

Ref: LIC/CO-ITSD/ITPROJECTS/WHATSAPP/RFP/2021-2022

19.01.2022

**Minutes of Pre-Bid Meeting for Request for Proposal
For Development, Implementation & Maintenance of WhatsApp Business
Solutions and WhatsApp Bot in Life Insurance Corporation of India**

Agenda: Pre-Bid Meeting for Request for Proposal for Development, Implementation and Maintenance of WhatsApp Business Solutions and WhatsApp Bot in Life Insurance Corporation of India. Ref: LIC/CO-ITSD/ITPROJECTS/WHATSAPP/RFP/2021-2022 Dated 11/01/2022

Date : 19th January, 2022 (11:00 AM)

Venue : Through Video Conference

LIC of India, Conference Hall, 2rd Floor,
Jeevan Seva Annexe Building, S.V. Road, Santacruz (W), Mumbai 400054

Attendees :

LIC of India

H Nanda

Executive Director(IT/SD)

P.S.Negi

Chief(IT/SD)

Monica Jaghdari

Secretary(IT/SD)

Pramod Kumar

Deputy Secretary(IT/SD)

Vimalesh Kumar

Assistant Secretary (IT/SD)

Narendra Wagh

Administrative Officer(IT/SD)

Hrushikesh Kulkarni

Administrative Officer(IT/SD)

B Mohan Kumar

Assistant Administrative Officer(IT/SD)

Robins

Assistant Administrative Officer(IT/SD)

Vaisakh V

Assistant Administrative Officer(IT/SD)

Karthik Rana

Assistant Administrative Officer(IT/SD)

Prospective /Bidders' Representatives		
Sr.No.	Name of Attendee	Company
1	Arjun Singh	Sinch - ACL Mobile
2	Niraj Tiwari	Sinch - ACL Mobile
3	Kartikeye	Sinch - ACL Mobile
4	Jayveer Samant	Yellow AI
5	Ashwin Raghuraman	Yellow AI
6	Jaideep	Yellow AI
7	Ali Lightwalla	Gupshup
8	Mridul Kumawat	Gupshup
9	Rahul Khokale	Ameyo
10	Manas Saxena	Ameyo
11	Aswinkumar Sethuraman	Anoorcloud
12	Srinivasan	Anoorcloud
13	Ashraf Jamal	Netxcell
14	Latika	Routemobile
15	Sneeden Rodrigues	Routemobile
16	Valentan D' Silva	Routemobile
17	Sanket Save	Routemobile
18	Jimmy Padia	Floatbot
19	Sushil Bhujade	Karix
20	Gyanendra Dubey	Karix
21	Rahul Verma	Airtel

22	Harshi Agarwal	Airtel
23	Nikhil Deokar	ESDS
24	Shreyas Bedse	ESDS
25	Shalabh Singhi	IMIMobile(CISCO)
26	Rashid Raza	Knowlarity
27	Harshit Gupta	Knowlarity
28	Sai Palicherla	InfoBip
29	Jayesh More	InfoBip
30	Chandan Shanbhag	Conneqtcorp
31	Ajith Nayak	Conneqtcorp
32	Rohit Raina	Value First
33	Sujoy Mukhopadhyay	Value First

Minutes of discussions during the Pre-Bid Meeting

- Self-Introduction by all participants
- Presentation on the Eligibility, Scope of Work, Evaluation Criteria, Timelines etc. was made to the participants by Assistant Secretary (IT/SD)
- The participants raised queries regarding the RFP which were satisfactorily answered by Assistant Secretary (IT/SD). The participants were also asked to submit their queries by email and that the final decision will be taken by the Competent Authority. They were informed that the formal clarifications and corrigendum shall be issued as per the Activity Schedule of the RFP.



Life Insurance Corporation of India

IT Department, Central Office, Jeevan Sewa Annexe, Santacruz(W), Mumbai-400054

- It was also informed that all the Pre-bid queries received on email bids.itprojects@licindia.com shall be responded through clarifications/corrigendum to the RFP, if required. The clarifications/ corrigendum will be posted on all three web sites

<https://licindia.in/Bottom-links/tenders.aspx>

<https://www.tenderwizard.in/lic>

<https://eprocure.gov.in/epublish/app>

and that the clarifications/ corrigendum by LIC will form part of RFP.

Replies to Prebid queries

SI	RFP DOCUMENT REFERENCE	Clause	Query	LIC REPLY
1	5.1.1 Detailed scope of work For WhatsApp Business Solution & Page No 62	WhatsApp Business solution should support Profile Management, Contact Management and Message Support.	We have profile management, contact management and message support but need clarity	Profile management pertains to managing the whatsapp profile of LIC which includes but is not limited to setting up of LIC's whatsapp account, making changes in Profile , as and when required etc. Contact management refers to activities related to management of contacts which includes but is not limited to creation , updation , deletion of contact lists , contact verification, logging of interactions with contacts, dashboard for managing contacts and so on. Message support refers to all types of support to be provided for messaging and conversational activities on whatsapp platform
2	5.1.1 Detailed scope of work For WhatsApp Business Solution & Page No 62	API should be able to automatically detect Template ID from message content.	We only require template name and msg content, but need more clarity if anything besides this	This refers to that in the messaging API, if the template id is supplied, the message content should be automatically picked up from the list of whitelisted template ids
3	5.1.1 Detailed scope of work For WhatsApp Business Solution & Page No 62	URL shortening feature to ensure sending of customer friendly URLs with LIC's brand in the domain (brand identifying domains for shortened URLs).	Need Clarity like domain will be provided by LIC	The domain in the URL and the URL to be shortened will be provided by LIC
4	5.1.1 Detailed scope of work For WhatsApp Business Solution & Page No 62	Providing console to respond to messages received over WhatsApp.	Need Clarity what is required	Management console to track activities related to LIC's Whatsapp Business solutions platform with features including but not limited to view, track, analyse, respond to messages and any such activities which may require console .

SI	RFP DOCUMENT REFERENCE	Clause	Query	LIC REPLY
5	5.1.1 Detailed scope of work For WhatsApp Business Solution & Page No 63	Support should be provided for integration of LIC's Chatbot with WhatsApp Business solution. Bidder will also provide support for future integration of other applications of LIC, as requested from time to time.	Need Clarity like LIC has its own bot already.	LIC has its own chatbot. Bidder has to provide support for integration of LIC's Chatbot with WhatsApp Business solution. Bidder has to provide support for integration of other applications of LIC with the proposed solution through APIs.
6	5.1.1 Detailed scope of work For WhatsApp Business Solution & Page No 63	Adding new user to contact list should support import via phone number and through WhatsApp user verification.	Need More Clarity in which contact list user should be added	Contact lists of LIC
7	3 Eligibility Criteria & Page No 31	5 The bidder should preferably be recognised WhatsApp Business Solution providers (BSPs), as per the list provided on the following URL: https://www.facebook.com/business/partnerdirectory/search?solution_type=messaging&countries=IN&platforms=whatsapp	URL which mentioned is getting updated frequently so in this regards kindly allow to share the Letter which will get from by FACEBOOK IRELAND LTD indicating Directly to LIC which shows that "Route Mobile Limited is an authorized whatsapp business solution Provider of Facebook Ireland Ltd."	The bidder should be official business partner of Whatsapp and should provide supporting documents in this regard. Please refer to relevant section in Corrigendum02 Ref: LIC/CO-ITSD/ITPROJECTS/WHATSAPP/RFP/2021-2022/Corr2 Dated: 24/01/2022 - Revised Annexure IX - point 3
8	7 Service Level Agreement (SLA) & Page no 69	A) Penalties for down time of Solution: Availability of WhatsApp Business and WhatsApp-BOT Solution Services	Penalty Charges is very aggressive needs to reduce the charges. Also, before going ahead with the penalty needs to consider the pointers raised by the bidder cause some how we also depends on the LIC as it's a on premise solution and Hardware infrastructure / bandwidth etc ... provided by the LIC.	Please refer to relevant section in Corrigendum02 Ref: LIC/CO-ITSD/ITPROJECTS/WHATSAPP/RFP/2021-2022/Corr2 Dated: 24/01/2022. If the delay/ downtime is attributable to LIC's side, no penalty will be levied, for that period.
9	7 Service Level Agreement (SLA) & Page no 69	B) Penalties for delay in integration of solution:	Per Day Penalty charges needs to reduce upto Rs.500 to Rs.1000/- cause while doing the integration we need a proper response and support from the LIC team for the requested details and the infra and the enough Bandwidth	Please refer to relevant section in Corrigendum02 Ref: LIC/CO-ITSD/ITPROJECTS/WHATSAPP/RFP/2021-2022/Corr2 Dated: 24/01/2022. If the delay/ downtime is attributable to LIC's side, no penalty will be levied, for that period.

