

#	RFP Document Reference(s) (Section & Page Number)	Clause (in brief) of RFP requiring clarification(s)	Brief details/ Query in reference to the clause	LIC's Response
1	5.4	The proposed FIP and FIU SaaS Solution should have been successfully implemented / under implementation by TSP in at least one Schedule Commercial Bank / Insurance Company India (As on RFP date).	Can we submit agreement as documentary evidence in place of Purchase order/ Work order as many of the private companies do not issue PO.	Submission of Agreement as a documentary evidence is allowed
2	5.4	The proposed FIP and FIU SaaS Solution should have been successfully implemented / under implementation by TSP in at least one Schedule Commercial Bank / Insurance Company India (As on RFP date).	Whether PO issued in favor of sister concern will be allowed ?	PO should be in the name of the company bidding for this RFP.
3	5.3	The bidder must be OEM of the FIP and FIU Module available on Cloud as SaaS Solution as on date of this RFP	Majority of the banks have implemented on-prem solution. Only couple of banks have implemented SAAS based solution. Request to amend this criteria.	Request Rejected.
4	Clause 9.3	"Total Available Time – 24 hrs per day for seven days a week excluding planned downtime"	We conduct regular DR drills and we hope that would constitute as planned downtime	Planned DR drills will be considered as planned downtime
5	Annexure A point 6	The solution should support for inbound messages and outbound message	Does message here mean SMS? In that case, Outbound is supported but there is no use case for inbound SMS for TSP	Messages means the incoming and outgoing transactional communication with the AA network.
6	Annexure A point 13	The solution should support End user notifications over email/SMS/etc.	Whose SMS provider will be used?	Bidder needs to consider end user notifications in the form of SMS as a service in their proposed solution.
7	Annexure A point 24	The proposed solution should support caching for certain API requests to decrease the load on backend server	Can LIC give us some guesstimates on expected max loads as FIU and FIP? Page 40 talks about 25K load per month, but max concurrent load also needs to be known	Bidders may consider peak load of 150 TPS for concurrency purpose.
8	Annexure A point 9	The solution should have the facility to create custom fields in order to capture additional information about an API application	Can LIC explain the use case of such custom fields?	For logging, monitoring and MIS purpose.

9	4.3.a	The bidder should deploy technical resources throughout the contract period with adequate skill set and experience for monitoring and management of the proposed solution from date of Go-Live. LIC reserves the right to claim change in resource based on the performance of the resources.	Support: how many resources? Dedicated or shared	Bidders to proposed required resources on dedicated or shared model which are sufficient to maintain the SLA
10	8.11	Bidder must deliver the cloud-based FIU Module within two week to LIC.	2 weeks starts from which date?	From the date of purchase order.
11	Annexure A point 9	In order to communicate with LIC legacy and Portal Application with Web Service/ Http Integration	Please specify all portals: Legacy or otherwise. Are these thick clients or web based client or native apps?	LIC is having wide range of application ranging from COBOL to new age web frameworks. The clients access these applications mostly from web based clients.
12	clause 8.18	Discrepancy with NDA	In clause 8.18, it is mentioned that the liability is “unlimited” while in NDA (page 46) it is mentioned liability is limited to value of the contract. Kindly clarify	The liability is limited to contract value for the application and services provided by the bidder, but in case of infringement of any IPR, any license or legal issues the liability is unlimited.
13	5	Eligibility criteria	Do we have a defined format for Eligibility Bid and Technical Bid submission?	Bidders can use the eligibility format used in RFP with compliance column.
14	5.4	The proposed FIP and FIU SaaS Solution should have been successfully implemented / under implementation by TSP in at least one Schedule Commercial Bank / Insurance Company India (As on RFP date).	Will the Client's email message confirming vendor selection be admissible, along with Client Contact Reference for verification, in the absence of awaited Purchase/Work order?	Request Rejected.
15	5.6	The bidder should not be debarred by any PSU/BFSI/Govt. Agency/LIC, as on date of submission of bid.	what 'certificate' shall be required from CS	A certificate issued by Company Secretary, stating that bidder is not debarred under any of the projects of PSU/ BFSI/Govt. Agency/LIC
16	5.8	Proposed FIP and FIU SaaS Solution is plug-and-play into the Account Aggregator Platform, Low code integration, REST API , ReBIT and RBI Guidelines Compliant with Ready Made Dashboards	will a declaration on letter head be enough? If not, what document is required?	Declaration signed by authorized signatory on compnay letter head.

17	8.8	The rates approved by LIC will be valid up to 1 years from the date of purchase order.	under Section 8.Terms and Conditions, rates' validity is mentioned as 1 years while under Annexure-B Note 12, rate validity is mentioned as 3 years. Which one is correct?	The quoted rates should be valid for one year which can be extended further by a period of 3 years.
18	Annexure A point 13	The solution should provide filtering facilities for sensitive/confidential data and take actions accordingly	Can you please elaborate	Solution should be able to control, monitor,detect and protect sensitive/confidential data.
19	4.1.20	Bidder will have to integrate with any new use case introduced in the AA ecosystem during the contract period at the mutually agreed terms. The Proposed solution should have the capability to provide integrations for fetching additional customer parameters/ data points from any future addition to the AA Ecosystem such as GSTN, TRAI data etc. as and when applicable.	shall the cost of fetching additional data points such as GSTN, TRAI data etc. be included in Commercial Bid or shall it be discussed separately at the time of adding such data points in future?	This RFP requires cloud based Saas model, hence bidder needs to consider all the present and future use cases.
20	4.3 Support	The bidder should deploy technical resources throughout the contract period with adequate skill set and experience for monitoring and management of the proposed solution from date of Go-Live.	1) Technical Support will be required only during business hours or 24/7 ? 2) Any specific count on the number of technical resources required ?	1. As per RFP clause 9.b of SLA, the services should be available 24 x 7 2. Bidders to proposed required resources on dedicated or shared model which are sufficient to maintain the SLA
21	5. Eligibility Criteria	The bidder must be OEM of the FIP and FIU Module available on Cloud as SaaS Solution as on date of this RFP - Self-Declaration with Solution Demonstration	Solution demonstration - Along with the declaration what solution demonstration is required , pls elaborate ?	Self declaration for eligibility purpose and demonstration is required for POC/POS
22	5. Eligibility Criteria	Proposed FIP and FIU SaaS Solution is plug-and-play into the Account Aggregator Platform, Low code integration, REST API , ReBIT and RBI Guidelines Compliant with Ready Made Dashboards - Documentary Submission on Compliance to the Requirement.	What documentary submission is required? Please elaborate on what specific document is required?	Certificates and compliances from regulatory bodies, RBI, ReBIT.