

REPLY TO PRE BID QUERIES					
Sr. No.	Page No.	RFP Document Reference (s) Section	Clause (in brief) of RFP requiring clarification (s)	Brief Details / Query in reference to the clause	Response
1	1	Title	Request for Proposal for Revamp and Maintenance of Corporate Website of LIC	Please share the main purpose of revamping the current portal	Please refer Section 2.13, 5 and 6 of the RFP
2	12	2.1 Invitation to Bid	Sealed Responses	Request you to accept responses Digitally. Due to new variant of Covid, submitting physical copy becomes challenging.	Please be guided by the RFP.
3	13	Rs 500/- stamped paper	Rs 500/- stamped paper	Please allow self declaration. You always have optoin to put penalties or disqualify a bidder in case of disintegrity by bidder. Getting things on stamp paper is too cumbersome, time consuming and unproductive. This is against Digial India vision that PM sir is talking about.	Please be guided by the RFP.
4	13	5-Annexure-V-Technical-Requirements	VAPT	Would VAPT be performed by 3rd party vendor enagedd by LIC? Or Bidder has to arrange for same?	VAPT will be conducted by bidder through an CERT-IN Empanelled agency
5	16	Last Date & Time for Bid Submission	24.12.2021 latest by 3.30 PM	We would like to request LIC to consider extension of the timeline for submission considering year end leaves at the organization level, your kind consideration towards extension of the bid till the 7th January 2021 will be really helpful	Please be guided by the Revised Activity Schedule
6	16	Consortium or Sub-Contraractor	No consortium or sub-contractor is allowed for this engagement. LIC will not consider joint or collaborative proposals that require a contract with more than one prime Vendor. Bidder need to fulfil all the eligibility criteria in its individual capacity unless mentioned otherwise	At PwC we leverage a lot of our Joint business relationship partners to onboard skill set for development activities who work under the perview of PwC Development leads within PwC controlled environment. Will this be allowed considering there is no sub- contracting which will be done from our side ?	The RFP provisions in this regard are self explanatory. Please be guided by the RFP..
7	16	2.10 Activity Schedule	Bid Processing Fee (non-refundable) Non-refundable Rs.10,000/- (Rupees Ten thousand only)	Please refer to Rule 161 (IV) of GFR 2017. We understand that cost of tender document should not be charged under the said Rule. Accordingly, we request you to waive / delete the requirement for submitting tender fee under the RFP.	No change in RFP conditions.

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8	16	2.10 Activity Schedule	4. Last Date and Time for sending Pre-Bid Queries 07.12.2021 latest by 4.00 PM Queries to be submitted in the format as per Annexure VIII. 6. Last Day and time for receiving queries on Bid through Email 09.12.2021 latest by 4.00 PM Queries to be submitted in the format as per Annexure VIII.	Please clarify the last Date and Time for sending Pre-Bid Queries	The second date (9.12.2021) was given for submitting any queries/concerns discussed during the Pre-bid meeting.
9	17	ANNEXURE IV- FUNCTIONAL REQUIREMENTS - RFP FOR WEBSITE REVAMP AND MAINTENANCE	Migration of the existing content	What is the volume of existing data? How many pages? How many files/documents? How many databases and size of each database?	Bidders are expected to visit the website and assess the Volumetrics.
10	18	2.14	No consortium or sub-contractor is allowed for this engagement. LIC will not consider joint or collaborative proposals that require a contract with more than one prime Vendor.	We request to add atleast one consortium partner in this RFP, which can increase the strength of project & will be easier for the prime bidder to execute in effective way.	No change in RFP conditions.
11	18	2.13 Brief on Scope of Work	Revamp/redesign the website so as to give a new look and feel to the Corporate Website	Kindly please clarify, 1.Please list some competitor's portal and what you like and dislike about them ? 2.Please list some link that you like in general/overall ? 3.Please explain what you like and dislike ?	Please be guided by the RFP.
12	18	2.13 Brief on Scope of Work	New features for the enhancement of user experience	Kindly please clarify, 1.Please list New features? 2.Please share reference link ? ☐	Please be guided by the RFP.
13	18	2.14 Consortiums or sub-contractor	No consortium or sub-contractor is allowed for this engagement. LIC will not consider joint or collaborative proposals that require a contract with more than one prime Vendor. Bidder need to fulfil all the eligibility criteria in its individual capacity unless mentioned otherwise	Kindly please clarify, 1.Can we bid with partner? ☐	No change in RFP conditions.

