

Ref: LIC/CO-ITSD/ITPROJECTS/ WHATSAPP/RFP/2021-2022/ Corr2 Dated: 24/01/2022

CORRIGENDUM/CORRECTIONS

Ref: LIC/CO-ITSD/ITPROJECTS/WHATSAPP/RFP/2021-2022 dated 11/01/2022 RFP for Development, Implementation and Maintenance of WhatsApp Business Solutions and WhatsApp Bot in Life Insurance Corporation of India

S. No.	Reference Section	Subject Matter / Original Clause	Revised Provisions/ Clarifications /Information
1.	1.1 Definitions Page 10	a. Firm/Bidder/Proponent/Bidder/ Respondent/agency/Service provider	a. Wordings stand revised to : “Firm/Bidder/Proponent/Bidder/Respondent/ Agency/Service Provider/Vendor/ System Integrator”
	1.1 Definitions Page 11	b. Recipients	“b. Wordings stand revised to : Recipients/ consumers”
2.	1.1 Definitions Page 10	Contract Value: The L1 price for providing WhatsApp business solution and WhatsApp-BOT solution as per given specification in this RFP for the period of 3 years.	Definition stands revised to : “The L1 quote for providing WhatsApp business solution and WhatsApp-BOT solution as per given specification in this RFP for the period of 3 years.”
3.	1.1 Definitions Page 11	Recipients: Shall mean any such entity with whom LIC deems it fit to communicate and interact via WhatsApp. This includes but is not limited to customers, policyholders, employees, salesforce, agents, other stakeholders etc.	Definition stands revised to : “Shall mean any such entity with whom LIC deems it fit to communicate, interact and engage in conversation via WhatsApp. This includes but is not limited to customers, policyholders, employees, sales force, agents, other stakeholders etc.”
4.	1.1 Definitions Page 11	WhatsApp-Bot: Interactive solution which will provide interactive services to different recipients of LIC.	Definition stand revised to : “Customized interactive solution to provide interactive services to different recipients of LIC. Using APIs/ services, the solution will be integrated with different applications of LIC which are existing as well as which will be developed in future ”
5.	1.1 Definitions Page 11	Middleware	Middleware in the RFP document means: "Proposed solution to be developed by the bidder as defined in the Scope of work and description of services, in the RFP document."
6.	2.13.1 Eligibility & Technical Bid Page 21	Point No. 2 Annexure - II : Performance Bank Guarantee Format	Condition stand revised to : “Performance Bank Guarantee not required for bid submission. Later on , it has to be submitted by successful bidder only”

7.	2.13.1 Eligibility & Technical Bid Page 21	Point No. 4 Annexure - IV : Client Reference Format (Format for each of the 10 or more client references)	Title Wordings stand revised to : “Annexure - IV : Client Reference Format (Format for each of the 3 or more client references)”
8.	2.13.1 Eligibility & Technical Bid Page 21	Point No. 6 Format for Final Acceptance Report	Final Acceptance report not required for bid submission. To be submitted later by successful bidder.
9.	2.13.1 Eligibility & Technical Bid Page 22	Point No. 14 Implementation Plan and Solution Architecture	Implementation plan and solution architecture not required for bid submission. To be submitted later by successful bidder.
10.	2.13 Documents Required for Online Bid Submission (E-Tender) Page 22	Any request for the change in the terms and conditions of the RFP document, will not be accepted.	Wording of the mentioned line stand revised to : “The acceptance / rejection of any request for the change in the terms and conditions of the RFP document, is solely at LIC's discretion and LIC's decision in such matters will be final.”
11.	2.14 Procedure for opening of the bids Page 22	Point (a) Initially the Pre-contract Integrity Pact & Eligibility and technical bids of the bidders shall be opened as stated in the activity schedule.	Point (a) stands revised to: “Initially the Pre-contract Integrity Pact, Eligibility criteria related documents and technical bids of the bidders shall be opened for evaluation of eligibility criteria and conformity with technical requirements as stated in the activity schedule.”
12.	2.14 Procedure for opening of the bids Page 22	Point (b) On completion of the Eligibility and Technical Bids evaluation, the list of short-listed bidders and the date and time of opening of their Final commercial bids online will be notified on LIC website https://www.licindia.in/BottomLinks/Tenders.aspx and https://www.tenderwizard.com/LIC and https://www.eprocure.gov.in/epublish/app	Point (b) stands revised to: “On completion of the Eligibility and Technical Bids evaluation, the list of qualified bidders and the date and time of opening of their Final commercial bids online will be notified on the following websites: https://www.licindia.in/BottomLinks/Tenders.aspx https://www.tenderwizard.com/LIC https://www.eprocure.gov.in/epublish/app ”
13.	2.14 Procedure for opening of the bids Page 22	Point (c) The Final commercial bids of short listed bidders, who have qualified technical evaluation, will be opened by the Tender Opening Committee of LIC online after intimating the bidders/authorized persons of the bidders.	Point (c) stands revised to: “The Final commercial bids of qualified bidders will be opened by the Tender Opening Committee of LIC online after intimating the bidders/authorized persons of the bidders.”
14.	2.14.1 Clarification sought by LIC on bids	During evaluation of bids, if any deviation is observed LIC may, at its discretion, ask the Bidder for clarifications / documentation/ solution architecture on its bid. This process will be totally online and communications to and from bidders	Section 2.14.1 stands revised to: “During evaluation, LIC may call for clarifications from the bidders and may decide to accept any deviation, at its discretion and the decision of LIC in these matters will be final. However, this will be

