as mentioned in the RFP.
				Is there any preferential Software License Management tool which OICL can suggest as per compliance required	OICL has not asked for any dedicated tool, bidder can extend it as a service or can manage it manually or through Open source tool or through any other mode. However Bidder is required to Meet the requirement as mentioned in the RFP.
16	63	9/Considerations for Proposed Hardware & Software to support the in-scope System	Offered tape library/ tape drives in the library should have a minimum of two redundant connections to SAN switches.	Because of this clause configuration will go very higher and it will impact the commercial part. Please Remove this clause or change to "Offered tape library/ tape drives in the library should have a provision to connections to SAN switches."	Offered tape library/ tape drives in the library should have a provision of connections to SAN switches
17	29	Appendix-2-Tape Library	Tape library shall have remote monitoring capability, control path failover, data path failover, at least five (5) Import-Export slots.	For given scope these features are not required and it will impact the commercial part. Hence requesting you to please remove this line	Tape library shall have remote monitoring capability, control path failover, data path failover.

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18	28	Appendix-2-SAN Switch	Minimum 48 Active ports should be available for DC and 24 Ports activated for DR. (each with minimum port speed 16 Gbps)	Given specs is on very higher side and it will impact the commercial part. . Please change to "Minimum 24 Active ports should be available for DC and 24 Ports activated for DR. (each with minimum port speed 16 Gbps)"	Minimum 24 Active ports should be available for DC and 24 Ports activated for DR. (each with minimum port speed 16 Gbps). Bidder to note these are minimum requirement bidder need to right size to meet the requirement mentioned in the RFP
19		General Query	General Query	it's a 5 years projects, how to handle the spares within the 5 years time frame. Please Clarify	As per the RFP
20		General Query	General Query	Required warranty for each infra components should be mentioned and how to get the extended warranty is also need to be mentioned in case is required	Refer Clause No. 2.3.14 (Warranty) of the RFP
21	14	1.7/Project Timelines	1.7.2 The DC and DRS co-hosting site should be made ready in all respects for bring in and commissioning the systems, network and security components within 4 Weeks from the date of issuance of Purchase order. 1.7.3 The equipment in the DC, DRS and OICL Qatar office should be installed and commissioned including Development, Testing & Training environments within 4 weeks from the date of issuance of Purchase order.	Here the site readiness, hardware delivery and implementation within 4 weeks would be a challenge.Can OICL look at this and extend the time lines?	as per the RFP
22		Portal Mobility and BI	For Portal,Mobility,and BI will be required at t	We recommend to have these peripheral in second phase when complete CIS is gone live	Please refer the Corrigendum -1
23	42	Additional 14 man days	If the cumulative effort required for the above mentioned changes is less than 14 man days per change request, it shall be borne by the bidder at no additional cost to OICL.	As per our understanding total of 14 man days effort will be free as for complete project.	As per the RFP

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24	23	Annexure 11 - IPR	IPR and all documents for any bespoke applications/module (including all consecutive change requests) and any customization done in commercial off the shelf product shall lie with OICL. Source code shall be the property of OICL and to be provided by the bidder after Go Live or as and when required by OICL without any additional cost to OICL. Bidder to provide Declaration for Source Code and Intellectual Property Rights as per Annexure 11	We understand the source codes of bespoke development will the only considered to be shared with OICL, we request to modify the clause accordingly.	IPR and all documents for any customisation done in the product shall lie with OICL. Source code shall be the property of OICL and to be provided by the bidder after Go Live or as and when required by OICL without any additional cost to OICL. Bidder to provide Declaration for Source Code and Intellectual Property Rights as per Annexure 11
25	16	AML CFT	The AML/CFT Solution provided by the bidder should seamlessly integrate with OICL's other applications.	Please remove this point as AML/CFT functionality are part of CIS so its not required to integrate with any system.	As per the RFP
26	16	AML CFT	As the formats of these reports may vary for QATAR, the bidder will be required to configure, integrate and deliver them as per applicable format/regulations without any additional cost to OICL.	As we understand to deliver as per Appendix 1- Functional Requirements, so please remove this as it's a open ended statement.	The bidder will be required to configure, integrate and deliver the report as per applicable format/regulations which is mandatorily required by OICL for performing operations in QATAR.
27	16	3. Document Management System	Document Capture	How many locations will be there to perform the scanning activities? Is it a centralized or decentralized scanning? Are you looking for scanning services or will it be done by OICL team?	Scanning Operation will be performed at OICL Qatar Offices.
28	17	3. Document Management System	Storage	Is there any backlog digitization activity to be performed? If so, what is the volume of the backlog documents?Is there any soft copy migration activity to be performed? If so, what is the volume of the existing content?	as per the RFP
29	17	3. Document Management System	Storage	In ongoing activities, how many documents will be uploaded/added into DMS on a daily/monthly/yearly basis?	Refer Appendix 4 of the RFP

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30	17	3. Document Management System	Content Workflow	How many workflows will be there? What is the complexity of the workflows? Are you looking for full fledged BPM system or expecting these flows in suggesting DMS?	as per the RFP
31	17	3. Document Management System	Content Workflow	How many users will be accessing the workflow application? What would be the concurrency? Is there any integration required in Workflows?	Refer Appendix 4 of the RFP
32	18	3. Document Management System	DMS Integrations	What are all the major functionalities expected in integration? E.g. Upload, Fetch & View, Delete etc.	As per the RFP
33	18	3. Document Management System	DMS Integrations	Is DMS will be accessed/ documents will be uploaded even from Mobiles?	as per the RFP
34	18	3. Document Management System	DMS Integrations	Is there any LDAP/AD Integration required for DMS system?	As per the RFP
35	18	3. Document Management System	General	Do you require Physical Records Management System also?	As per the RFP
36	19	4 E Portal and Website		Please provide the number of end users expected to login to the portal concurrently	Refer Appendix 4 of the RFP
37	19	4 E Portal and Website		Please provide the number of brokers expected to login to the portal concurrently.	Refer Appendix 4 of the RFP
38	19	4 E Portal and Website		We understand that portal will be the front end which will be accessed by end customers and brokers. The backend CIS application may be used by internal stakeholders. Please confirm	As per the RFP
39	15	Core Insurance Solution (CIS)		Is there a requirement for migration the data/content from current solution to the new solution. If yes, what is the volume of data to be migrated.	No Migration activity is required as OICL Is establishing new Office in QATAR
40	19	4 E Portal and Website		Does the current OICL website revamp also in current scope.	As per the RFP

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41	26	2.1.6 Reporting Requirements		Please provide the total number of reports which are required to be build.	Will be discussed with successful bidder
42	8	6 Publication and management of API's / web services		Does OICL have an existing service bus or API management solution on which the API's/Webservices can be hosted for external stakeholders?	OICL is establishing new office in Qatar Hence Bidder is required to porpose as per the requirement mentioned in the RFP
43	5	5 Mobile Application		We undesratdn that 2 mobile Apps are required - 1 for the customers and 1 for channel partners	As per the RFP
44	5	5 Mobile Application		Please list the funstionalities which need to be exposed on the Mobile App. As we understand complex forms like quotations, policy administration etc may not be required on the Mobiel App. Only Lean functionalities like status check etc may be required. Please confirm	Refer Appendix 1 of the RFP
45	34	12	The Server Load balancing (SLB) , if required, for bidder's solution should have Next Gen features like Virtualization, Application Performance Monitoring, Web Performance Optimization with minimum throughput and should have present in Gartner's Leader quadrant for ADC in the latest report	<p>Since SLB is very crucial component, we would request your kindly make this Item mandatory as part of solution requirement.</p> <p>SUGGESTED CLAUSE: The Server Load balancing (SLB) for bidder's solution should have Next Gen features like Virtualization, Application Performance Monitoring, Web Performance Optimization with minimum throughput and should have present in Gartner's Leader quadrant for ADC in the latest report.</p> <p>Total Quantity as per the Solution Requirement, in High Avalability / Redundancy mode.</p>	as per the RFP

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46	34	12	The Server Load balancing (SLB) , if required, for bidder's solution should have Next Gen features like Virtualization, Application Performance Monitoring, Web Performance Optimization with minimum throughput and should have present in Gartner's Leader quadrant for ADC in the latest report	<p>As per our understanding, the ADC-VX/Virtualization feature is a specialized Application Delivery Controller (ADC) hypervisor that runs multiple virtual ADC instances on dedicated ADC hardware.</p> <p>ADC-VX is built on a unique architecture that virtualizes the resources—including CPU, memory, network, and acceleration resources. This specialized hypervisor runs fully functional virtual ADC instances, each of which delivers ADC functionality just like a dedicated physical ADC. Each virtual ADC instance contains a complete and separated environment of resources, configurations and management.</p> <p>Pls confirm our understanding. ALso mention the number of Visrtual Instances.</p>	As per the RFP
47	32		ix. Router and Switches at Branch/OICL Office The bidder is required to design, size, implement, and maintain the routers and switches at OICL branch location. LAN cabling and networking at branch location is also in bidder's scope. The branch router and switch should comply Appendix 2 –Technical Requirement.	Request you to elaborate the requirement of networking at each of the Branch/OICL office.	As per the RFP
48	14	1.7.3	The equipment in the DC, DRS and OICL Qatar office should be installed and commissioned including Development, Testing & Training environments within 4 weeks from the date of issuance of Purchase order.	Looking at the scale and complexity of the project, request you to give relaxation on the timelines.	as per the RFP

