

नया दशक नये सपने

NEW DECADE **NEW DREAMS** ▶▶



**Pre Bid Meeting Date : 26th
November, 2020**

Request for Proposal

Implementation & Maintenance of SMS Solution

[Ref: LIC/CO/IT-BPR/SMS/RFP/2020-2021]

Dated: 19/11/2020



Pre-Bid Meeting: 26th November, 2020



AGENDA

RFP Timelines

Overview

Solution Objective

Scope of Work

Timelines

Eligibility Criteria

Evaluation Process



RFP TIMELINES

- | | | |
|---|---|---|
| 1 | Date of release of Bid Document | Thursday, 19/11/2020 |
| 2 | Date & Time for Pre Bid Meeting | Today i.e. 26/11/2020 (11:00 am) |
| 3 | Last Date and Time for further Queries/Clarifications | Friday , 27/11/2020 (17:30 pm) |
| 4 | Last Date and Time for Bid Submission | Saturday, 12/12/2020 (15.00 p.m.)
Online at e-Tendering system portal
https://www.tenderwizard.com/LIC |
| 5 | Date & Time of Eligibility & Technical Bid Opening | Saturday, 12/12/2020 (15.30 p.m.) |





SOLUTION OBJECTIVE

Implementation & Maintenance of SMS Messaging Solution

- High availability, scalable, flexible, reliable and TRAI compliant SMS Messaging solution.
- Implementation of customised middleware solution at LIC
- Integration with existing LIC applications
- Web-portal with dashboard, MIS reporting, administrator functionalities, etc.
- Onsite support on all working days of LIC
- Providing Long code / Short code / VMN



SCOPE OF WORK

Provide SMS messaging service using API based integrations, Web /graphical user interface, bulk uploads using CSV files, SFTP, group messaging interface, etc.

Implement a customised middleware as integrated platform for SMS Messaging service at LIC datacenter.

Provide Integration with all LIC Applications for SMS messaging service.

Solution Availability: 24*7*365 with 99% uptime. Throughput of 1000 SMS per second.

Compliance to Service Level Agreement as defined in RFP. Abide by LIC's information security policy.

Whitelisting of user-ids, IP addresses, SMS templates, setting of message limit, setting of priority based on templates, hierarchy or role based access



SCOPE OF WORK

Dashboard, MIS reports, SLA monitoring tool, graphical user interface for LIC users

Dedicated long code / short code for LIC. Virtual Mobile Numbers. Retention of existing keywords. Unique Sender ID: LICIND, PMSYMY, NPSTRD, PMKMDY etc.

Handling of OTP messages – with facility of re-tries with alternative mechanism

Supply and installation of hardware & software for SMS middleware solution

Use of LIC's existing centralised database in Oracle 19c for SMS messaging solution.

Provide Onsite support at LIC office in Mumbai. Handling of all DLT related jobs.



TIMELINES

Time Schedule for Implementation of SMS Solution

**① Scope of Work and
Project Implementation
Plan**

Within 2 weeks
from the Date of
P.O.

**② Implementation of the
SMS Solution at LIC's
premises**

Within 8 weeks
from the Date of
P.O.



ELIGIBILITY CRITERIA

- ❖ 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 Organization or the concerned Ministry or Department
Or
Central or State Government Organization or PSU
- ❖ The bidder should be in the business of SMS Messaging Solution Provider for a minimum period of 3 years as on the date of release of this RFP
- ❖ Bidder should demonstrate experience of providing bulk SMS service to enterprises in India and should have provided SMS gateway service to at least five(5) organisations in India, having delivered minimum 5 Crore messages in a year for each organization in last 3 financial years.

ELIGIBILITY CRITERIA

- ❖ Bidder should demonstrate experience of annually processing at least 50 Crores SMSes -transactional/promotional /OTP messages in India during the last two financial years.
- ❖ The bidder should have direct tie-ups / POI with at least three (3) telecom service providers
- ❖ Bidder must have minimum annual turnover of Rs. 25 Crores in each of the last three financial years.
- ❖ The bidder should have a valid ISO 27001 Certification for Information Security Management



EVALUATION PROCESS

Evaluation of conformity with Eligibility Criteria – Annexure-IX

Evaluation of conformity with Technical Requirements – Annexure -X

ONLINE Presentation for Bid Evaluation committee

Opening of Indicative Commercial Bid

Online Reverse Auction



TIME FOR YOUR QUERIES

TIME FOR LOOK AHEAD?

