

Brief Description of Procurement	Request for Proposal for Omnichannel Website & Mobile App Performance and Customer Experience Monitoring (Synthetic monitoring) as a Service for LIC.
Bid Reference	Ref: LIC/CO/ITDT/PORTAL/2526/RFP/WPM dated: 28.03.2025
Date and Time of Pre-Bid Meeting	16 th April, 2025 (Wednesday) at 11.00 Hrs.
Venue of Pre-Bid Meeting	Hosted virtually at LIC of India, Central Office, IT/SD Department, 2nd Floor, South Wing, Jeevan Seva Annex Building, S. V. Road, Santacruz (W), Mumbai, Maharashtra – 400054.

The following officials of LIC of India were present in the pre-bid meeting:

1. Mr. Shashi Kumar, Assistant Secretary, IT/DT
2. Mr. Saurav Ganguli, AO, IT/DT
3. Mr. Ayush Tripathi, AAO, IT/DT

Proceeding of the pre-bid meeting is as follows:

- At the outset, Mr. Shashi Kumar, (Assistant Secretary, IT/DT) made a briefing about the purpose of the pre-bid meeting. Thereafter, the procurement procedure, evaluation criteria, technical scoring, indicative commercial bid format and online submission guidelines were explained by Mr. Ayush Tripathi (AAO, IT/DT). Thereafter, prospective bidders were requested to put up their queries related to the tender document and were responded by Mr. Saurav Ganguli and Mr. Ayush Tripathi.

The responses to queries sought from prospective bidders in e-mail and those asked during the meeting have been compiled as annexure Pre-bid Queries.

The Bidders' following representatives have attended the pre-bid meeting:

#	Name of the Organization	Names of the Representatives
1	M/s AQM Technologies Pvt. Ltd.	Mr. Hitesh Nair
		Mr. Nikhil Patil
		Ms. Shrija Rajan
2	M/s Cyfuture India Pvt Ltd - Mumbai	Ms. Khusboo

Annexure Pre Bid Queries

Clarifications in regards to queries / suggestions received for

Omnichannel Website & Mobile App Performance and Customer Experience Monitoring (Synthetic monitoring) as a Service for LIC

Ref: LIC/CO/ITDT/PORTAL/2526/RFP/WPM dated : 28.03.2025

#	Section / Clause under Reference as per RFP Document	Content of Para / Clause under Reference as per RFP Document	Query / Suggestions	Response
1	Table E2 (Technical Evaluation) Point no 2 (Active Clients:), Page No: 66	Bidder must be providing the monitoring services to minimum 5 RBI/IRDAI regulated active clients as on date of the RFP. The service must be actively being used as on date of RFP.	We request you to consider even clients which are regulated by SEBI. Please add/amend this clause accordingly.	Please refer Corrigendum 1
2	Table E2 (Technical Evaluation) Point no 2 (Active Clients:), Page No: 66	Bidder must be providing the monitoring services to minimum 5 RBI/IRDAI regulated active clients as on date of the RFP. The service must be actively being used as on date of RFP.	We request you to consider minimum 3 active clients, as all other criteria points refer to submission of proofs/evidences across 3 clients. Please help us get this clause modified to consider a minimum of 3 clients.	Please be guided by the RFP document.

#	Section / Clause under Reference as per RFP Document	Content of Para / Clause under Reference as per RFP Document	Query / Suggestions	Response
3	Table E2 (Technical Evaluation) Point no 2 (Active Clients:), Page No: 66	Bidder must be providing the monitoring services to minimum 5 RBI/IRDAI regulated active clients as on date of the RFP. The service must be actively being used as on date of RFP.	Please confirm if any monitoring service can be considered (like APM services) & not just synthetic monitoring.	Please be guided by the RFP document.
4	Table E2 (Technical Evaluation) Point no 2 (Active Clients:), Page No: 66	Bidder must be providing the monitoring services to minimum 5 RBI/IRDAI regulated active clients as on date of the RFP. The service must be actively being used as on date of RFP.	Please confirm if clients can be considered which are activated (or in process of activation) post RFP date; considering the renewal/conversion processes as per new Financial Year.	Please be guided by the RFP document.
5	Table E2 (Technical Evaluation) Point no 3 (Client Satisfaction Letter), Page No: 66	Bidder must provide minimum 3 client satisfaction letters for the monitoring services as on date of RFP. The clients must be regulated by RBI/IRDAI.	We request you to consider including the clients which are regulated by SEBI. Please add/amend this clause accordingly.	Please refer Corrigendum 1
6	Table E2 (Technical Evaluation) Point no 3 (Client Satisfaction Letter), Page No: 66	Bidder must provide minimum 3 client satisfaction letters for the monitoring services as on date of RFP. The clients must be regulated by RBI/IRDAI.	Please confirm that the letters from inactive clients (inactive currently as on today) will also be considered as evidence.	Please be guided by the RFP document.

