

RFP for Revamp and Maintenance of Corporate Website of LIC (www.licindia.in) Ref: LIC-CO/IT-BPR/WEBSITE/RFP/2021-22 dated 15th February 2022.

REPLY TO PRE BID QUERIES

Sr. No.	Page No.	RFP Document Reference (s)	Clause (in brief) of RFP requiring clarification (s)	Brief Details / Query in reference to the clause	Response
1	38	Section 3	clause 3	We recommend that the CSP should have SOC 2 attestation report. SOC provides a stronger assurance from a security perspective for a company to the scale of LIC India	Please be guided by the RFP.
2	38	Section 3	clause 3	We recommend CSP should offer default security features such as encryption and rest and encryption in transit	Please refer RFP document Section 5.5 Clause C point no. 1 (For encryption at rest); and Section 5.7 point no. 3 (For encryption in transit)
3	38	Section 3	clause 3	We recommend, CSP should offer in built protection against large scale DDOS attacks	Please be guided by the RFP.
4	Page 37	3. Eligibility Criteria	Bidder should have experience in Website Development along with providing End-to-End Web based solutions, Website maintenance and Website performance/ security testing. The bidder should have successfully developed/hosted/ implemented a minimum of 3 Portal/Websites for individual Purchase Orders of Rs. 25 lakhs and above each using latest Web Content Management Systems/ DXP in the last 3 financial years. The sites should have been live for at least 1 year prior to the date of issue of the RFP and the bidder should be providing technical support for websites developed. At least one of the websites should be GIGW compliant.	Please amend this clause - Bidder should have experience in Website Development along with providing End-to-End Web based solutions, Website maintenance and Website performance / security testing. The bidder should have successfully completed the implementation of a minimum of 3 Portal/Websites including at least one Portal/Website from BFSI using latest Web Content Management Systems/DXP and should be multi-lingual (not just English and Hindi but multi-lingual), websites should be GIGW compliant with value of Rs. 1,00,00,000/- This site should have been live for at least 1 year prior to the date of issue of the RFP and the bidder should be providing technical support for websites developed and other 2 POs for a value of Rs. 25,00,000 each in the last 3 financial years.	Please be guided by the RFP.
5	65	5.4 Scope of Work	7. The proposed Content Management System /DXP should present in latest Gartner"s quadrant for WCM /DXP .	7. The proposed Content Management System /DXP should present in Leader Quadrant in Gartner Magic Quadrant 2021	Please be guided by the RFP.
6	71	5.6 User Experience	The site should feature a contact form. The site should also allow site editors to easily create forms on an as-needed basis and determine how form submissions are processed.	The site should feature a contact form. The site should also allow site editors to easily create forms on an as-needed basis and determine how form submissions are processed. The proposed CMS/DXP Platform should have Low-Code Form builder with capability to design electronic forms using drag and drop interface to create simple or complex forms/workflows with added capability of creating rules, workflow route, form reports, multi-lingual support, integration capabilities etc	Please be guided by the RFP.

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7	76	5.13 Critical Success Factors	13. The site should integrate with social media in order to increase audience reach and engagement. The site should include a plugin to allow users to share, bookmark or link to a page or graphic via Twitter, Facebook, Instagram, email, etc.	13. The site should integrate with social media in order to increase audience reach and engagement. The CMS/DXP platform should have capability for social media integration and can push/ pull data, Bookmark or link pages/images from and to social media platforms like Twitter, Facebook, Google, etc.	Please be guided by the RFP.
8	72	5.9 Maintenance and Support	Suggestion	The proposed CMS/DXP should have a Support Centre in India Reason: Since it is the customer facing property of LIC it is very critical that OEM is available for product support and service, in events where the bidder/S.I doesn't have control on the bug/patch/upgrade; Also due to travel restrictions/Pandemic - hence OEM Support centre location should be in India	Please be guided by the RFP.
9	Page 40	4.1 Contract Period	The duration of the Contract Period is 281 weeks (20 Weeks of Implementation and 261 Weeks of Maintenance and Support) unless terminated in accordance with the contract or Clause 4.29.	Development time given is for only 20 weeks which is less for such a vast project, we request you to make it for 30 Weeks	Please be guided by the RFP.
10	Page 38	3. Eligibility Criteria	The Cloud Service Provider proposed by the bidder should be MeitY empanelled and the CSP should have valid ISO 27001 and ISO 27018 certifications as on the date of bid submission	Can we get MAF from a partner of MEITY Empanelled Vendor or you are looking at MAF directly from the MEITY Empanelled Vendor?	Please be guided by the RFP.
11	27	2.24 Stage 3 – Commercial Evaluation	Regional Language Implementation cost	What are the regional languages to be included ?	Please refer Section 5.4 (14) of the RFP which lists the 7 Regional Languages other than English, Hindi and Marathi
12	38	3. Eligibility Criteria	The Cloud Service Provider proposed by the bidder should be MeitY empanelled and the CSP should have valid ISO 27001 and ISO 27018 certifications as on the date of bid submission	to be relaxed as we have ISO 27013	The clause quoted in this query refers to the eligibility conditions to be fulfilled by the Cloud Service Provider (CSP) proposed by the Bidder.
13	72	5.8 Backup	2) The DC and DR setup should meet the RPO and RTO specified in section 5.5-C(5). The UAT environment should be in sync with the live website on weekly basis	Need the details of RPO and RTO.	Please refer Section 5.5C of the RFP
14	76	5.13 Critical Success Factors	8) The site should display contents in 10 languages, almost simultaneously in Hindi, English and Marathi & as and when required by LIC in other 7 regional languages.	Need the details of all the languages.	Please refer Section 5.4 (14) of the RFP

