



## Life Insurance Corporation of India

Central Office, IT/BPR Department, 2<sup>nd</sup> floor, Jeevan Seva Annex, Santacruz, Mumbai – 400054

### Request for Proposal For Implementation & Maintenance of SMS Solution

Ref: LIC/CO/IT-BPR/SMS/RFP/2020-2021 Dated: 19/11/2020

#### CORRIGENDUM

| S.N. | RFP Document Reference(s) (Section & Page Number)         | Type of Corrigendum             | Existing Clause                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Corrigendum/Revised Clause                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|------|-----------------------------------------------------------|---------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1    | Section 2.1.iV<br>Page No. 11                             | New Clause                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Digitally signed documents can also be uploaded.                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 2    | Section 2.9.5,<br>Page No. 15                             | Revised Date for Bid Submission | 12/12/2020 latest by 15:00 hours online at :<br>e-Tendering System portal<br><a href="https://www.tenderwizard.com/LIC">https://www.tenderwizard.com/LIC</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | <b>24/12/2020 latest by 15:00</b> hours online at :<br>e-Tendering System portal<br><a href="https://www.tenderwizard.com/LIC">https://www.tenderwizard.com/LIC</a>                                                                                                                                                                                                                                                                                                             |
| 3    | Section 2.9.6,<br>Page No. 15                             | Revised Date of Bid Opening     | The Pre-contract Integrity Pact & Eligibility and Technical Bids will be opened by LIC on 12/12/2020 at 15:30 hours                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | The Pre-contract Integrity Pact & Eligibility and Technical Bids will be opened by LIC on <b>24/12/2020 at 15:30</b> hours                                                                                                                                                                                                                                                                                                                                                      |
| 4    | Section 2.12.h<br>Page No. 19                             | Revised                         | The contents of the Soft copies submitted in the CD and the contents of the Hard copies shall be exactly the same. If not, the bid may be rejected.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | The successful bidder(s) will have to submit the hard copies of the bid documents duly signed by the authorised signatory. The content of the hard copies should match with the bid documents submitted online.                                                                                                                                                                                                                                                                 |
| 5    | Section 2.20<br>Page No. 23                               | Changed                         | The Indicative commercial bid has to be in the format as provided in Annexure XI –Indicative Commercial Bid Details. Soft copy of the commercial bid in a CD is also to be <u>submitted along with hard copy.</u>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | The Indicative commercial bid has to be in the format as provided in Annexure XI –Indicative Commercial Bid Details.                                                                                                                                                                                                                                                                                                                                                            |
| 6    | Section 4.14.2<br>Liquidated Damages (Para 2),<br>Page 41 | Revised                         | Vendor(s) will make all-out effort to ensure that all systems perform without defect or interruption. The completion of deliverables within the given timeframe is binding on Vendor(s). In the event of delay in meeting the deliverables for causes attributable to Vendor(s), LIC shall be entitled at its option to recover from Vendor(s), as liquidated damages, a sum of 0.5% of the contract value of the deliverable which suffered delay, for each completed week or part thereof by which the deliverable has been delayed, for the first 4 weeks of delay. 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. | Vendor(s) will make all-out effort to ensure that all systems perform without defect or interruption. The completion of deliverables within the given timeframe is binding on Vendor(s). In the event of delay in meeting the deliverables for causes attributable to Vendor(s), LIC shall be entitled at its option to recover from Vendor(s), as liquidated damages, a sum of of Rs.10,000/- per working day subject to a maximum of Rs.20,00,000 (Rupees Twenty Lakhs Only). |