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49	13	1.7.1	Implementation, customization, SIT, UAT and Go-Live of all the applications including all signoffs within 12 weeks from issuance of purchase order	Looking at the scale and complexity of the project, request you to give relaxation on the timelines.	Please refer the Corrigendum -1
50	14	1.7.5	Bandwidth and network connectivity should be made available within 4 weeks from the date of issuance of purchase order. The rollout of the network implementation should also be in line with the DC, DRS and OICL Qatar Office roll out plan	Looking at the scale and complexity of the project, request you to give relaxation on the timelines.	as per the RFP
51	14	1.7.1	Implementation, customization, SIT, UAT and Go-Live of all the applications including all signoffs within 12 weeks from issuance of purchase order	Hardware delivery will take min 6 weeks (India), please relax the same by extending it for upto 24 weeks	as per the RFP
52	22	3 (Data Security)	Bidder shall provide strategy to maintain data security at the application level	Please elaborate the requirement	As per the RFP
53	22	3 (Data Security)	Bidder shall provide strategy to maintain data security at the database level	Do bidder need to provide any database activity monitoring solution	As per the RFP
54	22	3 (Data Security)	Bidder shall provide security strategies when the applications are accessed from outside the network or accessing resources outside the network.	Does bidder need to provision any SSL appliance for secure access from outside network	As per the RFP
55	22	3 (Data Security)	Bidder shall provide strategy to maintain data security at the messaging and middleware level	Please elaborate the requirement	As per the RFP
56	22	3 (Data Security)	Bidder shall provide strategies of encryption and security for external transaction with partner network and systems	Do bidder need to provide any database activity monitoring solution, if yes please share the database details (number of instances, version, OEM etc)	As per the RFP

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57	25	B (Security Acceptance Test)	<p>i. The solution shall demonstrate single sign on for all the applications.</p> <p>ii. The solution shall demonstrate SSL based transaction in the application software.</p> <p>iii. The solution shall demonstrate two-factor authentication.</p> <p>iv. The solution shall demonstrate role based access.</p>	As per the clause, does bidder need to factor independent security solutions like :- SSO, 2 Factor Authentication etc.	As per the RFP
58	25	2.1.4	Training	Please share the number of attendees for the training.	Refer Appendix - 3 (Training Section) of the RFP
59	32	iv	Core Firewall at DC and DRC	Kindly share the through put requirement for internal and external firewall. Also, please share the bandwidth details for both internal and external.	as per the RFP
60	32	V	Host Intrusion Prevention System (HIPS)	Kindly share the total number of servers to factor HIPS Soution	Bidder is required to right size the number of server and factor in the required HIPS Solution
61	32	V	Host Intrusion Prevention System (HIPS)	Please clarify, HIPS is required for DC, DR both or only DC	Refer Clause No. 2.3.15 (2.2.15 Network and Security Equipment) of the RFP
62	32	V	Host Intrusion Prevention System (HIPS)	Please clarify, installation of HIPS agent would be in bidders scope or we are limited to server installation and management only	As per the RFP
63	32	vi	Antivirus	Kindly share the total number of laptops and desktop to factor AV Soution	Refer Appendix 3 of the RFP
64	32	vi	Antivirus	Please clarify, installation of AV agent would be in bidders scope or we are limited to server installation and management only	As per the RFP
65	32	vii.	Security should secure web gateway for acceptable use policy enforcement, data security, malware protection and data security.	Please clarify, do we need to factor DLP solution (Data security) ???	As per the RFP
66	32	vii.	Security Solution for Web (Internet and Intranet)	Kindly share the total number of users for proxy solution	Refer Appendix 4 of the RFP

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67	32	vii.	Security Solution for Web (Internet and Intranet)	Please confirm, do we need to factor Web Security solution (proxy) in HA at DC and DR both ???	As per the RFP
68	14	Technical specification	The solution should support same policy enforcement in real time policy sync for users even when they access Internet outside the corporate network, this should be enforced through an agent deployment on roaming endpoints	Please share the total number of users for roaming agent installation along with exact os versions (Windows and MAC)	Refer the Appendix -4 of the RFP
69	14	1.7.4	Help desk – The help desk should be fully functional from the first day of the Go-Live of CIS and other applications	Bidder assumes the helpdesk would be operational from 1st day of 13th month from the PO, please confirm	As per the RFP
70	14	1.7.6	The Bidder shall roll out the network, hardware and the applications as specified in the RFP. However the Company reserves the exclusive right to change any of the branches/offices at any point in time	This is a very open statement and this will have severe impact on the solution, hence request to remove it	As per the RFP
71	18	3	Language Support The DMS solution should be able to support both English and Arabic	Please let us know if English and Arabic, both languages to be supported by the bidder	As per the RFP

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72	19	3	<p>Other Important Features</p> <ol style="list-style-type: none"> 1. Scan the documents in minimum resolution of 200 dpi 2. Contents of the digitized documents should be an exact replica of the original documents 3. The solution must store all images in a central and secure repository in non-proprietary format 4. Receiving Documents with Index Sheet & reconciliation with the barcode/QR code attached on each document 5. Under no circumstances should the bidder change, mutilate, destroy or replace the documents handed over to it by Deptt.(s) / offices 6. The confidentiality of data must strictly be maintained, in all circumstances. 7. Apart from online scanning, provision for off-line scanning should also be there. However, urgent scanning facility for few document declared as urgent by OICL should 	<ol style="list-style-type: none"> 1. Bidder assumes scanning and meta data entry is out of scope for the bidder, please confirm 2. If no, then please answer the following initial queries: <ol style="list-style-type: none"> a. Please let us know the locations where scanning needs to be done b. Please let us know the count of pages per location to be scanned c. Please let us know the type of document to be scanned with count (A4, A3 etc) d. Please let us know if there are any historical documents also needs to be scanned e. Please let us know the duration for scanning f. Please let us know the details of the meta data entry, count of words g. Please let us know if barcoding also needs to be done for the documents, and who will provide the hardware and other 	As per the RFP
73	23	4.c	Any financial penalty imposed on OICL during the contract period due to license non-compliance shall be borne by bidder	Bidder request this clause to be removed or other caveats also to be added in the assumptions including only licenced software would be provided by OICL also, no non licenced version to be used etc.	as per the RFP
74	23	2.1.2, 4, (Products (Configuration & Customization) -d)	d) Bidder shall also supply any other tools & accessories required to make the Integrated Solution complete as per requirements	Bidder assumes all tools to be provisioned in OICL name for the complete contract, please confirm	as per the RFP

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75	25	2.1.4 Training	Core team and Technical team training should be conducted in such a manner that sufficient knowledge is transferred to OICL enabling them to independently take care of the implemented solution after end of the post go-live support period	<ol style="list-style-type: none"> 1. Please let us know if the training needs to be conducted in English or Arabic language also 2. Please let us know the duration, and count of resources attending the trainings 3. Bidder assumes location for training would be provided by OICL in Qatar, please confirm 	<ol style="list-style-type: none"> 1. Training will take place in English only 2. Refer Appendix -3 (Training) of the RFP. 3. Your Understanding is correct
76	34	2.2.17	5 The bidder will be responsible for repair of all damage to the building due to the negligence of its workers	Please let us know if damage to the building post implementation support would be provided by the service provider?	as per the RFP
77	34	2.2.17	The Bidder is required to design, size, supply, implement, maintain and manage the IT Infrastructure (i.e. Printers, Scanners, projector, Desktop, UPS etc.)	<ol style="list-style-type: none"> 1. Please let us know the locations to be supported 2. Please let us know the count of assets to be supported 3. Please let us know the service window for the locations to be supported 	<ol style="list-style-type: none"> 1. OICL Qatar 2. Refer Appendix -3 (Office Infra Cost) of the RFP 3. as per the RFP
78	37	2.3.2	The Bidder shall provide a Single-Point-Of-Contact to End Users for the resolution of Hardware/applications/software/FM related problems or to request an upgrade or consultation.	Bidder assumes the SPOC would be the helpdesk as asked above, please confirm	as per the RFP
79	37	2.3.2	The price benefit if any gained in the process by the Bidder, is agreed by the Bidder to be passed on to OICL.	Request this clause to be removed as this cannot be quantified	as per the RFP
80	38	2.3.2	Bidder shall take backup, remove, protect, restore programs, data and remove storage media in a machine prior to presenting the machine for service	Bidder assumes the location/hard drive for storage backup would be provided by OICL, please confirm	No specific location will be provided by OICL, Bidder has to provision for the same