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15	64	Scope of work	5.4 Scope of work in brief(Trigyn identified from LIC website)	Is any sub domain or third party hyper links are in scope of this RFP i.e. ebiz, digisales, pledge, customer.onlinelic	The management of all sub-domains of the website shall be the responsibility of LIC. The vendor shall be required to incorporate hyperlinks of such content including external domain as required by LIC.
16	64	Scope of work	5.4 Scope of work in brief(Trigyn identified from LIC website)	Under Careers, Job listings are coming from 3rd party or they created on the current system	The bidder has to create the page for Careers, Job Listings, etc. as required by LIC. The bidder is expected to visit the existing website for better understanding.
17	64	Scope of work	5.4 Scope of work in brief(Point no. 14)	Mentioned language does not contain Urdu will there be a possibility in future where urdu will be added for the translations	Please be guided by the RFP
18	64	Scope of work	5.3 Website Audiences	What is the expected number of concurrent users	Please be guided by the RFP.
19	37	3. Eligibility Criteria	Clause 6: Bidder should have experience in Website Development along with providing End-to-End Web based solutions, Website maintenance and Website performance/ security testing. The bidder should have successfully developed/hosted/ implemented a minimum of 3 Portal/Websites for individual Purchase Orders of Rs. 25 lakhs and above each using latest Web Content Management Systems/ DXP in the last 3 financial years. The sites should have been live for at least 1 year prior to the date of issue of the RFP and the bidder should be providing technical support for websites developed. At least one of the websites should be GIGW compliant.	We request you to kindly clarify this clause "Is it mandatory to use a CMS Product (like Drupal) OR we can manage the content by our own mechanism as per proven track record of delivering such project?" "If usage of a CMS product is mandatory, is there any specific product you are looking for?"	Please refer Section 5.5 E of the RFP
20	26	2.22.B.5 Technical Evaluation Criteria	Clause 2.22.B.5 Technical Evaluation Criteria "Web Content Management Systems/ DXP for portal /website development"	We request you to kindly clarify this clause "Is it mandatory to use a CMS Product (like Drupal) OR we can manage the content by our own mechanism as per proven track record of delivering such project?" "If usage of a CMS product is mandatory, is there any specific product you are looking for?"	Please be guided by the RFP
21	64	Scope of work	5.4 Scope of work in brief(Trigyn identified from current mobile application)	Will there be a need to redevelop the existing LIC mobile app or just the API which is providing the data to mobile app?	Mobile app is not in the scope of the RFP

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22	37	3. Eligibility Criteria Reference Details/ Documentary Evidence Sr. No. 06	Details of 3 Website Development and Implementation projects, executed in last three financial years to be specified in Annexure I of RFP along with client credential letter covering Technology used, scope of work, Volumes handled, List of Integrated Software, Implementation Timelines And Attested Copy of Letter of Notification of Award/ Work orders/Contract indicating Engagement value and Documentary evidence for the technical support and GIGW Certification wherever applicable provided by the bidder for websites developed.	Request your to consider 1. The self declaration on bidders letter head covering Technology used, Scope of work, Volumes handled, List of Integrated Software, Implementation Timelines 2. Client Certificate and Invoices for ongoing projects 3. Copy of Letter of Notification of Award/ Work orders/Contract indicating Engagement value	Please be guided by the RFP and Corrigendum
23	18	2.13 Brief on Scope of Work	1).Revamp/redesign the website so as to give a new look and feel to the Corporate Website 2) New features for the enhancement of user experience Detailed scope of work for each area is mentioned in the respect	Please clarify Revamp , Does it mean updating existing website or developing a new website and scraping existing one	The objective is to develop new website using latest CMS/DXP so as to give a new look and feel to the Corporate Website. Please refer RFP document for further details.
24	18	2.14 Consortiums or sub-contractor	No consortium or sub-contractor is allowed for this engagement.	Please amend this clause to , Consortium to be allowed	Please be guided by the RFP.
25	24	2.22.B.2 Technical Presentation	LIC may require the Bidders to make presentations to the Evaluation Committee regarding various aspects of the proposed solution	Please Clarify , If Presentation has to be submitted at the time of bid submission or once bidder is qualify	Presentation needs to be submitted by the bidder who qualifies in the Eligibility Bid evaluation to the Technical Bid Evaluation Committee.
26	25	2.22.B.3 Mockups	The bidder shall create 5 mock-up designs for the website using proposed CMS/DXP and each design shall have a home page and two inner pages.	We assume mock up has to submit once the bidder is qualify, Please confirm	Mockup needs to be submitted by the bidder who qualifies in the Eligibility Bid evaluation. Please refer Section 2.22 (Technical Evaluation) of the RFP for further details.
27	26	2.22.B.5 Technical Evaluation Criteria	Number of website implementation using CMS/DXP With minimum PO value of Rs. 25 lakhs completed (in the last 3 FinancialYears)	Kindly Amend this clause to, Number of website implementation using custom CMS/DXP.	Please be guided by the RFP
28	37	3. Eligibility Criteria	The bidder should have a minimum turnover of INR 4 (FOUR) Crores per annum in last three financial years 2018- 19, 2019-20 and 2020-21	Kindly Amend this clause to, The bidder should have a minimum turnover of INR 100 (Hundred) Crores per annum in last three financial years 2018- 19, 2019-20 and 2020-21	Please be guided by the RFP.

