EOI for Consultancy for Digital Transformation
LIC/CO/IT-BPR/NP/DT/2021-22/EOI/1
Clarifications 2 to Pre- Bid Queries

Date: 07.01.2022

Sr.No.	EOI Document Reference (Section & Page Number)	Clause (in brief) of EOI requiring clarification (S)	Brief Details / Query in reference to the clause	Clarifications
1	Corrigendum 1 Eligibility Criteria Section 3.1(2) & Page no. 3	The Bidder should have earned minimum Strategy Consultancy average revenue of Rs. 100 crores in the last three financial years, namely 2020-21, 2019-20, 2018-2019	We request to amend "strategy consultancy" as "consultancy services" or " technology consultancy services".	Technology Strategy Consultancy is a subset of Strategy Consultancy. The conditions as given in corrigendum 1 to the EOI stand
2	Corrigendum 1 Eligibility Criteria Section 3.1(4) & Page no. 3	Bidder should have directly provided Technology Strategy Consulting services to Indian or global Bank/Insurance companies on projects covering the following topics: Operational Excellence and Customer experience improvement through Digital Transformation and Analytics Strategy	Most of the contracts awarded and current RFP's in the last calendar year have been titled as "digital consulting services" hence kindly consider the scope of the work & not be specific about the mentioned words in EOI as Operational Excellence and Customer Experience Improvement through Digital Transformation and Analytics Strategy. These are very specific words and most contracts will not have these exact words. We request you to amend the clause as: Bidder should have directly provided Technology Strategy Consulting services to Indian or global Bank/Insurance companies on projects covering the following topics: Operational Excellence and/or Customer experience improvement through Digital Transformation and/or Analytics Strategy	The Scope of work of the projects with reference to the condition would be evaluated,
3	Corrigendum 1 Eligibility Criteria Section 3.1(4) & Page no. 3	Bidder should have directly provided Technology Strategy Consulting services to Indian or global Bank/Insurance companies on projects covering the following topics: Operational Excellence and Customer experience improvement through Digital Transformation and Analytics Strategy	We request LIC to have similar wording here w.r.t "covering one or more of the following topic" as per Section 3.2 1(b) of technical criteria	The conditions as given in corrigendum 1 to the EOI stand

4	Corrigendum 1 Eligibility Criteria Section 3.1(4) & Page no. 3	The assignments must fulfill the below minimum criteria: Consulting Bidder should have executed at least 3 such projects in the last 5 financial years -Date of Contract/PO of the Project must be on or after 1-1-2017	Since digital transformation programs are mutli year programs we request you to consider engagement which have started before 1-1-2017 and have been executed after 1-1-2017. we have many such engagements.	This EOI is floated by LIC to shortlist the consultant for Strategy for Digital Transformation. The engagement is not for IT implementation of the transformation and such references of IT implementation are to be excluded. The conditions as given in corrigendum 1 to the EOI stand
5	Corrigendum 1 Eligibility Criteria Section 3.1(4) & Page no. 3	Documentary Proof to be submitted as per Annexure VI A and VI B	Kindly clarify if we need to share supporting document here like purchase order, engagement letter, email reference etc. The corrigendum asks for self declaration in Annexure VI A and VI B. we request you to kindly note that CA can only certifiy bidders financial statments, CA cannot certify scope of work	Yes supporting documents are required like purchase order, engagement letter, email reference etc to support the self declaration /listing in Annexure VI A and VI B .These Annexures are to be signed by Authorised signatory
6	Corrigendum 1 Eligibility Criteria Section 3.1(4) & Page no. 4	Clubbing of POs will not qualify	Global and Indian private sector clients given us a 1st initial PO and then give addendums / extensions to the PO for the same engagement. These programs are muti year transformation programs similar to LIC scope of work. we request you to consider such engagements where we can prove to LIC through either copies of all client documents or through a credential letter / email from client that they collectively made up ONE engagement	Same as clarified in point 4 above.
7	Corrigendum 1 Eligibility Criteria Section 3.1(5,6,9,10) & Page no. 4	Self-declaration / Undertaking by the bidder on their letter head by the Company Secretary/CFO	We wish to submit that being a LLP we donot have a company secretary as per LLP act. As a standard practise in all govt / PSU RFP's all these declarations are signed by the authorised signatory who is partner in the firm. Hence we request you to accept signing of these documents by authorised signatory and not by CFO or company secretary.	Self declaration/undertaking can be signed by authorised signatory in case of LLP where there is no CA/CFO/Company Secretary

8	Corrigendum 1 Technical Criteria Section 3.2 1(a) & Page no. 5	Consulting Agency Bidder should have directly provided Technology Strategy consulting services to Indian Bank / Insurance companies on projects in covering the following topics: Operational Excellence and Customer Experience Improvement through Digital Transformation and Analytics Strategy	Most of the contracts awarded and current RFP's in the last calendar year have been titled as "digital consulting services" hence kindly consider the scope of the work & not be specific about the mentioned words in EOI as Operational Excellence and Customer Experience Improvement through Digital Transformation and Analytics Strategy. These are very specific words and most contracts will not have these exact words. We request you to amend the clause as: Bidder should have directly provided Technology Strategy Consulting services to Indian or global Bank/Insurance companies on projects covering the following topics: Operational Excellence and/or Customer experience improvement through Digital Transformation and/or Analytics Strategy	The Scope of work of the projects with reference to the condition would be evaluated The conditions as given in corrigendum 1to the EOI stand
9	Corrigendum 1 Technical Criteria Section 3.2 1(a) & Page no. 5	Consulting Agency Bidder should have directly provided Technology Strategy consulting services to Indian Bank / Insurance companies on projects in covering the following topics: Operational Excellence and Customer Experience Improvement through Digital Transformation and Analytics Strategy	Most of the contracts awarded and current RFP's in the last calendar year have been titled as "digital consulting services" hence kindly consider the scope of the work & not be specific about the mentioned words in EOI as Operational Excellence and Customer Experience Improvement through Digital Transformation and Analytics Strategy. These are very specific words and most contracts will not have these exact words. We request you to amend the clause as: Bidder should have directly provided Technology Strategy Consulting services to Indian or global Bank/Insurance companies on projects covering the following topics: Operational Excellence and/or Customer experience improvement through Digital Transformation and/or Analytics Strategy	The Scope of work of the projects with reference to the condition would be evaluated
10	Corrigendum 1 Technical Criteria Section 3.2 1(a) & Page no. 5	Clubbing of POs will not qualify	Global and Indian private sector clients given us a 1st initial PO and then give addendums / extensions to the PO for the same engagement. These programs are muti year transformation programs similar to LIC scope of work. we request you to consider such engagements where we can prove to LIC through either copies of all client documents or through a credential letter / email from client that they collectively made up ONE engagement	Same as clarified in point 4 above.