S.No	Page No	Points/Section	Existing Clause	Query Sought	OICL Reply
81	52	2.3.20	OICL requires the Bidder to establish and maintain one integrated Help Desk to service, track and route requests for service and to assist users in answering questions and resolving problems related to the Core Application and other application covering all functionalities, hardware, network, DC, DRC equipment, Colocation Services, Network Connectivity etc at OICL Qatar offices	<ol style="list-style-type: none"> 1. Please let us know the count of resources required for helpdesk 2. Bidder assumes these helpdesk resources would be supporting IT related issues from OICL employees only 3. Please let us know the calls per month that would be coming to helpdesk 4. Please let us know the support language: English or Arabic or both 	Refer Clause No. 2.3.20 (Helpdesk Management) of the RFP
82	52	2.3.20	ii. Providing telephonic and / or electronic mechanisms for problem reporting requests for service, and status updates;	Bidder assumes the telephone bills would be paid by OICL directly, please confirm	Your understanding is correct
83	53	2.3.20	iv. Onsite helpdesk (as and when required) to be available 9am to 7 pm on all OICL working days. Offsite support to be available 24*7*365.	<ol style="list-style-type: none"> 1. Please let us know the working days at Qatar are Monday to Friday or Monday to Saturday 2. Please detail 'as and when required' for heodesk resources 3. Please let us know the mechanism to pass a call once onsite helpdesk team is not available to offshore or the tickets would be raised through web once the onsite helpdesk is not available, please confirm 	<ol style="list-style-type: none"> 1. Will be shared with the successful bidder 2. As per the RFP 3. As per the RFP
84	85	8	During peak hours	Please define peak hours	Refer Clause 8 (Service Level Agreement) of the RFP
85	58	2.4	The Bidder is required to provide co-hosting space for around 2 racks space in minimum Tier III Data Centre in Qatar to host OICL Data Centre (DC) IT Infrastructure and around 2 racks to Host OICL Disaster Recovery (DR) IT Infrastructure. OICL may in future scale up the rack space up to 4 at each site.	Can DC & DR facility hosted outside Qatar anywhere in GCC Countries?	as per the RFP
86	13	1.6	The bidder or their consortium partner should have provided Co Hosting services for atleast TWO Clients in QATAR	Do you expect two clients by Bidder to be hosted in Partner facility? What if Partner has experience of 2 Hosting Clients but not through Bidder?	as per the RFP

S.No	Page No	Points/Section	Existing Clause	Query Sought	OICL Reply
87	11	1.3 Project Objective	In order to achieve establish an office in Qatar and offer innovative insurance products with a quick time to market, operational	do we need to connect Qatar OICL office/DC/DRC to PDC and SDC on MPLS network?	OICL Qatar offices/ Branch will connect to MPLS to DC and DR
88		general	general	Pls share the address of OICL Qatar office. Hope there is only one office in QATAR which needs to be connected. If more , pls share the details	Will be discussed with successful bidder
89	58	2.4 Data Centre and Disaster Recovery hosting (co-location) for Infrastructure and Applications and Network Connectivity (Including Internet Connectivity) between Data Centre, Disaster Recovery hosting and Qatar Office including the Network requirement	The Bidder is required to provide co-hosting space for around 2 racks space in minimum Tier III Data Centre in Qatar to host OICL Data Centre (DC) IT Infrastructure and around 2 racks to Host OICL Disaster Recovery (DR) IT Infrastructure.	Do we need to provide connectivity between IOCL DC/DR in Qatar to the OICL office in Qatar? Pls clarify	Refer Clause 2.4 (2.4 Data Centre and Disaster Recovery hosting (co-location) for Infrastructure and Applications and Network Connectivity (Including Internet Connectivity) between Data Centre, Disaster Recovery hosting and Qatar Office including the Network requirement) - Connectivity Solution of the RFP
90	61	Connectivity Solution	Bidder shall be required to terminate all the network links including internet link on the router (to be provided by the Bidder) to be installed in OICL QATAR office	Internet link is only at DC and DR and not at OICL office. Pls clarify. OICL Branch will connect to MPLS to DC/DR and then go on Internet which is terminated at DC/DR. Hope this is fine.	Your understanding is correct
91	61	Connectivity Solution	Replication Bandwidth between DC & DRC for data replication	where do we quote this link? there is no row to quote the same in the BOQ - Appendix -3	Bidder can add another Row in the Appendix -3 (Bandwidth & Network Cost - PART B : Optional Cost :- Bandwidth & Network Cost)
92		general	general	hope the required telephone lines and the expenses would be borne by OICL for helpdesk. Pls clarify.	as per the RFP
93			general	hope helpdesk is required at Qatar. Pls clarify	as per the RFP
94	20	SMS	Bidder Need to supply, implement and integrate the SMS Gateway for sending SMS to users/OICL employees/channel partners/other stakeholders. In its proposal Bidder needs to make provision for SMS integration	do we need to deploy SMS gateway application and integrate. Pls clarify. Hope the monthly costs of SMS would be borne by customer.	SMS Charges will be borned by OICL on the actual basis.

S.No	Page No	Points/Section	Existing Clause	Query Sought	OICL Reply
95	20	SMS	Bidder Need to supply, implement and integrate the SMS Gateway for sending SMS to users/OICL employees/channel partners/other stakeholders. In its proposal Bidder needs to make provision for SMS integration	do we need to quote for the one time deployment of SMS gateway application and hardware?	as per the RFP
96	32	RFP - DC and DRC Setup	Vi- Bidder Will need to provide LAN and SAN.....also needs to provide WAN connectivity across OICL locations including the security and network equipment to the locations identified by OICL.	Bidder understand interrack cabling at DC , DRC is in bidder scope for the solution provided , please confirm if structured cabling is also part of bidder for OICL locations. If yes pls share the number, location and details of these locations. How many users will sit per location and the nuder of data and voice nodes required	as per the RFP
97	32	2.2.15- Network and security equipment	the biddere is required to design, size , supply and maintain all network and security equipment for OICLs DC, DRC and office locations.	Please share the locations details and number of locations.	Office Location will be shared with the successful bidder
98	32	Router and Switches at branch/OICL office	LAN cabling and networking at brach location is also in Bidders scope.	Please share the locations detail (India/Qatar) and number of branches. How many users will be at each branch and nodes required.	Office Location will be shared with the successful bidder
99	33	network and server racks at DC, DR and branches	network and server racks at DC, DR and branches	Please location and number of branches to be considered.	DC &DR Site has to proposed by the Bidder Branch :ONE which can be increased in the future , will be shared with the successful bidder
100	33	Internet access for office loactions	The bidder is also required to factor the bandwidth required for branch/offices	Please share the location details and number of bracnhes/offices to be considered for bandwidth. Pls share the bandwidth size or bidder has to propose the bandwidth for branch and office locations/.	Office Location will be shared with the successful bidder

S.No	Page No	Points/Section	Existing Clause	Query Sought	OICL Reply
101	34	Other requirements for OICL Qatar office	4. the bidder is required to perform the structured cabling activity for both LAN and telephone lines	Please share the number of users at Qatar office along with Voice and Data points required. Is structured cabling required for any other office other than Qatar main office. If so please share the details for the same	Refer Appendix -4 of the RFP
102	12	OICL_Qatar_RFP/ Page No 16 to 18	Functional Requirement Specification, new subsection for Document Management System should be added	DMS as mentioned in the RFP is an important function of the envisaged system. As per our understanding OICL requires document management system that provides <ul style="list-style-type: none"> - Categorization of documents in folders-subfolders just like windows interface. There should not be any limit on the number of folder and levels of sub folder - Document Version Management with Check Out / Check In - Extensive document and folder level operation such as move / copy, email, download, delete, metadata association etc - Repository should be format agnostic - Indexing of the documents on user defined parameters - Association of the key words with the documents Kindly confirm if our understanding is correct.	as per the RFP

S.No	Page No	Points/Section	Existing Clause	Query Sought	OICL Reply
103	12	OICL_Qatar_RFP/ Page No 16 to 18	Functional Requirement Specification, new subsection for Document Management System should be added	<p>As per our understanding OICL requires a Document Management System having the following capability</p> <ul style="list-style-type: none"> - Document View - Server based Inbuilt Document Image Viewer for displaying image document without native viewer - Viewer should be platform independent - Support comprehensive annotation features like highlighting, marking text, underlining putting sticky notes on documents, and support for text and image stamps etc. - Automatic stamping of annotations with user name, date and time of putting annotations - Securing annotations for selective users - Full text search available both in English and Arabic languages <p>Kindly confirm</p>	as per the RFP
104	12	OICL_Qatar_RFP/ Page No 16 to 18	Mandatory product criteria for Wokflow Management	The workflow system should be complied to workflow standards: BPMN, BPEL and WFMC. Certified	as per the RFP