		will be on bids.itprojects@licindia.com email id only. The decision if LIC in this matter will be final.	done before opening of commercial bids. Technicalities or minor irregularities in bids may be waived if the evaluation Team determines that it shall be in LIC's best interests. This process will be totally online and communications to and from bidders will be only through the email-id - bids.itprojects@licindia.com."
15.	2.18.1 Eligibility Criteria Page 24	Kindly refer Annexure IX - Eligibility Criteria.	Section 2.18.1 description stands revised to : "Eligibility criteria evaluation will be based on submission of Annexure IX- Conformity to Eligibility criteria by the bidder and the documentary evidences provided in support of the same."
16.	2.18.2 Technical Bid Evolution Page 25	Technical Bid Evaluation	Heading of Section 2.18.2 stand revised to : "Evaluation of Eligibility criteria and Technical bid"
17.	2.18.2 Technical Bid Evolution Page 25	Bidder needs to meet the criteria as per Annexure X (Technical Specifications) in their individual capacity unless stated otherwise.	Wordings of the mentioned line stand revised to : "Bidder needs to meet the criteria as per Annexure IX (Conformity to Eligibility Criteria) and Annexure X (Conformity to Technical Requirements) in their individual capacity unless stated otherwise."
18.	2.18.3 Presentation of proposal to Bid Evaluation Committee at LIC Page 25	LIC will schedule ONLINE presentations and intimate the bidders of the Date and Time of ONLINE presentations.	Section 2.18.3 stands revised to : "LIC, at its discretion, if it finds it necessary, may schedule ONLINE presentations and intimate the bidders of the Date and Time of ONLINE presentations. Failure of a bidder to complete a scheduled presentation to LIC may result in the rejection of that Bidder's proposal. The agenda for the presentation will be shared along with the exact date and time."
19.	2.20 Stage 2 – Commercial Bid Submission and Evaluation Page 25	Technically Qualified bidder with the lowest quote after commercial evaluation process will become the successful bidder.	Wordings of the mentioned line stand revised to : "Technically Qualified bidder with the lowest quote after commercial evaluation process will become the successful bidder, as per the details mentioned in the section 2.21 - Selection of Bidder."
20.	2.21.1 Award Criteria Page 26	Technically Qualified bidder with the lowest quote after commercial evaluation process will become the successful bidder. LIC will notify the successful bidder to enter into the contract in writing through a letter of Notification of Award.	Section 2.21.1 - Award Criteria stands revised to : "2.21.1.1 Of all the bidders, who have qualified on eligibility criteria and subsequently on technical criteria, the bidder with the lowest quote will become the successful bidder."

			2.21.1.2 In case of two Lowest quote (L1) bids, the bidder with highest average financial turnover for last 3 financial years will be selected. 2.21.1.3 The Bidder who has submitted the commercial Bid with the lowest quote shall be selected as the L1 and shall be called for further process leading to the award of the assignment. 2.21.1.4 In case the L1 fails to sign the agreement then LIC reserves the right to roll out the offer to the L2 and subsequent Bidders in the order of sequence at L1 Price. 2.21.1.5 LIC reserves the right to empanel other technically qualified Bidders at L1 Rate. However, the preference would be given to the L1 Bidder. ”
21.	3 Eligibility Criteria Page 31		Section 3 Eligibility Criteria now stand revised as per the revised Annexure IX attached with this corrigendum.
22.	4.2 Renegotiation of prices, price validity and validity of contract Page 33	Initially the contract will be valid for a period of 3 years from the start date of Contract Period. The prices quoted for WhatsApp business solutions and WhatsApp-BOT solution as per specifications in this RFP should be valid until 3 years from start date of the contract period. LIC reserves right to re-negotiate the prices during the contract period and extended period, if there is any change in rates in market.	Section 4.2 stand revised to: “Initially the contract will be valid for a period of 3 years from the start date of Contract Period. The prices quoted for WhatsApp business solutions and WhatsApp-BOT solution as per specifications in this RFP should be valid until 3 years from start date of the contract period. LIC reserves right to re-negotiate the prices during the contract period and extended period, if there is any change in rates in market. Any revision in charges of WhatsApp conversations (business-initiated as well as user-initiated as per WhatsApp pricing policies, applicable for India) will be as per following scenarios : Scenario 1. Reduction in charges arising out of changes as per WhatsApp pricing policies, applicable for India. i. The reduction in charges should reflect in the billing of WhatsApp conversations, from the date, the policy changes have come into effect.

