



Information Technology/SD – Central Office, 'Yogakshema', Jeevan Bima Marg, P. B. No. 19953, Mumbai - 400021
 Ref: LIC/CO/IT-SD/eSign Notice/2506
NOTICE INVITING QUOTATIONS/RATES
For Procurement of software services for digitally signing documents using Aadhaar

Corrigendum and Pre -Bid Responses

S.No.	RFP Document Reference(s) (Section & Page Number)	Clause (in brief) of RFP requiring clarification(s)	Brief details/ Query in reference to the clause	LIC Response
1	P.1 Section 2.1	Application service provider (ASP) having valid agreement with minimum two Controller of Certifying Authorities (CCA) Empanelled eSign Service Providers.	Kindly Allow ASP with 1 CCA	The section stands modified as follows: "Application service provider (ASP) having valid agreement with minimum one CCA Empanelled eSign Service Provider. However the successful bidder may have to enter into agreement with one additional ESP, if desired so by LIC, so that the required High Availability as per 1.2.7 of Annexure V can be achieved"
2	P.1 Section 2.1	Application service provider (ASP) having valid agreement with minimum two Controller of Certifying Authorities (CCA) Empanelled eSign Service Providers.	Whether OEM for ASP Software solution/SI can participate?	Yes, the firm must provide the ASP Services on a Service Provider Hosted Model and meet the requirements stated .
3	P.1 Section 1.3	No minimum quantities of e-Sign transactions are assured to the selected Service Provider	Approximate current volume	No minimum quantities of e-Sign transactions are assured to the selected Service Provider
4	P.4 Section 8	CCA Empanelled e-Sign Service Providers / Licensed application service provider (ASP) having existing agreement with CCA Empanelled e-Sign Service Providers as applicable	Whether only ASPs who are already live with eSign Services?	Yes. Only ASPs who are already live with eSign services are eligible

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5	P.5 Section 9 (b)	Two weeks from the date of issue of purchase order along with all necessary agreement, integration with LIC Application, testing, configuration and deployment.	Modify to 4 weeks from the date of purchase order?	Modified Clause: Four weeks from the date of issue of purchase order along with all necessary agreement, integration with LIC Application, testing, configuration and deployment.
6	P.5 Section 9(d)	Payment will be made on a per successful transaction basis. The Software Service Provider needs to raise an Invoice on Quarterly Basis (Single Invoice for every three months of transactions) for the successful transactions. The first quarter will be for a broken period and the quarters after will be coinciding with the Calendar Year quarters LIC, after reconciliation, will pay the amount against the invoice. Taxes & Duties applicable as per regulatory requirements, if any, should be mentioned separately in the invoice.	Request payment to be on Monthly basis	No Change, Please be guided by the Provisions in the Notice.
7	P.5 Section 9 (g)	Termination: LIC reserves the right to terminate this contract without assigning any reason at any point of time during the contract period by giving notice of 30 days	Termination shall not be on convenience, there should be reasonable time, clause to be mutual	No Change, Please be guided by the Provisions in the Notice.
9	P.7 Annexure I	Total Number of eSign Transaction for the month of March 2018	Need relaxation as this is a new product?	No Change, Please be guided by the Provisions in the Notice.
10	P.7 Annexure I	Total Number of eSign Transaction for the month of March 2018	Since it is deployed in bank cannot be shared	No Change, Please be guided by the Provisions in the Notice.
11	P.10 Annexure III	Widget/JavaScript/REST API based integration with LIC Web Based Business Application at no additional cost to LIC.	How many such integration is required?	Integrations as mentioned in Notice Inviting Quotations will be required.
12	P.11 Annexure III	Providing technical support for issues faced by LIC technical team while using e-Sign applications during contract period will be responsibility of the ASP.	Elaborate the type of technical support required.	Technical support for issues faced by LIC technical team while using e-Sign applications during contract period related to the application