SI	RFP DOCUMENT REFERENCE	Clause	Query	LIC REPLY
10	General	Submission	Which all are the documents needs to submit Physically ?	All documents to be submitted online as mentioned in RFP
11	2.26 Non-Disclosure Agreement (NDA) & Page no 27	The bidder shall submit, a duly notarized Non-Disclosure agreement on a stamp paper of Rs.250/- (Rupees two hundred fifty only) as per the format given in Annexure – VII duly signed by the Authorized Signatory of the Company.	NDA requested is the part of current submission or it will get sign later on from the RFP awarded bidder ? If it's a part of the submission Physically or online needs to submit ? Also, allow us to execute it on Rs.100/- stamp paper or Rs.500/- instead of Rs.250/- as per the choice of LIC Team.	RFP terms and conditions stand. NDA needs to be submitted by the winning bidder only on stamp papers of rs. 500/-. Please refer to Corrigendum01 - Ref: LIC/CO-ITSD/ITPROJECTS/WHATSAPP/RFP/2021-2022/Corr1 Dated: 17/01/2022
12	Annexure - IX - Conformity with Eligibility Criteria (Page 87)	The bidder should preferably be recognised WhatsApp Business Solution providers (BSPs), as per the list provided on the following URL: https://www.facebook.com/business/partnerdirectory/search?solution_type=messaging&countries=IN&platforms=whatsapp	Can you consider Whatsapp approved ISV as well? Clause mentions "Preferably", so we wanted to clarify, is this mandatory requirement?	The bidder should be official business partner of Whatsapp and should provide supporting documents in this regard. Please refer to relevant section in Corrigendum02 Ref: LIC/CO-ITSD/ITPROJECTS/WHATSAPP/RFP/2021-2022/Corr2 Dated: 24/01/2022
13	Annexure - IX - Conformity with Eligibility Criteria (Page 88)	Bidder must have minimum annual turnover of Rs. 10 Crores in each of the last three financial years (2018-2019, 2019-2020 and 2020-2021) should also have made profit (before tax) in at two of the three previous financial years.	Will it be possible to waive off this criteria as we are DIPP registered start-up?	RFP terms and conditions stand.
14	Annexure - IX - Conformity with Eligibility Criteria (Page 88)	The bidder should have positive net worth in each of the last three financial years (2018-2019, 2019-2020 and 2020-2020)	Will it be possible to waive off this criteria as we are DIPP registered start-up?	RFP terms and conditions stand.
15	Annexure – XI : Final commercial Bid Template (Page 93)	WhatsApp message sending charges *	WhatsApp also intend to charge for "user initiated message" or inbound message from February 1st 2022, If WhatsApp introduces this charge every inbound session would be charged, would LIC pay those additionally as actual?	Please refer to relevant sections in Corrigendum02 Ref: LIC/CO-ITSD/ITPROJECTS/WHATSAPP/RFP/2021-2022/Corr2 Dated: 24/01/2022

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16	2.11 Consortiums or sub-contractor (Page 19)	No consortium bidding is allowed. LIC will not consider joint or collaborative proposals that require a contract with more than one Bidder. Bidder need to fulfill all the eligibility criteria and technical evaluation criteria in their individual capacity unless mentioned otherwise.	Can bidder sub-contract the task to OEM of WhatsApp Chatbot? In other words, can SI be bidder of RFP and work with Chatbot OEM?	RFP terms and conditions stand
17	Infrastructure Specifications (Hardware and Software) - (Page 70)	6. Servers for hosting the application.	Does solution provider need to provide hardware sizing for on-premise or private cloud instance or do we need to offer a hosted solution on cloud? Is it a on-premise setup or cloud based solution is acceptable?	RFP terms and conditions stand. Bidders need to check the RFP and corrigendum.
18	Infrastructure Specifications (Hardware and Software) - (Page 70)	3. Oracle 19c database.	Can solution provider bring their own database stack (Open source), instead of using Oracle database	RFP terms and conditions stand
19	2.26 Non-Disclosure Agreement (NDA) Page 27	The bidder shall submit, a duly notarized Non-Disclosure agreement on a stamp paper of Rs.250/- (Rupees two hundred fifty only) as per the format given in Annexure – VII duly signed by the Authorized Signatory of the Company.	Dear Sir, due to covid situation our offices are closed and we are working from home, it will be difficult to arrange NDA on Rs. 250 stamp paper request you to allow us to submit NDA on Companies letter-head which bid submission.	NDA needs to be submitted by the winning bidder only on stamp papers of rs. 500/-. Please refer to Corrigendum01 - Ref: LIC/CO-ITSD/ITPROJECTS/WHATSAPP/RFP/2021-2022/Corr1 Dated: 17/01/2022
20	2.27 LIC's right to vary requirement during the term of the contract. Page 28	LIC reserves the right at the time of award of contract and during the term of the contract to vary the quantity of services specified in the RFP without any change in unit prices or other terms and conditions.	Dear Sir, the pricing is controlled by Facebook and it may keep changing, request you to make this clause mutual, where the bidder should be allowed to change the pricing during the contract	Please refer to relevant sections in Corrigendum02 Ref: LIC/CO-ITSD/ITPROJECTS/WHATSAPP/RFP/2021-2022/Corr2 Dated: 24/01/2022
21	5 Scope of work Page no. 62	1.Implementation of Verified WhatsApp Business profile of LIC. The setup is to be done on Indian phone number.	The number will be provided by LIC or the selected bidder has to provide number ?	The number will be provided by LIC.

SI	RFP DOCUMENT REFERENCE	Clause	Query	LIC REPLY
22	5 Scope of work Page no. 62	2.Single API call for sending of all types of messages/notifications, with or without media attachments to different recipients.	The payload will be one to many or one to one recipient?	API designed should handle single as well as bulk messages.
23	5 Scope of work Page no. 62	3.WhatsApp Business solution should support Profile Management, Contact Management and Message Support.	Please elaborate on Contact Management	Contact management refers to activities related to management of contacts which includes but is not limited to creation , updation , deletion of contact lists , contact verification, logging of interactions with contacts, dashboard for managing contacts and so on.
24	5 Scope of work Page no. 62	4.The bidder shall provide free of cost WhatsApp message services for at least a period of 24 hrs, if the recipient initiates the request to LIC on WhatsApp platform and responses are given by LIC to the recipient through WhatsApp messages/notifications.	Under the new WhatsApp bill plan, user request is termed as “User Initiated Conversation” and 1st response to the user is charged	Please refer to relevant sections in Corrigendum02 Ref: LIC/CO-ITSD/ITPROJECTS/WHATSAPP/RFP/2021-2022/Corr2 Dated: 24/01/2022
25	5 Scope of work Page no. 62	5.Enabling duplicate check to ensure no duplicate delivery is done on the same number due to transmission loss retries.	What should be the duration or validity time of the message post with no retry attempt will be made and the trigger will be expired	Duration of the message post within which no retry attempt will be made and the trigger is expired will be 12 hours
26	5 Scope of work Page no. 62	8.Click tracking of URLs in WhatsApp messages support to ensure that it can be known who clicked and who didn't for better user behaviour insights.	Click tracking feature is applicable only for Text, please let us know if the same is required for media content as well.	Click tracking feature is required only for TEXT.
27	5 Scope of work Page no. 62	11.Implement opt-in feature for taking recipients consent for sending of messages by LIC to their WhatsApp	Please let us know the channels used for implementing opt-in and opt-out, if channels like SMS or	Opt-ins can be through whatsapp.
28	5 Scope of work Page no. 62	12.URL shortening feature to ensure sending of customer friendly URLs with LIC's brand in the domain (brand identifying domains for shortened URLs).	LIC to provide short URL Domain.	LIC will provide URL DOMAIN for short URL's.

SI	RFP DOCUMENT REFERENCE	Clause	Query	LIC REPLY
29	5 Scope of work Page no. 65	22.WhatsApp messaging throughput should be a minimum of 1000 messages/second at any point of time.	The platform can support 1k TPS. But each WABA number can support only 300 TPS (with multi-connect containers) if media / interactive templates are used, request you re-consider TPS expectations	Please refer to relevant sections in Corrigendum02 Ref: LIC/CO-ITSD/ITPROJECTS/WHATSAPP/RFP/2021-2022/Corr2 Dated: 24/01/2022
30	Annexure – VII : Non-Disclosure Agreement (No deviations in wordings permitted) Page no.82	(To be executed over Rs.500 Stamp/Franked paper & notarized)	Dear Sir, due to covid situation our offices are closed and we are working from home, it will be difficult to arrange NDA on Rs. 250 stamp paper request you to allow us to submit NDA on Companies letter-head which bid submission, Also in case of no change in the clause please specify the Stamp paper value	RFP Terms and conditions stand.NDA needs to be submitted by the winning bidder only on stamp papers of rs. 500/-. Please refer to Corrigendum01 - Ref: LIC/CO-ITSD/ITPROJECTS/WHATSAPP/RFP/2021-2022/Corr1 Dated: 17/01/2022
31	Annexure – XI : Final commercial Bid Template Page no.93		Under the new WhatsApp bill plan, user request is termed as “User Initiated Conversation” and 1st response to the user is charged request you to make the changes in Final Commercial bid considering the cost heads	Please refer to relevant sections in Corrigendum02 Ref: LIC/CO-ITSD/ITPROJECTS/WHATSAPP/RFP/2021-2022/Corr2 Dated: 24/01/2022
32	5.1.2 Detailed Scope of work For WhatsApp-bot solution, page 63	WhatsApp-bot solution refers to automated conversational software integrated with the messaging app using WhatsApp Business API. The conversations initiated through WhatsApp-bot can be rule-based, structured or use NLP (natural language processing) for seamless interactions.	Can you specify some NLP use cases and how many keywords to consider for NLP intent identification Can you categorise the NLP keywords on the basis of responses as how many Simple, Medium and Complex response would be? • Simple - If the response is just in the form of plain text, Video, Image or PDF. • Medium - Multiple NLP conversation and simple actionable messages. • Complex - Multiple NLP conversation and complex actionable messages.	Please refer to relevant sections in Corrigendum02 Ref: LIC/CO-ITSD/ITPROJECTS/WHATSAPP/RFP/2021-2022/Corr2 Dated: 24/01/2022 - Definition of Whatsapp-bot solution and scope of work for Whatsapp-bot solution