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29	37	3. Eligibility Criteria	Bidder should have experience in Website Development along with providing End-to End Web based solutions, Website maintenance and Website performance/ security testing. The bidder should have successfully developed/hosted/ implemented a minimum of 3 Portal/Websites for individual Purchase Orders of Rs. 25 lakhs and above each using latest Web Content Management Systems/ DXP in the last 3 financial years. The sites should have been live for at least 1 year prior to the date of issue of the RFP and the bidder should be providing technical support for websites developed.	Kindly Amend this clause to ,Bidder should have experience in Website Development along with providing End-to End Web based solutions, Website maintenance and Website performance/ security testing. The bidder should have successfully developed/hosted/ implemented a minimum of 3 Portal/Websites.	Please be guided by the RFP and Corrigendum.
30	37	3. Eligibility Criteria	Bidder should have experience of development and implementation of at least 1 website using CMS/DXP in one or more Regional language (other than English and Hindi)	Kindly Amend this clause to,Bidder should have experience of development and implementation of at least 1 website using custom CMS/DXP in one or more Regional language (other than English and Hindi)	Please be guided by the RFP and Corrigendum
31	37	3. Eligibility Criteria	The bidder should have experience of development / migration /implementation of website in Public Cloud Setup in at least two (2) Institutions and same should be under support as on date of RFP.	Please provide clarity on Public Cloud	Please be guided by the RFP.
32	37	3. Eligibility Criteria	The bidder should undertake to provide a Project Office at Corporate Communications Department, Central Office, LIC at Mumbai.	Please provide clarity on Project Office	Project Office refers to the resources of the bidder required to be deployed during the development and implementation phase before Go-Live and on-site resource thereafter.
33	40	4.4 Services Location	Obligation to provide Services: The vendor offers to provide the Services to any Department of LIC at such locations as may be required by LIC.	Please provide clarity on locations	Currently the services are required at LIC Central Office at Mumbai.
34	44	4.10 Monitoring progress	B. Reporting The Vendor must provide LIC with reports in accordance with the Scope of Work.	Kindly confirm, what all reports are required	Please be guided by the RFP. Further details will be shared with the selected bidder.

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35	65	5.4 Scope of work in brief:	7) The proposed Content Management System /DXP should be present in latest Gartner"s quadrant for WCM/DXP. Proposed CMS/DXP should have Enterprise Level Licence and support from OEM. Community/Free version of CMS/DXP is not permitted. MAF from the respective OEM should be submitted along with the Bid.	Kindly Amend this to:Custom/ Community/Free version of CMS/DXP is permitted. MAF from the respective OEM should be submitted along with the Bid.	Please be guided by the RFP.
36	68	E. Software – CMS/DXP:	The proposed Content Management System (CMS) /DXP should be present in the latest Gartner"s Magic quadrant for CMS/DXP.	Kindly remove this clause	Please be guided by the RFP.
37	69	. Language	LIC may require the vendor to implement the website in any other regional language/s (other than those listed above) appearing in the Eighth Schedule to the Constitution of India within the scope of this RFP at the same cost for individual regional language.	Please specify, if implementation is to be done in all language mention in eighth schedule is required or only 10 language in RFP. We assume dept. will provide content in call language. If Translation to be done by vendor, please specify no of words to translate.	Implementation of Regional language website (other than English, Hindi, Marathi) needs to be done as and when required by LIC. Translation, wherever necessary, needs to be done by the vendor. Please be guided by the RFP.
38	73	1. Qualification: Graduate	2. Experience: Should have working experience of minimum two years in Website Maintenance, Support and handling CMS/DXP systems	Kindly amend this clause to, 2. Experience: Should have working experience of minimum two years in Website Maintenance, Support and handling Custom CMS/DXP systems	Please be guided by the RFP.
39	80	7. Payment Schedule:	a. Acceptance of UAT by LIC -30 % b. GO Live -40 % c. Submission of GIGW certification within 3 months of Go Live -20% d. End of Year 1 from Go Live -10%	Kindly Amend this clause to a. SRS - 10% b. Acceptance of UAT by LIC c. GO Live -40 % d. Submission of GIGW certification within 3 months of Go Live -20% e. End of Year 1 from Go Live -10%	Please be guided by the RFP.
40			General	In case a new resource is required onsite, we assume the department will share the requirement for the same 4 months in advance , please clarify	Please be guided by the RFP.
41			General	Is Cert-In Audit required for the website / web portal?	Please refer Section 5.7 of the RFP.
42			General	How many Cert-In Audits are expected and at what interval?	Please be guided by the RFP.
43			General	Is STQC Audit required for the website / web portal?	Please refer Section 5.7 of the RFP.
44			General	How many STQC Audits are expected and at what interval?	Please refer Section 5.7 of the RFP.
45			General	What technology is the existing website/web portal developed in?	Please refer Section 5.2 of the RFP.