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14	18	2.14	Consortium and Sub contracting	Kindly allow subcontracting whereby the bidder shall take prior consent from LIC for subcontracting.	No change in RFP conditions.
15	18	2.15 Instructions for Bid Submission	No consortium or sub-contractor is allowed for this engagement	UTIITSL request you to please allow sub-contracting.	No change in RFP conditions.
16	20	2.16 Documents Required for Bid Submission	Documents Required for Bid Submission	What will be the format of Technical bid? Is there any specific table of content we need to follow?	Please refer corrigendum
17	24	2.22.2.2 Technical Presentation	LIC may require the Bidders to make presentations to the Evaluation Committee regarding various aspects of the proposed solution. This process will also enable LIC to clarify issues that may be identified from the Bidders' response to the RFP. Demonstration will involve representative use case scenarios demo on the proposed platform.	Kindly please clarify, 1.Please share date of presentation ? 2.Its online or offline presentation? 3.Time will get for presentation? 4.Mendotory to show all 5 mockup at the time of presentation? 5.Mock up need on submission or at the time of presentation?	Date, mode and time of presentaion will be intimated to the participating bidders who qualify for the Technical Evaluation All 5 mockups need to be shown at the time of presentation
18	24	2.22.2.2 Technical Presentation	LIC may require the Bidders to make presentations to the Evaluation Committee regarding various aspects of the proposed solution. This process will also enable LIC to clarify issues that may be identified from the Bidders' response to the RFP.	Do we need to submit the presentation along with the technical Bid?	The bidder may submit the presentation when called upon to do so.
19	25	2.22.2.2.1 Mockups	The bidder shall create 5 mock-up designs for the website using proposed CMS/DXP and each design shall have a home page and two inner pages.	We assume that these mockups will be part of technical presentation only. Also, Please confirm the tentative amount of days to be given for presentationa and creating these designs.	Date, mode and time of presentaion will be intimated to the participating bidders who qualify for the Technical Evaluation
20	25	2.22.2.2.1 Mockups	The bidder shall create 5 mock-up designs for the website using proposed CMS/DXP and each design shall have a home page and two inner pages.	Can the bidder themselves decide the components of home pages and which inner pages to include in the mock up or LIC will issue guidelines for these?	The bidder shall create the mock-up designs independently.
21	25	2.22.2.2.1 Mockups	The bidder shall create 5 mock-up designs for the website using proposed CMS/DXP and each design shall have a home page and two inner pages.	Will LIC provide its brand guidelines to the bidders to enable them in incorporating those in mock ups?	The bidder shall create the mock-up designs independently.
22	25	Monitoring Uptime, Availability and Performance of website	The Bidder will need to provide details around modules or procedures for monitoring uptime, availability and performance of website.	Is the bidder expected to monitor the Application only or Infratructure as well, kindly confirm ?	Bidder has to monitor the application as well as the infrastructure.
23	26	2.22.2.3 Technical Evaluation Criteria Sr. No. 01	Number of website revamp and implementation using CMS/DXP completed (in the last 3 Financial Years) 2 marks for every website in non BFSI and 4 marks for every website in BFSI	Kindly please amend, Number of website revamp and implementation using CMS/DXP completed (in the last 3 Financial Years) 4 marks for each website	No change in RFP conditions.

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24	26	2.22.2.3 Technical Evaluation Criteria Sr. No. 02	Implementation of website in Regional Language/s (other than English and Hindi) using CMS/DXP 3 marks for every website implemented in Regional language/s	Kindly please amend, Implementation of website in Regional Language/s (other than English and Hindi) using CMS/DXP 4 marks for every website implemented in Regional language/s	No change in RFP conditions.
25	26	RFP - 2.22.2.3	Number of website revamp and implementation using CMS/DXP completed (in the last 3 Financial Years)	Can this be relaxed to include similar implementations using other technologies? Can we also include similar implemenation reference of our partner DXP OEMs?	No change in RFP conditions.
26	26	RFP - 2.22.2.3	Implementation of website in Regional Language/s (other than English and Hindi) using CMS/DXP	Can this be relaxed to include similar implementation using other technologies? Can we also include similar implemenation reference of our partner DXP OEMs?	No change in RFP conditions.
27	26	2.22.2.3 Technical Evaluation Criteria	Number of website revamp and implementation using CMS/DXP completed (in the last 3 Financial Years)	UTIITSL request you to please relax this clause to "Number of website revamp and implementation" in last 10 years.	No change in RFP conditions.
