

Response and Corrigendum

Spot Quotes for e-Procurement Services Dated 25.09.2020

S.NO	RFP Section	Description	Clarification Sought	Response from LICl
1	Technical_Specifications_Annexure-I	8.The bidder must be STQC Certified as per CVC Guidelines. (CVC Circular No 01/01/2012 under Sub : Guidelines for compliance to Quality Requirements of e-Procurement Systems dated 12.01.2012). A copy of the certificate to be attached.	Sir/Madam as per our understanding, any e-Procurement system (e-Tendering, Reverse e-Auction, Forward e-Auction) has to be tested and audited by STQC and has to be compliant with all the applicable requirements relating to security and transparency of the following guidelines” The conformity certificate of the following guidelines, extant CVC guidelines, GFR Rules and ISO 27001 (Information Security Management) Process Audit pertaining to e-Procurement application / system can be issued only by STQC department based at New Delhi Guidelines for compliance to quality requirement of e-Procurement Systems dated 31st August 2011 of Department of Electronics and Information Technology (DeiTy), Ministry of Communications & Information Technology of the Government of India [DeiTy Guidelines] which Includes 1. CVC Guidelines of e-Procurement application software as covered by the relevant provisions of Annexure-II of DeiTy – Guidelines 2. GFR 2017 as covered by Annexure III of DeiTy – Guidelines 3. IT Act 2000 (and its amendment 2008) as covered by Annexure IV of DeiTy – Guidelines. We further bring to your kind notice that in recent times many e-Procurement service providers misguides concern government departments by submitting non-admissible certificates issued by Private / CERT-IN Test Labs or STQC empaneled test laboratories which is not valid. We request you to confirm that final certificate issued by STQC New Delhi will only be considered as valid STQC Certificate and not from any other empaneled or third party agencies like EQDC, Suma soft etc.	Please be guided by the technical specifications.

2	Technical_Specification s_Annexure-I	12. The e-Tendering portal should support multiple auctions under the same RFP	Kindly elaborate the same.	There can be multiple reverse auctions in the same RFP if no bidding is done in first instance.
3	Technical_Specification s_Annexure-I	13. All procurement data to be held in encrypted form 128 bit encryption	As auction is real-time auction, system need to generate ranks / accept or reject bid, bid entered by bidder are not encrypted. All data transmitted to server is being encrypted with 256-bit encryption. Please confirm, whether this will suffice the requirement	This point has been modified as "All e-procurement data to be held in encrypted form of minimum 128 bit encryption."
4	Technical_Specification s_Annexure-I	18.(i) Support Payment Gateway	Do LIC have any preference on Payment Gateway provider?	No.
5	Technical_Specification s_Annexure-I	18(vii) Preparation and publication of contract notice and contract document viii) Search Call Mechanism (ix) Visualize / Download call for tender specification	We understood this w.r.t. Auction Notice and Auction Document. Please confirm and elaborate.	These 3 clauses have been deleted from the technical specifications.

6	Technical_Specifications_Annexure-I	18. The e-tender platform must support the following : Vi. Tender Creation, XVII. Limited Tender	Ref. to this point, we assume that LIC user will do all activity with respect to e-Procurement Services by using the tool. And, service provider will help to the users of client for process activity on the portal. If the Service Provider needs to do the all activity i.g. Creation, editing, published etc.. of e-tendering, reverse auction and forward auction etc. then we assume that user of LIC will provide sufficient timeline to service provider in working days & hours for process further because It will be completely depend on the requirement of each task or it should be mutually decided, please confirm. Also, If the Service Provider needs to do the all activity (Create, editing etc..) of e-tendering, reverse auction and forward auction etc. with respect to e-Procurement Services then we assume that user of LIC will review / verify / Approved / Published the same on the portal as needed, Kindly confirm.	We need the services of ORA only.
7	Technical_Specifications_Annexure-I	19(i)Provide 24x7x365 basis post implementation technical support	Ref. to this point, as per normal practice we provide telephonic & e-mail support during business working days & hours to bidders and users and support to the users / bidders on hand phone in case of holidays and non-working hours, we hope this will suffice the purpose. Further, Requesting to LIC for re-look the timing and keep the timing of support / services in business working days & hours. because bidders may not participate in e-Auction after office hours or holidays 'coz e-auction would be conducted on real time. However, the service provider will be available to assist the users for any special case if required. Pl, confirm.	This point has been modified as "Provide technical support during working hours of LIC. However, on the day of auction, support may be required beyond office hours till the auction is concluded."
8	Technical_Specifications_Annexure-I	19 (iv)Vendor has to do necessary customization in reverse auction as and when required by LIC	Please define nature of changes w.r.t. reverse auction. Whether it would be minor, moderate, major changes w.r.t. reverse auction functionality?	Please be guided by the technical specifications.
9	General Query	Annexure –B : Commercial Bid Format : Online Reverse Auction Platform as per the technical specifications. : Quantity (A) : 100	Online Reverse Auction Platform as per the technical specifications. : Quantity (A) : 100, it's only for Reverse Auction or it's for both Reverse Auction + e-Tendering , kindly confirm	It is only for ORA.

10	General Query	Kindly share contract period	Kindly share	Till the 100 Auctions get over.
11	General Query	Onsite Presence during live auction	If Yes, We understand that LIC will bear the cost for onsite presence.	We have deleted this clause.
12	General Query	EMD	Do we need to submit any EMD amount as its not mentioned in Tender Document.	We do not require EMD for this spot quote.

Date : 08.10.2020

CHIEF (IT/BPR)

Place : Mumbai