SI	RFP DOCUMENT REFERENCE	Clause	Query	LIC REPLY
33	5.1.1 Detailed Scope of work For WhatsApp-bot solution, page 63	Support should be provided for integration of LIC's Chatbot with WhatsApp Business solution. Bidder will also provide support for future integration of other applications of LIC, as requested from time to time.	How many integration envisaged in total and what will be the type of integrations method to be used?	To start with , the number of integrations required will be 15. Going ahead, the number of integrations will be dynamic, based on the requirements of LIC. Integration method will be using APIs (REST / SOAP)
34	5.1.1 Detailed Scope of work For WhatsApp-bot solution, page 63	Implementation of contact verification function to check whether the recipients have active WhatsApp user account.	If a user doesn't have an active WhatsApp account, can we use sms fallback mechanism to delivery messages?	The Fallback mechanism is not required as of now. If the user doesn't have an active Whatsapp account, based on the number provided, conversations cannot happen with the user.
35	5.1.1 Detailed Scope of work For WhatsApp-bot solution, page 63	Implement sending WhatsApp messages in Hindi, English and other Indian languages. Messaging framework must be capable of sending messages in various media formats like image, pdf, video, gif, emojis,	Which all languages are planned as part of current scope? GIF is still not supported by WhatsApp API. Kairx will support all media formats supported by WhatsApp till date	Apart from English and hindi, further languages added will be according to the eighth schedule of the constitution of India and supported by Whatsapp.
36	4.15.1 Prices Prices payable to Bidder(s) will be fixed as derived from the Final L1 quote. Escalation of Costs: Bidder(s) will in no circumstances be entitled to any escalation of costs for price of any material / items supplied or services tendered under the contract. Page no.42		No Price escalation provision - Kindly allow for price revision on mutual discussion between the parties	Please refer to Corrigendum02 Ref: LIC/CO-ITSD/ITPROJECTS/WHATSAPP/RFP/2021-2022/Corr2 Dated: 24/01/2022
37	4.16 Indemnity page no. 43		Unilateral- kindly pls include Customer's Indemniy for third party Content breach claims .	RFP terms and conditions stand
38	4.17 Liability pgaeno. 44		Liability too high,Kindly pls restrict the Liability to one year contract value .	RFP terms and conditions stand

SI	RFP DOCUMENT REFERENCE	Clause	Query	LIC REPLY
39	4.27.2 Termination and reduction for convenience pageno. 52		No exit route for the bidder provided, Kindly consider the clause to be mutual so that we would also have a right to terminate. Also kindly allow the bidder to give notice of termination under few circumstances like bidder ceasing to offer service on account of any statutory requirement.	RFP terms and conditions stand
40	Generic	SMS Fallback mechanism	Will fallback to sms required in case end users doesn't receive WhatsApp messages in specified interval of time	RFP terms and conditions stand
41	Generic	Live agent requirement	How many live agents will be required in case customer wants to connect with a live agent servicing their queries?	LIC has its own chatbot. Bidder has to provide support for integration of LIC's Chatbot with Whatsapp Business solution. Bidder has to provide support for integration of other applications of LIC with the proposed solution through APIs.
42	5.1.1. (4) , Page 62	4. The bidder shall provide free of cost WhatsApp message services for at least a period of 24 hrs, if the recipient initiates the request to LIC on WhatsApp platform and responses are given by LIC to the recipient through WhatsApp messages/notifications.	We understand that WhatsApp has revised their pricing for the messages exchanged. The revised pricing will be applicable w.e.f. 1st of Feb 2022. Hence, the mentioned statement is required to be altered. Kindly validate our understanding.	Please refer to relevant sections in Corrigendum02 Ref: LIC/CO-ITSD/ITPROJECTS/WHATSAPP/RFP/2021-2022/Corr2 Dated: 24/01/2022
43	5.1.1. (15) , Page 62	15. Providing console to respond to messages received over WhatsApp.	Is the bidder expected to provide Live Agent panel / solution for manually respond to conversations? Kindly explain the requirement in detail.	LIC has its own chatbot. Bidder has to provide support for integration of LIC's Chatbot with Whatsapp Business solution. Bidder has to provide support for integration of other applications of LIC with the proposed solution through APIs.

SI	RFP DOCUMENT REFERENCE	Clause	Query	LIC REPLY
44	5.1.1. (16) , Page 62	16.Support for message status support (send, delivered, read), rich messaging support (audio message, location sharing etc.) and template message (template message request / creation via console, template message retrieval via API and template message localization (local language) support.	Kindly list down the number of languages which LIC is expecting to communicate with users through WhatsApp.	Apart from English and hindi further languages added will be according to the eighth schedule of the constitution of India and supported by whatsapp.
45	5.1.1. (18) , Page 63	18.Support should be provided for integration of LIC's Chatbot with WhatsApp Business solution. Bidder will also provide support for future integration of other applications of LIC, as requested from time to time.	We understand that LIC has Chatbot already in place and bidder has to provide WhatsApp Business Solution only. Kindly validate our understanding.	LIC has its own chatbot.Bidder has to provide support for integration of LIC's Chatbot with Whatsapp Business solution. Bidder has to provide support for integration of other applications of LIC with the proposed solution through APIs.
46	5.1.1. (19) , Page 63	19.Implementation of contact verification function to check whether the recipients have active WhatsApp user account.	Kindly illustrate more on the mentioned requirement.	Contact verification function pertains to verification of the recipients' number to check whether the Whatsapp account number is active or not
47	5.1.2. (1) , Page 63	1.Implement a WhatsApp-bot solution which will help recipients with their queries, feedbacks, requests, and complaints and so on where they can communicate with LIC.	We understand that bidder is required to develop and implement a bot solution for LIC with rule-based, structured or NLP based bot. Kindly validate our understanding.	Please refer to Corrigendum02 Ref: LIC/CO-ITSD/ITPROJECTS/WHATSAPP/RFP/2021-2022/Corr2 Dated: 24/01/2022
48	5.1.2. (1) , Page 64	Brief descriptions of the services involved in the solution: 8.Bidder to maintain the data with regard to all the transactions for at least 3 previous years.	Kindly explain in detail about the mentioned requirement	Bidder has to maintain logs for all the activities which has happened on the proposed Whatsapp business solution for LIC, for at least 3 previous years. The understanding is clear

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49	5.1.2. (13) , Page 64	Brief descriptions of the services involved in the solution: 13.When a user authenticates into the WhatsApp Business portal, the limit details like allocated messages, used message up to the current date and balance available must be reflected on the screen. Also, there should be functionality so that the user can verify the number of messages sent in the MIS report on daily/weekly/monthly/yearly basis.	Kindly explain in detail about the WhatsApp Business Portal	Please refer to Corrigendum02 Ref: LIC/CO-ITSD/ITPROJECTS/WHATSAPP/RFP/2021-2022/Corr2 Dated: 24/01/2022
50	5.1.2. (14) , Page 64	Brief descriptions of the services involved in the solution: 14.There should be provision for setting message limit for each user in a hierarchical manner.	We understand that WhatsApp has defined policies for Messaging Limits for an enterprise. Kindly help us understand the term 'setting message limit for each user' in an enterprise ecosystem.	LIC can define mutiple user-ids which will be a part of message sending API parameters. Setting message limit, pertains to setting limits user-id wise , provided by LIC, for a given time period
51	5.1.2. (18) , Page 65	Brief descriptions of the services involved in the solution: 18.The solution to be developed should be compatible to run on Operating System RHEL(ver 8.0 and above).LIC will provide the required hardware, power supply, air conditioning, rack space, network connection, Internet connection and necessary infrastructure to install servers in LIC Primary and DR site. Bidder has to provide requisite software other than RDBMS, for customized middleware application. In case any such software is required for which LIC is having the required licences, the same will be provided to the bidder by LIC.	Kindly illustrate more on your deployment prefrence	Deployment preferences have been clearly mentioned. Please check RFP and Corrigendum 02 -Ref: LIC/CO-ITSD/ITPROJECTS/WHATSAPP/RFP/2021-2022/Corr2 Dated: 24/01/2022
52	Annexure X , Page 90	Whether customized middleware can set priority based on the user, template and type of message?	Kindly share the expectations from customized middleware for priority setting. Is the bidder expected to deploy such middleware at LIC's end?	Priority setting refers to assigning priority to a set of messages. Criteria for the same will be defined by LIC
53	5.1.1. (2) , Page 62	2.Single API call for sending of all types of messages/notifications, with or without media attachments to different recipients.	Kindly mention volume estimates for notification / conversations on daily and monthly basis	in Corrigendum02 Ref: LIC/CO-ITSD/ITPROJECTS/WHATSAPP/RFP/2021-2022/Corr2 Dated: 24/01/2022 . Going ahead, the numbers can change based on the increase in usage.

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54	5.1.1. (2) , Page 62	2.Single API call for sending of all types of messages/notifications, with or without media attachments to <u>different recipients</u> .	Kindly mention name and number of systems integrations where you want to integrate with WhatsApp Business Api.	The number of integrations can be dynamic.
55	5.1.1. (2) , Page 62	2.Single API call for sending of all types of messages/notifications, with or without media attachments to <u>different recipients</u> .	Kindly provide the count of numbers which LIC wants to register with WhatsApp.	To start with LIC will begin with one Whatsapp number.
56	2.15, Page 23	Bid Validity Period : Bids shall remain valid for one year after the date of bid opening prescribed by LIC, in Activity Schedule. LIC shall reject a bid as non-responsive if the bid is submitted with a shorter validity period. In exceptional circumstances, LIC may solicit the Bidder's consent to an extension of the period of validity. The request and the response thereto shall be made in writing and the validity period will be suitably extended by the bidder. A Bidder may refuse the request unless it is the successful bidder who has been notified by LIC that its bid has been accepted. A Bidder granting the request will not be required nor permitted to modify its bid.	Bid validity of 1 year is already provided by LIC and bidder needs to accept the same, bidder is not required to mention any validity. Kindly validate the understanding	As per RFP's terms and conditions, Bids shall remain valid for one year after the date of bid opening prescribed by LIC, in Activity Schedule and bidder needs to accept the same.
57	2.23, Page 27	Notification of Award : LIC will notify the successful bidders in writing, that their proposal has been accepted. In case the tendering process has not been completed within the stipulated period, LIC may like to request the bidders to extend the validity period of the bid. The bidder in turn has to confirm the acceptance for the offer made by LIC through mail or registered letter.	In this case LIC will, request the bidder to extend the bid validity which is for one year and the bidder needs to accept the same. Kindly validate the understanding.	As per RFP terms and conditions, LIC may like to request the bidders to extend the validity period of the bid. The bidder in turn has to confirm the acceptance for the offer.
58	2.26, Page 27	Non-Disclosure Agreement (NDA) : The bidder shall submit, a duly notarized Non-Disclosure agreement on a stamp paper of Rs.250/- (Rupees two hundred fifty only) as per the format given in Annexure – VII duly signed by the Authorized Signatory of the Compan	Stamp paper amount mentioned in this section is INR 250, while stamp paper amount mentioned in " Annexure – VII : Non-Disclosure Agreement " is INR 500. Please confirm the correct stamp paper amount	NDA needs to be submitted by the winning bidder only on stamp papers of rs. 500/-. Please refer to Corrigendum01 - Ref: LIC/CO-ITSD/ITPROJECTS/WHATSAPP/RFP/2021-2022/Corr1 Dated: 17/01/2022