28	26	2.22.2.3 Technical Evaluation Criteria	Implementation of website in Regional Language/s (other than English and Hindi) using CMS/DXP	UTIITSL request you to please relax this clause to "Implementation of website" .	No change in RFP conditions.
29	26	2.22.2.3 Technical Evaluation Criteria	Technical Presentation: Product Demonstration/Presentation Quality of content of Presentation vis-a-vis LIC"s requirements and scope a) Critical analysis of the present website vis-à-vis peers (gap analysis) – (20 marks)	Usually Gap Analysis is part of scope of work as it requires detailed study and considerable amount of time and effort. UTIITSL requests you to remove this caluse.	No change in RFP conditions.
30	26	2.22.2.3 Technical Evaluation Criteria	The bidder needs to comply with all the requirements as stated in Functional and Technical requirements Annexure IV and Annexure V and needs to obtain minimum qualifying marks i.e. 70 marks in order to be shortlisted for commercial bid evaluation.	UTIITSL request you to please change minimum qualifying marks to 50 marks.	No change in RFP conditions.
31	27	2.24 Stage 3 – Commercial Evaluation	COMMERCIAL BID - Training Cost (OEM and SI)	Kindly specify total number of officials to be trained at various levels and the mode of training to be conducted (Virtual/Physical)? Any training to be done by PwC will be in Train The Trainer mode. No certification should be provided by PwC to the participants.	Mode of training can be physical or virtual. Number of officials to be trained will be informed to the selected bidder. No certification is required to be provided.
32	27	2.24 Stage 3 – Commercial Evaluation	NPV Conditions -Net Present Value (NPV) Rule:- While evaluating the tenders covering a longer period (i.e. more than one year), the quoted prices pertaining to maintenance in future years are to be discounted to the net present value (NPV) as appropriate for comparing the tenders on equitable basis.	We assume that bidders have to put the NPV value while participating in the Online Reverse Auction. Please let us know, how the total amount will be recalibrated among multiple headers of the cost for the winning bid as we are only putting the total amount in ORA?	Bidders have to put the NPV value while participating in the Online Reverse Auction. Breakup of cost under different headers will be called from the successful bidder.

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33	28	2.24 Stage 3 – Commercial Evaluation	Normalization of Bid	Will only the shortlisted bidders post evaluation of technical response be considered for normalization or all the bidders will be considered for the same ?	Only the bidders who satisfy the eligibility criteria will be considered.
34	32	2.30.2 Contracting	LIC will consider cancellation of contract upon discovery that the selected Vendor is in violation of any portion of the Contract, including an inability by the Vendor to provide the products, support and/or service promised in their response.	We request the client to avail the remedy for termination as the same is available to the Client as we understand that it is not the intention of the client to void the contract.	No change in RFP conditions.
35	33	2.30.2 Contracting	LIC reserves the right at the time of award of contract and during the term of the contract to vary the quantity of resources, services and goods specified in the RFP without any change in unit prices or other terms and conditions.	We request the client that any amendment to the quantities or any terms of the agreement should be with mutual consent of the parties.	No change in RFP conditions.
36	35	2.35 Conflict of Interest	Generic	We wish to highlight that we are a large organization providing various services to various state and central government departments, PSUs, international organizations and private clients. We wish you to note that while we have a mechanism in place to identify patent and direct conflict of interests, it may not always be possible to identify any or all indirect or remote conflict of interests. Kindly appreciate that our no conflict confirmations will be subject to the foregoing.	Please be guided by the RFP.
37	37	3	Bidder should have experience in Website Development along with providing End-to-End Web based solutions, Website maintenance and Website performance / security testing. The bidder should have successfully completed the implementation of a minimum of 3 Portal/Websites including at least one Portal/Website from BFSI using latest Web Content Management Systems in the last 3 financial years. The sites should have been live for at least 1 year prior to the date of issue of the RFP and the bidder should be providing technical support for websites developed.	Can the preference will be given to bidders who have the experience of implementing at least 1 International BFSI'S.	No change in RFP conditions.