			ii. If the bidder fails to do so, LIC can recover the same from future payments. Scenario 2. Increase in charges arising out of changes as per WhatsApp pricing policies. i. The bidder should intimate LIC about such increase in charges, in advance. ii. Based on bidder's intimation and after due discussions are held between bidder and LIC, the revised charges will be considered and approval can be provided by LIC. iii. The revision of charges, in such cases, will be applicable from the next billing cycle, after LIC has given approval for the same. iv. Under no circumstances, the bidder can unilaterally increase the WhatsApp conversation charges or any other charges, without LIC's approval. v. Any other charges , over and above, the charges for conversations (defined in WhatsApp pricing policies, applicable for India, for user initiated and business initiated conversations), cannot be revised upwards, without LIC's approval.”
23.	4.14 Terms of payment to bidders Page 40	Point No. 4, Standard Message Charges (WhatsApp message sending charges):100%payments towards the charges for WhatsApp messages sent to recipients at the fixed rate will be made on monthly basis in confirmation of the relevant reports made available to LIC through MIS Option on the basis of number of messages sent for the month and the invoices received from vendor.	Point No.4 stands revised to : “4. Standard WhatsApp conversation Charges: 100% Payments towards the charges for WhatsApp conversations with recipients (both business initiated as well as user initiated as defined in WhatsApp pricing policies applicable for India), will be made on monthly basis, as per the charges mentioned in the commercial bid. The payments will be done after verification and confirmation of the relevant reports made available to LIC through MIS Option on the basis of number of messages sent for the month and the invoices received from vendor. Any revision in charges of WhatsApp conversations (business-initiated as well as user-initiated as per WhatsApp pricing policies, applicable for India) will be as per following scenarios : Scenario 1. Reduction in charges arising out of changes as per WhatsApp pricing policies, applicable for India.

			i. The reduction in charges should reflect in the billing of WhatsApp conversations, from the date, the policy changes have come into effect. ii. If the bidder fails to do so, LIC can recover the same from future payments. Scenario 2. Increase in charges arising out of changes as per WhatsApp pricing policies. i. The bidder should intimate LIC about such increase in charges, in advance. ii. Based on bidder's intimation and after due discussions are held between bidder and LIC, the revised charges will be considered and approval can be provided by LIC. iii. The revision of charges, in such cases, will be applicable from the next billing cycle, after LIC has given approval for the same. iv. Under no circumstances, the bidder can unilaterally increase the WhatsApp conversation charges or any other charges, without LIC's approval. v. Any other charges, over and above, the charges for conversations (defined in WhatsApp pricing policies, applicable for India, for user initiated and business initiated conversations), cannot be revised upwards, without LIC's approval.
24.	4.14 Terms of payment to bidders Page 40	Point No. 6, Man day charges plus any other charges: Payment towards any other charges plus applicable tax will be made in the subsequent month after successful completion of the tasks/work done and completion report signed by both Bidder representative and the LIC's Project/ Operation Manager. Man day refers to the work carried by one person of the bidder in one day during the prescribed working hours.	Point No 6 is removed.
25.	4.14 Terms of payment to bidders Page 41	Point No. 9 There shall be no escalation in the prices once the prices are fixed and agreed to by LIC and the Bidders.	Wording of the mentioned line stand revised to: "There shall be no escalation in the prices once the prices are fixed and agreed to by LIC and the Bidders, except for the circumstances mentioned in this corrigendum2 (Ref: LIC/CO-ITSD/

			ITPROJECTS/WHATSAPP/RFP/2021-2022/ Corr2 Dated: 24/01/2022) Section 4.14 - Point no. 4 - Standard WhatsApp Conversation charges.”
26.	4.15.1 Prices Page 42	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.	Section 4.15.2 stands revised to : “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, except for the circumstances mentioned in this corrigendum 2 (Ref: LIC/CO-ITSD/ITPROJECTS/ WHATSAPP/RFP/2021-2022/ Corr2 Dated: 24/01/2022)- Sec 4.14 - Point no. 4 - Standard WhatsApp Conversation charges.)”
27.	4.34 Support to be provided by LIC Page 61	Point (f) Provide sitting space for 1 workstation at Mumbai with network connectivity. Bidder(s) is responsible for the Test and Development environment. Please note all the software development tools, desktops/laptops/servers, network cables, etc. including installation; configuration is to be arranged by the bidders. LIC will only provide sitting space for Bidder(s) resources.	Point (f) stand revised to : “Provide sitting space for 1 workstation at Mumbai with network connectivity. Bidder(s) is responsible for the Test and Development environment. Please note all the software development tools, desktops/laptops configuration is to be arranged by the bidders. LIC will only provide sitting space for Bidder(s)resources. 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 the proposed solution. In case any such software is required for which LIC is having the required licenses, the same will be provided to the bidder by LIC.”
28.	5.1.1 Detailed Scope of Work For WhatsApp Business Solution Page 62	Point No. 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.	Point No.4 stands revised to : “The bidder shall provide free of cost WhatsApp conversation services,(business initiated or user initiated), for the defined time window (e.g. 24 hours) based conversation sessions, as per WhatsApp pricing policies, applicable for India. If a part of conversation is chargeable as per WhatsApp pricing policies, applicable for India, the bidder should charge for that part only. To clarify further, following scenarios are explained : Scenario 1. Business initiated - If LIC