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|----|-----------------------------------------------------------------------------|---------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 7  | Section 4.28.7<br>Page no. 56                                               | Removed | <p>4.28.7 Rights of Access to Premises</p> <p>4.28.7.1 At any time during the exit management period, vendor(s) will be obliged to give reasonable rights of access to (or, in the case of located on a third party's premises, procure reasonable rights of access to) LIC or its nominated agency and/or any Replacement Implementation Agency in order to make an.</p> <p>4.28.7.2 Vendor(s) shall also give LIC or its nominated agency, or any Replacement Implementation Agency right of reasonable access to the Vendors' premises and shall procure for LIC or its nominated agency and any Replacement Implementation Agency rights of access to relevant third party premises during the exit management period and for such period of time following termination or expiry of the contract as is reasonably necessary to migrate the services to LIC or its nominated agency, or a Replacement Implementation Agency.</p> | This Clause is removed                                                                                                                                                                                                                                                                                                                                     |
| 8  | Section No.5.1<br>Page No. 62                                               | Revised | <p>Group Message: This category of services must allow LIC to send and receive informational messages to a limited group of LIC's field-force or employees as and when required by the LIC. Sending SMS from a user mobile to a short/long code that in turn will be sent to a <del>limited group providing some information</del></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Group Message: This category of services must allow LIC to send and receive informational messages to a limited group of LIC's field-force or employees as and when required by the LIC.                                                                                                                                                                   |
| 9  | Section 5.1, Scope of Work page number 62                                   | Revised | <p>g) Vendor shall be responsible for Whitelisting of messages at DLT or any other platform prescribed by Telecom authority or Telecom service provider.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Vendor shall be responsible for Whitelisting of messages at DLT or any other platform prescribed by Telecom authority or Telecom service provider                                                                                                                                                                                                          |
| 10 | Section 5.1, Scope of Work page number 63                                   | Revised | <p>14. Vendor will be responsible for the DLT related jobs like whitelisting of texts, procurement of new Sender IDs like 'LICIND', 'PMSYMY', 'NPSTRD', 'PMKMDY' etc.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | 14. Vendor shall support LIC in DLT related jobs like whitelisting of texts, procurement of new Sender IDs like 'LICIND', 'PMSYMY', 'NPSTRD', 'PMKMDY' etc.                                                                                                                                                                                                |
| 11 | Section 5.1, Scope of Work page number 63                                   | Revised | <p>17. Vendor should ensure timely registration of "Headers", "sms templates" and other required details over DLT and shall have a dedicated team handling the same.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | 17. Vendor shall support LIC in timely registration of "Headers", "sms templates" and other required details over DLT and shall have a dedicated team handling the same.                                                                                                                                                                                   |
| 12 | Section No. 3.4 , Annexure-III ,Bidder Organization Details, Page No. 30    | Revised | <p>CA certificate or Documentary evidence to the satisfaction of LIC, certifying the no. of SMS handled during each of the last two Financial years. ( 2018-19 and 2019-20)</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Certificate signed by Authorized Signatory and/or documentary evidence to the satisfaction of LIC, certifying the no. of SMSes handled during each of the last two Financial years. ( 2018-19 and 2019-20). LIC reserves the right to call for documentary evidence as proof for this. Failure to submit the same may lead to disqualification of the bid. |
| 13 | Annexure-IX, Point No. 4, Conformity with Eligibility Criteria, Page No. 92 | Revised | <p>CA certificate or Documentary evidence to the satisfaction of LIC, certifying the no. of SMS handled during each of the last two Financial years. ( 2018-19 and 2019-20)</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Certificate signed by Authorized Signatory and/or documentary evidence to the satisfaction of LIC, certifying the no. of SMSes handled during each of the last two Financial years. ( 2018-19 and 2019-20). LIC reserves the right to call for documentary evidence as proof for this. Failure to submit the same may lead to disqualification of the bid. |

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| 14 | ANNEXURE X<br>Point no. 44,<br>Conformity with<br>Technical<br>Requirements,<br><del>page no. 99</del> | Revised | Whether the SMS messaging solution can provide facility to whitelist users based on user-ids, roles, groups, authorizations, IP addresses MAC addresses, etc.?                                                                                                           | Whether the SMS messaging solution can provide facility to whitelist users based on user-ids, roles, groups, authorizations, IP addresses, etc.?                                                                                                                                        |
| 15 | Annexure XI,<br>Indicative<br>Commercial Bid,<br>Page No. 103                                          | Revised |                                                                                                                                                                                                                                                                          | Annexure XI is revised                                                                                                                                                                                                                                                                  |
| 16 | Section 2.26,<br>Page No. 27                                                                           | Revised | 2.26 Non-Disclosure Agreement (NDA)<br>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. | 2.26 Non-Disclosure Agreement (NDA)<br>The successful bidders(s) 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. |

**Date**                **11-12-2020**

**Place**                **Mumbai**

**Chief (IT/BPR)**