38	37	7	Bidder should have experience of development, translation and implementation of at least 2 websites using CMS/DXP in one or more Regional language (other than English and Hindi)	Will request to keep the provision for CMS/DXP which supports multiple languages apart from Hindi/ English, development and implementation of a dedicated regional language website should not be mandatory as the language is just a matter of putting content over the website.	Please refer corrigendum

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39	37	Point 6	Bidder should have experience in Website Development along with providing End-to-End Web based solutions, Website maintenance and Website performance / security testing. The bidder should have successfully completed the implementation of a minimum of 3 Portal/Websites including at least one Portal/Website from BFSI using latest Web Content Management Systems in the last 3 financial years. The sites should have been live for at least 1 year prior to the date of issue of the RFP and the bidder should be providing technical support for websites developed.	We would request you to relax mandatory clause of past experience with BFSI and include Non -BFSI reputed customer .Markings in Technical evaluation criteria may be kept same.	Please refer corrigendum
40	37	3. Eligibility Criteria (Item 6)	Bidder should have experience in Website Development along with providing End-to-End Web based solutions, Website maintenance and Website performance / security testing. The bidder should have successfully completed the implementation of a minimum of 3 Portal/Websites including at least one Portal/Website from BFSI using latest Web Content Management Systems in the last 3 financial years. The sites should have been live for at least 1 year prior to the date of issue of the RFP and the bidder should be providing technical support for websites developed.	We have website development experience. All of our customers have inhouse teams to maintain them. Please allow providers who have experience with build and transfer as well.	Please refer corrigendum
41	37	3. Eligibility Criteria (Item 7)	CMS/DXP in one or more Regional language (other than English and Hindi)	We have experience in building websites in over 20 languages but not with Indian regional languages. Please waive the requirement of Indian regional language implementation experience.	No change in RFP conditions.
42	37	3. Eligibility Criteria Reference Details / Documentary Evidence Sr. No. 06	Details of 3 Website Development and Implementation projects, executed in last three financial years to be specified in Annexure III of RFP along with client credential letter covering Technology used, Scope of work, Volumes handled, List of Integrated Software, Implementation Timelines And Attested Copy of Letter of Notification of Award/ Work orders/Contract indicating Engagement value And Documentary evidence for the technical support provided by the bidder for websites developed	Request your to consider 1. The self declaration on bidders letter head covering Technology used, Scope of work,Volumes handled, List of Integrated Software, Implementation Timelines 2. Client Certificate and Invoices for ongoing projects 3. Copy of Letter of Notification of Award/ Work orders/Contract indicating Engagement value	Please refer corrigendum

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43	37	3. Eligibility Criteria	The Bidder should have been in existence for a minimum period of FIVE years in India as on the date of Bid Submission.	Please amend this clause - The Bidder should have been in existence for a minimum period of 20 years in India as on the date of Bid Submission.	No change in RFP conditions.
44	37	3. Eligibility Criteria	The bidder should have a minimum turnover of INR 5 (FIVE) Crores per annum in last three financial years 2018-19, 2019-20 and 2020-21.	Please reduce the minimum turnover of INR 5 (FIVE) Crores to 4 Crores per annum in last three financial years 2018-19, 2019-20 and 2020-21.	Please refer corrigendum
45	37	3. Eligibility Criteria	Bidder should have experience in Website Development along with providing End-to-End Web based solutions, Website maintenance and Website performance / security testing. The bidder should have successfully completed the implementation of a minimum of 3 Portal/Websites including at least one Portal/Website from BFSI using latest Web Content Management Systems in the last 3 financial years. The sites should have been live for at least 1 year prior to the date of issue of the RFP and the bidder should be providing technical support for websites developed.	Bidder should have experience in Website Development along with providing End-to-End Web based solutions, Website maintenance and Website performance / security testing. The bidder should have successfully developed/hosted/ implemented of a minimum of 3 Portal/Websites including at least one GIGW Compliance Portal/Website from BFSI using latest Web Content Management Systems with minimum value of Rs. 25,00,000/- for each PO in the last 3 financial years. Atleast, one such site should have been live for at least 1 year prior to the date of issue of the RFP and the bidder should be providing technical support for websites developed.	Please refer the corrigendum
46	37	The Bidder should be minimum CMMI Level 3 Certified	Relevant Documents valid as on date of bid submission	We request LIC to consider only CMMI level 5 considering the quality of deliverables which LIC is looking for and inviting more vendors to participate in the bidding process	No change in RFP conditions.
47	37	3. Eligibility Criteria	The bidder should have successfully completed the implementation of a minimum of 3 Portal/Websites including at least one Portal/Website from BFSI using latest Web Content Management Systems in the last 3 financial years.	UTIITSL request you to please change this clause to "The bidder should have successfully completed the implementation of a minimum of 3 Portal/Websites ".	No change in RFP conditions.