S.No	Page No	Points/Section	Existing Clause	Query Sought	OICL Reply
105	12	OICL_Qatar_RFP/ Page No 16 to 18	Mandatory product criteria for Wokflow Management	As per the RFP, Workflow Management Solution will be required by OICL. As per our understanding the Workflow Management System should be COTS based Business Process Management (BPM) platform having the capabilities of graphically modeling the processes or workflows, in built Form designer, process simulator, configurable Business Activity Monitoring tool (Dashboards) and integrated Document Management System for storing documents. Please confirm.	as per the RFP
106	12	OICL_Qatar_RFP/ Page No 16 to 18	Mandatory product criteria for Wokflow Management	The required workflow solution should have an inbuilt form designer to design Custom forms that can be attached at one or more stages of workflow.Kindly confirm	as per the RFP
107	12	OICL_Qatar_RFP/ Page No 16 to 18	Workflow Management	As per our understanding,OICL requires a workflow solution should have a configurable Business Activity Monitoring tool to design reports and dashboards.Kindly confirm.	as per the RFP

S.No	Page No	Points/Section	Existing Clause	Query Sought	OICL Reply
108	12	OICL_Qatar_RFP/ Page No 16 to 18	Workflows Management-Rules and Templates	<p>As per the RFP document, OICL needs the capability of Inbuilt configurable rules engine, So taking the requirement into consideration, we recommend that Rule engine should have atleast the below mentioned capabilities in it:</p> <ol style="list-style-type: none"> 1) Rule Engine should have a complete web based environment for the design, definition, testing, rule management operations and deployment of rules. 2) Rule Engine should have the web standard interfaces such as Web Services Definition Language (WSDL), XML Schema Definition (XSD), and Simple Object Access Protocol (SOAP) so that it can communicate with other applications based on open standards. 3) Solution should have the capability to deploy rules as the web service. 4) Solution should have the capability to define rules through "If else" statement or through "Decision Table". 	as per the RFP
109	12	OICL_Qatar_RFP/ Page No 17	Ability to do File Search by File Type, File Number, Priority, File short text, Created by, Created on, Planned close Date and Read from Archive	<p>As per the RFP full text search functionality will be required which should provide the OICL user to access the text based search over documents. As per our understanding OICL is looking for a document management system that should provide a full text search on documents both in English and Arabic languages. Kindly confirm if the understanding is correct.</p>	as per the RFP

S.No	Page No	Points/Section	Existing Clause	Query Sought	OICL Reply
110	12	OICL_Qatar_RFP/ Page No 105/ Appendix 4: Business Volumes	Number of users or concurrency for Document Management System or Workflows?	As per the RFP, we understand that the requirement of users is 50-100 concurrent users in Year1 with 5% Y-o-Y growth. We also understand that access to DMS would majorly through Portal and Core Insurance application, so in order to envisage the right usage of DMS, we would like OICL to share the following information: 1. Number of Transaction envisaged at Portal and/or Core Application in which documents would be either viewed or uploaded into the system. 2. Number of users who would be accessing the DMS & Workflow System Directly for accessing the documents from repository and/or processing the workflow on Business Process Management platform.	Refer Appendix -4 of the RFP
111	12	Appendix-1 Functional Specification (00000002)/ Page no 12	Workflow and DMS integration	As per the RFP, Inbound integration of workflow with third-party is mentioned. Kindly elaborate on third parties.	as per the RFP
112	12	Appendix-1 Functional Specification (00000002)/ Page no 12	Workflow and DMS integration	As per the RFP, Maker / Author verification on Master Information. Kindly elaborate	as per the RFP
113	12	Appendix-1 Functional Specification (00000002)/ Page no 12	Workflow and DMS integration	As per the RFP, Dual data entry on certain processes to check quality. Kindly elaborate	as per the RFP
114	12	Appendix-1 Functional Specification (00000002)/ Page no 12	Workflow and DMS integration	As per the RFP, The application should seamlessly integrate with all. Kindly elaborate	as per the RFP
115	12	Appendix-1 Functional Specification (00000002)/ Page no 12	Workflow and DMS integration	As per the RFP, Linking documents with relevant product, customer,. Kindly elaborate	as per the RFP
116	12	Appendix-1 Functional Specification (00000002)/ Page no 12	Workflow and DMS integration	As per the RFP, The system should allow uploading/downloading. Kindly elaborate	as per the RFP

S.No	Page No	Points/Section	Existing Clause	Query Sought	OICL Reply
117			Bidder or their consortium partner should have implemented the proposed Core Insurance solution in at least ONE Non-Life Insurance Company in Qatar	We would request OICL to kindly consider the experience of GCC countries as well.	as per the RFP
118			The bidder or their consortium partner should have provided Co Hosting services for atleast TWO Clients in QATAR	We would request OICL to kindly consider the experience of GCC countries as well.	as per the RFP
119			bidder or their consortium partner should have experience in commissioning & maintaining networks for at least TWO Clients in QATAR	We would request OICL to kindly consider the experience of GCC countries as well.	as per the RFP
120	13	1.6.4	The Bidder and their consortium partner or its partners should not have been blacklisted by any Government or PSU enterprise in India and in Qatar as on date of the submission of Bid.	The Bidder and their consortium partner or its partners should not have been currently blacklisted by any Government or PSU enterprise in India and in Qatar as on date of the submission of Bid.	The Bidder and their consortium partner should not have been blacklisted by any Government or PSU enterprise in India and in Qatar as on date of the submission of Bid.
121	14	2.3.3.1	The Bidder should provide, through a set of standard software packages, software and software related services to hardware infrastructure. The Bidder should have the ability to include OICL-owned custom software as needed, including provision for regular upgrades. The Bidder should ensure that appropriate application software suites are available to the specific functional users	The Bidder should provide, through a set of standard software packages, software and software related services to hardware infrastructure. The Bidder should have the ability to include OICL-owned custom software as needed, including provision for regular upgrades. The Bidder should ensure that appropriate application software suites are available to the specific functional users	as per the RFP
122	21		Upgrade to new releases should be automatic and free of cost during the project period.	Upgrade to new releases should be automatic and free of cost during the project period.	as per the RFP

S.No	Page No	Points/Section	Existing Clause	Query Sought	OICL Reply
123	21	3	<p><u>Applications</u></p> <p>g) Integrated Solution shall be full, unconditional ownership of OICL. h) The ownership of the product licenses would be with OICL.</p>	<p>To be deleted and replaced with the following:</p> <p><u>Retained Rights. Each Party owns, and will continue to own all right, title and interest in and to any inventions however embodied, know how, works in any media, software, information, trade secrets, materials, property or proprietary interest that it owned prior to this Agreement, or that it created or acquired independently of its obligations pursuant to this Agreement (collectively, "Retained Rights"). All Retained Rights not expressly transferred or licensed herein are reserved to the respective owner.</u></p> <p><u>Deliverables. Subject to the terms of this Agreement, and upon payment of the applicable fee, except the customizations done on Wipro Materials,</u></p>	as per the RFP
124	23	4 d)	<p>IPR and all documents for any bespoke applications/module (including all consecutive change requests) and any customization done in commercial off the shelf product shall lie with OICL. Source code shall be the property of OICL and to be provided by the bidder after Go Live or as and when required by OICL without any additional cost to OICL. Bidder to provide Declaration for Source Code and Intellectual Property Rights as per Annexure 11</p>	<p>IPR and all documents for any bespoke applications/module (including all consecutive change requests) and any customization done in commercial off the shelf product shall lie with OICL. Source code shall be the property of OICL and to be provided by the bidder after Go Live or as and when required by OICL without any additional cost to OICL. Bidder to provide Declaration for Source Code and Intellectual Property Rights as per Annexure 11</p>	as per the RFP

S.No	Page No	Points/Section	Existing Clause	Query Sought	OICL Reply
125	33	7	The hardware provided at the location should be new and Service Provider shall provide software Updates/ Patches/ Versions during all the Stages for all software components including operating systems (that of Network Equipment), firmware, management software, security software, or any other software, which would be part of the supplies.	The hardware provided at the location should be new and Service Provider shall provide software Updates/ Patches/ Versions during all the Stages for all software components including operating systems (that of Network Equipment), firmware, management software, security software, or any other software, which would be part of the supplies.	as per the RFP
126	34	2.2.16.13	The Bidder shall upgrade servers/ storage at no extra cost to the OICL, in case the offered configuration does not meet the requirements during the Contract Period.	The Bidder shall upgrade server ^{date} servers/ storage at no extra cost to the OICL, in case the offered configuration does not meet the requirements during the Contract Period.	as per the RFP
127	34	2.2.17.1	The Bidder is required to design, size, supply, implement, maintain and manage the IT Infrastructure (i.e. Printers, Scanners, projector, Desktop, UPS etc.) and associated software/Licenses/OS/Antivirus for OICL Qatar Office. Bidder is required to supply any additional hardware/software required to support the business during the project tenure. Hence, the Bidder would be required to size to IT infrastructure	The Bidder is required to design, size, supply, implement, maintain and manage the IT Infrastructure (i.e. Printers, Scanners, projector, Desktop, UPS etc.) and associated software/Licenses/OS/Antivirus for OICL Qatar Office. Bidder is required to supply any additional hardware/software required to support the business during the project tenure. Hence, the Bidder would be required to size to IT infrastructure	as per the RFP
128	34	2.2.17.5	The bidder will be responsible for repair of all damage to the building due to the negligence of its workers.	The bidder will be responsible for repair of all damage to the building due to the <u>gross</u> negligence of its workers.	as per the RFP
129	42	6 (a)	All product upgrades (including version upgrades, new versions), modifications, enhancements that have to be provided to OICL free of charge.	In-version upgrade which will be released by OEMs will be provided. All major upgrades will be treated as Change request. Please confirm	as per the RFP