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46			General	What technology would you want the new website / webportal to be developed in?	Please be guided by the RFP.
47			General	Kindly specify which database is currently in use along with the version	Please refer Section 5.2 of the RFP.
48			General	Do you want a responsive/WCAG/Cross platform compatible website?	Yes, Please be guided by the RFP
49			General	Is there any existing payment gateway in use? If yes, kindly provide details	Payment gateway is not in the scope of work. Only the necessary links needs to be given from website to
50			General	Would the company / organisation be providing the payment gateway or would it be bidder's responsibility to provide the payment gateway?	Payment gateway is not in the scope of work. Only the necessary links needs to be given from website to the corresponding portal
51			General	Do you have any specific choice for payment gateway?	Payment gateway is not in the scope of work. Only the necessary links needs to be given from website to the corresponding portal
52			General	How many Payment Gateway will be used for online financial transactions? Please list them	Payment gateway is not in the scope of work. Only the necessary links needs to be given from website to the corresponding portal
53			General	Who will be responsible for purchasing SMS package? How many SMS are expected per month/year?	SMS package is not in the scope of this RFP.
54			General	Is an existing SMS gateway already in use? If yes, kindly share the details. If not, then kindly share information around which SMS gateway is preferred.	SMS gateway is the responsibility of LIC. But any new development/ Integration of gateways is the responsibility of the bidder.Payment gateway is not a part of this project
55			General	How many third party applications would be required to be integrated with the new web portal / website?	The bidder is expected to visit the existing website for reasonable estimate. Details will be shared with the selected bidder. New API Integration to the relevant applications, as and when decided by LIC, shall be the responsibility of the bidder.
56			General	Kindly specify the technology / platform of each of the third party application along with DB details if any	Details will be shared with the selected bidder.
57			General	Are the resources required to be deployed during the project life cycle? Or are they required to be deployed post go-live during the AMC period?	The resources of the bidder need to be deployed during the development and implementation phase before Go-Live and on-site resource thereafter.
58			General	Who will be responsible for the purchase and maintenance of SSL certificate?	SSL Certificates will be provided by LIC
59			General	Which type of SSL is expected? Wild card, Extended or Single domain?	SSL Certificates will be provided by LIC
60			General	Will the web services / APIs be provided by the client or do these need to be written by the vendor? Also, please confirm as to in which platform are the existing web services if any have been developed?	API Integration to the relevant applications shall be the responsibility of the bidder. Details will be shared with the selected bidder.

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61			General	Please share training locations for all of your offices. How many training sessions are required for each location?	The training needs to be given to the designated officials of Corporate Office of LIC at Mumbai. Details will be shared with the selected bidder.
62			General	How many officials would be there for the training?	Will be discussed with the selected bidder.
63			General	If the training sessions have to be online/via video conferencing - How many employees will join video conference in each session?	Can be mutually decided with the selected bidder.
64			General	What level of SEO is being expected? Do you need basic SEO or detailed SEO (Google Analytics)?	Please be guided by the RFP.
65			General	Kindly share existing database size and schema so that we can estimate Data migration?	The bidder is expected to visit the existing website for reasonable estimate.
66	65	5.4 Scope of Work	General	7. The proposed Content Management System /DXP should present in Gartner Magic Quadrant 2021	Please be guided by the RFP.
67			Suggestions	Because there will be different digital assets like policy documents, offline forms, KYC documents, acknowledgement receipts, images, videos, etc and based on our experience of working and delivering successful solutions for multiple Insurance Companies within India and abroad, we strongly feel the need and suggest Digital Asset Management (DAM) functionalities in the envisaged solution. DAM capabilities will enable LIC team to have Role Based file format agnostic repository that can also be used to create and store documents from external repositories also like Google Docs and Microsoft Word. This will also enable LIC team to have a P2P sharing utility to collaborate on a document with respective permission rights apart from other functionalities like version management, in-built document viewer, image editor, check-in&out, taxonomic categorization, etc	Please be guided by the RFP.
68			Suggestions	Based on our experience, we would request to include more user engagement functionalities like Blogs (for educating and engaging the user about different LIC products and policies), Discussion Forums (to enable users to post their queries on a forum which can also be picked up by LIC team for lead generation), Polls and Surveys (for gathering quick user votes on feedbacks and their products of interest), Knowledge Articles for users, etc	Please be guided by the RFP.
69			Suggestions	Solution should include Dynamic Form Builder interface capable of creating multi-page forms on a drag and drop interface which should also be readily available via a sharable URL so that in case the marketing team wants to share a Feedback, Lead, Enquiry, Contact form, they can be shared across various digital touchpoints like Emails, SMS, Whatsapp, etc without any coding efforts involved	Please be guided by the RFP.
70	18	2.14 Consortiums or sub-contractor	No consortium or sub-contractor is allowed for this engagement.	In view of the size & diversity of the scope of the work, which includes implementation of niche tools & technologies, we would request LIC to allow a consortium partner.	Please be guided by the RFP.
71	37, 38	3. Eligibility Criteria	Reference Details / Documentary Evidence	We would request LIC to allow the submission of the documentary evidence of the Parent Company of the Bidder for tender compliance for bidders who are wholly owned subsidiaries.	Please be guided by the RFP.