48	38	3. Eligibility Criteria (Item 14)	The Bidder should be minimum CMMI Level 3 Certified	We are a global company, traded in NYSE with symbol EPAM. We have ISO certification but not CMM Level. Please waive this requirement.	No change in RFP conditions.
49	38	3.1 List of enclosures	Bid processing fee, in form of Demand Draft of Rs. 10,000/- payable at Mumbai	Pls allow digital payments such as NEFT or IMPS	Please refer corrigendum
50	38	3. Eligibility Criteria	The Bidder should be minimum CMMI Level 3 Certified	Kindly please relax, The Bidder should be minimum CMMI Level 3 Certified/ISO 9001 and ISO 27001 Certified	No change in RFP conditions.
51	38	Section 3.0 Point #14	The Bidder should be minimum CMMI Level 3 Certified	We request LIC to waive off this Eligibility Criterion as we have required experience and credentials to deliver the RFP ask, except this eligibility clause	No change in RFP conditions.
52	38	Section 3.0 Point #15	Bidder should be ISO 27001 and ISO 9001 certified	We request LIC to waive off this Eligibility Criterion as we have required experience and credentials to deliver the RFP ask, except this eligibility clause	No change in RFP conditions.
53	38	3. Eligibility Criteria	14. The Bidder should be minimum CMMI Level 3 Certified	Is it mandatory to fulfil this criteria? Can you consider making this optional?	No change in RFP conditions.

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54	38	3. Eligibility Criteria	The bidder must have on its roll staff of at least 50 technically qualified personnel in the area of developing, integrating & implementing web site solutions as on the date of RFP.	UTIITSL request you to please change this clause to" The bidder must have on its staff of at least 20 technically qualified personnel in the area of developing, integrating & implementing web site solutions as on the date of RFP."	No change in RFP conditions.
55	39	3.1 List of enclosures	EMD: Rs.3,50,000/-	PLs allow digital payments such as RTGS.	Please be guided by the RFP and corrigendum.
56	39	3.1 List of enclosures	Soft copy of the entire eligibility-bid document and all supporting documents on one READ-ONLY CD/DVD/USB.	Please allow only softcopy submission given the Covid scenario. Let us save paper and environment.	No change in RFP conditions.
57	40	Page 40 - Clause 4.1	Timelines	Development time given is for only 20 weeks which is less for such a vast project, we request you to make it for 30 Weeks	No change in RFP conditions.
58	40	4.4 Services Location	Obligation to provide Services: The vendor offers to provide the Services to LIC at Mumbai and / or at such locations as may be required by LIC.	What are the other locations where vendors need to provide services apart from Mumbai. Can this be an offshore-onshore model? Considering the covid situation will remote services be allowed considering if there is a third wave of Covid, we will have towards remote working ?	The location of Services will be in Mumbai/ Navi Mumbai. Rest of the issues will be discussed with the selected bidder
59	40	Services Location	Obligation to provide Services: The vendor offers to provide the Services to any Department of LIC at such locations as may be required by LIC.	We request LIC to provide the details of the location wherein we need to provide the services to plan out our resource allocations	The location of Services will be in Mumbai/ Navi Mumbai.
60	40	3.1 List of enclosures with Eligibility bid:	Declaration about non-blacklisting as per Annexure-III executed on Company letter head.	The Client is requested to allow us to submit the blacklisting declaration based on the present status of our blacklisting / debarment for engaging in corrupt/fraudulent practices as on date of submission of the bid. We request the client that the eligibility criteria should also be modified along the aforesaid lines.	No change in RFP conditions.
61	44	4.11 Change in Constitution	Any Change in the constitution of the firm, etc. shall be notified forth with by the vendor in writing to LIC and such change shall not relieve any former member of the firm, etc., from any liability under the contract.	We request the client to limit the notification requirements to cases of material change in the constitution of the firm that will affect the services to be provided under this tender.	Please be guided by the RFP.
62	45	4.13.2 If the Specified Personnel are not available	Where one or more of the Specified Personnel is or will become unable or unwilling to be involved in providing the Services, the Vendor will notify LIC immediately	What is the notice period for the personnel change notification	Please refer corrigendum
63	45	4.13.3 LIC may request replacement of Personnel	LIC may at any time request the Vendor to remove from work any of the Specified Personnel. The Vendor must promptly arrange for the removal of such Personnel and their replacement	How many days will LIC give the vendor to replace the specified personnel	Please refer corrigendum
64	47	Page 47 - Clause 4.16-3	GIGW Compliance	Based on our experience, GIGW certification takes time, so we request you to not link Go-Live with GIGW and GIGW should happen post Go-Live.	Please refer corrigendum

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65	48	4.16.2 Payment Terms & Conditions	Payments will be made only on vendor completing all activities as per the agreed project plan and phase completion sign off for the same from LIC.	Can vendor suggest its own payment plan as per different milestones?	Please be guided by the RFP. and Corrigendum.