			initiates a conversation with a consumer, consumer responds to it and then subsequently to and fro conversation takes place between LIC and consumer over the next 24 hours. If as per WhatsApp policies, this entire conversation over 24 hours has to be charged as one conversation, the bidder should charge it is one conversation only. Scenario 2. User initiated - If a consumer initiates a conversation with LIC, LIC responds to it and then subsequently to and fro conversation takes place between consumer and LIC over the next 24 hours. If as per WhatsApp policies, this entire conversation over 24 hours has to be charged as one conversation, the bidder should charge it is one conversation only. Scenario 3 - The bidder should not charge for free conversations (business initiated or user initiated), as per WhatsApp pricing policies, applicable for India. If WhatsApp pricing policies allow any number (say 1000) free conversations every month, the bidder should not charge for such number of conversations. WhatsApp conversation here refers to the messages exchanged on WhatsApp platform, between LIC (business) and consumer (user). The conversations can be with or without media attachments”
29.	5.1.1 Detailed Scope of Work For WhatsApp Business Solution Page 62	Point No. 12 URL shortening feature to ensure sending of customer friendly URLs with LIC's brand in the domain (brand identifying domains for shortened URLs).	Point No.12 stand revised to : “URL shortening feature to ensure sending of customer friendly URLs with LIC's brand in the domain (brand identifying domains for shortened URLs). Domain name for URL will be provided by LIC.”
30.	5.1.1 Detailed Scope of Work For WhatsApp Business Solution Page 62	Point No. 13 Provide APIs to receive messages sent by users through WhatsApp.	Point No. 13 stand revised to : “Provide APIs to receive messages (with or without media attachments) sent by recipients through WhatsApp.”
31.	5.1.1 Detailed Scope of Work For WhatsApp Business	Point No. 22	New Point No 22 added as follows : “22. The bidder shall be responsible for ensuring compliance on Information security audit points for the proposed solution, which

	Solution Page 62		comes under the scope of work under this RFP.”
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. 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. 2. WhatsApp-bot will automatically analyze the user Request, extract relevant activities and respond to the user. The response knowledge contextualized piece of information based on data the user has provided, data stored in enterprise systems, the result of an action that the WhatsApp-bot performed by interacting with one or more back end application, a disambiguating question that helps the WhatsApp-bot to correctly understand the user's request. 3. WhatsApp-bot service needs to be made available over WhatsApp 4. WhatsApp-bot needs to be integrated with services/facilities available on LIC's applications. 5. WhatsApp-bot needs to be flexible to incorporate new services / facilities. 6. The bidder shall provide proper Knowledge Transfer regarding development of WhatsApp-bot application to LIC IT Team.	Section 5.1.2 stand revised to : WhatsApp-bot solution refers to - Customized interactive solution to provide interactive services to different recipients of LIC. Using APIs/ services, the solution will be integrated with different applications of LIC which are existing as well as which will be developed in future. 1. Implement a customizable interactive solution which will help recipients with their queries, feedbacks, requests, and complaints and so on where they can communicate with LIC. This solution will be integrated with different applications of LIC, via APIs/services. 2. WhatsApp-bot service needs to be made available over WhatsApp 3. WhatsApp-bot needs to be integrated with services/facilities available on LIC's applications. 4. WhatsApp-bot needs to be flexible to incorporate new services / facilities. 5. The bidder shall provide proper Knowledge Transfer regarding development of WhatsApp-bot application to LIC IT Team.”
33.	Brief descriptions of the services involved in the solution Page 64	Point No. 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.	Point No. 13 stand revised to : “When a user authenticates into the dashboard, the limit details like allocated messages, used message limit 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.”
33.	Brief	Point No. 18	Point No. 18 stand revised to :