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72	37	3. Eligibility Criteria	4. The bidder should have a minimum turnover of INR 4 (FOUR) Crores per annum in last three financial years 2018-19, 2019-20 and 2020-21.	In view of the size & complexity of the requirement we would request LIC to revise the minimum turnover parameter to Rs. 500 Crores so that competent firms with necessary experience & expertise are attracted for this opportunity. We would suggest the following alternative: The bidder should have a minimum turnover of INR 500 Crores per annum from IT and ITeS during each of the last three financial years 2018-19, 2019-20 and 2020-21. Audited financial statements of the Parent Company would be considered for qualifying the Bidder in case the Bidder is a wholly owned subsidiary.	Please be guided by the RFP.
73	37	3. Eligibility Criteria	5. The bidder should have shown positive net profit (after tax and provisions) in at least two (2) of the last three (3) financial Years (years 2018-19, 2019-20 and 2020-21 as revealed by Audited Accounts/ certified balance sheet. The net profit should not include the profit of associate companies.	We would request LIC to allow the submission of the audited financial statements of the Parent Company for qualifying the Bidder in case the Bidder is a wholly owned subsidiary.	Please be guided by the RFP.
74	37	3. Eligibility Criteria	6. Bidder should have experience in Website Development along with providing End-to-End Web based solutions, Website maintenance and Website performance/ security testing. The bidder should have successfully developed/hosted/ implemented a minimum of 3 Portal/Websites for individual Purchase Orders of Rs. 25 lakhs and above each using latest Web Content Management Systems/ DXP in the last 3 financial years. The sites should have been live for at least 1 year prior to the date of issue of the RFP and the bidder should be providing technical support for websites developed. At least one of the websites should be GIGW compliant.	To promote wider participation we would request LIC not to limit the experience to last 3 years only and allow all relevant experience of the Bidder for RFP qualification. Please find below our suggested clause: <i>Bidder should have experience in Website Development along with providing End-to-End Web based solutions, Website maintenance and Website performance/ security testing.</i> <i>The bidder should have successfully developed/hosted/ implemented a minimum of 3 Portal/Websites for individual Purchase Orders of Rs. 5 lakhs and above each using latest Web Content Management Systems/ DXP.</i> <i>At least one of the websites should be GIGW compliant.</i> We would also request LIC to consider the relevant experience of the consortium partner.	Please be guided by the RFP and Corrigendum

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75	38	3. Eligibility Criteria	8. The Bidder should be minimum CMMI Level 3 Certified	We would request LIC to kindly amend the clause as suggested below: <i>The Bidder (Prime/ Consortium Partner) should have a valid CMMi level 3 or above certificate. In case the CMMi certification has expired in 2022 then the Bidder (Prime/ Consortium Partner) has to provide a letter from the CMMI Institute Partner who has been invited by the Bidder (Prime/ Consortium Partner) for providing the required training & appraisal services.</i> <i>In case the Bidder is a wholly owned subsidiary, then the CMMi certification of the parent company would also be considered for compliance.</i>	Please be guided by the RFP.
76	38	3. Eligibility Criteria	10. The bidder should have experience of development / migration /implementation of website in Public Cloud Setup in at least two (2) Institutions and same should be under support as on date of RFP.	We would request LIC to consider experience on any cloud setup and not limit it to only Public Cloud setup.	Please be guided by the RFP.
77	65	5.4 Scope of work in brief:	The revamped/redesigned website is to be hosted on a dedicated server (DC-DR setup) in DC on secured public cloud complying with the Cloud Service Provider (CSP) capabilities enumerated in Section 5.5 (Detailed Scope of Work).	In a cloud setup dedicated infra in DC and DR is not the industry standard. For resource and cost optimization we would request LIC to accept virtualized environment with shared components. Data security would be assured through robust and reliable security setup. So please amend the scope of work accordingly.	Please be guided by the RFP.
78	80	7. Payment Schedule:	Project Implementation Cost Acceptance of UAT by LIC - 30% GO Live - 40% Submission of GIGW certification within 3 months of Go Live - 20% End of Year 1 from Go Live - 10%	We would request for the payment schedule to be amended as suggested below: SRS Sign-off - 30% Acceptance of UAT by LIC - 50% GO Live - 10% Submission of GIGW certification within 3 months of Go Live - 10%	Please be guided by the RFP.
79	80	7. Payment Schedule:	Software licences cost Acceptance of UAT by LIC - 50% Go-Live at DC and DR - 50%	We would request for the payment schedule to be amended as suggested below: Delivery of Software Licenses - 80% Go-Live - 20%	Please be guided by the RFP

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80	37	3. Eligibility Criteria	6. Bidder should have experience in Website Development along with providing End-to-End Web based solutions, Website maintenance and Website performance/ security testing. The bidder should have successfully developed/hosted/ implemented a minimum of 3 Portal/Websites for individual Purchase Orders of Rs. 25 lakhs and above each using latest Web Content Management Systems/ DXP in the last 3 financial years. The sites should have been live for at least 1 year prior to the date of issue of the RFP and the bidder should be providing technical support for websites developed. At least one of the websites should be GIGW compliant.	Requesting LIC to change experience to Website development/Website maintenance/AMC without Webcontent Management Systems & DXP in English or Hindi language with multiple PO's from last 10 years.	Please be guided by the RFP and Corrigendum.
81	37	3. Eligibility Criteria Point No -07	Bidder should have experience of development and implementation of at least 1 website using CMS/DXP in one or more Regional language (other than English and Hindi)	Requesting LIC to change experience to Website development/Website maintenance/AMC without Webcontent Management Systems & DXP in English or Hindi language.	Please be guided by the RFP and Corrigendum.
82	38	3. Eligibility Criteria Point No -08	The Bidder should be minimum CMMI Level 3 Certified	Requesting LIC to remove this clause.	Please be guided by the RFP.
83	26	2.22.B.5 Technical Evaluation Criteria	Number of website implementation using CMS/DXP With minimum PO value of Rs. 25 lakhs completed (in the last 3 Financial Years)	Requesting LIC to change experience to Website development/Website maintenance/AMC/ATS without Webcontent Management Systems,DXP & GIGW with multiple PO's of combined value 5 Lakhs in last 10 years.	Please be guided by the RFP.
84	26	2.22.B.5 Technical Evaluation Criteria	Implementation of website in Regional Language/s (other than English and Hindi) using CMS/DXP	Requesting LIC to change experience to Website development/Website maintenance/AMC without Webcontent Management Systems & DXP in English or Hindi language.	Please be guided by the RFP.
85	66	5.5 Detailed Scope of Work	2) The website shall be hosted on a dedicated server (DC & DR) on public cloud. The Cloud Service Provider should be in the Ministry of Electronics & Information Technology, Govt. of India (MeitY) empanelled list for Cloud Service Providers on the date of bid submission and on an on-going basis	Requesting LIC to change DC on Public cloud or DR on Sify Private cloud.	Please be guided by the RFP.