SI	RFP DOCUMENT REFERENCE	Clause	Query	LIC REPLY
59	3 (6), Page 31	Eligibility Criteria : The Bidder should have implemented WhatsApp Business solution for at least 3 enterprise clients	While the Eligibility criteria mentions that bidder should have implemented Whatsapp Business solution for atleast 3 enterprise clients, Annexure – IV: Client Reference Format - is seeking references of 5 clients, and the same is not in line with eligibility criteria. Please validate what will be the minimum number of client references required	Please refer to Corrigendum02 Ref: LIC/CO-ITSD/ITPROJECTS/WHATSAPP/RFP/2021-2022/Corr2 Dated: 24/01/2022 - Revised Annexure IV - Client Reference Format
60	4.31 (1). Page 59	Performance Bank Guarantee : It is mandatory to submit PBG (Performance Bank Guarantee) as per the given format in Annexure II. Non submission of PBG by the bidder shall make its BID null and void	Performance Bank Guarantee is required to be submitted only by successful bidder and not along with technical, commercials bid. Please validate the understanding	PBG to be submitted by the successful bidder only
61	Annexure XI, page 93	Final Commercial Bid Template	Final commercials Bid are required to be submitted along with technical commercials bid. Please confirm	Final commercial bids are required to be submitted along with technical bids.
62	Annexure XI (C), page 93	Standard Message Charges/Whatsapp message sending charges	We understand that WhatsApp has revised their pricing for the messages exchanged. The revised pricing will be applicable w.e.f. 1st of Feb 2022. Hence, the mentioned statement is required to be altered. Kindly validate our understanding.	Please refer to relevant sections in Corrigendum02 Ref: LIC/CO-ITSD/ITPROJECTS/WHATSAPP/RFP/2021-2022/Corr2 Dated: 24/01/2022
63	5.1.1, Page 62	WhatsApp Business solution should support Profile Management, Contact Management and Message Support.	Please elaborate on Profile Management, Contact Management and Message Support	Profile management pertains to managing the whatsapp profile of LIC, Contact management refers to activities related to management of contacts which includes but is not limited to creation , updation , deletion of contact lists , contact verification, logging of interactions with contacts, dashboard for managing
64	5.1.1, Page 62	10. Sending promotional / bulk messages (with or without attached media), through <u>WhatsApp</u> .	Templates are subject to WhatsApp approval, all the templates approved by <u>WhatsApp could be pushed</u> .	The understanding is correct
65	5.1.2, Page 64	Selected Bidder(s) will be required to ensure that WhatsApp messaging solution offered complies with TRAI /IRDAI / Govt. of India and other regulatory guidelines issued from time to time.	WhatsApp is not regulated by TRAI. Hence wanted to confirm on this	Selected Bidder(s) will be required to ensure that WhatsApp messaging solution offered should comply with any legal, statutory and regulatory guidelines, from time to time, issued by Govt of India / IRDAI/TRAI or any statutory authority

SI	RFP DOCUMENT REFERENCE	Clause	Query	LIC REPLY
66	5.1.2 Page 65	23. WhatsApp messaging throughput should be a minimum of 1000 messages/second at any point of time.	Maximum supported throughput from WhatsApp needs to be checked and would be supported.	It can be according to the latest whatsapp policy. Read the corrigendum regarding the same.
67	3 - point no. 7 -Page no. 31	The bidder should have proven capability to provide fully managed solution for Opt-in and Opt-out management.	Where are the opt-ins needed to be maintained (at your servers or our servers). Also from what all sources will be opt-ins need to be collected (Miss call/Landing pages, etc)	Opt-ins can be through whatsapp.
68	6- 2.iii. -- Page no. 67	Implementation of contact verification function to check whether the recipients have active WhatsApp user account	Need clarity on it	Contact verification function pertains to verification of the recipients' number to check whether the Whatsapp account number is active or not
69	5.1.1 point no. 7 -- Page no. 62	API should be able to automatically detect Template ID from message content.	Need clarity on it	This refers to that in the messaging API, if the template id is supplied, the message content should be automatically picked up from the list of whitelisted template ids
70	Annexure IV page no. 78	The documentary evidence submitted should reflect the contract start date during the last 3 financial years. (2018-2019, 2019-2020 and 2020-2021).	Contract start date with in financial year 21 is fine or not	RFP terms and conditions stand
71	Annexure XI point no. 4 page no. 93	WhatsApp message sending charges *	Since WhatsApp pricing are getting revised from 1st Feb, charges should be divided in 2 types, 1 is customer initiated and the 2nd is brand initiated, each will have a different price as WhatsApp cost price for the same is different. Can we mention 2 type of charges	Please refer to relevant sections in Corrigendum02 Ref: LIC/CO-ITSD/ITPROJECTS/WHATSAPP/RFP/2021-2022/Corr2 Dated: 24/01/2022
72	Section no 2.11	No consortium bidding is allowed	Kindly Amend this clause to Consortium to be allowed .	RFP terms and conditions stand
73	3 Eligibility Criteria, Page no 31,Sr.no 5	The bidder should preferably be recognised WhatsApp Business Solution providers (BSPs), as per the list provided on the following URL: https://www.facebook.com/business/partnerdirectory/search?solution_type=messaging&countries=IN&platforms=whatsapp	Kindly Amend this clause to :The bidder/Consortium partner should preferably be recognised WhatsApp Business Solution providers (BSPs), as per the list provided on the following URL: https://www.facebook.com/business/partnerdirectory/search?solution_type=messaging&countries=IN&platforms=whatsapp	RFP terms and conditions stand

SI	RFP DOCUMENT REFERENCE	Clause	Query	LIC REPLY
74	3 Eligibility Criteria, Page no 31, Sr.no 6	The Bidder should have implemented WhatsApp Business solution for at least 3 enterprise clients	Kindly Amend this clause to ;The Bidder/Consortium partner should have implemented WhatsApp Business solution for at least 1 enterprise clients	RFP terms and conditions stand
75	3 Eligibility Criteria, Page no 31, Sr.no 7	The bidder should have proven capability to provide fully managed solution for Opt-in and Opt-out management.	Kindly Amend this clause to :The bidder/Consortium partner should have proven capability to provide fully managed solution for Opt-in and Opt-out management.	RFP terms and conditions stand
76	3 Eligibility Criteria, Page no 31, Sr.no 8	The bidder should be able to support text and rich media (images, documents, videos and so on) notifications functionality.	Kindly Amend this clause to : The bidder/Consortium partner should be able to support text and rich media (images, documents, videos and so on) notifications functionality.	RFP terms and conditions stand
77	Section 5 (5.1.1), Page No. 62	3. WhatsApp Business solution should support Profile Management, Contact Management and Message Support	Please share more details with respect to this requirement with some use cases as examples.	Profile management pertains to managing the whatsapp profile of LIC which includes but is not limited to setting up of LIC's whatsapp account, making changes in Profile , as and when required etc. Contact management refers to activities related to management of contacts which includes but is not limited to creation , updation , deletion of contact lists , contact verification, logging of interactions with contacts, dashboard for managing contacts and so on. Message support refers to all types of support to be provided for messaging and conversational activities on whatsapp platform
78	Section 5 (5.1.2), Page No. 63	4. WhatsApp-bot needs to be integrated with services/facilities available on LIC's applications	Kindly confirm if the services/facilities to be integrated with have SOAP/REST based API. Also please share a list of the relevant services/facilities and respective APIs as part of the current scope	The integrations will be on REST Based API. The services details shall be shared only after

SI	RFP DOCUMENT REFERENCE	Clause	Query	LIC REPLY
79	Section 10, Page No. 73	Annexures	Do we need to provide all the annexures on company letterhead.	Refer to RFP.
80	Annexure IX page -87	Bidder must have minimum	Can we submit financials of	RFP terms and conditions
81	Annexure IX page -88	The bidder should have	Can we submit financials of	RFP terms and conditions
82	Annexure -X, Page 91	Whether the WhatsApp Business and WhatsApp-BOT solution and related systems conform to the requirements of the amended IT Act 2000 and other laws statutes of the government?	Is there any specific requirement?	As is the case with any IT solution, the proposed solution should conform to the the requirements of the amended IT Act 2000 and other laws statutes of the government, whichever is applicable.
83	Annexure -X, Page 92	Whether the bidder can provide test infrastructure with capability of end to end testing of all integration with LIC applications?	Please mention, integration with which all LIC applications are needed and on which interface?	The application details will be provided to the successful bidder. For other details , please refer the RFP document and Corrigendum02 Ref: LIC/CO-ITSD/ITPROJECTS/WHATSAPP/RFP/2021-2022/Corr2 Dated: 24/01/2022
84	Section 5.1, page- 62	The bidder shall provide free of cost WhatsApp message services for at least a period of 24 hrs, if the recipient initiates the request to LIC on WhatsApp platform and responses are given by LIC to the recipient through WhatsApp messages/notifications.	This would be as per WhatsApp pricing policy.	Please refer to relevant sections in Corrigendum02 Ref: LIC/CO-ITSD/ITPROJECTS/WHATSAPP/RFP/2021-2022/Corr2 Dated: 24/01/2022
85	Section 5.1.2, page- 64	Selected Bidder(s) will be required to ensure that WhatsApp messaging solution offered complies with TRAI /IRDAI / Govt. of India and other regulatory guidelines issued from time to time	Is there any specific guideline, vendor needs to comply?	The proposed solution should comply with all regulatory and legal guidelines, applicable to it, issued by Govt of India/ IRDAI/ TRAI or any other regulatory body.