66	48	4.16.2 Payment Terms & Conditions	Payments will be made only on vendor completing all activities as per the agreed project plan and phase completion sign off for the same from LIC.	What are the criterias for successful completion of the project and how is it different from Go-Live?	Please be guided by the RFP. and Corrigendum.
67	48	4.16.2 Payment Terms & Conditions	Payments will be made only on vendor completing all activities as per the agreed project plan and phase completion sign off for the same from LIC.	Is it mandatory to complete all delivery in 1 phase. If not, can the UAT milestones be divided into respective phases.	Please be guided by the RFP. and Corrigendum.
68	48	4.16.2 Payment Terms & Conditions	Payments will be made only on vendor completing all activities for that Phase as per the agreed project plan and phase completion sign off for the same from LIC.	Payments are linked to the deliverable acceptance. What are the deliverable acceptance criterias? Is Annexure IV the list of acceptance criterias?	Please be guided by the RFP.. Annexure IV specifies the Functional Requirements for the solution.
69	49	4.16.4 Liquidated Damages	There shall be a penalty for non-adherence to the time schedule as per section 7 – Project Timelines. The total penalty will be capped at 10% of the total contract value.	We request client to cap the liquidated damages/penalties cumulatively to 5% of the total contract value.	No change in RFP conditions.
70	50	4.16.8 Transportation and Insurance	The successful Bidder is required to deliver the products and services at the destination. Transportation and Insurance of goods shall be arranged and paid for by the vendor at no extra cost to LIC.	We request the client to omit this clause as the same is not applicable to the nature of services being provided by PwC.	No change in RFP conditions.
71	51	4.18 Indemnity	Subject to Clause 4.18.2 below, Vendor will undertake to indemnify LIC from and against all losses on account of bodily injury, death or damage to tangible personal property arising in favour of any person, corporation or other entity (including LIC) attributable to the Vendor's negligence or wilful default in performance or non-performance under the contract.	Request client to kindly delete these. Alternatively, kindly cap these indemnities to limitation of liability cap or one time the fees payable to us under this Agreement.	No change in RFP conditions.
72	51	4.18 Indemnity	No clause in RFP. Please include in pre-bid.	We agree to indemnify to the extent the damages/losses are finally determined by a competent court or arbitration. Please make indemnities subject to final determination by court/arbitrator. This is also the industry standard and prescribed by Meity in its guidelines.	No change in RFP conditions.
73	52	4.19 Rights reserved by LIC:	h) Procurement of any resources/services/components outside this tender	Please clarify this clause.	LIC reserves the risht to procure ny resources/services/components outside this tender

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74	56	4.26.1 Right to conduct audits	LIC will have the right to inspect and test the infrastructure and system of the vendor at any time. The vendor, on demand from LIC, shall carry out such tests in appropriate manner in the presence of LIC's representatives. The vendor will bear all costs of such inspections and tests.	We wish to clarify that we will retain our records as per our records retention policies. Upon reasonable notice, we will allow Client to inspect our invoicing records under this engagement; such inspection shall be done in a pre-agreed manner and during normal business hours. For avoidance of doubt, such inspection should not cause us to be in breach of our organizational confidentiality requirements. Please acknowledge that our audit related obligations will be subject to foregoing statement.	Please be guided by the RFP.
75	64	4.37 Escalation matrix	The successful bidder shall have to set up a Toll Free helpline number or web-based helpdesk with auto escalations and facility of SMS/Email alerts.	Please conform that same will needs to set up in maintenance phase only.	Yes
76	66	5.3 Scope of Work	f. The proposed Content Management System /DXP should present in latest Gartner"s quadrant for WCM /DXP .	The proposed DXP should present in latest Gartner"s quadrant in Leaders/Challengers quadrant for Digital Experience Platform (DXP). Reason: Content Management System have matured into Digital Experience Platforms; hence the Reason for Gartner to retire the Web Content Mangament report after 2019, Capabilities of CMS have been extended and unified into experience platforms or DXP - which are a combination of Content Management System, Portal Functions, Digital asset management, User Management, Forms, Personalisation, and Workflow etc. This will fit very well for the RFP requirements as well as future enhancements since all the functions will come on a single platform. Also being a critical customer facing website with high traffic, it should comply to the cybersecurity threats and vulnerabilities, Also LIC being the biggest public insurance company - suggest to go for products which are industry leading hence Leaders or Challengers from the Gartner Quadrant to be included	Please be guided by the RFP..