	descriptions of the services involved in the solution Page 64	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.	“The solution to be developed should be compatible to run on Operating System RHEL (ver 7.0 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.”
34.	Brief descriptions of the services involved in the solution Page 65	Point No. 20 Any changes suggested or mandated in the application should be implemented within two weeks after LIC’s reporting to Bidder(s).	Point No. 20 stand revised to : “Any changes suggested or mandated in the application should be implemented within two weeks after LIC’s reporting to Bidder(s) or within the period mutually agreed upon between LIC and the bidder for the changes. In case of conflict regarding the changes or time period, the final decision for determining the same will rest with LIC.”
35.	Brief descriptions of the services involved in the solution Page 65	Point No. 22 Bidder should make provisions for redundancy in the servers and their gateways and details need to be given with architecture. Bidder should provide 99% uptime calculated on monthly basis.	Point No. 22 stand revised to : “Bidder should make provisions for redundancy in the servers and their gateways and details need to be given with architecture. Bidder should provide 99% uptime calculated on monthly basis. Servers will be provided by LIC, based on the server sizing specifications provided by the bidder.”
36.	Brief descriptions of the services involved in the solution Page 65	Point No. 23 WhatsApp messaging throughput should be a minimum of 1000 messages/second at any point of time.	Point No. 23 stand revised to : “WhatsApp messaging throughput per second should be the maximum messaging throughput per second, allowed as per WhatsApp policies, at any point of time.”
37.	5.2 Implementation Procedure Page 66	1) Plan for Project Implementation: - Point (g) – Documentation The bidder shall provide Documentation for LIC Central Office and should submit updated documentation related to changes made at every instance of such changes in the application and integration parameters.	Point (g) for Documentation stand revised to: “The bidder shall provide detailed documentation for the proposed solution and should submit updated documentation related to changes made at every instance of such changes in the application and integration parameters.”
38.	6 Project Timelines Page 67	All the components and their associated functionalities mentioned in the RFP are expected to be delivered within four weeks from the date of purchase order.	Mentioned line stand revised to: “All the services, components and their associated functionalities mentioned in the RFP are expected to be delivered as per the

			timelines mentioned in time schedule for delivery and installation.”
39.	7 Service Level Agreement	A) Penalties for down time of Solution:	Following line is added to the particular section : “If the downtime is attributable to LIC's side, no penalty will be levied, for that period.”
40.	8 Infrastructure Specifications (Hardware and Software) Page 70	Point No. 4 Servers with OS - RHEL (ver 8.0 or above)	Point No. 4 stand revised to : “Servers with OS - RHEL (ver 7.0 or above)”
41.	9 Roles and responsibilities Page 71	Role of LIC, Point No. 1 LIC shall provide the required hardware infrastructure with adequate space, air conditioning, lighting, and electricity.	Point No.1 stand revised to : “LIC shall provide the required hardware infrastructure, the network connectivity, servers, security related infrastructure, database, servers for hosting the applications and any software for which LIC is having the required licenses along with adequate space, air conditioning, lighting, and electricity.”
42.		RHEL (ver 8.0 and above)	“The wordings in the RFP document - RHEL (ver 8.0 or above) and RHEL (ver 8.0 and above) stands revised to RHEL ver (7.0 or above)”
43.	9 Roles and responsibilities Page 71	Role of Bidder, Point No. 1 To provide the WhatsApp Business and WhatsApp-BOT solution as per requirement and scope of this RFP.	Point No. 1 stand revised to : “To provide the WhatsApp Business and WhatsApp-BOT solution as per the requirements and scope of work and descriptions of the services mentioned in this RFP.”
44.	9 Roles and responsibilities Page 71	Role of Bidder, Point No. 2 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 the required hardware related infrastructure and any such software for	Point No. 2 stand revised to : “It is the Bidders’ responsibility to design, architect and perform sizing of the required infrastructure (Hardware and Software) to fully comply with the proposed solution. Bidder needs to ensure that all the components including but not limited to software licenses, software tools, should also be provisioned according to the requirement, scope of work and services of the solution, except for those which will be provided by LIC. If the bidder has not provisioned some components as part of solution, 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 the required hardware related infrastructure and any such software for which it already has the required licenses”

		which it already has the required licenses.	
45.	9 Roles and responsibilities Page 72	Role of Bidder, Point No. 6 To facilitate integration of WhatsApp Business and WhatsApp-BOT solution with LIC applications.	Point No. 6 stand revised to : “To facilitate integration of WhatsApp Business and WhatsApp-BOT solution with existing and future LIC applications using APIs / services, as required by LIC.”
46.	9 Roles and responsibilities Page 72	Role of Bidder, Point No. 8 To provide onsite Solution monitoring (during working office hours), hardware and software maintenance, enhancements and modifications.	Point No. 8 stand revised to : “To provide onsite solution monitoring (during working office hours), offsite solution monitoring and troubleshooting (24x7), software maintenance, enhancements and modifications, as required from time to time.”
47.	9 Roles and responsibilities Page 72	Role of Bidder, Point No. 10 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.	Point No 10 stand revised to : “Bidder has to size the hardware and software, for the initial deployment and for subsequent growth, and has to provide additional software, tools etc. required to meet the growth in usage, at no additional cost to LIC.”
48.	Annexure IV Page 77,	Annexure IV - Client Reference Format (Format for each of the 5 or more client references)	Following Annexure stand revised to as attached with this corrigendum 2 Ref: LIC/CO-ITSD/ITPROJECTS/WHATSAPP/RFP/2021-2022/ Corr2 Dated: 24/01/2022.
49.	Annexure IX Page 86	Annexure IX - Conformity with Eligibility Criteria	Following Annexure stand revised to as attached with this corrigendum 2 Ref: LIC/CO-ITSD/ITPROJECTS/WHATSAPP/RFP/2021-2022/ Corr2 Dated: 24/01/2022.
50.	Annexure X Page 90	Annexure X - Conformity with Technical Requirements	Following Annexure stand revised to as attached with this corrigendum 2 Ref: LIC/CO-ITSD/ITPROJECTS/WHATSAPP/RFP/2021-2022/ Corr2 Dated: 24/01/2022.
51.	Annexure XI Page 93	Annexure XI - Final commercial Bid Template	Following Annexure stands revised to as attached with this corrigendum 2 Ref: LIC/CO-ITSD/ITPROJECTS/WHATSAPP/RFP/2021-2022/ Corr2 Dated: 24/01/2022.