SI	RFP DOCUMENT REFERENCE	Clause	Query	LIC REPLY
86	Section 5.1.2, page- 65	The solution to be developed should be compatible to run on Operating System RHEL(ver 8.0 and above).LIC will provide the required hardware, power supply, air conditioning, rack space, network connection, Internet connection and necessary infrastructure to install servers in LIC Primary and DR site. Bidder has to provide requisite software other than RDBMS, for customized middleware application. In case any such software is required for which LIC is having the required licences, the same will be provided	Please confirm if solution can be deployed on HYBRID MODE with existing core LIC CRM applications on premise and vendor's complete/business application/logic hosted on a Meity empaneled and certified cloud (AWS Cloud)	RFP terms and conditions stand. Please check RFP and Corrigendum02 Ref: LIC/CO-ITSD/ITPROJECTS/WHATSAPP/RFP/2021-2022/Corr2 Dated: 24/01/2022
87	Section 5.1.2, page- 65	Onsite Support: - The successful bidder will provide onsite support at LIC's premises at Vile Parle, Mumbai between 10:30 am to 5:30 pm on all working days as per LIC for attending user complaints/problems, monitoring the application deployed and any such issues which will require bidder's intervention etc. The onsite support person should have thorough knowledge of the solution deployed.	By Onsite support, we assume you are asking for an Account Manager based out of LIC premises. The same can be made available as part of monthly recurring Professional Fees.	RFP terms and conditions stand. Please check RFP and Corrigendum02 Ref: LIC/CO-ITSD/ITPROJECTS/WHATSAPP/RFP/2021-2022/Corr2 Dated: 24/01/2022
88	Section 5.1.2, page- 65	WhatsApp messaging throughput should be a minimum of 1000 messages/second at any point of time.	This must be as per WhatsApp HSM Messaging Limit policy (tier-based criteria). An account is upgraded to next tier basis certain pre-defined criteria. Also, please confirm: what type of messages these are-transactional (HSMs), customer initiated or promotional? Do we have segregation available?	Please refer to relevant sections in Corrigendum02 Ref: LIC/CO-ITSD/ITPROJECTS/WHATSAPP/RFP/2021-2022/Corr2 Dated: 24/01/2022

SI	RFP DOCUMENT REFERENCE	Clause	Query	LIC REPLY
89	3 - Eligibility Criteria, Sl. No. 5, Page No 31	The bidder should preferably be recognised WhatsApp Business Solution providers (BSPs), as per the list provided on the following URL: https://www.facebook.com/business/partner-directory/search?solution_type=messaging&countries=IN&platforms=whatsapp	Netxcell Ltd is a Business Solution Provider as per the attached Agreement for WhatsApp Business Solution Providers, signed and effective dated December 30th April, 2019. Please confirm that Netxcell shall be treated as eligible for participation in the bidding process.	The bidder should be official business partner of Whatsapp and should provide supporting documents in this regard. Please refer to relevant section in Corrigendum02 Ref: LIC/CO-ITSD/ITPROJECTS/WHATSAPP/RFP/2021-2022/Corr2 Dated: 24/01/2022 - Revised Annexure IX - point 3
90	4.14 - Sl. No. - 5, Integration Service Charges 5.1.2. Detailed Scope of work For WhatsApp-bot solution - Sl. No. 4. WhatsApp-bot needs to be integrated with services/facilities available on LIC's applications. & Sl. No. 5. WhatsApp-bot needs to be flexible to incorporate new services / facilities.	4.14 - Sl. No. - 5, Integration Service Charges 5.1.2. Detailed Scope of work For WhatsApp-bot solution - Sl. No. 4. WhatsApp-bot needs to be integrated with services/facilities available on LIC's applications. & Sl. No. 5. WhatsApp-bot needs to be flexible to incorporate new services / facilities.	Kindly provide specific details on the counts of APIs which have to be integrated and their respective protocols. This information shall ensure that bidders can submit to you a comprehensive, error free and competitive proposal for the benefit of the project and department.	The number of integrations is dynamic and will be based on LIC's requirements. Integration will be API based (REST / SOAP)
91	4.14 - Sl. No. - 6, page no 40	Man day charges plus any other charges	Kindly provide the provision to quote per manday charges in the Annexure-XI. This shall help determine the calculation of cost for future Change Orders and Change Requests	RFP terms and conditions stand. Please refer to RFP and Corrigendum02 Ref: LIC/CO-ITSD/ITPROJECTS/WHATSAPP/RFP/2021-2022/Corr2 Dated: 24/01/2022
92	5.1.1 Detailed scope of work For WhatsApp Business Solution, Page no 63, Sl. No. 17	17. Implement sending WhatsApp messages in Hindi, English and other Indian languages. Messaging framework must be capable of sending messages in various media formats like image, pdf, video, gif, emojis, stickers etc. allowed by WhatsApp and the maximum file size limit should be equal to that of permissible limit by WhatsApp.	Messages can be sent in only those Indian languages which are supported by FB/Whatsapp. Kindly confirm.	Apart from English and hindi further languages added will be according to the eighth schedule of the constitution of India and supported by whatsapp.

SI	RFP DOCUMENT REFERENCE	Clause	Query	LIC REPLY
93	5.1.1 Detailed scope of work For WhatsApp Business Solution, Page no 63, Sl. No. 18	18. Support should be provided for integration of LIC's Chatbot with WhatsApp Business solution. Bidder will also provide support for future integration of other applications of LIC, as requested from time to time.	Please let us know how does the existing LIC's Chatbot differ from the WhatsApp-bot Solution which is to be developed by the successful bidder. We believe, after knowing the technical details of existing LIC's chatbot, it can be determined that the it shall suffice to only integrate the existing LIC bot with Whatsapp Business Messaging services.	Bidder has to provide support for integration of LIC's Chatbot with Whatsapp Business solution. Bidder has to provide support for integration of other applications of LIC with the proposed solution through APIs.
94	5.1.1 Detailed scope of work For WhatsApp Business Solution, Page no 66, Sl. No. 6	Bidder should provide Dashboard/MIS for all the activities. Bidder should provide a web based solution with which user departments of LIC see the activities related to their dept. with option of drill down wherever applicable.	Kindly provide the count of user departments and the count of users. Going by the information on Sl. No. 5.3 on Page 66, there could be more than 2,000 user departments and tens of thousands of users. Therefore this needs to be clarified.	The user department interpretation based on Sl. No. 5.3 is not correct. User-ids can be broadly defined as categories, segments which will be sending messages to recipients.
95	5.1.2 Detailed Scope of work For WhatsApp-bot solution, Sl. No. 20, Page no 65	Any changes suggested or mandated in the application should be implemented within two weeks after LIC's reporting to Bidder(s).	We request to kindly follow only the clause no. 4.7 on page no 35 for definition of varying the services and the timelines to achieve the variations proposed by LIC. We can not determine that changes suggested or mandated in the application are feasible or not to be implemented within two weeks after LIC's reporting to Bidder(s).	Please refer to relevant sections in Corrigendum02 Ref: LIC/CO-ITSD/ITPROJECTS/WHATSAPP/RFP/2021-2022/Corr2 Dated: 24/01/2022

SI	RFP DOCUMENT REFERENCE	Clause	Query	LIC REPLY
96	Annexure - IX - Conformity with Eligibility Criteria (Page 87)	The bidder should preferably be recognised WhatsApp Business Solution providers (BSPs), as per the list provided on the following URL: https://www.facebook.com/business/partnerdirectory/search?solution_type=messaging&countries=IN&platforms=whatsapp	Can you consider Whatsapp approved ISV as well? Clause mentions "Preferably", so we wanted to clarify, is this mandatory requirement?	The bidder should be official business partner of Whatsapp and should provide supporting documents in this regard. Please refer to relevant section in Corrigendum02 Ref: LIC/CO-ITSD/ITPROJECTS/WHATSAPP/RFP/2021-2022/Corr2 Dated: 24/01/2022 - Revised Annexure IX - point 3
97	Annexure – XI : Final commercial Bid Template (Page 93)	WhatsApp message sending charges *	WhatsApp also intend to charge for "user initiated message" or inbound message from February 1st 2022, If WhatsApp introduces this charge every inbound session would be charged, would LIC pay those additionally as actual?	Please refer to relevant sections in Corrigendum02 Ref: LIC/CO-ITSD/ITPROJECTS/WHATSAPP/RFP/2021-2022/Corr2 Dated: 24/01/2022
98	2.11 Consortiums or sub-contractor (Page 19)	No consortium bidding is allowed. LIC will not consider joint or collaborative proposals that require a contract with more than one Bidder. Bidder need to fulfill all the eligibility criteria and technical evaluation criteria in their individual capacity unless mentioned otherwise.	Can bidder sub-contract the task to OEM of WhatsApp Chatbot? In other words, can SI be bidder of RFP and work with Chatbot OEM? Kindly clarify	RFP terms and conditions stand
99	Infrastructure Specifications (Hardware and Software) - (Page 70)	6. Servers for hosting the application.	Does solution provider need to provide hardware sizing for on-premise or private cloud instance or do we need to offer a hosted solution on cloud? Is it a on-premise setup or cloud based solution is acceptable?	Please refer to Corrigendum02 Ref: LIC/CO-ITSD/ITPROJECTS/WHATSAPP/RFP/2021-2022/Corr2 Dated: 24/01/2022. Hardware will be provided by LIC. Solution will be hosted on-premise within LIC
100	Infrastructure Specifications (Hardware and Software) - (Page 70)	3. Oracle 19c database.	Can solution provider bring their own database stack (Open source), instead of using Oracle database	RFP terms and conditions stand.