S.No	Page No	Points/Section	Existing Clause	Query Sought	OICL Reply
130	43	2.3.4	Updates/Upgrades/New releases/New versions: The Bidder needs to implement and deploy the release Updates/Upgrades/New releases/New versions of OEM and notify OICL about the same.	Whether this is on Bidders discretion to update to meet the required SLA ?	This is at OICL Discretion to opt or not. However Bidder is required to notify about the updates/upgrades/New Releases/New Versions
131	47	2.3.13.iv	Security	Customer to share all security policies for Wipro's review.	Will be discussed with selected Bidder
132	61	Scope of work - General Principal - Pt 3	The Solutions should be capable of enabling the financial audit (both internal and statutory) through the system. During the contract period OICL may conduct IT system audit or hire an external third party audit agency to conduct the same. Bidder has to coordinate and assist OICL/ audit agency during the process of audit. The bidder needs to resolve all the Non-Conformance points agreed between OICL and Bidder in mutually agreed timelines.	Request to exclude internal cost records and sensitive financial information from the scope of such audits, in any case. External third party agency should not be a competitor of Wipro. Request notice period of 30 days in case of financial audit. Request audit to be done solely at customer's expense. Request financial audits to be done not more that two times every year.	as per the RFP

S.No	Page No	Points/Section	Existing Clause	Query Sought	OICL Reply
133	62	Scope of work - General Principal - Pt 8	<p>The baseline security configuration of Operating System, Database, Web server, DMS Server and all other applications/Hardware to be done by the bidder, according to the industry best practices.</p> <p>The OICL may at its discretion perform audit review which may include, but are not limited to, a review of: access and authorization procedures, physical security controls, input/output controls, DB controls, backup and recovery procedures, network security controls and program change controls.</p> <p>To the extent that OICL deems it necessary to carry out a program of inspection and audit to safeguard against threats and hazards to the confidentiality, integrity, and availability of data, the Bidder shall afford the OICL representatives access to the Bidder's facilities, installations, technical resources, operations, documentation, records,</p>	<p>Request to exclude internal cost records and sensitive financial information from the scope of such audits, in any case.</p> <p>External third party agency should not be a competitor of the bidder.</p> <p>Request notice period of 30 days in case of financial audit.</p> <p>Request audit to be done solely at customer's expense.</p> <p>Request financial audits to be done not more than two times every year.</p> <p>Access to bidder's premises and materials should be upon bidder's consent.</p>	as per the RFP
134	65	3.1.2	Right to Alter Quantities	Such alteration of quantities should not go beyond +/- 10% of the agreed quantities.	as per the RFP
135	65	3.1.4	Conditional bids shall not be accepted on any ground and shall be rejected straightway. If any clarification is required, the same should be obtained before submission of bids.	subject to deviations	as per the RFP
136	65	3.1.6	<p>Performance Security</p> <p>Within 15 days after the receipt of Notification of Award from OICL, the Bidder shall furnish performance security to OICL as per Annexure-6, which shall be equal to 10 percent of the value of the contract - valid till date of expiry of five year Contract period in the form of a bank guarantee from a nationalized/ scheduled bank as per the</p>	<p>Performance Security</p> <p>Within 15 days after the receipt of Notification of Award from OICL, the Bidder shall furnish performance security to OICL as per Annexure-6, which shall be equal to 10 percent of the value of the contract - valid till date of expiry of five year Contract period in the form of a bank guarantee from a nationalized/ scheduled bank as per the norms laid by</p>	as per the RFP

S.No	Page No	Points/Section	Existing Clause	Query Sought	OICL Reply
137	66	3.1.9	Delay in Bidder's performance	Request to cap liquidated damages to a maximum aggregate of 3% of the delayed/defaulting services.	as per the RFP
138	66	3.1.10	Payment Terms : As per RFP	70:30 should be replaced by 85:15	as per the RFP
139	68	4.2	<p>Ownership, Grant and Delivery</p> <p>The Bidder shall procure and provide a non-exclusive, non-transferable licenses to OICL for the Software to be provided as a part of this project. The Software should be assignable / transferable to any successor entity of OICL.</p> <p>OICL reserves the right to use the excess capacity of the licenses supplied by the Bidder for any internal use of OICL or its affiliates, or subsidiaries at no additional cost other than the prices mentioned in the commercial bid. The Bidder agrees that they do not have any reservations on such use and will not have any claim whatsoever against such use of the hardware, licenses and infrastructure.</p> <p>Further the Bidder also agrees that such use will not infringe or violate any license or other requirements</p>	<p>Ownership, Grant and Delivery</p> <p><u>Upon payment of all applicable fees and expenses,</u> The Bidder shall procure and provide a non-exclusive, non-transferable licenses to OICL for the Software to be provided as a part of this project <u>solely for OICL's use of the services and/or deliverables provided by the Bidder.</u> The Software should be assignable / transferable to any successor entity of OICL.</p> <p>OICL reserves the right to use the excess capacity of the licenses supplied by the Bidder for any internal use of OICL or its affiliates, or subsidiaries at no additional cost other than the prices mentioned in the commercial bid. The Bidder agrees that they do not have any reservations on such use and will not have any claim whatsoever against such use of the hardware, licenses and infrastructure.</p> <p>Further the Bidder also agrees that such</p>	as per the RFP

S.No	Page No	Points/Section	Existing Clause	Query Sought	OICL Reply
140	68	4.4	<p>OICL may assign the hardware and software provided therein by the Bidder in whole or as part of a corporate reorganization, consolidation, merger, or sale of substantially all of its assets. OICL shall have the right to assign such portion of the services to any of the sub-contractors, at its sole option, upon the occurrence of the following: (i) Bidder refuses to perform; (ii) Bidder is unable to perform; (iii) termination of the contract with the Bidder for any reason whatsoever; (iv) Expiry of the contract. Such right shall be without prejudice to the rights and remedies, which OICL may have against the Bidder. The Bidder shall ensure that the said subcontractors shall agree to provide such services to OICL at no less favorable terms than that provided by the Bidder and shall include appropriate wordings to this effect in the agreement entered into by the Bidder with such sub-contractors. The assignment</p>	<p>OICL may assign the hardware and software provided therein by the Bidder in whole or as part of a corporate reorganization, consolidation, merger, or sale of substantially all of its assets. OICL shall have the right to assign such portion of the services to any of the sub-contractors, at its sole option, upon the occurrence of the following: (i) Bidder refuses to perform; (ii) Bidder is unable to perform; (iii) termination of the contract with the Bidder for any reason whatsoever; (iv) Expiry of the contract. Such right shall be without prejudice to the rights and remedies, which OICL <u>either party</u> may have against the Bidder <u>other party</u>. The Bidder shall ensure that the said subcontractors shall agree to provide such services to OICL at no less favorable terms than that provided by the Bidder and shall include appropriate wordings to this effect in the agreement</p>	as per the RFP

S.No	Page No	Points/Section	Existing Clause	Query Sought	OICL Reply
141	69	4.6	<p>Indemnity The Bidder should indemnify OICL (including its employees, directors or representatives) from and against claims, losses, and liabilities arising from:</p> <p>a) Non-compliance of the Bidder with Laws / Governmental Requirements b) IP infringement c) Negligence and misconduct of the Bidder, its employees, and agents</p> <p>Indemnity would be limited to court awarded damages and shall exclude indirect, consequential and incidental damages. The Bidder shall not indemnify OICL for (i) Any loss of profits, revenue, contracts, or anticipated savings or (ii) Any consequential or indirect loss or damage however caused</p>	<p>Indemnity The Bidder should indemnify OICL (including its employees, directors or representatives) from and against claims, losses, and liabilities, <u>all of which are owed to third parties and are directly and proximately applicable to the Bidder,</u> arising from:</p> <p>a) Non-compliance of the Bidder with Laws / Governmental Requirements b) IP infringement c) <u>gross</u> Negligence and <u>willful</u> misconduct of the Bidder, its employees, and agents</p> <p>Indemnity would be limited to court awarded damages and shall exclude indirect, consequential and incidental damages. The Bidder shall not indemnify OICL for (i) Any loss of profits, revenue, contracts, or anticipated savings or</p>	as per the RFP