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86	73	B. Onsite Resources	As a part of the Project office, the Vendor will have to deploy one full time resource at LIC's Corporate Communications Department, Mumbai during business hours throughout the contract period as per criteria given below. Business Hours means 10.00 am to 6.00 pm on a business day.	Requesting LIC to put 3 resource instead of 1 for Website Maintenance, Support and handling CMS/DXP systems and rest for the managed services will be provided remotly.	Please be guided by the RFP.
87	73	B. Onsite Resources	C. Monitoring tools/ Dashboard: 1) The selected bidder shall be responsible for health monitoring, maintenance and management of the Cloud Resource – Server/Database usage including increase / decrease in resources used during auto scale as well as the software including CMS/DXP of the deployed solution on a continuous basis.	Apart from 3 resources for Website Maintenance, Requesting LIC to put 2 resource for health monitoring/Dashboard, maintenance and management of the Cloud Resource – Server/Database usage including increase / decrease in resources and rest of the Managed service will be provided remotly.	Please be guided by the RFP.
88	55	3.26	LIC will have the right to inspect and test the infrastructure and system of the vendor at any time.	Request for change in clause: LIC to have the right to audit as per guidelines from CSP.	Please be guided by the RFP.
89	66	5.5.A.3	The DC and DR setup should be in different Seismic Zones	Request for change in clause: DC and DR are required to be minimum 100 km apart.	Please be guided by the RFP.
90	66	5.5.A.2	The website shall be hosted on a dedicated server (DC & DR) on public cloud.	As per Annexure V,section G,LIC has requested for Scalable architecture ,therefore its recommended to use containers based applications for easier scale.	Please be guided by the RFP.
91	72	5.9.A.1	All product upgrades, modifications, enhancements including product releases, bug fixes and error resolutions that are incidental to proper and complete working of application.	All the changes to website should be released through automation to reduce the minimal impact to end users,hence its recommended to use DevOps for the release and change management.Request to include devOps tools into the scope.	Please be guided by the RFP.
92	18	2.14	No consortium or sub-contractor is allowed for this engagement. LIC will not consider joint or collaborative proposals that require a contract with more than one prime Vendor.	Request for removal of clause	Please be guided by the RFP.
93	25	2.22.B.3 Mockups	The bidder shall create 5 mock-up designs for the website using proposed CMS/DXP and each design shall have a home page and two inner pages.	Please confirm that the 5 mock-up designs are to be shown at the time of presentation only.	Mockup needs to be submitted by the bidder who qualifies in the Eligibility Bid evaluation. Please refer Section 2.22 (Technical Evaluation) of the RFP for further details.

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94	30	A. Online Reverse Auction	11) The price once finalized through online reverse auction or negotiation will be termed as the "approved price".	Please clarify if the "approved price" would be inclusive of GST or excluding GST.	Prices are exclusive of GST. Please refer Section 4.17 of the RFP.
95	Annexure-IX-Commercial Bid Details			Please clarify the prices are inclusive of GST or excluding GST	Prices are exclusive of GST. Please refer Section 4.17 of the RFP.
96	30	2.27 Availability of Professional Staff/experts	Having selected the Bidder on the basis of, among other things, an evaluation of proposed Professional staff, Bidder will be required to assure LIC that this proposed Professional staff will actually be available for the project implementation as per this RFP at the time of contracting.	It is requested to LIC to allow to provide back-up of originally proposed team member (proposed candidates / resources). The resources, whether senior or junior, are at freedom to join or leave organisation and as per applicable law resources can not be constrained / barred from taking new employment of their choice for their career progression. Therefore, LIC is requested to allow replacement or substitution of the originally proposed team member (candidates / resources) at all level by equivalent or better resource.	Replacement or substitution of the originally proposed team member with equivalent or better resource is acceptable. However knowledge transfer should be ensured by the selected bidder. Any such change should not hamper the services as per the Scope of Work. No request for extension of timelines on this ground shall be entertained.
97	31	2.30 Performance Guarantee and Contracting	A. Performance Bank Guarantee The selected vendor is required to submit an unconditional and irrevocable Performance Bank Guarantee (PBG) to LIC in the form of a Bank Guarantee (from a scheduled/nationalized Bank) equal to 3% of the total Contract Value. Format for submitting the Bank Guarantee is attached herewith as Annexure XIII. No interest shall be payable on the PBG amount.	(i) It is requested to LIC to allow alternate options like Fixed Deposit Receipt / Term Deposit Receipt for Performance Security. (ii) It is requested to LIC to allow Foreign Bank with branches in India too apart from a Nationalized Bank or a Scheduled Commercial Bank.	Please be guided by the RFP.
98	47	4.16 Payment Terms A. Payment Terms & Conditions	2) Payments will be made only on vendor completing all activities for that Phase as per the agreed project plan and phase completion sign off for the same from LIC.	Payment terms is too stiff. It should be based on milestones like- SRS / FRD documentation, design completion, UAT and Go-Live. It is requested to LIC to please relook into this.	Please be guided by the RFP.
99	63	4.33 Business Continuity	Vendor and OEM should have a business continuity plan. In case the vendor does not have a ready business continuity plan, he should undertake to implement a business continuity plan within 6 months from the date of contract.	Please clarify this statement and exactly what is the expectation of LIC from Vendor with regards to business continuity plan.	Please be guided by the RFP.