Please find below checklist for the documents at the time of bid Submission:

1	Annexure – I : Bid Response Covering Letter
2	Annexure - III : Bidder Organization Details
3	Annexure - IV : Client Reference Format (Format for each of the 3 or more client references)
4	Annexure - V : Service Support Details/Escalation Matrix
5	Annexure - IX : Conformity with Eligibility Criteria and Supporting Documents and undertaking as mentioned in this Annexure
6	Annexure - X : Conformity with Technical Requirements
7	Annexure - XI : Final commercial Offer details masked
8	Annexure - XII : Pre Contract Integrity Pact
9	Annexure - XIII : Remittance Details
10	Annexure - XIV : Undertaking for Restriction on Procurement due to National Security
11	Annexure - XV : Bid Securing Declaration Form

Revised annexures are attached below

Annexure – IV: Client Reference Format (Format for each of the 3 or more client references)

Documentary evidences like Purchase Orders, Copies of the Service Contracts or Work Completion certificates from the client organization confirming the details of the WhatsApp Business solutions & WhatsApp-BOT services offered, to be submitted with following details:

The documentary evidence submitted should reflect the contract start date during the last 3 financial years (2018-2019, 2019-2020 and 2020-2021).

LIC reserves the right to verify with such clients while evaluating the Eligibility Bid.

Citation No.:	Name of Client:
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Details	Required Information
Name of the Client	
Contact person of the Client with Name, Designation, Tel. No., Fax No., Address, Email-id & Mobile no.	
Documentary evidence submitted	
Role of the bidder	
Contract valid from	
Contract valid upto	
No. of years of tie up	
Name of the Solution deployed at Client location	
No. of Client Applications integrated with WhatsApp Business	
Integration types adopted for client applications	
No. of Transactional Messages handled (yearly)	
2018-2019	
2019-2020	
2020-2021	

Information Technology/SD – Central Office, 'Yogakshema', Jeevan Bima Marg, P. B. No. 19953, Mumbai - 400021

No. of Promotional Messages handled (yearly)	
2018-2019	
2019-2020	
2020-2021	
Transactions per second rate (TPS)	
Details of Hardware configurations & Software used at the Client end.	
Brief details about the Solution architecture, Data Flow, Work-flow implemented in WhatsApp Business Solution	

For and on behalf of: _____ (BIDDER)

Authorized Signatory

Name:

Designation: _____

Office Seal: _____

Place: _____

Date: _____

Annexure – IX: Conformity with Eligibility Criteria

#	Particulars	Supporting Documents to be attached	Compliance YES/NO	Details of documents submitted (with page numbers as per bid document)
1.	Bidder should be a registered company in India under Companies Act, 1956 and should have been in operation for at least three years as on date of RFP. Or Micro and Small Enterprises (MSEs) as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME) or are registered with the Central Purchase Organisation or the concerned Ministry or Department Or Central or State Government Organization or PSU	The copy of certificate of Incorporation issued by the registrar of the Companies and copy of Certificate of Commencement of Business. As per the Companies (Amendment) Ordinance 2018, there is a requirement for all the companies registered on or after 2 November 2018 to file a certificate of commencement of business		
2.	The bidder must have ISO 9001 certificate (QMS) and ISO 27001 Certificate (ISMS).	Copy of ISO Certificates to be submitted, which should be valid as on bid submission date.		
3.	The bidder should be official WhatsApp Business Solution Provider.	Copy of relevant documents to be submitted		
4.	The Bidder should have implemented WhatsApp Business solution for at least 3 enterprise clients.	Copy of relevant documents to be submitted		
5.	The bidder should have proven capability to provide fully managed solution for Opt-in and Opt-out management.	Undertaking in this regard to be submitted		
6.	The bidder should be able to support text and rich media (images, documents, videos and so on) notifications functionality.	Undertaking in this regard to be submitted		
7.	The Bidder should have a	Undertaking in this regard to be		