S.No	Page No	Points/Section	Existing Clause	Query Sought	OICL Reply
142	69	4.7	<p>Inspection of Records</p> <p>All Bidder records with respect to any matters covered by this tender shall be made available to OICL or its designees at any time during normal business hours, as often as OICL deems necessary, to audit, examine, and make excerpts or transcripts of all relevant data. Said records are subject to examination. OICL's auditors would execute confidentiality agreement with the Bidder, provided that the auditors would be permitted to submit their findings to OICL, which would be used by OICL. The cost of the audit will be borne by OICL. The scope of such audit would be limited to Service Levels being covered under the contract, and financial information would be excluded from such inspection, which will be subject to the requirements of statutory and regulatory authorities.</p>	<p>Inspection of Records</p> <p>All Bidder records with respect to any matters covered by this tender shall be made available to OICL or its designees at any time during normal business hours <u>and upon providing a written notice of thirty (30) days</u>, as often as OICL deems necessary <u>but not more than two (2) times every financial year</u>, to audit, examine, and make excerpts or transcripts of all relevant data. Said records are subject to examination. OICL's auditors would execute confidentiality agreement with the Bidder, provided that the auditors would be permitted to submit their findings to OICL, which would be used by OICL <u>and such auditors shall not be competitors of the Bidder.</u> The cost of the audit will be borne by OICL. The scope of such audit would be limited to Service Levels being covered</p>	as per the RFP
143	69	4.10.	<p>Information Ownership</p> <p>All information processed, stored, or transmitted by Bidder equipment belongs to OICL. By having the responsibility to maintain the equipment, the Bidder does not acquire implicit access rights to the information or rights to redistribute the information. The Bidder understands that civil, criminal, or administrative penalties may apply for failure to protect information appropriately.</p>	<p>Information Ownership</p> <p><u>Exlcuding Bidder's pre-existing and independently developed intellectual property information contained therein,</u> All information processed, stored, or transmitted by Bidder equipment belongs to OICL. By having the responsibility to maintain the equipment, the Bidder does not acquire implicit access rights to the information or rights to redistribute the information. The Bidder understands that civil, criminal, or administrative penalties may apply for failure to protect information appropriately.</p>	as per the RFP

S.No	Page No	Points/Section	Existing Clause	Query Sought	OICL Reply
144	70	4.12	The requirements of use and confidentiality set forth herein shall survive the expiration, termination or cancellation of this tender.	The requirements of use and confidentiality set forth herein shall survive the expiration, termination or cancellation of this tender for a period of one (1) year.	as per the RFP
145	70	4.14	Liquidated Damages: If the Bidder fails to meet the Project Timelines as per Section 1.7, OICL shall without prejudice to its other remedies under the contract, deduct from the contract price, as liquidated damages, a sum equivalent to 0.5% of the contract price for every week (seven days) or part thereof of delay, up to maximum deduction of 10% of the total contract price.	Liquidated Damages: If the Bidder fails to meet the Project Timelines as per Section 1.7, OICL shall without prejudice to in lieu of its other remedies under the contract, deduct from the contract price, as liquidated damages, a sum equivalent to 0.5 3 % of the undelivered goods and/or services for every week (seven days) or part thereof of delay, up to maximum aggregate deduction of 10 3 % of undelivered goods and/or services.	as per the RFP
146	71	4.16	Termination for Default : OICL may, without prejudice to any other remedy for breach of contract, by 30 calendar days written notice of default sent to the Bidder, terminate the contract in whole or in part: a) If the Bidder fails to deliver any or all of the Solution and services within the time period(s) specified in the contract, or any extension thereof granted by OICL; or b) If the Bidder fails to perform any other obligation(s) under the contract	Termination for Default : OICL may, without prejudice to any other remedy for breach of contract, by 30 calendar days written notice from the end of cure period of 45 days of default sent to the Bidder, terminate the contract in whole or in part: a) If the Bidder fails to deliver any or all of the Solution and services within the time period(s) specified in the contract, or any extension thereof granted by OICL; or b) If the Bidder fails to perform any other obligation(s) under the contract	as per the RFP
147	71	4.18	Termination for insolvency	Request written notice of 30 days	as per the RFP

S.No	Page No	Points/Section	Existing Clause	Query Sought	OICL Reply
148	72	4.19	<p>Either party may, by 30 calendar days written notice sent to the other party, terminate the contract, in whole or in part at any time of their convenience. The notice of termination shall specify the extent to which performance of work under the contract is terminated, and the date upon which such termination becomes effective.</p> <p>The goods and services that are complete and ready for shipment within 30 calendar days after the receipt of notice of termination by the Bidder shall be purchased by OICL at the contracted terms and prices. For the remaining goods and services, OICL may elect:</p> <p>i. To have any portion completed and delivered at the contracted terms and prices; and/ or</p> <p>ii. To cancel the remainder and pay to the Bidder a mutually agreed amount for partially completed goods and services and</p> <p>Taxes & Duties:If there is any increase/decrease in taxes/ duties due to any reason whatsoever, after Notification of Award, the same shall be passed on to OICL.</p>	<p>Either party may, by 3090 calendar days written notice sent to the other party, terminate the contract, in whole or in part at any time of their convenience.</p> <p><u>Either party may, by 30 calendar days written notice sent to the other party, terminate the contract, in whole or in part for material breach of this contract.</u>The notice of termination shall specify the extent to which performance of work under the contract is terminated, and the date upon which such termination becomes effective.</p> <p>The goods and services that are complete and ready for shipment within 30 calendar days after the receipt of notice of termination by the Bidder shall be purchased by OICL at the contracted terms and prices. For the remaining goods and services, OICL may elect:</p> <p>i. To have any portion completed and</p>	as per the RFP
149	73	4.24	<p>Taxes & Duties:If there is any increase/decrease in taxes/ duties due to any reason whatsoever, after Notification of Award, the same shall be passed on to OICL.</p>	<p>Taxes & Duties:If there is any increase/decrease in taxes/ duties or any addition/modification of new/existing applicable taxes due to any reason whatsoever, after bid submission, the same shall be passed on to OICL.</p>	as per the RFP

S.No	Page No	Points/Section	Existing Clause	Query Sought	OICL Reply
150	73	4.23	<p>Limitation of Liability: Bidder's cumulative liability for its obligations under the contract shall not exceed the total contract value and the Bidder shall not be liable for incidental / consequential or indirect damages including loss of profit or saving.</p>	<p>Limitation of Liability: <u>Notwithstanding anything to the contrary contained herein,</u> Bidder's cumulative liability for its obligations under the contract shall not exceed <u>aggregate of (i) value of the products supplied during six months prior to the date of claim; (ii) the fees received by supplier under this Agreement during the six months preceding the date of such claim, for services,</u> and the Bidder shall not be liable for incidental / consequential or indirect damages including loss of profit or saving.</p>	as per the RFP
151	73	4.27.2	<p>Company reserves the right to verify the validity of information given by the Bidders. If at any future point of time, it is found that the Bidder had made a statement, which is factually incorrect, OICL will reserve the right to debar the Bidder from bidding prospectively for a period to be decided by OICL and take any other action as maybe deemed necessary.</p>	<p>Company reserves the right to verify the validity of information given by the Bidders. If at any future point of time, it is found that the Bidder had made a statement, which is factually incorrect, OICL will reserve the right to debar disqualify the Bidder from bidding prospectively for a period to be decided by OICL and take any other action as maybe deemed necessary.</p>	as per the RFP

S.No	Page No	Points/Section	Existing Clause	Query Sought	OICL Reply
152	74	4.30.	<p>OICL clarifies that OICL shall be entitled to an injunction, restraining order, right for recovery, suit for specific performance or such other equitable relief as a court of competent jurisdiction may deem necessary or appropriate to restrain the Bidder from committing any violation or enforce the performance of the covenants, obligations and representations contained in this tender document. These injunctive remedies are cumulative and are in addition to any other rights and remedies OICL may have at law or in equity, including without limitation a right for recovery of any amounts and related costs and a right for damages.</p>	<p>OICL clarifies that OICL shall be entitled to seek an injunction, restraining order, right for recovery, suit for specific performance or such other equitable relief as a court of competent jurisdiction may deem necessary or appropriate to restrain the Bidder from committing any violation or enforce the performance of the covenants, obligations and representations contained in this tender document. These injunctive remedies are cumulative and are in addition to any other rights and remedies OICL may have at law or in equity, including without limitation a right for recovery of any amounts and related costs and a right for damages.</p>	<p>as per the RFP</p>