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13	P.11 Annexure III	Training of the LIC's employees for handling the troubleshooting of functional and common issues faced by the end users while using e-Sign application.	No. of days required for training	The bidder to provide for number of days based on their application requirement to impart the required information to the users.
14	P.12 Annexure IV	Software Service for digitally signing of documents using Aadhaar [All Inclusive including UIDAI eKYC and Integration with LIC Business Applications]	What comprises of 'Total Cost'?	Cost Per e-Sign transaction(All-inclusive figure exclusive of GST)
15	P.14 1.1	Secure software services for digitally signing various types of documents using Aadhaar on a per successful e-Sign transaction basis.	Specify type of documents.	The documents will be generally PDF format and other standard formats which can be esigned.
16	P.14.1.2.6	Logging and Report Generation: The Software Service should be capable of producing audit trails for all the transactions. It should log all the activities pertaining to the use of service. The Software Service provider should also provide a User Interface for MIS and report Generation.	Audit Trail of 7 years as mandated by CCA is being referred?	Yes, selected Software Service provider should also provide a User Interface for MIS and report Generation.
17	P.15 1.2.7	High Availability: The Software Service should be available 24 X 7. The provider needs to assure 100% up-time of the service.	From the SI or from the UIDAI itself?	From the SI end.
18	P.15 1.2.7	High Availability: The Software Service should be available 24 X 7. The provider needs to assure 100% up-time of the service.	From SI end would request HA to be 98%	No Change, Please be guided by the Provisions in the Notice
19	P.15 1.2.10	Legal and Regulatory: The Software Service provider should ensure that the Software Service complies with the directives, guidelines issued by IRDAI, CCA, UIDAI from time to time. It should also comply with the Information Technology Act. The Software Service should also comply to the Security Policies of LIC.	Would like to share the existing security policy of LIC	This will be shared with the selected firm.

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20	P.15 1.2.11	Maintenance: The Software Service should also provide for a User Interface to monitor the transactions for control and troubleshooting purpose(applicable for ASP).	How many user licenses would be required	One account to be provided to LIC
21	General		Will the infrastructure be provided by LIC	Being a Service based subscription, No Infrastructure will be provided by LIC. Please note this is a eSign as Service requirement.
22	General		The service should facilitate real-time digital signing of documents in an End-to-end fasion without breaking the flow. It should also enable a check to ensure that the document is signed by the same aadhaar holder which is using the business side application.	No Change, Please be guided by the Provisions in the Notice.
23	General		1. The Bidder should have a minimum turnover of Rs. 100 crores per year in the last three financial year's i.e 2015-2016, 2016-2017 and 2017-2018.	No Change, Please be guided by the Provisions in the Notice.

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24	General		2. The Bidder should be a profit making company and have a positive net worth in at least two years during last 3 financial years. (2015-16, 2016-2017, 2017-18)	No Change, Please be guided by the Provisions in the Notice.
25	General		3. The Bidder should not have been blacklisted by any government organization / banks. Self-declaration to that effect should be submitted along with the technical bid.	No Change, Please be guided by the Provisions in the Notice.
26	General		4. The Bidder submitting the offer must be a company/firm incorporated / registered in India and should be operating for the past 5 years in India as on 31/03/2018.	No Change, Please be guided by the Provisions in the Notice.
27	General		Service Providers should not be under a declaration of ineligibility for corrupt and fraudulent practices issued by any Tendering Authority.	No Change, Please be guided by the Provisions in the Notice.

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28	General	Additional Eligibility Requirement	Additional Eligibility : Being a critical services, it is proposed to ensure that some minimum experience is there with the ASP for the proposed eSign Services in a Live environment.	Proposed eSign as a Services from the ASP must be in Live environment since 1st March 2018 or earlier . Bidder to submit PO to support the claim.
29	General	Additional Eligibility Requirement	Demo Requirement to validate the claims being made by the firm and to validate the integration feasibility.	Technical eligibility will involve a successful conduct of Demo of the proposed eSign services and the availability of the ready to use (plug-n-play) APIs to integrate the eSign Services with LIC Application.
30	General	Additional Requirement	Pre Contract Integrity Pact –This NIQ (Notice Inviting Quotation -NIQ) is an offer made on the condition that the bidder will sign the Integrity Pact with LIC. Only those vendors/bidders who have entered into Pre Contract Integrity Pact with LIC would be eligible to participate in the bidding.	The “Pre Contract Integrity Pact” can be downloaded from our website : https://www.licindia.in/getattachment/Bottom-Links/Download-Forms/LIC_Integrity_pact.pdf.aspx

Executive Director (IT/SD)