SI	RFP DOCUMENT REFERENCE	Clause	Query	LIC REPLY
101	5.1.1 Detailed scope of work For WhatsApp Business Solution. 17 , Page 63	WhatsApp messages in Hindi, English and other Indian languages.	Please share the list of all the languages in scope	Apart from English and hindi further languages added will be according to the eighth schedule of the constitution of India and supported by whatsapp.
102	Brief descriptions of the services involved in the solution: 7, Page 64	The bidder should have an online ticketing mechanism for logging and tracking all the complaints raised by LIC.	Can LIC share the expected number of tickets basis monthly volume	Expected number of tickets raised is the actual number of tickets raised
103	Brief descriptions of the services involved in the solution: 7, Page 65	The bidder should have an online ticketing mechanism for logging and tracking all the complaints raised by LIC.	Our understanding is LIC will provision the ticketing system and required API to create and log the tickets using from whatsapp chatbot	Online ticketing mechanism has no relation with Whatsapp Chatbot. As of now. Bidders need to go through the relevant sections in RFP and Corrigendum02 Ref: LIC/CO-ITSD/ITPROJECTS/WHATSAPP/RFP/2021-2022/Corr2 Dated: 24/01/2022
104	Brief descriptions of the services involved in the solution: 6, Page 64	Bidder should provide Dashboard/MIS for all the activities.	What are the standard dashboard and MIS requirement, please elaborate and what is the count of reports	it shall be decided by the respective department
105	Brief descriptions of the services involved in the solution: 8, Page 64	Bidder to maintain the data with regard to all the transactions for at least 3 previous years.	Our understanding is LIC will provision the hardware to store the data in their premises	it will be on-site project at LIC office premises so yes.
106	Brief descriptions of the services involved in the solution: 18, Page 65	The solution to be developed should be compatible to run on Operating System RHEL(ver 8.0 and above).LIC will provide the required hardware, power supply, air conditioning, rack space, network connection, Internet connection and necessary infrastructure to install servers in LIC Primary and DR site.	Our understanding is LIC will provision the complete IT infra and Service provider need to deploy the whatsapp Solution on LIC's Premises basis HA setup (DC & DR)	Please refer to RFP document and Corrigendum02 Ref: LIC/CO-ITSD/ITPROJECTS/WHATSAPP/RFP/2021-2022/Corr2 Dated: 24/01/2022. Hardware will be provided by LIC. Solution will be hosted on-premise within LIC

SI	RFP DOCUMENT REFERENCE	Clause	Query	LIC REPLY
107	Brief descriptions of the services involved in the solution: 18, Page 65	The solution to be developed should be compatible to run on Operating System RHEL(ver 8.0 and above).LIC will provide the required hardware, power supply, air conditioning, rack space, network connection, Internet connection and necessary infrastructure to install servers in LIC Primary and DR site.	Is LIC open to explore Cloud based offering on end to end whatsapp solution?	Please refer to RFP document and Corrigendum02 Ref: LIC/CO-ITSD/ITPROJECTS/WHATSAPP/RFP/2021-2022/Corr2 Dated: 24/01/2022. Hardware will be provided by LIC. Solution will be hosted on-premise within LIC
108	5.1.1 Detailed scope of work For WhatsApp Business Solution, 1 , page 62	Implementation of Verified WhatsApp Business profile of LIC. The setup is to be done on Indian phone number.	We assume whatsapp business number will be procured by LIC please confirm	Number to be provided by LIC
109	5.1.1, page 62	3. WhatsApp Business solution should support Profile Management, Contact Management and Message Support.	Need to understand the operation's requirement and a business usecases.	Profile management pertains to managing the whatsapp profile of LIC which includes but is not limited to setting up of LIC's whatsapp account, making changes in Profile , as and when required etc. Contact management refers to activities related to management of contacts which includes but is not limited to creation , updation , deletion of contact lists , contact verification, logging of interactions with contacts, dashboard for managing contacts and so on. Message support refers to all types of support to be provided for messaging and conversational activities on whatsapp platform
110	5.1.1, page 62	5. Enabling duplicate check to ensure no duplicate delivery is done on the same number due to transmission loss retries.	Need Clarity on given request	Please refer to Corrigendum02 Ref: LIC/CO-ITSD/ITPROJECTS/WHATSAPP/RFP/2021-2022/Corr2 Dated: 24/01/2022
111	5.1.1, page 62	7. API should be able to automatically detect Template ID from message content.	Will that be a LIC's System API or our Whatsapp API?	It will be the API in bidder's proposed solution

SI	RFP DOCUMENT REFERENCE	Clause	Query	LIC REPLY
112	5.1.1, page 62	10. Sending promotional / bulk messages (with or without attached media), through WhatsApp.	What kind of promotional messages you wanted to send, need some elaboration on this and require approval also from WABA account.	Promotional messages related to various services and events of LIC, will be sent, allowed as per Whatsapp policies
113	5.1.1, page 62	12. URL shortening feature to ensure sending of customer friendly URLs with LIC's brand in the domain (brand identifying domains for shortened URLs).	Need Clarity on given request	Please go through the RFP and Corrigendum02 Ref: LIC/CO-ITSD/ITPROJECTS/WHATSAPP/RFP/2021-2022/Corr2 Dated: 24/01/2022
114	5.1.1, page 63	20. Adding new user to contact list should support import via phone number and through WhatsApp user verification.	Need some more clarity on the same, whats the meaning for user verification? WA business has no provision to make a contact list like how we does in our private WA platform	Contact verification function pertains to verification of the recipients' number to check whether the Whatsapp account number is active or not
115	5.1.2, Page 63	3. The messaging solution should provide access based on existing AD - LDAP authentication.	For LDAP, this needs to integrate with 3rd party system	LIC has AD-LDAP system which needs to integrated with the Dashboard/MIS for managing access
116	5.1.2, Page 63 (Brief descriptio	10. The solution as defined in the SCOPE OF WORK offered should be scalable to meet the requirements of the LIC for the entire contract period, and any upgrades should be at no additional cost to LIC.	Commercial Aspects	Please go through the RFP and Corrigendum02 Ref: LIC/CO-ITSD/ITPROJECTS/WHATSAPP/RFP/2021-2022/Corr2 Dated: 24/01/2022
117	5.1.2, Page 63 (Brief descriptio	11. C. Single /Multiple Factor authentication using the existing AD/OTP/Biometric infrastructure for the users for DashBoard/MIS access.	Need Clarity on given request	Dashboard to be used by LIC officials should have authentication methods used by our existing LIC practices
118	5.1.2, Page 64 (Brief descriptio	13. When a user authenticates into the WhatsApp Business portal, the limit details like allocated messages, used message up to the current date and balance available must be reflected on the screen. Also, there should be functionality so that the user can verify the number of messages sent in the MIS report on daily/weekly/monthly/yearly basis.	Need Clarity on given request	Please refer to relevant sections in Corrigendum02 Ref: LIC/CO-ITSD/ITPROJECTS/WHATSAPP/RFP/2021-2022/Corr2 Dated: 24/01/2022
119	5.1.2, Page 64 (Brief descriptio	14. There should be provision for setting message limit for each user in a hierarchical manner.	Need Clarity on given request	LIC can define mutple user-ids which will be a part of message sending API parameters. Setting message limit, pertains to setting limits user-id wise , provided by LIC, for a given time period

SI	RFP DOCUMENT REFERENCE	Clause	Query	LIC REPLY
120	5.1.2, Page 65 (Brief description)	18. The solution to be developed should be compatible to run on Operating System RHEL(ver 8.0 and above).LIC will provide the required hardware, power supply, air conditioning, rack space, network connection, Internet connection and necessary infrastructure to install servers in LIC Primary and DR site. Bidder has to provide requisite software other than RDBMS, for customized middleware application. In case any such software is required for which LIC is having the required licences, the same will be provided to the bidder by LIC.	Is it mandatory?	RFP terms and conditions stand
121	5.1.2, Page 65 (Brief description)	23. WhatsApp messaging throughput should be a minimum of 1000 messages/second at any point of time.	Its up to the WA, This is not in Vendor's Control.	Please refer to relevant sections in Corrigendum02 Ref: LIC/CO-ITSD/ITPROJECTS/WHATSAPP/RFP/2021-2022/Corr2 Dated: 24/01/2022
122	62, Point 15	Providing console to respond to messages received over WhatsApp	Please confirm if you require only Bot solution which will automatically answer the queries of end customers or a console where LIC Agents can reply to incoming queries or initially bot will answer the queries and end customer wants to interact with Agent then Agents can reply to queries over console. If console is required, please mention how many people require this access to reply to end customers	LIC has its own chatbot.Bidder has to provide support for integration of LIC's Chatbot with Whatsapp Business solution. Bidder has to provide support for integration of other applications of LIC with the proposed solution through APIs. Please refer to the scope of work in RFP document and relevant sections in Corrigendum02 Ref: LIC/CO-ITSD/ITPROJECTS/WHATSAPP/RFP/2021-2022/Corr2 Dated: 24/01/2022
123	62, Point 7	API should be able to automatically detect Template ID from message content.	Please confirm if LIC Systems can call our APIs and pass template name over API	LIC systems will be passing the template id, wherever required in the API given by the bidder