77	66	5.1 Current Information Architecture and Content		Do you expect this count to go up over a period of 5 years. Pls share the apprximate count. Is this count for one laguange ?	This count is for three languages.
78	66	5.3 - Scope of work		Do you expect to have integration with AI enabled Chatbot	Please be guided by the Scope of Work defined in the RFP.
79	66	5.3 Scope of Work	f. Proposed CMS/DXP Licence type should not be of Open Source and should be of Enterprise Level	Considering the scalability, performance and security requirements, we understand LIC is looking for CMS/DXP which is Enterprise Supported open source and not a community/free based open source. Please confirm	Proposed CMS/DXP should have Enterprise Level Licence and support from OEM. Community/Free version of CMS/DXP is not permitted. MAF from the respective OEM should be submitted along with the Bid.Please refer corrigendum

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80	66	5.3 Scope of work	Procurement, Installation, Maintenance of adequate hardware in high availability and software for speedy and hassle free processing of historical and incremental data will be the responsibility of the Vendor. Proposed solution should take care of necessary Hardware including rack, Network switches, RDBMS, OS, Application servers and other software.	Kindly please clarify, 1.Hosting/Server/Cloud Service is responsibility of the bidder ? if yes 2.What will be the total hosting period ?	Yes hosting at the Primary and DR Site will be the responsibility of the bidder for the contract period.
81	66	5.3 Scope of work	The proposed Content Management System /DXP should present in latest Gartner's quadrant for WCM /DXP .Proposed CMS/DXP Licence type should not be of Open Source and should be of Enterprise Level.	Kindly please, 1.Permit us to use open source technology,CMS,Database	Proposed CMS/DXP should have Enterprise Level Licence and support from OEM. Community/Free version of CMS/DXP is not permitted. MAF from the respective OEM should be submitted along with the Bid.Please refer corrigendum
82	66	5.3 Scope of work	Migration of the existing content in various formats, databases, files, etc. to the proposed CMS/DXP (Content Management System)/ (Digital Experience Platform) & translation of all historical content into Hindi and other 8 regional languages.	Kindly please clarify, 1.Will there be a need of database migration to new server/s. ? 2.Do you have existing setup of server, database. ? 3.Do we get excel sheet of database ? 4.Technology used for database? 5.Size of database?	Please be guided by the RFP.
83	66	Section 5.3 Point #g	Migration of the existing content in various formats, databases, files, etc.	IS the vendor required to build Insurance Product buying journeys from Quote->Proposal->Policy->Payment? Or the expectation is to just migrate the insurance product static content (Web Pages, Pdf, images etc.) to new site? Please clarify	The bidder is expected to visit the existing website for reasonable estimate.
84	66	Section 5.3 Point #h	Procurement, Installation, Maintenance of adequate hardware in high availability	What's LIC preference regarding deployment/implementation - On Premise, Private Cloud, OEM Cloud..?	Deployment of the solution will be On Premises only
85	66	5.3 Scope of Work	i. Procurement, Installation, Maintenance of adequate hardware in high availability and software for speedy and hassle free processing of historical and incremental data will be the responsibility of the Vendor. Proposed solution should take care of necessary Hardware including rack, Network switches, RDBMS, OS, Application servers and other software.	Bidder assumes that the Core/Distribution Switches, Firewalls, Application Firewall, Load Balancer's, WAN devices for the new Infrastructure/System will be provided by LIC.	Please be guided by the RFP. and Corrigendum.

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86	66	5.3 Scope of work	i. Procurement, Installation, Maintenance of adequate hardware in high availability and software for speedy and hassle free processing of historical and incremental data will be the responsibility of the Vendor. Proposed solution should take care of necessary Hardware including rack, Network switches, RDBMS, OS, Application servers and other software.	Network, Internet, Replication connectivity between DC's is the responsibility of LIC. Please confirm	Yes Network connectivity will be provided by LIC.