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100	63	4.37 Escalation matrix	The escalation matrix for LIC will be jointly decided by LIC and the Vendor once the Vendor is on boarded. The successful bidder shall have to set up a Toll Free helpline number or web-based helpdesk with auto escalations and facility of SMS/Email alerts.	Please confirm if vendor responsibility will only be for setting up the Toll Free helpline number or web-based helpdesk with auto escalations and facility of SMS/Email alerts or to procure the same and run and maintain it too.	The vendor shall be required to provide help desk services through the On-site/Off-site resources. Please refer Corrigendum.
101	64	5.2 Current Technology & Website Management	1) Operating System: Windows 2012 R2 Standard 2) Web Server: Windows IIS7 3) Database: SQL Server 2014 Enterprise 4) Content management system - Kentico CMS 5) Documents are stored on the file system and database as well. 6) The website is currently hosted using third party CDN Services.	1) Please clarify if the vendor will have to use the existing technology stack as given in this RFP document or successful vendor can provide its own alternate option of any other open source technology stack. 2) Is SSL certification required? Who will be responsible procuring the same? 3) Please confirm if the data migration is required from the existing website? If yes, then please specify the size and type of data to be migrated. 4) Is website to be integrated with any other web application or website? If yes, then will APIs be provided by LIC or is / are to be developed by Vendor? 5) Is website to be integrated with Payment Gateway and / or SMS Gateway and / or Email Gateway? If yes, then who will be responsible for procuring the gateways - LIC or Vendor? 6) (i) Please confirm LIC would be providing the content for the website? (ii) Please confirm LIC would be providing all the translated content as required for the 10 languages and any other language as given in the RFP document. 7) Please clarify if the existing website also has to be maintained along-with new website? 8) Please clarify who will be providing the following: (i) APIs for integration with other application / software. (ii) Payment Gateways (iii) SMS Gateways (iv) Licences (v) Any other such access and application software.	1) Open Source software is not allowed. Please refer Section 5 of the RFP document for Scope fo Work. 2) SSL Certificates will be provided by LIC. 3) Please refer RFP document for details. 4) The bidder is expected to visit the existing website for reasonable estimate. Details will be shared with the selected bidder. New API Integration to the relevant applications, as and when decided by LIC, shall be the responsibility of the bidder. 5) Payment gateway/SMS gateway/Email gateway is the responsibility of LIC. But any new development/ Integration of gateways is the responsibility of the bidder. 6) Implementation of Regional language website (other than English, Hindi, Marathi) needs to be done as and when required by LIC. Translation, wherever necessary, needs to be done by the vendor. Please be guided by the RFP. 7) The revamped website needs to be maintained by the vendor after Go Live. 8) API integration shall be the responsibility of the vendor.
102	Page-66	5.1 (b)Current Information Architecture and Content	The site contains more than 2000 active pages and approximately 4000 documents and 6500 total files.	Are we looking to migrate all 4000 documents and 6500 total files? Do we have some categorization for these files and documents, eg. Active, Obsolete, must have etc. Also, do we need to perform an as-is migration for these documents/files or are there any changes expected w.r.t. structure/metadata?	Will be shared with the selected bidder.
103	Page-66	5.1 (c)Current Information Architecture and Content	98% of the pages are open access, 2% (portal pages) are restricted to those with specific permissions.	2% of pages are restricted for users with specific permissions. Is it for customers or employees or both?	Will be shared with the selected bidder.

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104	Page-66	5.2 (e)Current Technology & Website Management	Documents are stored on the file system and database as well.	What is the combined (file system + database) size of the content/documents?	Bidders are expected to visit the website and assess the Volumetricrics.
105	Page-66	5.3 (g) Scope of work	Translation of all historical content into Hindi and other 8 regional languages	All the content/files/documents are currently available in English only and need to be translated in Hindi + other 8 regional languages. Is this a fair assumption?	Please refer Section 5.5 F (Languages) of the RFP.
106	Page-67	5.3 (k) Scope of work	Configuration of users, groups and workflow for various stakeholders	Are there stakeholders only from within organization or if we have few of the reviewers/approvers which are part of partner/vendor ecosystem?	Will be discussed with the selected bidder.
107	Page-68	5.3 (m)-(vi) Language	Additional languages as per the Eighth Schedule to the Constitution of India	Eighth Schedule of the constitution of India consists of total 22 languages. So, are we suppose to incorporate content translation cost as per the assumption that in future we might need all these languages?	Implementation of Regional language website (other than English, Hindi, Marathi) needs to be done as and when required by LIC. Translation, wherever necessary, needs to be done by the vendor. Please be guided by the RFP.
108	Page-68	5.3 (n) Scope of work	Setting up of content on the CMS/DXP as and when provided by LIC	what will be frequency of content ingestion/updation?	Content updation is a continuous process and further details will be shared with the seected bidder.
109	Page-68	5.3 (o) Scope of work	Performance & Security testing, unit Testing, UAT support	Will LIC be sharing some existing benchmarks/requirements or shall we move ahead as per the industry standards?	Will be discussed with the selected bidder.
110	Page-68	5.3 (w) Scope of work	Creation of landing pages and thank you pages for each product and digital marketing campaign	Do we have an estimation on what will be the total number (including products and campaigns)?	This depends on business requirements and no estimation for the same is available.
111	Page-68	5.3 (aa) Scope of work	Provision to call third party APIs, eg. OTP for verification	Do we have an existing SMS gateway or shall we add provision for the same?	SMS gateway is the responsibility of LIC. But any new development/ Integration of gateways is the responsibility of the bidder.
112	Page-68	5.3 (gg) Scope of work	Provision of predictive and multi-language search	What will be the scope of search, eg, website search or do we need to include full text search within the documents/files? Full text search will put an additional overhead on the system so might need separate provisions.	Search includes Full text search.
113	Page-69	5.4 (a)-(iii) Purpose of the RFP	LIC may decide to change the website design/template twice in a year	Change of design twice a year would incur additional efforts. So, we would need understand the magnitude of these changes for better estimations.	Please be guided by the RFP.
114	Page-72	5.9 Maintenance and Support	Suggestion	The proposed CMS/DXP should have a Support Centre in India Since CMS/DXP is the core component of the website, it will be important to have a OEM support centre in India	Please be guided by the RFP
115		Annexure - IV - Functional Requirements	Web analytics	d. web analytics tool should be capable of recording the anonymous users' interaction, their dropping rate (for any reason), their mode of coming to Website e. system should provide a comprehensive dashboard analysis of mode of communication,user journeys,leads,drop rate, interactions, page performance etc.	Please be guided by the RFP.