11	Corrigendum 1 Technical Criteria Section 3.2 1(a) & Page no. 5	The assignments must fulfill the below minimum criteria: Consulting Bidder should have executed at least 3 such projects in the last 5 financial years -Date of Contract/PO of the Project must be on or after 1-1-2017	Since digital transformation programs are mutli year programs we request you to consider engagement which have started before 1-1-2017 and have been executed after 1-1-2017. we have many such engagements.	The conditions as given in corrigendum 1 to the EOI stand
12	Corrigendum 1 Technical Criteria Section 3.2 1(b) & Page no. 6	Consulting Agency Bidder should have directly provided Technology Strategy consulting services to Indian Bank / Insurance companies on projects in covering the following topics: Operational Excellence and Customer Experience Improvement through Digital Transformation and Analytics Strategy	Most of the contracts awarded and current RFP's in the last calendar year have been titled as "digital consulting services" hence kindly consider the scope of the work & not be specific about the mentioned words in EOI as Operational Excellence and Customer Experience Improvement through Digital Transformation and Analytics Strategy. These are very specific words and most contracts will not have these exact words. We request you to amend the clause as: Bidder should have directly provided Technology Strategy Consulting services to Indian or global Bank/Insurance companies on projects covering the following topics: Operational Excellence and/or Customer experience improvement through Digital Transformation and/or Analytics Strategy	The Scope of work of the projects with reference to the condition would be evaluated The conditions as given in corrigendum 1 to the EOI stand
13	Corrigendum 1 Technical Criteria Section 3.2 1(b) & Page no. 6	Date of contract/PO must be within last 5 years from the issue date of this EOI i.e. not earlier to 01.01.2017	Since digital transformation programs are mutli year programs we request you to consider engagement which have started before 1-1-2017 and have been executed after 1-1-2017. we have many such engagements.	Same as clarified in point 4 above.
14	Corrigendum 1 Technical Criteria Section 3.2 (2) & Page no. 7	Successful Case Study/Customer Appreciation of Digital Transformation in Indian Bank/Life Insurance Company	Kindly clarify if bidder is to submit a credential letter / email for this criteria as well.	Bidder to submit supporting documents
15	Corrigendum 1 Technical Criteria Section 3.2 (3) & Page no. 8	Number of Specialised Resource on payroll in India: Subject matter Expert-Global Insurance Technology Expert, Insurance Business Process Expert --2 Marks for each professional subject to maximum of 20 marks	We request clarity from LIC that all professionals as Project Director, Program Manager and Subject Matter Expertise been sought should be from insurance domain. The clause right now only asks for global experts (20 marks) to be from insurance domain, however India based experts (40 marks) are not mandated to be having insurance domain experience	EOI Corrigendum1 condition is modified .Please refer corrigendum 2

16	Corrigendum 1 Technical Criteria Section 3.2 & Page no. 8	Project Leaders should have minimum 15 years of experience in Consultancy and minimum 6-7 years of experience as Project Leader and they should possess Business and /or Technology qualifications from Grade I institutions in India or abroad. For others, each professional should have minimum 8-10 years' experience in consultancy services and minimum 4-5 years of expertise in their respective fields and necessarily have experience in Digital Transformation in Indian/Global Bank and Life insurance Industry	Definition of Grade 1 institute varies from different grading scale and we see ambuiguity while defining Grade 1 institute hence we request LIC to amend the clause as by deleting ask of Grade 1 and actually look at India insurance sector exeprience of the professionals: "Project Leaders should have minimum 15 years of experience in Consultancy and minimum 6-7 years of experience as Project Leader and they should possess Business and /or Technology qualifications"	EOI Corrigendum1 condition is modified .Please refer corrigendum 2
17	Corrigendum 1 Technical Criteria Section 3.2 1(b) & Page no. 8	Average Annual Revenue in last 3 years from Strategy Consultancy Services business	We request to amend "strategy consultancy" as "consultancy services" or " technology consultancy services".	Technology Strategy Consultancy is a subset of Strategy Consultancy. The conditions as given in corrigendum 1 to the EOI stand
18	Section 2.13, Pg 10	f. The bid may be treated as legally void and may be rejected if: An image of signature found pasted on pages instead of wet signature or	We request that a wet signature is not required on every page of submission given a Power of ATtorney is being submitted. We request that a digital copy of the signature pasted on each page of the eligibility and technical submission with a wet signature on all the key declarations be deemed sufficient.	Digital copy of the signature pasted on each page will suffice.Wet signature is however mandatory on all the annexures and on the letter of authorization.

EXECUTIVE DIRECTOR (IT/BPR)