SI	RFP DOCUMENT REFERENCE	Clause	Query	LIC REPLY
124	62, Point 18	Support should be provided for integration of LIC's Chatbot with WhatsApp Business solution. Bidder will also provide support for future integration of other applications of LIC, as requested from time to time	Please confirm if the bidder is expected to provide whatsapp solution and chatbot solution where end customers queries can be answered. Bidders chatbot solution will integrate with various application using APIs to retrieve relevant information of users to answer the queries. Please provide more details on the scope of chatbot	LIC has its own chatbot. Bidder has to provide support for integration of LIC's Chatbot with Whatsapp Business solution. Bidder has to provide support for integration of other applications of LIC with the proposed solution through APIs. Please refer to the scope of work in RFP document and relevant sections in Corrigendum02 Ref: LIC/CO-ITSD/ITPROJECTS/WHATSAPP/RFP/2021-2022/Corr2 Dated: 24/01/2022
125	63, 5.1.2, 4	WhatsApp-bot needs to be integrated with services/facilities available on LIC's applications	Please provide more details on the scope of chatbot like 1. What queries will be asked by end customers like knowing status of application, Renewal date, Premium amount etc., 2. What type of integrations are required like Rest based API integration 3. How many such integrations are required. These will help us to provide relevant costing and solution	LIC has its own chatbot. Bidder has to provide support for integration of LIC's Chatbot with Whatsapp Business solution. Bidder has to provide support for integration of other applications of LIC with the proposed solution through APIs. Please refer to the scope of work in RFP document and relevant sections in Corrigendum02 Ref: LIC/CO-ITSD/ITPROJECTS/WHATSAPP/RFP/2021-2022/Corr2 Dated: 24/01/2022
126	62, point 19.	Implementation of contact verification function to check whether the recipients have active WhatsApp user account.	WhatsApp is not allowing any vendors to check whether the recipients have active user account or not. However, you can send messages for opted in customers and you will get know the delivery status of the message. Please change the clause	Contact verification function pertains to verification of the recipients' number to check whether the Whatsapp account number is active or not

SI	RFP DOCUMENT REFERENCE	Clause	Query	LIC REPLY
127	3, Point 7	The bidder should have proven capability to provide fully managed solution for Opt-in and Opt-out management.	Does the bidder is expected to maintain the database of Opt-Ins from the LIC customers. If Yes, through which channels LIC would like to get the Opt- Ins from their end users and on what instances	Yes. It is required to maintain the database of Opt-Ins from the LIC customers. The user Opt-Ins will be through Whatsapp
128	5,5.1.1, Point 11	Implement opt-in feature for taking recipients consent for sending of messages by LIC to their WhatsApp accounts and opt-out feature for withdrawal of consent.	Does the bidder is expected to maintain the database of Opt-Ins from the LIC customers. If Yes, through which channels LIC would like to get the Opt- Ins from their end users and on what instances	Yes. It is required to maintain the database of Opt-Ins from the LIC customers. The user Opt-Ins will be through Whatsapp
129	5,5.1.1, Point 13	Provide APIs to receive messages sent by users through WhatsApp.	What is the expectation with the API to collect user messages, as particularly a Chatbot would be integrated with WhatsApp Business Solution which will assist the users with their queries	Bidder has to provide support for integration of LIC's Chatbot with Whatsapp Business solution. Bidder has to provide support for integration of other (existing as well as in future) applications of LIC with the proposed solution through APIs also. Please refer to the scope of work in RFP document and relevant sections in Corrigendum02 Ref: LIC/CO-ITSD/ITPROJECTS/WHATSAPP/RFP/2021-2022/Corr2 Dated: 24/01/2022
130	5,5.1.1, Point 15	Providing console to respond to messages received over WhatsApp	Is there expectation of digital console which will allow LIC agents to interact with the clients or any other communication LIC is intending to share with users	Management console to track activities related to LIC's Whatsapp Business solutions platform with features including but not limited to view, track, analyse, respond to messages and any such activities which may require console

SI	RFP DOCUMENT REFERENCE	Clause	Query	LIC REPLY
131	5,5.1.1, Point 17	Implement sending WhatsApp messages in Hindi, English and other Indian languages. Messaging framework must be capable of sending messages in various media formats like image, pdf, video, gif, emojis, stickers etc. allowed by WhatsApp and the maximum file size limit should be equal to that of permissible limit by WhatsApp	Please brief what all other languages are expected other than Hindi and English. Also will this multilingual approach be only for sending WhatsApp Push notifications or also supported in the Chatbot	Apart from English and hindi further languages added will be according to the eighth schedule of the constitution of India and supported by whatsapp.
132	5,5.1.1, Point 19	Implementation of contact verification function to check whether the recipients have active WhatsApp user account.	The user numbers WhatsApp activeness could be gauged basis the deliverability of the messages and same details of whether the user is active on WhatsApp or not will be available post the campaigns are triggered. Is this the expectation from this functionality	Contact verification function pertains to verification of the recipients' number to check whether the Whatsapp account number is active or not
133	5,5.1.2, Point 4	WhatsApp-bot needs to be integrated with services/facilities available on LIC's applications.	In regards to services/facilities, is there a set of list or use cases confirmed which LIC intends to automate through this solution	The API's will be shared after empanelment of the bidder as Vendor. However different user Departments may add the services which the Prospective bidders solution has to integrate for messaging.

SI	RFP DOCUMENT REFERENCE	Clause	Query	LIC REPLY
134	5.5.1.2, Point 5	WhatsApp-bot needs to be flexible to incorporate new services / facilities	In lights to new services will this be modification into the existing user journeys of Chatbot or completely new options to be incorporated in BOT	LIC has its own chatbot. Bidder has to provide support for integration of LIC's Chatbot with Whatsapp Business solution. Bidder has to provide support for integration of other applications (existing as well as in future) of LIC with the proposed solution through APIs also. Please refer to the scope of work in RFP document and relevant sections in Corrigendum02 Ref: LIC/CO-ITSD/ITPROJECTS/WHATSAPP/RFP/2021-2022/Corr2 Dated: 24/01/2022
135	4.14.2	Liquidated Damages Thereafter, the rate of penalty will be 1% of the contract value of the deliverable which suffered delay, for each completed week or part thereof by which the deliverable has been delayed, subject to a limit of 10% of the contract value	We suggest the penalties be reduced and the limit from 10% to be replaced with 5% as the contract is for 3 years	RFP terms and conditions stand.
136	4.15.1	4.15 Prices and Taxes Prices Prices payable to Bidder(s) will be fixed as derived from the Final L1 quote. Escalation of Costs: Bidder(s) will in no circumstances be entitled to any escalation of costs for price of any material / items supplied or services tendered under the contract.	Price is fixed, however, we suggest including price escalation by the Network Operator in future	Please refer to relevant sections in Corrigendum02 Ref: LIC/CO-ITSD/ITPROJECTS/WHATSAPP/RFP/2021-2022/Corr2 Dated: 24/01/2022

SI	RFP DOCUMENT REFERENCE	Clause	Query	LIC REPLY
137	4.16	Indemnity	We suggest mutual indemnity considering the equal amount of risk involved in the event noncompliance. Further request to delete indemnity for IPR infringement, as we would at our cost make the services non-infringing for the Client to utilize. Further, we need indemnification from third party claims especially with regards to consent of end users and content provided by the Client	RFP Terms and Condition stand
138	4.17	Liability the aggregate liability of Bidder(s) to LIC, whether under the Contract, in tort or otherwise, shall not exceed the total Contract Price	Since the contract is for 3 years, request to reduce the aggregate liability to the amount paid during the preceding 12 months when the claim arises	RFP Terms and Condition stand
139	4.19	Confidentiality and privacy	We suggest mutual Confidentiality and privacy clause considering both the parties would be sharing the confidential information to each other during the course of Services	RFP Terms and Condition stand
140	4.26.1	Continuity of Performance: In the event of a dispute between the Party and the LIC, each party will continue to perform its obligations under this Agreement during the resolution of such dispute unless and until this Agreement is terminated in accordance with its terms	We suggest deletion of this clause, as the Service Provider we do not have the option to terminate the Agreement. Further an exception needs to be provided for outstanding payments due on the Client	RFP Terms and Condition stand

SI	RFP DOCUMENT REFERENCE	Clause	Query	LIC REPLY
141	4.27.1	Right to Terminate If Bidder(s) fails to comply with the clause 4.10 for Performance Assessment and, if any part of the service does not meet the specifications on three or more occasions, LIC may (in addition to its other remedies) terminate the Contract immediately by giving Bidder(s) written notice of 30 days. Section 4.25.3 of the RFP, specifies about termination by affected party in case of non- performance or diminished performance.	We suggest mutual termination rights for both the parties and there should be an exit route in the event Service Provider ceases to provide the services due to some statutory/ regulatory reasons or Network Operator ceases to provide the infrastructure to carry out the services	RFP Terms and Condition stand
142	5.1.1	Detailed Scope of work The bidder shall provide free of cost WhatsApp message services for at least a period of 24 hrs, if the recipient initiates the request to LIC on WhatsApp platform and responses are given by LIC to the recipient through WhatsApp messages/notifications.	Kindly make it on actuals as per the policies of Facebook Inc.	Please refer to relevant sections in Corrigendum02 Ref: LIC/CO-ITSD/ITPROJECTS/WHATSAPP/RFP/2021-2022/Corr2 Dated: 24/01/2022
143	7	Service Level Agreement (SLA)	Kindly reduce the penalties	RFP terms and conditions stand.
144	Annexure VII	Non-Disclosure Agreement	We suggest to make this clause mutual, so that the confidential information of both the parties are protected	RFP terms and conditions stand

