



st for Proposal for Implementation & Maintenance of Bulk Mailing Solution

[Ref: LIC/CO/IT-BPR/BMS/RFP/2018-19]"

Corrigendum 1

Sl No.	RFP Document Reference(s)	Page No.	RFP Clause	Corrigendum to RFP
1	[4.15] a:Terms of Payment to Vendor	48	All payments at quarterly frequency at the end of each month pertaining to this tender will be made by respective LIC units/offices/departments which have issued PO to the web-based mail service provider/vendor and for which these services were rendered.	All payments at monthly frequency at the end of each month pertaining to this tender will be made by respective LIC units/offices/departments which have issued PO to the web-based mail service provider/vendor and for which these services were rendered.
2	[5.2.1] Infrastructure and Annexure X- Infrastructure- Point f	69 and 96	f) Relay setup should allow maximum size of email to be 2 MB.	f) Relay setup should allow maximum email size of upto 2 MB. The expected size for the promotional mails shall be upto 200KB for 70% traffic volume.
3	[7] Service Level Agreement (SLA)	77	A) Penalties for delayed / non delivery of Bulk Mails: Particulars- Promotional Mails/ Scheduled Mails/ Non Priority Mails are required to be delivered within 2 hours. Penalty Rates-No charges would be payable by LIC.	A) Penalties for delayed / non delivery of Bulk Mails: Particulars- Promotional Mails/ Scheduled Mails/ Non Priority Mails are required to be delivered within 2 hours for a batch of 5 lakh mails. Penalty Rates-No charges would be payable by LIC.
4	5.2.1 Infrastructure and Annexure X Infrastructure - Point g	69 and 96	Proposed solution should support hassle free delivery of 5,00,000 mails / hour.	Proposed solution should support hassle free delivery of 2,50,000 mails / hour.

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5	[6] project timelines and deliverables	76	LIC requires that mails received by the bidder's infrastructure are delivered to the recipients' server within the time norms given below: Mail Category -Non Priority Mails/ Promotional Mails/Scheduled Mails Max. Mail size (including attachments)-2 MB Expected Delivery Time-2 hours	LIC requires that mails received by the bidder's infrastructure are delivered to the recipients' server within the time norms given below: Mail Category -Non Priority Mails/ Promotional Mails/Scheduled Mails Max. Mail size (including attachments)-2 MB Expected Delivery Time-2 hours for a batch of 5 lakh mails
6	[4.30.7] General Obligations of vendor-Point 4 and Point 5- New clause addition	63		[4.30.7.4] The vendor shall accept the data/content from LIC as per the mutually agreed format. [4.30.7.5] The vendor shall ensure that the email content is not infringing, libellous, defamatory, obscene, pornographic, abusive, harmful, threatening, harassing, stalking, embarrassing tortuous, offensive, hateful, or racially, ethnically or otherwise objectionable, misleading or violating any law or rules laid down by statute or any right of any individual or third party.
7	[3] Eligibility criteria and Annexure IX - Point 8	39 and 94	8. The bidder must have its Mail Gateway infrastructure hosted from Data Centres located in India, for providing Bulk Mail services using multiple IPs to avoid blacklisting LICs Domain----- ----- Certificate from Authorised Signatory of the bidder, mentioning the data centre location,tier type, type of data centre service, no. of IP addresses	8. The bidder must have its own Mail Gateway infrastructure hosted from Data Centres located in India, for providing Bulk Mail services using multiple IPs to avoid blacklisting LICs Domain and should not be a reseller of bulk mailing solution.----- ----- Certificate from Authorised Signatory of the bidder, mentioning the data centre location, tier type, type of data centre service, no. of IP addresses ,details of ownership of Mail Gateway setup ,and confirmation that bidder is not reseller of bulk mailing solution

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8	5.2.9 and Annexure X List management contents-Point i)	72 and 99	i) Survey and Feedback Management.	i)Survey and Feedback mail relay
9	5.2.13 and Annexure X - Privacy & Security ,Point h	73 and 100	h) The proposed services should be available at least 99.99 % of the time excluding planned downtimes.	h) The proposed services should be available at least 99 % of the time excluding planned downtimes.
10	5.2.13 and Annexure X Privacy & Security - Point e	73 and 100	e)Separate Centralized pro-active monitoring and management of the services should be provided with regards to achieve 99.99 % uptime at any point of time	e)Separate Centralized pro-active monitoring and management of the services should be provided with regards to achievement of 99 % uptime at any point of time
11	[5.2.10] and Annexure X - Reports and Analysis-Point b - iv	73 and 99	iv. Email landed in Junk Box.	This condition is made desirable not mandatory

21-06-2018

EXECUTIVE DIRECTOR (IT/BPR)