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116			Suggestion	The CMS/DXP Platform should be natively integrated with Digital & Media Management System for storing all the underlying assets like documents, images, videos etc. with Role-Based Access Control It should be able to address both structured and unstructured sources of data like email, scanned images, videos etc. It should have the capabilities of document version controlling, metadata, tagging, rating functionalities.	Please be guided by the RFP.
117	(Page 37)	Eligibility Crireria - Point- 7	Bidder should have experience of development and implementation of at least 1 website using CMS/DXP in one or more Regional language (other than English and Hindi)	Requesting to remove the mandatory regional language, since this is not asked by Govt. clients in India. Although CMS/DXP has the capability to support multi languages. We can show the URL's for capability of regional language provision.	Please be guided by the RFP and Corrigendum.
118	(Page 69)	Clause 5.4 (Point -(a)-XI)	The designed website should be compliant with WCAG (Web Content Accessibility Guidelines) 2.1, Guidelines for Indian Government website (GIGW) guidelines and Open Web Application Security Project (OWASP) framework.	Requesting to remove the GIGW, since its best suited for NIC's websites, trending DXP'S are sometimes complex to get verified through the GIGW process. DXP'S/ CMS are self designed to meet the standards.	Please be guided by the RFP and Corrigendum.
119	37	3. Eligibility Criteria	Bidder should have experience in Website Development along with providing End-to-End Web based solutions, Website maintenance and Website performance/ security testing. The bidder should have successfully developed/hosted/ implemented a minimum of 3 Portal/Websites for individual Purchase Orders of Rs. 25 lakhs and above each using latest Web Content Management Systems/ DXP in the last 3 financial years. The sites should have been live for at least 1 year prior to the date of issue of the RFP and the bidder should be providing technical support for websites developed. At least one of the websites should be GIGW compliant.	Bidder should have experience in Website Development along with providing End-to-End Web based solutions, Website maintenance and Website performance/ security testing. The bidder should have successfully developed/hosted/ implemented a minimum of 3 Portal/Websites for individual Purchase Orders of Rs. 19 lakhs and above each using latest Web Content Management Systems/ DXP in the last 5 financial years. The sites should have been live for at least 1 year prior to the date of issue of the RFP and the bidder should be providing technical support for websites developed. At least one of the websites should be GIGW compliant.	Please be guided by the RFP and Corrigendum.

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120	26	2.22.B.5 Technical Evaluation Criteria	Number of website implementation using CMS/DXP With minimum PO value of Rs. 25 lakhs completed (in the last 3 Financial Years)	Number of website implementation using CMS/DXP completed (in the last 5 Financial Years) OR Number of website implementation using CMS/DXP With minimum PO value of Rs. 19 lakhs completed (in the last 5 Financial Years)	Please be guided by the RFP.
121	3. 6	Eligibility Criteria	At least one of the websites should be GIGW compliant.	we have followed those principles for developing WebSite/Portal. But its client's prerogative to get that certification. We don't have any information about the same. Will we need to secure this information from the clients? We do not do it ourselves as its a client need and they do it, if they want to.	Please refer Corrigendum
122	3.8 and 3.9	Eligibility Criteria	Bidder shld be minimum CMMI level 3 and ISO 9001 and 27001 certified	We follow these processes, but have never gotten certified for the same. PreBid Meeting, it was stated that exceptions would be provided	Please be guided by the RFP.
123	5.5C2	Technologies	load balancer integration	Please share Session/Day/Month/Year and Peak Loads to determine Server/Capacity Planning. Growth Rate for future, to provision accordingly.	Please refer Section 5.5 Detailed Scope of Work of the RFP.
124	5.5F2	Languages	CMS/DXP should support all the 10 languages	We have built Regional Lang and Foreign Lang Portals. Will points be awarded for Foreign Lang at par with Regional Lang.	Please be guided by the RFP and Corrigendum.
125	3.7	Eligibility Criteria	Bidder should have experience of development and implementation of at least 1 websites using CMS/DXP in one or more Regional language/s (other than English and Hindi)	Please waive this criteria.	Please be guided by the RFP and Corrigendum.