Sr. No.	Page #	Point / Section #	RFP Clause	Query Sought	OICL Response
1	16	1.7, Project Timelines	Supply and delivery of Software Licenses T + 6 Weeks Installation, Configuration and commissioning of the solution at the OICL specified locations T+ 8 Weeks	Considering the overall scope of the project the timeline mentioned in the RFP may not be sufficient. We would like to propose: 1. T+8 Weeks for Supply and Delivery of Software License 2. 10 weeks after Delivery of Software License for Installation, Configuration and commissioning of the solution at the OICL specified locations	As per the terms of the RFP
2	17	2.3.1-Technical Scope 2.3.1.1- Software Specification, Point i	The proposed Centralized Bilingual solution should support conversion from English Language to Hindi Language of all the reports/ documents to be downloaded through Core Insurance Application (INLIAS).	Can we have approximate numbers of reports and approximate number of pages in each report?	**Clarification:** Currently OICL has envisaged the translation of 500 Reports, the count of reports may increase by 25% during the contract period and bidder shall provide the same at no additional cost to OICL and approximate number of pages in each report will be shared with the successful bidder.
3	17	2.3.1-Technical Scope 2.3.1.1- Software Specification, Point v	The functionality of OICL Core Insurance Application & any other Applications should be in no way altered.	How will user toggle between languages?	**Clarification:** The current OICL's Core Insurance application INLIAS has a provision for selecting Langauge.

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4	18	2.3.1- Technical scope 2.3.1.2- Translation, point i	The proposed Bilingual solution should support various file types such as Text, PDF and DOC(X).	We would like to understanding following: 1. Whether the Text, PDF and DOC(X) report files are password protected? 2. Whether the PDF files are digitally signed (if yes, type of signature Single DigiSign for the organization or User Specific?	**Clarification:** 1. No, the Text, PDF and DOC(X) report files are not password protected. 2. Yes, Bidder is required to propose the functionality to convert the files/ documents that are digitally signed. All The policy documents generated are digitally signed and Currently OICL uses class 3 type Digital signature for signing the policy documents.
5	18	2.3.1- Technical scope 2.3.1.2- Translation, point i	The proposed Bilingual solution should support various file types such as Text, PDF and DOC(X).	Pls provide information on PDF genration software/system being used in this application (software name, version no etc). Is Hindi software expected to use the same PDF generation software for Hindi?	**Clarification:** Currently, there is no separate PDF generation software/system being used in the OICL's Core Insurance application. OICL Uses the Core Insurance Application to generate the report in PDF.
6	18	2.3.1- Technical scope 2.3.1.2- Translation, point ii (b)	Reports Display and Printing	Does the report opens in Browser and then it can be downloaded	**Clarification:** Reports can be downloaded after being opened in the browser or it can be downloaded without opening the browser.

Sr. No.	Page #	Point / Section #	RFP Clause	Query Sought	OICL Response
7	18	2.3.1- Technical scope 2.3.1.2- Translation, point ii (b)	Reports Display and Printing: Reports from OICL Core Insurance Application including any customized reports of OICL. Reports should be converted into target language i.e. Hindi Language maintaining the format exactly as per English. This includes conversion of configuration & master data, and Customer data in Bilingual (using Phonetic Transliteration and Translation). This should not have any impact on the existing English reports.	Client to provide samples and templates of all down loadable and printed reports for analysis?	**Clarification:** Shall be shared with the successful bidder.
8	18	2.3.1- Technical scope 2.3.1.2- Translation, point ii (d)	The proposed Bilingual solution should be able to carry out conversion of text and PDF file report formats. Printing should be supported on DMP, Laser and Ink-jet printers.	Is Hindi required to be printed on Non-Unicode DMP?	**Clarification:** Currently, OICL does not use DMP Printers. The Proposed Solution should atleast support Laser Jet and Ink-Jet Printers
9	18	2.3.1- Technical scope 2.3.1.2- Translation, point ii (d)	The proposed Bilingual solution should be able to carry out conversion of text and PDF file report formats. Printing should be supported on DMP, Laser and Ink-jet printers.	Are Text reports (unformatted) expected to be printed on Laser/ Inkjet printer?	**Clarification:** Currently, OICL does not use DMP Printers. The Proposed Solution should atleast support Laser Jet and Ink-Jet Printers.
10	18	2.3.1- Technical scope 2.3.1.3- Other requirements, point 2	The proposed Bilingual solution should be capable of generating bilingual reports and prints in Hindi Language and English Language and user should be able to select the language in which they wish to download the report.	Is the user expected to set his preferred language at one time during a session, thereafter all reports will be printed in the preferred language until change of preference by user?	**Clarification:** User at its own discretion can set their preferred language in the Core Insurance Application.

All the reports will be printed in the preferred language untill the user changes its preference of language. |

Sr. No.	Page #	Point / Section #	RFP Clause	Query Sought	OICL Response
11	18	2.3.1- Technical scope 2.3.1.3- Other requirements, point 2	The proposed Bilingual solution should be capable of generating bilingual reports and prints in Hindi Language and English Language and user should be able to select the language in which they wish to download the report.	Whether the downloaded reports should be in English/Hindi OR English+Hindi Language	**Clarification:** The Reports are to be converted in either Hindi or English as per the preference set by the user.
12	21	2.3.2- Functional scope, Point 2	Upgrades of software libraries to suit web enabled front end using Windows operating system in client desktop/ workstations and be compatible with majorly available browsers like Internet explorer, Firefox, Chrome etc.	Is the entire application Centrally hosted and browser based?	**Clarification**: OICL's Core Insurance Application INLIAS is centrally hosted and is accessed by OICL's users through browser.
13	17	2.1, Overview of scope	OICL intends to procure a Bilingual Solution which will convert the documents/reports to be downloaded through Core Insurance Application (INLIAS) to the target language Hindi	Only documents/reports to be converted or Screens/Display as well	**Clarification:** Only documents/ reports downloaded through OICL's Core Insurance Application INLIAS have to be converted.
14	41	5.3, Bid Security	EMD of Rs. 1,00,000/- (Rupees One Lakhs Only) (Exempt for eligible entities (i.e. MSME/NSIC), as per Government of India Guidelines, subject to submission of the relevant certificate. Certificate shall be valid on the date of Bid Submission) in the form of Bank Guarantee favoring 'The Oriental Insurance Company Ltd' v**alid for six months** should be submitted as per format given in Annexure 5 - Pro forma for Bid Security.	As per this clause EMD BG should be valid for 6 months. Where as in BG Format (Annexure 5 - pg. 58), it was mentioned as **This guarantee will remain in force up to and including 45 days after the period of bid validity** Pl. clarify	**Clarification:** Please refer Annexure 5: Proforma for Bid Security, The EMD submitted by the bidder in the form of Bank Guarantee should be valid for 225 Days (Bid Validity Period (6 Months) + Claim Period (45 Days))

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15		General		How many reports are to be converted	**Clarification:** Currently OICL has envisaged the translation of 500 Reports, the count of reports may increase by 25% during the contract period and bidder shall provide the same at no additional cost to OICL