	registered office in India.	submitted		
8.	The bidder shall submit undertaking regarding non-usage of LIC data in any form without permission from LIC.	Duly notarized undertaking in this regard to be submitted		
9.	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) and should also have made profit (before tax) in at least two of the three previous financial years (2018-2019, 2019-2020 and 2020-2021).	Copies of Audited Financial statements to be enclosed. Please enclose a certificate confirming above figures from statutory auditors of company if, separate final accounts are not available.		
10.	The bidder should have positive net worth in each of the last three financial years (2018-2019, 2019-2020 and 2020-2021).	CA certificate or Documentary evidence to the satisfaction of LIC, to prove positive net worth during last three financial years (2018-2019, 2019-2020 and 2020-2021).		
11.	The Bidder should not be blacklisted by any Government / Government of India/State/UT Government/ PSUs / Banks in India during the previous 3 financial years.	Certificate from Authorised Signatory of the bidder.		
12.	Bidder should not have any litigation against LIC or any organization which may materially impact the bidders' responsibility to implement the scope of this RFP.	Undertaking signed by the Authorized Signatory of the bidder.		
13.	The bidder should have registered GSTIN	Copy of GST registration certificate.		

* All copies of the documents should be attested by the authorised signatory of the bidder with company seal.

** If audited figures for Financial Year 2020-2021 are not available, then Provisional figures certified by CA can be submitted.

For and on behalf of: _____ (Bidder)

Authorized Signatory

Name:

Designation:

Office Seal:

Place:

Date:

Annexure – X : Conformity with Technical Requirements

Bidders would be considered as technically compliant only if response is YES against all the points mentioned under MANDATORY REQUIREMENTS (point no. 1 to 29).

Bidders are required to submit required documents, wherever applicable. LIC may ask for supporting documents in support of the technical submission.

Sl. No.	Description of Requirement	Response (YES / NO)	Comments (if any)
	MANDATORY REQUIREMENTS		
1.	Whether the bidder is capable of implementation and maintenance of Verified WhatsApp Business profile of LIC for which the setup is to be done on Indian phone number(s) provided by LIC.		
2.	Whether bidder is capable of providing single generic API for sending of all types of messages, with or without media attachments to different recipients. The API will have pre-defined fixed parameters like recipient's WhatsApp number, message content, message template id, LIC's user id and media attachment(media attachment is optional)		
3.	Whether bidder can provide customized dashboard / MIS based on WhatsApp Business solutions and WhatsApp-BOT services implemented in LIC? The dashboard should be able to provide aggregated reports as well as category wise, segment wise reports. Categories for the same will be defined by LIC		
4.	Whether the MIS provided by the bidder can segregate and generate statistics of user initiated conversations and business (LIC) initiated conversations separately.		
5.	Whether the proposed solution will take care of verification of white-listed user-id, white-listed IP address and white-listed templates.		
6.	Whether the proposed solution of the bidder can integrate with LIC's Oracle 19c database (or any other RDBMS if there is a change in LIC DB) of LIC?		
7.	Whether bidder shall provide maximum dedicated throughput of messages per second, allowed as per the maximum limits defined by WhatsApp policies applicable for India?		
8.	Whether the proposed solution can maintain all the data like recipient, template, delivery time, invoicing details etc. with regards to messages handled for at least 3 previous years?		
9.	Whether the bidder can provide online ticketing mechanism for logging and tracking all the complaints raised by LIC?		
10.	Whether bidder is ready to supply the requisite software licenses and tools for the proposed solution as per the scope of work and description of services?		

11.	Whether the WhatsApp Business & WhatsApp-BOT solution by the bidder can provide Click tracking of URLs mechanism to know who clicked and who didn't for better recipient behaviour insights?		
12.	Whether the bidder is capable of providing support for encryption-decryption supporting DES/ 3DES/ AES algorithm for the API based integration, in the proposed solution?		
13.	Whether the bidder agrees to sign & submit Non-Disclosure Agreement (NDA) as per LIC's format: Annexure-VII?		
14.	Whether the bidder will provide necessary Service Level Agreement monitoring functionality and appropriate reports to check compliance to Service Level Agreements defined in this RFP?		
15.	Whether the bidder agrees to adhere to the Service Level Agreements/Penalties defined in this RFP?		
16.	Whether the bidder can provide test environment for UAT to test the integration of its APIs with the APIs of LIC's applications		
17.	Whether the bidder agrees to sign & submit Non-Disclosure Agreement (NDA) as per LIC's format: Annexure-VII?		
18.	Whether the bidder will provide necessary Service Level Agreement monitoring functionality and appropriate reports to check compliance to Service Level Agreements defined in this RFP?		
19.	Whether bidder has 24x7 helpdesk support office or representative to provide remote support immediately on call? This would be apart from the onsite support.		
20.	Whether the bidder can provide Graphical User Interface (GUI) based access & authorizations mapped to the LIC's organizational hierarchy, cadres, designation, roles and levels, based on AD-LDAP authentication?		
21.	Whether the proposed solution to be given by the bidder will be scalable to handle growth for the next 3 years?		
22.	Whether the bidder is ready to ensure compliance for information security audit points, for the proposed solution?		
23.	Whether the bidder is ready to provide training to LIC personnel on different aspects of the proposed solution?		
24.	Whether the bidders' proposed solution will conform to the requirements of the amended IT Act 2000 and other laws statutes of the government, applicable, if any?		
25.	Whether the bidder can provide onsite support at LIC's premises at Vile Parle, Mumbai on all working days (Monday to Friday) between 10:00 am to 5:30 pm?		
26.	Whether the proposed solution of the bidder can provide logging of all WhatsApp conversations, initiated by LIC as well as of those initiated by the recipients?		
27.	Whether the proposed solution to be provided by the bidder can integrate with existing as well as future applications of LICs via		

