

MINUTES OF PRE-BID MEETING

Brief Description of Procurement:	Request for Proposal for procurement of Omnichannel Website & Mobile App Performance and Customer Experience Monitoring (Synthetic monitoring) as a Service for LIC.
Bid Ref:	CO / IT-SD / WPM / RFP-092020 dated 05.09.2020
Date and Time of Pre-Bid Meeting	16th Sep, 2020 at 11.30 AM.
Venue of Pre-Bid Meeting	LIC of India, Central Office, IT/SD Department, 3rd Floor, Conference Room, Jeevan Seva Annexe Building, S. V. Road, Santacruz (W), Mumbai, Maharashtra - 400054.

The following officials of LIC of India were present in the pre-bid meeting:

#	Name and Designation
1.	Mr. P. S. Negi, Chief (IT/SD)
2.	Mrs. M. Sarkar, Secretary (IT/SD)
3.	Mr. Pramod Kumar, Assistant Secretary (IT/SD)
4.	Ms. Pooja T. Aggrawal, Asst. Administrative Officer, (IT/SD)
5.	Mr. Saurav Ganguli, Asst. Administrative Officer, (IT/SD)

The following Bidders' Representatives attended the pre-bid meeting:

#	Name of Prospective Bidder / Firm	Name of the Representative
1.	ApMoSys Technologies Private Limited	Mr. Debiprasanna Patra Ms. Lituja Mishra
2.	Site 24 x 7	Mr. Vigneash V.
3.	Quality Kiosk	Mr. Ganesh Kumar U. Mr. Ragul Nadar Mr. K. D. Sundarajan

Proceeding of the pre-bid meeting is as follows:

Annexure C

- I. **Participants were provided with the RFP Overview and the Timelines, Eligibility and evaluation Process.**
- II. **Clarifications in regards to queries / suggestions received for RFP document for procurement of Omnichannel Website & Mobile App Performance and Customer Experience Monitoring (Synthetic monitoring) as a Service for LIC.**

(CO / IT-SD / WPM / RFP-092020 dated 05.09.2020)

Sl No.	Para / Clause under Reference as per RFP Document	Content of Para / Clause under Reference as per RFP Document	Query / Suggestions	Response
1.	RFP_LIC_WPM_05092020_Release Section 6.12.1 & 6.12.2, Page 43.	Section 6.12.1 & 6.12.2, Page 43. (Refer RFP)	Obtaining Consents for the Specified Acts is not clear. Can you please help us explain the relevance of this clause with respect to the engagement?	Specified Act is the Acts related to the Scope and Deliverables of the RFP.
2.	RFP_LIC_WPM_05092020_Release Section 6.13.1 (i) , Page 44.	Payment will be made quarterly, in arrears, on actual no. of pages/screens/ URLs monitored as required by LIC and the monitoring report and analysis along with the required deliverables are accepted by LIC.	We request to consider Monthly payment instead of quarterly	No Change
3.	RFP_LIC_WPM_05092020_Release Section 6.16 , Page 49.	The bidder's aggregate liability in connection with obligations, undertaken as a part of this project	We propose to limit the bidder's aggregate liability to the Annual Contract Value instead of Total Cost of Ownership.	The bidder's aggregate liability to shall be limited to TCO(annual contract

		regardless of the form or nature of the action giving rise to such liability, shall be limited to the Total Cost of Ownership (TCO) of the project.		value)
4.	RFP_LIC_WPM_05092020_Release Section 6.23.1 , Page 56.	The bidder must provide reference of 3 clients for whom the bidder has implemented chatbot as a service solution and is actively being used.	Payment obligations of LIC for the services rendered by Bidder should be an exception to the Force Majeure provisions. Request you to consider incorporation this exception.	Services already rendered by the bidder during such circumstances, payment obligations will be fulfilled.
5.	I_Annexure_Eligibility_Criteria Page 3, point 7.	BCP & Support: Bidder should have DR/BCP & Support office in two locations in India.	Whether GST of 2 location offices, HA setup of Data centres would be considered as proof, please clarify?	Documentary Evidence Proofs to the satisfaction of LIC
6.	V_Annexure_Functional_Technical_Specifications Point no. 10	End user experience monitoring should be done using both IPv4 and IPv6 as source IP	For IPV6 - Source IP end user experience monitoring ; whether PO/Invoice/Reference letter from client is considered as acceptable document?	Documentary Evidence Proofs to the satisfaction of LIC
7.	V_Annexure_Functional_Technical_Specifications Page 4, BCP -point no.23	Service Provider should ensure that they have a business continuity arrangement at their end to ensure uninterrupted monitoring of pages.	We understand BCP compliance & DC setup to be submitted as proof; please clarify	Documentary Evidence Proofs to the satisfaction of LIC

8.	V_Annexure_Functional_Technical_Specifications Technical specifications -Point no. 11	Bidder should have an active passive BCP in India Locations with and turnaround time of maximum 4 hours	We understand BCP compliance & DC setup to be submitted as proof; please clarify.	Documentary Evidence Proofs to the satisfaction of LIC
9.	V_Annexure_Functional_Technical_Specifications Technical specifications -Point no. 15	Bidder's Synthetic Monitoring system has to be VAPT certified for at least once in a year & Data Centre/NOC has to be certified by network aggregator	Whether VAPT certificate is considered as acceptable proof?	Documentary Evidence Proofs to the satisfaction of LIC
10	V_Annexure_Functional_Technical_Specifications Technical specifications -Point no. 10	Bidder should give a real time dashboard to LIC for monitoring consisting of response time, errors, availability, trends and historical data. Unified Dashboard access has to be Web and Mobile APP enabled for LIC designated users.	Can we assume 10 user ID's needs to be created in Web and Mobile for LIC users to access real time dashboard?	5 users
11	VI_Annexure_PoC Point no. 1	Page Monitoring for the assigned pages (15-25 URLs/pages). URL/Page is an event invoking a response from the Web Server.	Do we need to cover the specifications mentioned in "V_Annexure_Functional_Technical_Specifications" as part of POC for 15-25 pages?	Yes



भारतीयजीवनबीमानिगम | Life Insurance Corporation of India

केंद्रियकार्यालय , सूचनाप्रौद्योगिकीविभाग (सॉ. सं) | Central Office (IT/SD)

मुंबई, महाराष्ट्र - ४०००५४ | Mumbai, Maharashtra - 400054

12	XIII_Annexure_Indicative Commercial Bid	Omnichannel WebApplication URLs APIs , Pages and Mobile Screens , APIs , Pages (Total 200)	We request to include additional line item for Mobile screens separately. As monitoring of Mobile pages requires additional infra like Mobile devices/Captcha/OTP Automation prices of web and mobile are arrived differently.	Refer Corrigendum dated 18.09.2020
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Chief(IT/SD)