S.No	Page No	Points/Section	Existing Clause	Query Sought	OICL Reply
153	78	5.2	<p><u>Bid Security</u></p> <p>EMD of Rs. 50,00,000/- (Rupees Fifty Lakhs Only) in the form of Bank Guarantee favoring 'The Oriental Insurance Company Ltd' valid for six months should be submitted as per format given in Annexure 5 - Pro forma for Bid Security.</p> <p>a) BG should be drawn on Nationalized / Scheduled bank in favor of 'The Oriental Insurance Company Ltd'. Non-submission of BG along with Eligibility-Bid document will disqualify the Bidder.</p> <p>b) BG will be returned to the qualified Bidder after acceptance of Purchase Order and/ or Signing of the Contract(s) by the Bidder and submission of required Performance Bank Guarantee (PBG) as per format given in Annexure 6 - Pro forma for Performance Security.</p> <p>c) For the Bidders who do not qualify in this tender, BG will be returned after the</p>	<p><u>Bid Security</u></p> <p>EMD of Rs. 50,00,000/- (Rupees Fifty Lakhs Only) in the form of Bank Guarantee favoring 'The Oriental Insurance Company Ltd' valid for six months should be submitted as per format given in Annexure 5 - Pro forma for Bid Security.</p> <p>a) BG should be drawn on Nationalized / Scheduled bank in favor of 'The Oriental Insurance Company Ltd'. Non-submission of BG along with Eligibility-Bid document will disqualify the Bidder.</p> <p>b) BG will be returned to the qualified Bidder after acceptance of Purchase Order and/ or Signing of the Contract(s) by the Bidder and submission of required Performance Bank Guarantee (PBG) as per format given in Annexure 6 - Pro forma for Performance Security.</p> <p>c) For the Bidders who do not qualify in</p>	as per the RFP
154	87	to be included		The total amount of Penalty imposed by Purchaser, under this Contract shall not exceed 3% of the total value of the delayed/defaulting Purchase Order value.	Not Accepted
155	98	Annexure 9	With reference to your above referred tender regarding Procurement, Installation, Implementation, Maintenance & Support of Core insurance and other support applications at OICL Qatar , we hereby confirm that we are not debarred / black listed by any Government or PSU enterprise in India and in Qatar as on date of the submission of RFP.	With reference to your above referred tender regarding Procurement, Installation, Implementation, Maintenance & Support of Core insurance and other support applications at OICL Qatar , we hereby confirm that we are not debarred / black listed by any Government or PSU enterprise in India and in Qatar as on date of the submission of RFP.	as per the RFP

S.No	Page No	Points/Section	Existing Clause	Query Sought	OICL Reply
156		Transfer of risk and title		Title of ownership and risk of the goods supplied under this Contract is passed onto Purchaser on Delivery of material at Purchaser's location.	as per the RFP
157		Warranty	Clauses to be added	Customer acknowledges that wipro does not provide any warranty in respect of the components replaced and the defective parts will be the property of Wipro Ltd.; The Customer represents and warrants that it has or will obtain or will arrange for all requisite approvals, consents, logon Credentials to carry on its business, and for Wipro to undertake and	Not Accepted
158		Intellectual Property	Clauses to be added	No intellectual property rights of any nature shall be transferred from one party to the other in the course of performing any obligations or otherwise under this agreement. For the avoidance of doubt, Wipro may use certain tools, processes or methodologies of its own in performing the Services. Ownership of all intellectual property rights and any other rights in these shall vest with Wipro, and no rights shall be deemed to have accrued to the Customer.	Not Accepted

S.No	Page No	Points/Section	Existing Clause	Query Sought	OICL Reply
159		Force Majeure	Clauses to be added	WIPRO shall not be liable for any failure or delay in performance resulting directly or indirectly from causes beyond its reasonable control due to act of God, war declared, epidemics, negligence by customer, civil or political disturbance, lock-outs, shortage of labour, drought, floods, fire, theft, accidents and other exceptional circumstances. In such a situation, WIPRO's liability ceases under this Agreement and then both the parties shall discuss the course of action to be taken afterwards.	Not Accepted
160		Customer Information	Clauses to be added	Wipro may also share contract / engagement / project details and relevant documentation to its customers / prospective customers solely for the purpose of, and with the intent to, evidence and support its experience earned under this Agreement.	Not Accepted
161		Savings Clause	Clauses to be added	Wipro'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 Wipro's non-performance is caused by the Customer's omission to act, delay, wrongful action, failure to provide Inputs, or failure to perform its obligations under this	Not Accepted
162		Assignment / Discounting of Receivables	Clauses to be added	Customer hereby agrees and provides consent to Wipro to have unhindered right to assign the receivables under this Contract to a financial or banking institution or any other institution / organization engaged in the business of funding. For avoidance of doubt, such assignment may include but is not limited	Not Accepted

S.No	Page No	Points/Section	Existing Clause	Query Sought	OICL Reply
163		Non Hire	Clauses to be added	During the term of this Agreement and for a period of one (1) year thereafter either Party shall not, directly or indirectly, hire or solicit for hire, any of the personnel of the other Party. Additionally, both Parties agree to the entry of an injunction against it in the event of actual or threatened breach of its obligations hereunder.	Not Accepted
164		SNR	Clauses to be added	Customer hereby agrees to make the site ready as per the agreed specifications, within the agreed timelines. Customer agrees that Wipro shall not be in any manner be liable for any delay arising out of Customer's failure to make the site ready within the stipulated period, including but not limited to levy of liquidated damages for any delay in performance of Services under the terms of this Agreement. In case the SITE is not ready for a continuous period of 30 days, milestone payment related to installation will be released to vendor based on the SNR report, also if there is any additional warranty cost due to continuous site not readiness for 30 days, same will be borne by the customer	Not Accepted

S.No	Page No	Points/Section	Existing Clause	Query Sought	OICL Reply
165		Pass Through Warranty	Clauses to be added	Wipro shall "pass-through" any and all warranties and indemnities received from the manufacturer or licensor of the products and, to the extent, granted by such manufacturer or licensor, the Customer shall be the beneficiary of such manufacturer's or licensor's warranties and indemnities. Further, it is clarified that Wipro shall not provide any additional warranties and indemnities with respect to such products.	Not Accepted
166		ERV	Clauses to be added	"It is agreed that the price quoted is arrived at based on the exchange rate of 1 USD = INR ___ ("Base Exchange Rate"). In the event the Base Exchange Rate either increases or decreases by percentage points greater than two per cent [2%], the prices shall be charged as per the then current exchange rate."	Not Accepted
167		Risk and Title	Clauses to be added	The risk, title and ownership of the products shall be transferred to the customer upon delivery of such products to the customer	Not Accepted
168		Deemed Acceptance	Clauses to be added	Services and/or deliverables shall be deemed to be fully and finally accepted by Customer in the event when Customer has not submitted its acceptance or rejection response in writing to Wipro within 15 days from the date of installation/commissioning or when Customer uses the Deliverable in its business, whichever occurs earlier. Parties agree that Wipro shall have 15 days time to correct in case of any rejection by Customer.	Not Accepted

S.No	Page No	Points/Section	Existing Clause	Query Sought	OICL Reply
169		Change Order	Clauses to be added	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/Purchase Order. Wipro will prepare a Change Order reflecting the proposed changes, including the impact on the Deliverables, schedule, and fee. In the absence of a signed Change Order, Wipro shall not be bound to perform any additional services.	Not Accepted
170		Additional Hardware	Clauses to be added	because of this clause configuration will go very higher and it will impact the commercial part. Please Remove this clause or change to "Offered tape library/ tape drives in the library should have a provision to connections to SAN switches."	Not Accepted
171		Upgrades/Enhancements	Clauses to be added	Notwithstanding anything to the contrary in the RFP, any requirement by Purchaser of any upgrade/enhancement shall be provided by the Successful Bidder at an additional cost to Purchaser and the same shall be done through a Change Order.	Not Accepted
172		Penalty Cap	Clauses to be added	Nothing withstanding anything contained here, including annexures etc, the maximum aggregate penalty against the bidder for all claims, including risk purchase, by which ever name so called, shall be limited to 3% of the respective SOW/PO value and shall be in lieu of all available remedies to the customer.	Not Accepted

S.No	Page No	Points/Section	Existing Clause	Query Sought	OICL Reply
173	1	Page - 34- Section 2.2.16 -Pt 12	The Server Load balancing (SLB) , if required, for bidder's solution should have Next Gen features like Virtualization, Application Performance Monitoring, Web Performance Optimization with minimum throughput and should have present in Gartner's Leader quadrant for ADC in the latest report	<p>Since SLB is very crucial component, we would request your kindly make this Item mandatory as part of solution requirement.</p> <p>SUGGESTED CLAUSE: The Server Load balancing (SLB) for bidder's solution should have Next Gen features like Virtualization, Application Performance Monitoring, Web Performance Optimization with minimum throughput and should have present in Gartner's Leader quadrant for ADC in the latest report.</p> <p>Total Quantity as per the Solution Requirement, in High Availability / Redundancy mode.</p>	As per the RFP

S.No	Page No	Points/Section	Existing Clause	Query Sought	OICL Reply
174	2	Page - 34- Section 2.2.16 -Pt 12	<p>The Server Load balancing (SLB) , if required, for bidder's solution should have Next Gen features like Virtualization, Application Performance Monitoring, Web Performance Optimization with minimum throughput and should have present in Gartner's Leader quadrant for ADC in the latest report</p>	<p>As per our understanding, the ADC-VX/Virtualization feature is a specialized Application Delivery Controller (ADC) hypervisor that runs multiple virtual ADC instances on dedicated ADC hardware.</p> <p>ADC-VX is built on a unique architecture that virtualizes the resources—including CPU, memory, network, and acceleration resources. This specialized hypervisor runs fully functional virtual ADC instances, each of which delivers ADC functionality just like a dedicated physical ADC. Each virtual ADC instance contains a complete and separated environment of resources, configurations and management.</p> <p>Pls confirm our understanding. Also mention the number of Virtual Instances.</p>	As per the RFP