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	APIs/ services?		
28.	Whether the bidder is able to provide APIs for receiving requests (with or without media attachments) sent by recipients, in the proposed solution?		
29.	Whether the bidder will be able to provide conversation pricing as defined in - Corrigendum02 Ref: LIC/CO-ITSD/ITPROJECTS/ WHATSAPP/RFP/2021-2022/ Corr2 Dated: 24/01/2022 Point no. 28 - (Reference section - 5.1.1 Detailed Scope of Work For WhatsApp Business Solution)		
30.	Whether the bidder is capable of fulfilling all the deliverables under the scope of this RFP and carry out the activities as per the requirements, scope of work and description of services mentioned in relevant sections?		

For and on behalf of: _____ (Bidder)

Authorized Signatory

Name:

Designation:

Office Seal:

Place:

Date:

Annexure – XI: Final commercial Bid Template

Name of the Bidder: _____

(Amount in INR)

A. Recurring Cost					
S. No.	Description	Per Year Cost (xx)	For total contract Period (i.e. 3 years) (yy)	Total Cost (xx*yy)	
1.	Annual Platform Usage and Maintenance Charges, if any	0.00	3	0.00	
B. Standard Conversation Charges*					
S. No.	Description	Unit Cost (x)	Approx. Conversation Per Month* (y)	Months(z)	Total Cost (x*y*z)
2. (I)	Conversations charges (initiated by LIC)	0.00	10,00,000	36	0.00
2. (II)	Conversation charges (initiated by user)	0.00	10,00,000	36	0.00
C. Other Items					
S. No.	Description	Unit Cost (x)	Approx. Number of Services (y)	Total Cost (x*y)	
3.	Integration Support with LIC's various application/Services**	0.00	15	0.00	
S. No.	Description	Year 1 Cost	Year 2 Cost	Year 3 Cost	Total Cost
4.	Dedicated Support Charges***	0.00	0.00	0.00	0.00
Total Cost of Ownership (A+B+C)					0.00

---L1 quote will be decided based on the total cost of ownership (A + B + C) ---

- a) *Number of WhatsApp messages per month is indicative and only for the calculation of total cost of ownership. However actual number may vary increase or decrease basis on utilization. The payment for same will be made on actual utilization basis based on the unit cost quoted by the bidder. Conversation refers to the messages exchanged between LIC and the recipients, where in the conversation can be initiated by LIC or the conversation can be initiated by the recipients.
- b) ** LIC may integrate the solution with various applications / services using APIs as per LIC's requirements. Number of services is indicative for calculation of total cost of ownership. The same may vary as per LIC's requirement during the contract period. The payment for the integration service will be made on actual integrated application / services based on the unit cost quoted by bidder. Please note the following activities mentioned in the scope of work (section 5.1.1- point no. 2,5,6,7,8,9,10,11,12,13,14,15,16,17,19,20,21,22) should not be considered for integration support charges. Dashboard /MIS should also not be considered for integration support charges.
- c) *** Bidders to provide Dedicated Support Charges for the solution. The dedicated support charges include :
- i. Onsite support which will be for the shift (10:00 AM - 5:30 PM) per day from Monday to Friday for 1 person.
- ii. Offsite support charges (365 x 24 x 7) for the provided solution.
- d) All the commercial value quoted should be in Indian Rupees. LIC will deduct applicable TDS , if any, as per the laws of the land.
- e) The prices are inclusive of all taxes, duties, levies etc. except GST.
- f) Further, we confirm that we will abide by all the terms and conditions mentioned in the Tender document.

I state that the above mentioned information and the relevant annexures and enclosures are true and correct and we will abide by all the terms and conditions mentioned in the Tender document.

Authorized Signatory

Name:

Designation:

Date:

Place:

Seal of the company

Information Technology/SD – Central Office, 'Yogakshema', Jeevan Bima Marg, P. B. No. 19953, Mumbai - 400021

Executive Director (IT/SD)