#	Section / Clause under Reference as per RFP Document	Content of Para / Clause under Reference as per RFP Document	Query / Suggestions	Response
7	Table E2 (Technical Evaluation) Point no 3 (Sample Reports Submission), Page No: 66	The bidder must submit one (1) sample report each from a minimum of three (3) distinct active clients that are regulated by RBI/IRDAI.	We request you to consider including the clients which are regulated by SEBI. Please add/amend this clause accordingly.	Please refer Corrigendum 1
8	Table E2 (Technical Evaluation) Point no 3 (Sample Reports Submission), Page No: 66	The bidder must submit one (1) sample report each from a minimum of three (3) distinct active clients that are regulated by RBI/IRDAI.	Please confirm if this report can be of any monitoring service (like APM service) & not just synthetic monitoring.	Please be guided by the RFP document.
9	Table E2 (Technical Evaluation) Point no 3 (Sample Reports Submission), Page No: 66	Sample Reports Submission: The bidder must submit one (1) sample report each from a minimum of three (3) distinct active clients that are regulated by RBI/IRDAI.	Please confirm if sample report of inactive (inactive currently as on today) clients will be considered if it is executed within the one year from RFP date.	Please be guided by the RFP document.
10	Table E2 (Technical Evaluation) Point no 3 (Client PO Value), Page No: 66	The bidder must submit a minimum of three (3) valid Purchase Orders (POs) from clients regulated by the RBI / IRDAI. Bidders may submit redacted purchase orders with the client's name and other confidential details redacted, provided they are accompanied by the required documentary evidence.	We request you to consider including the clients which are regulated by SEBI. Please add/amend this clause accordingly.	Please refer Corrigendum 1

#	Section / Clause under Reference as per RFP Document	Content of Para / Clause under Reference as per RFP Document	Query / Suggestions	Response
11	Table E2 (Technical Evaluation) Point no 3 (Client PO Value), Page No: 66	The bidder must submit a minimum of three (3) valid Purchase Orders (POs) from clients regulated by the RBI / IRDAI. Bidders may submit redacted purchase orders with the client's name and other confidential details redacted, provided they are accompanied by the required documentary evidence.	Please confirm if PO of inactive (inactive currently as on today) clients will be considered if it is executed within the one year from RFP date.	Please be guided by the RFP document.
12	ANNEXURE G: INDICATIVE COMMERCIAL BID COVERING LETTER; Page No: 68	No. of pages	Please confirm if no. of pages for web (250) and mobile (100) will be constant OR can increase beyond this upon project initiation. Will this count be the minimum count OR be reduced by LIC during project period.	Please refer corrigendum 1
13	Section 6 (TERMS AND CONDITIONS) Sub Section 6.13.2 (Payment Terms & Conditions); Point no:- b ;Page No: 35	Payment for the one time Implementation, Configuration & Training items (Item 2 and 3) will be upon the Successful deployment and post 30 day of goes live of application.	There is no provision in 'ANNEXURE H: INDICATIVE COMMERCIAL BID' for adding the commercials for the said payment clause. Kindly suggest alternative or requesting amendment in the Annexure H for the same.	Please refer Corrigendum 1

#	Section / Clause under Reference as per RFP Document	Content of Para / Clause under Reference as per RFP Document	Query / Suggestions	Response
14	Section 6 (TERMS AND CONDITIONS) Sub Section 6.3 (SERVICES LOCATION) ;Page No: 35	The vendor offers to provide the Services to LIC at Mumbai and / or at such locations as may be required by LIC.	Kindly share the locations in scope for resource deployment.	Please be guided by the RFP document.
15	General	General	<p>We have 50 + Banks as our clients who have hosted their Banking Services on our Data Center. We are managing, monitoring and trouble shooting their connectivity link and Banking applications</p> <p>24*7 from our data center known as NOC and SOC (Network monitoring + Security Monitoring). Banks are clients of RBI. We have also provided mobile Banking services will all security and authentication features as per the guidelines of RBI. Please let us know whether we can participate and show Banks as clients of RBI.</p>	Self-explanatory.

Secretary (IT/Digital Transformation)