S.No	Page No	Points/Section	Existing Clause	Query Sought	OICL Reply
175	3		New Component Request DDoS Mitigation Solution	<p>QUERY</p> <p>DDoS Attacks are very Complicated and very difficult to Detect/Mitigate which requires proposer Historical Baselineing of Traffic, Challenge - Response Mechanism for Detection and advanced Mitigation capabilities.</p> <p>We would request you to propose the DEDICATED DDoS solution.</p> <p>SUGGESTED CLAUSE:</p> <p>Dedicated DDoS Mitigation solution (not part of NIPS/Firewall/Router/ADC) should be proposed, Total Qty as per the solution requirement.</p> <p>DDoS Flood Attack Prevention Rate: upto 10 Mpps. The Device performance should not degrade in the event of DoS/DDoS</p>	As per the RFP

S.No	Page No	Points/Section	Existing Clause	Query Sought	OICL Reply
176	4		New Component Request	<p>Query: Typically to handle sophisticated attacks like DDOS, professional Services from the OEM are required, for mitigating these kind of complicated attacks. Hence kindly mention that at the time of DDoS attack, Real time support, which should be available 24x7 would be provided by directly by the OEM (with SLA defined) in order to mitigate the DoS/DDoS attacks.</p> <p>The System Integrator has to quote these services in their commercial proposal as well.</p> <p>SUGGESTED CLAUSE:</p> <p>EMERGENCY RESPONSE TEAM:</p> <p>The OEM has to provision for knowledgeable and specialized security experts who provide 24x7 (SLA defined),</p>	As per the RFP

S.No	Page No	Points/Section	Existing Clause	Query Sought	OICL Reply
177	5	Appendix-2 General Requirements, Point no. 41	IPS Feature Requirements	<p>Query: The IPS should be a dedicated appliance based solution not a part of Firewall or UTM.</p> <p>In order to achieve Defense in Depth approach wrt the overall Security Infra, it is highly recommended to have Firewall & NIPS from different OEM's as if the hacker is able to circumvent/bypass/compromise one device OS, it should be stopped by the other solution from Different make/Different OS. Kindly confirm same.</p> <p>SUGGESTED CLAUSE:</p> <p>The IPS, Router-Switches & Firewall should be from different OEM.</p> <p>The IPS should be a dedicated appliance, not a part of UTM/Firewall module. Sizing & Total Qty as per solution requirement.</p>	As per the RFP
178	1	OICL_Qatar_RFP/ Page No 16 to 18	Functional Requirement Specification, new subsection for Document Management System should be added	<p>DMS as mentioned in the RFP is an important function of the envisaged system. As per our understanding OICL requires document management system that provides</p> <ul style="list-style-type: none"> - Categorization of documents in folders-subfolders just like windows interface. There should not be any limit on the number of folder and levels of sub folder - Document Version Management with Check Out / Check In - Extensive document and folder level 	as per the RFP

S.No	Page No	Points/Section	Existing Clause	Query Sought	OICL Reply
179	2	OICL_Qatar_RFP/ Page No 16 to 18	Functional Requirement Specification, new subsection for Document Management System should be added	<p>As per our understanding OICL requires a Document Management System having the following capability</p> <ul style="list-style-type: none"> - Document View - Server based Inbuilt Document Image Viewer for displaying image document without native viewer - Viewer should be platform independent - Support comprehensive annotation features like highlighting, marking text, underlining putting sticky notes on documents, and support for text and image stamps etc. - Automatic stamping of annotations with user name, date and time of putting annotations - Securing annotations for selective users - Full text search available both in English and Arabic languages <p>Kindly confirm</p>	as per the RFP
180	3	OICL_Qatar_RFP/ Page No 16 to 18	Mandatory product criteria for Wokflow Management	The workflow system should be complied to workflow standards: BPMN, BPEL and WFMC. Certified	as per the RFP

S.No	Page No	Points/Section	Existing Clause	Query Sought	OICL Reply
181	4	OICL_Qatar_RFP/ Page No 16 to 18	Mandatory product criteria for Wokflow Management	As per the RFP, Workflow Management Solution will be required by OICL. As per our understanding the Workflow Management System should be COTS based Business Process Management (BPM) platform having the capabilities of graphically modeling the processes or workflows, in built Form designer, process simulator, configurable Business Activity Monitoring tool (Dashboards) and integrated Document Management System for storing documents. Please confirm.	as per the RFP
182	5	OICL_Qatar_RFP/ Page No 16 to 18	Mandatory product criteria for Wokflow Management	The required workflow solution should have an inbuilt form designer to design Custom forms that can be attached at one or more stages of workflow.Kindly confirm	as per the RFP
183	6	OICL_Qatar_RFP/ Page No 16 to 18	Workflow Management	As per our understanding,OICL requires a workflow solution should have a configurable Business Activity Monitoring tool to design reports and dashboards.Kindly confirm.	as per the RFP

S.No	Page No	Points/Section	Existing Clause	Query Sought	OICL Reply
184	7	OICL_Qatar_RFP/ Page No 16 to 18		<p>As per the RFP document, OICL needs the capability of Inbuilt configurable rules engine, So taking the requirement into consideration, we recommend that Rule engine should have atleast the below mentioned capabilities in it:</p> <ol style="list-style-type: none"> 1) Rule Engine should have a complete web based environment for the design, definition, testing, rule management operations and deployment of rules. 2) Rule Engine should have the web standard interfaces such as Web Services Definition Language (WSDL), XML Schema Definition (XSD), and Simple Object Access Protocol (SOAP) so that it can communicate with other applications based on open standards. 3) Solution should have the capability to deploy rules as the web service. 4) Solution should have the capability to define rules through "If else" statement or through "Decision Table". 	as per the RFP
185	8	OICL_Qatar_RFP/ Page No 17	Workflows Management-Rules and Templates Ability to do File Search by File Type, File Number, Priority, File short text, Created by, Created on, Planned close Date and Read from Archive	<p>As per the RFP full text search functionality will be required which should provide the OICL user to access the text based search over documents. As per our understanding OICL is looking for a document management system that should provide a full text search on documents both in English and Arabic languages. Kindly confirm if the understanding is correct.</p>	as per the RFP

S.No	Page No	Points/Section	Existing Clause	Query Sought	OICL Reply
186	9	OICL_Qatar_RFP/ Page No 105/ Appendix 4: Business Volumes	Number of users or concurrency for Document Management System or Workflows?	As per the RFP, we understand that the requirement of users is 50-100 concurrent users in Year1 with 5% Y-o-Y growth. We also understand that access to DMS would majorly through Portal and Core Insurance application, so in order to envisage the right usage of DMS, we would like OICL to share the following information: 1. Number of Transaction envisaged at	as per the RFP
187	10	Appendix-1 Functional Specification (00000002)/ Page no 12	Workflow and DMS integration	As per the RFP, Inbound integration of workflow with third-party is mentioned. Kindly elaborate on third parties.	Refer the RFP Section 2.1.1 -Point 3
188	11	Appendix-1 Functional Specification (00000002)/ Page no 12	Workflow and DMS integration	As per the RFP, Maker / Author verification on Master Information. Kindly AS per the RFP, Dual data entry on certain	Refer the RFP Section 2.1.1 -Point 3
189	12	Appendix-1 Functional Specification (00000002)/ Page no 12	Workflow and DMS integration	processes to check quality. Kindly elaborate	Refer the RFP Section 2.1.1 -Point 3
190	13	Appendix-1 Functional Specification (00000002)/ Page no 12	Workflow and DMS integration	As per the RFP, The application should seamlessly integrate with all. Kindly	Refer the RFP Section 2.1.1 -Point 3
191	14	Appendix-1 Functional Specification (00000002)/ Page no 12	Workflow and DMS integration	As per the RFP, Linking documents with relevant product, customer.. Kindly	Refer the RFP Section 2.1.1 -Point 3
192	15	Appendix-1 Functional Specification (00000002)/ Page no 12	Workflow and DMS integration	As per the RFP, The system should allow uploading/downloading. Kindly elaborate	Refer the RFP Section 2.1.1 -Point 3
193	63	9/Considerations for Proposed Hardware & Software to support the in-scope System	Offered tape library/ tape drives in the library should have a minimum of two redundant connections to SAN switches.	Because of this clause configuration will go very higher and it will impact the commercial part. Please Remove this	Offered tape library/ tape drives in the library should have a provision of connections to SAN switches
194	29	Appendix -2 Technical Specification (Tape Library)	Tape library shall have remote monitoring capability, control path failover, data path	For given scope these features are not required and it will impact the	Tape library shall have remote monitoring capability, control path failover, data path
195	28	Appendix -2 Technical Specification (SAN Switch)	Minimum 48 Active ports should be available for DC and 24 Ports activated for DR. (each with minimum port speed 16 Gbps)	Given specs is on very higher side and it will impact the commercial part. . Please change to "Minimum 24 Active ports should be available for DC and 24 Ports activated for DR. (each with minimum port speed 16 Gbps)"	Minimum 24 Active ports should be available for DC and 24 Ports activated for DR. (each with minimum port speed 16 Gbps). Bidder to note these are minimum requirement bidder need to right size to meet the requirement mentioned in the RFP