SI	RFP DOCUMENT REFERENCE	Clause	Query	LIC REPLY
145	3, Point 4	The bidder must have ISO 9001 and 27001 Certificate	In 2019, Infobip India successfully completed an ISO 9001:2015 and ISO/IEC 27001:2031 certification. Infobip as a group follows an organizational strategy that will help create an overall vision, set team goals, and measurable steps. To follow these steps, Infobip must present a unique Integrated Management System that will hold main recognitions and certifications. To achieve these objectives, in December 2021, Infobip Indian entities entered a transition period with purpose to integrate ISO global certification scope of Infobip Group. Audit activities were performed in January 2022 to ensure validity of such transition and formal validation of the extension of	RFP Terms and Conditions Stand.
146	ge 31, 8	The bidder should be able to support text and rich media (images,documents, videos and so on) notifications functionality	Could you please specify what documents are required on this point as you have mentioned to submit relevant documents	Please refer to - Corrigendum02 Ref: LIC/CO-ITSD/ ITPROJECTS/ WHATSAPP /RFP/2021-2022/Corr2 Dated: 24/01/2022 - Annexure for Eligibility criteria
147	90, point 6	Whether bidder can provide customized middleware as integrated platform for WhatsApp Business and	Our solution is Saas based and will be deployed on our Data centers. Hence no onsite deployment is required and you	RFP terms and conditions stand
148	Section 5.1.1, Point 4 & Page 62	The bidder shall provide free of cost WhatsApp message services for at least a period of 24 hrs, if the recipient initiates the request to LIC on WhatsApp platform and responses are given by LIC to the recipient through WhatsApp messages/notifications.	WhatsApp is coming with a new pricing model based on conversational pricing, the same is effective from 1 Feb-2022	Please refer to relevant sections in Corrigendum02 Ref: LIC/CO-ITSD/ITPROJECTS/ WHATSAPP/RFP/2021-2022/ Corr2 Dated: 24/01/2022

SI	RFP DOCUMENT REFERENCE	Clause	Query	LIC REPLY
149	Section 5.1.1, Point 7 & Page 62	API should be able to automatically detect Template ID from message content.	Need clarity and understanding on the requirement	This refers to that in the messaging API, if the template id is supplied, the message content should be automatically picked up from the list of whitelisted template ids
150	Section 5.1.2, Point 13 & Page 64	API should be able to automatically detect Template ID from message content.	Need clarity and understanding on the requirement	This refers to that in the messaging API, if the template id is supplied, the message content should be automatically picked up from the list of whitelisted template ids
151	Section 5.1.2, Point 14 & Page 64	There should be provision for setting message limit for each user in a hierarchical manner.	Need clarity and understanding on the requirement	LIC can define mutple user-ids which will be a part of message sending API parameters. Setting message limit, pertains to setting limits user-id wise , provided by LIC, for a given time period
152	Section 5.1.2, Point 20 & Page 64	Adding new user to contact list should support import via phone number and through WhatsApp user verification.	Need clarity and understanding on the requirement	LIC can maintain contact lists of the recipients, it needs to communicate with. Such contact list creation should be support via import of contact nos . All whatsapp contact nos, with which LIC has to communicate with, have to be verified through contact verification.
153	3. Eligibility Criteria, Page-31	Clasue-1: Supporting Documents to be attached: The copy of certificate of Incorporation issued by the registrar of the Companies and copy of Certificate of Commencement of Business.	We understand that companies registered before 2 November 2018 are not required to submit <i>Certificate of Commencement of Business.</i> Please confirm.	Please refer to Corrigendum02 Ref: LIC/CO-ITSD/ITPROJECTS/WHATSAPP/RFP/2021-2022/Corr2 Dated: 24/01/2022
154	3. Eligibility Criteria, Page-31	Clause-4: The bidder must have ISO 9001 and 27001 Certificate	<u>For Software providers only 27001 & 27018 is applicable. bidder is a cloud solution provider & is certified on both.</u> <u>ISO 9001 is not applicable for bidder/ cloud solution porviders. Please confirm</u>	RFP terms and conditions stand

SI	RFP DOCUMENT REFERENCE	Clause	Query	LIC REPLY
155	3. Eligibility Criteria, Page-31	Clause-13: Bidder must have minimum annual turnover of Rs. 10 Crores in each of the last three financial years (2018-2019, 2019-2020 and 2020-2021) should also have made profit (before tax) in at two of the three previous financial years.	We request LIC to change it to: "Bidder must have minimum average annual turnover of Rs. 10 Crores in last three financial years....."	RFP terms and conditions stand.
156	3. Eligibility Criteria, Page-32	Clause-14: The bidder should have positive net worth in each of the last three financial years (2018-2019, 2019-2020 and 2020-2020).	We request LIC to change it to: "The bidder should have positive net worth in atleast two of the last three financial years....."	RFP terms and conditions stand.
157	8. Infrastructure Specifications (Hardware and Software), Page-70	Clause 8: 1. DC Network (routers, switches, LAN cabling, Layer 7 Switches, Load Balancer, racks) 2. Security related infrastructure(Firewalls and IPS) 3. Oracle 19c database. 4. Servers with OS - RHEL (ver 8.0 or above) 5. Any software required in the solution for which LIC is already having the required licenses 6. Servers for hosting the application.	Can LIC provision the H/W servers required as per the specifications shared by bidder H/W maintenance to be done by LIC team. bidder will configure the servers with necessary applications & DBs (community versions) to run the platform. & Maintain the application	Please refer to relevant sections in RFP and Corrigendum02 Ref: LIC/CO-ITSD/ITPROJECTS/WHATSAPP/RFP/2021-2022/Corr2 Dated: 24/01/2022

SI	RFP DOCUMENT REFERENCE	Clause	Query	LIC REPLY
158	9. Roles and responsibilities, Page-71	Clause 9: The bidder should ensure that all the licenses, peripherals, accessories, sub-components required for the functionality and completeness of the solution, including but not limited to devices, equipment, accessories, patch cords (copper/fibre) , cables, software, licenses, tools, etc. should also be provisioned according to the requirement of the solution. If the bidder has not provisioned some components, sub-components, assemblies, sub-assemblies as part of bill of material in the bid, the bidder will have to provide the same to meet the solution requirements at no additional cost and time implications to the LIC. LIC will be providing	Under LIC role H/W provisioning is mentioned but here the bidder is also asked to do the same. Need clarity on who is provisioning the H/W required to run the application	Please refer to relevant sections in RFP and Corrigendum02 Ref: LIC/CO-ITSD/ITPROJECTS/WHATSAPP/RFP/2021-2022/Corr2 Dated: 24/01/2022. Hardware will be provided by LIC.
159	9. Roles and responsibilities, Page-72	Clause 9: To provide onsite Solution monitoring (during working office hours), hardware and software maintenance, enhancements and modifications.	Does the bidder have to deploy onsite resources for the entire contractual tenure of 3 years to maintain H/w & software both?	Please refer to relevant section in Corrigendum02 Ref: LIC/CO-ITSD/ITPROJECTS/WHATSAPP/RFP/2021-2022/Corr2 Dated: 24/01/2022
160	9. Roles and responsibilities, Page-72	Clause 9: Bidder has to size the hardware and software, for the initial deployment, and has to provide additional hardware, software, storage, customer care, etc. required to meet the mentioned growth rate in the sizing details for the expected usage at no additional cost to LIC.	Can LIC provision the H/W servers required as per the specifications shared by bidder? H/W maintenance to be done by LIC team. bidder will configure the servers with necessary applications & DBs (community versions) to run the platform. & Maintain the application	Please refer to Corrigendum02 Ref: LIC/CO-ITSD/ITPROJECTS/WHATSAPP/RFP/2021-2022/Corr2 Dated: 24/01/2022

SI	RFP DOCUMENT REFERENCE	Clause	Query	LIC REPLY
161	2.13 Documents Required for Online Bid Submission (E-Tender), Page-21	Clause:4- Annexure - IV : Client Reference Format (Format for each of the 10 or more client references)	As per Section-3 Eligibility, point-6: The Bidder should have implemented WhatsApp Business solution for at least 3 enterprise clients. We understand that 3 client references are to be provided as per Annexure-IV.	Yes bidder must have implemented the WhatsApp Business Solution for at least 3 enterprise clients. The bidder can provide reference of 3 or more clients. However minimum 3 references are must. Please refer to Corrigendum02 Ref: LIC/CO-ITSD/ITPROJECTS/WHATSAPP/RFP/2021-2022/Corr2 Dated: 24/01/2022 and the revised annexure attached in the above mentioned corrigendum
162	10 Annexures, Page-78	Annexure – IV: Client Reference Format (Format for each of the 5 or more client references)		Please refer to Corrigendum02 Ref: LIC/CO-ITSD/ITPROJECTS/WHATSAPP/RFP/2021-2022/Corr2 Dated: 24/01/2022 - Revised Annexure IV
163	Page-52	Clause 5: Scope of Work	Are REST APIs available to be consumed by bidder for integration with LIC source applications. Can we get high-level list of usecases to be covered in chatbot	The API's will be shared only after the bidder is selected as successful bidder.
164	Page-52	Clause 6 Project Timelines	How flexible are the project delivery timelines? Can the timelines & delivery be upon mutually agreed deployment strategy	RFP terms and conditions stand. Project delivery timelines have to be strictly adhered to.
165		Since we are a start-up and wont be able to match the turnover requirements mentioned in the Pre-qualification requirements.	Kindly amend the same and give us an opportunity to participate.	RFP terms and conditions stand.

SI	RFP DOCUMENT REFERENCE	Clause	Query	LIC REPLY
166		With reference to the said RFP we have noticed that there is a point mentioned in the scope of work "The bidder shall provide free of cost WhatsApp message services for at least a period of 24 hrs, if the recipient initiates the request to LIC on WhatsApp platform and responses are given by LIC to the recipient through WhatsApp messages/notifications."	We would like your good office to look into this point as Whatsapp is revising the pricing effective Feb 1st onwards. This will help draw out a better assessment as part of your evaluations.	Please refer to Corrigendum02 Ref: LIC/CO-ITSD/ITPROJECTS/WHATSAPP/RFP/2021-2022/Corr2 Dated: 24/01/2022

Executive Director(IT/SD)