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भरोसा वही

Changed World,
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RFP for Revamp and Maintenance Of Corporate Website of
Life Insurance Corporation of India

8th December, 2021
Mumbai



Welcome To Pre Bid Meeting

RFP for Revamp and Maintenance of Corporate Website of LIC

[Ref :CO/IT-BPR/WEBSITE/RFP/2021-2022 dated 29.11.2021]

08.12.2021





Activity Schedule:

Events	Activity schedule
Last Day and time for receiving queries on Bid through Email	Any query related to the RFP/Bid should be sent through e-mail on co_itwebsite@licindia.com latest by 09.12.2021 by 4.00 PM
Last Date & Time for Bid Submission	24.12.2021 latest by 3.30 PM
Eligibility & Technical Bid opening date & time	24.12.2021 at 4.00 PM
Commercial Bid opening date & time	Will be intimated to the Bidders who qualify in Eligibility & Technical evaluation at a later date.
Address of Communication and Address for submission of Bid	The Executive Director (IT/BPR), Life Insurance Corporation of India, Central Office, Information Technology – BPR Department, 2nd Floor, North Wing, "Jeevan Seva Annexe", Santacruz (W), S.V.Road, Mumbai – 400054.



Instructions for Bid-Submission:

Eligibility Criteria :

- Registered entity in INDIA
- Turnover-Rs . 5 CRORES in last 3 Financial Years
- Net Profit in at least 2 years out of last 3 Financial years
- Implementation of **3** Portal/Websites using CMS/DXP in last 3 Financial years (At least 1 Portal/Website from BFSI)
- Development including translation of at least 2 websites in Regional languages using CMS/DXP
- Technical Staff- Minimum 50
- CMMI-Level 3 Certified
- ISO 27001 and ISO 9001 certified





Instructions for Bid-Submission:

Envelope 1 :- (Eligibility)

- The Hardcopy of the duly filled and signed **Pre-Contract Integrity Pact** on a stamp paper of INR **500/-**.
- **Bid Processing Fee** (Demand draft drawn on any nationalized/scheduled bank for **Rs.10,000/-** Rupees Ten thousand only).
- **Earnest Money Deposit** [Bank Guarantee drawn on any nationalized/scheduled bank payable at Mumbai for **Rs. 3,50,000/-** (Rupees Three Lakhs fifty thousand only)]
- All Documents pertaining to Eligibility Bid as enumerated in the RFP Under Section 3.1.
- The Hardcopy and Softcopy on CD of the Eligibility Documents should be submitted in a sealed envelope superscribed as: “ELIGIBILITY BID for RFP Ref: LIC/CO/IT-BPR/WEBSITE/RFP/2021- 22 Dated: 29.11.2021 for Revamp and Maintenance of Corporate Website of LIC” SUBMITTED BY _____ (Bidder’s Name))





Instructions for Bid-Submission:

➤ Envelope -2 (Technical)

- Technical Bid – The Hardcopy and Softcopy of the Technical Bid should be submitted in a separate second envelope super scribed as “TECHNICAL BID for RFP Ref: LIC /CO/IT-BPR/WEBSITE/RFP/2021-22 dated: 29.11.2021 for Revamp and Maintenance of Corporate Website of LIC
SUBMITTED BY _____ (Bidder’s Name)”

➤ Envelope -3 (COMMERCIAL BID)

- Commercial Bid – Hardcopy & Softcopy on CD for the Commercial Bid should be in a separate third sealed envelope super scribed as: “COMMERCIAL BID for RFP Ref: LIC/CO/IT-BPR/WEBSITE/RFP/2021- 22 Dated: 29.11.2021 for Revamp and Maintenance of Corporate Website of LIC
SUBMITTED BY _____ (Bidder’s Name)”





Instructions for Bid-Submission:

- The above 3 envelopes containing the
 - i. Eligibility Bid
 - ii. Technical Bid
 - iii. Commercial-bid
- should be placed inside another (Fourth) envelope
- should be sealed and bear the name, Address, seal of the bidder with the superscription as “Revamp and Maintenance of corporate Website of LIC” . Ref: LIC /CO/IT-BPR/WEBSITE/RFP/2021-22 Dated: 29.11.2021
- **Submitted By _____(Bidder’s Name and Address)**





Technical Evaluation:

Submission by the bidder-

- Annexure IV & Annexure V – Functional & Technical Requirements would be used for evaluating the Bidder
- Point to point conformity of the solution offered to the Functional & Technical requirements
- 5 Design Templates and Mock up screens using CMS/DXP in compliance with RFP scope and technical specification.
- Number of website revamp and implementation using CMS/DXP completed (in the last 3 Financial Years)-BFSI and Non-BFSI
- Implementation of website in Regional Language/s (other than English and Hindi) using CMS/DXP
- Presentation and Demonstration by the bidder to the Evaluation Committee.





Commercial Evaluation (ORA) :

Sr. No.	Component of Cost (Amount in INR)		NPV Factor	Cost for 5 years	NPV
1	Website Revamp and Implementation	A	1	A	A
2	Software	B	1	B	B
3	Hardware	C	1	C	C
4	AMC for hardware and software per annum	D	4.1106	5D	4.1106D
5	Onsite Support Cost per annum	E	4.1106	5E	4.1106E
6	Training	F	1	F	F
7	Regional Language - translation & implementation Cost per lang. (other than Eng/Hin/Mar)	G	1	7G	7G

NPV of Total Cost of the Tender = A + B + C + 4.1106D + 4.1106E + F + 7G (To be quoted in ORA)





SCOPE OF WORK :

To revamp the Corporate Website of LIC (www.licindia.in) and maintain it for a period of five years and extended period, if any.

Revamp/redesign the website so as to give a new look and feel to the Corporate Website

New features for the enhancement of user experience including Search Engine Optimization.

Provision of necessary hardware and software in HA, installation and configuration of new CMS/DXP at Primary and DR Site

In the initial launch the website shall be trilingual and implemented in English and 2 regional languages - Hindi and Marathi. Translation of all historical content (wherever required) as well as new content into Hindi, Marathi will be the responsibility of bidder.





Key Areas Of Scope OF Work :

Migration of the existing content to the proposed CMS/DXP

Implementation of other 7 Regional Languages including translation of content as and when required by LIC.

AMC/maintenance of hardware and software including CMS/DXP and Onsite support for five years from the date of Go-live.

Onsite support for managing content during the contract period. Monitor and control the content being delivered through Content Delivery Network (CDN).

Provision of SLA monitoring tool to monitor the solution and generate the SLA Reports.





Service Level Agreement - Highlights:

S.No	Metric	Baseline Performance	Penalty (% of Quarterly AMC)
1	System Availability	99.99%	1% to 10% - slab wise
2	Average Response Time	< 2 seconds	1%
3	Security Breaches	0 Security Breach	1%
4	System Backup	0 Data Loss	1%
5	Entire System Inoperable	Resolution Within 4 hours	3% for Delay of every two hours
6	System Partially Operable	Resolution Within 8 hours	3% for Delay of every two hours
7	Content Uploading/ Removal - Critical	Within 30 minutes	1% to 5% slab wise
8	Content Updating – Others	Within 4 hours	1% to 3% slab wise
9	Absence of Onsite Resource without replacement – Rs.1000/- per business day		

Please refer RFP document for further details





Queries Regarding RFP:

Questions?





Thank you