87	66	5.3 Scope of work	i. Procurement, Installation, Maintenance of adequate hardware in high availability and software for speedy and hassle free processing of historical and incremental data will be the responsibility of the Vendor. Proposed solution should take care of necessary Hardware including rack, Network switches, RDBMS, OS, Application servers and other software.	Can Bidder leverage on existing LIC's tools for monitoring, Patch management, Back up, DRM(Disaster recovery management tool),NMS(network monitoring tools),Helpdesk/Ticketing tools..Please confirm	Please be guided by the RFP.
88	66	5.2	Current Technology & Website Management	In the existing implementation how are the changes driven by business logic modifications incorporated?	Will be discussed with the selected bidder
89	66	5.2	Current Technology & Website Management	What are there backend implementation components which is associated apart from the Kentico CMS in the existing implementation? Is there a Java/dotnet based backend associated?	There is a complete backend CMS which manages the entire frontend and a similar solution is expected for all Languages in the new website.
90	66	5.2	Current Technology & Website Management	Is there a scope of 'backends for frontends' implementation applicable for the solution?	There is a complete backend CMS which manages the entire frontend and a similar solution is expected for all Languages in the new website.
91	66	5.3	Scope of work. Point m on languages. Points i, ii and iii	Can the distinction between initial launch and day one/Go Live be clarified. Support for 10 languages is anticipated from day one but the initial launch shall be trilingual.	Initial launch will be trilingual ie English, Hindi and Marathi and the support for these languages need to be provided from GO-Live.Remaining languages implementation and support needs to be provided by Vendor as and when required by LIC

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92	66	5.3 Scope of Work	f. Proposed CMS/DXP Licence type should not be of Open Source and should be of Enterprise Level	Proposed CMS/DXP Licence type should not be of Community/Free version and should be of Enterprise Level Reason: There are many CMS/DXP which are based on Open-Source Technology and have an Enterprise Product with Enterprise Subscription Support. Kindly modify to allow fair participation for all leading CMS/DXP	Please refer corrigendum
93	66	5.3 Scope of work	Migration of the existing content in various formats, databases, files, etc. to the proposed CMS/DXP (Content Management System)/ (Digital Experience Platform) & translation of all historical content into Hindi and other 8 regional languages.	Data cleansing and migration must be rule based and automated. Activities such as data entry, document scanning, barcoding will not be carried out by vendor. Kindly confirm. Also, will LIC arrange for scanning devices, or these will need to be provisioned by the engagement team	The clause only mentions about migration of existing content to the new solution and translation of content wherever applicable. Please be guided by the RFP..
94	67	5.3 Scope of Work	k. Configuration of users, groups and workflow for various stakeholders of LIC on the CMS/DXP for content authoring and publishing approval.	We would request to include a GUI based sophisticated interface for configuring multi-level approval and rejection workflows with SLAs and version management so that these workflows can be used on any scale for these and other functionalities like change in contents, forms filled by users, user onboarding and updation etc and any re-engineering required in these workflows can be implemented in a hassle free and no-code basis.	Bidder may propose this as part of the solution.
95	67	5.3 M Language		Do you want multi language search enabled ?	Yes. Multi language search needs to be implemented as per the Scope of work of this RFP
96	67	5.3 Scope of Work	k. Configuration of users, groups and workflow for various stakeholders of LIC on the CMS/DXP for content authoring and publishing approval.	We would request to include a GUI based sophisticated interface for configuring multi-level approval and rejection workflows with SLAs and version management	Bidder may propose this as part of the solution.
97	67	Language	Multilingual website with support for content to be displayed in 10 languages as follows:	Kindly please clarify, 1.Who will provide english & other language content? if bidder? 2.Please share number of words in content for total contract period? 3.Go live time languages? 4.Please share no of words/pages for translation. ? 5.Can we add extra cost after live for translation if we get more work?	Please be guided by the RFP.

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98	67	5.3 Scope of Work	k. Configuration of users, groups and workflow for various stakeholders of LIC on the CMS/DXP for content authoring and publishing approval.	We would request to include a GUI based sophisticated interface for configuring multi-level approval and rejection workflows with SLAs and version management so that these workflows can be used on any scale for these and other functionalities like change in contents, forms filled by users, user onboarding and updation etc and any re-engineering required in these workflows can be implemented in a hassle free and no-code basis.	Bidder may propose this as part of the solution.
99	68	5.3 Scope of Work	w. Creation of landing pages and thank-you pages (this page loads after a form is submitted successfully) for each product and digital marketing campaign with a template allowing	We would request to include a GUI drag and drop interface for creating multi-nested landing pages and navigation menus so that in case any modifications are required to be incorporated, they can be done at ease and can also be enabled by non-technical athorized uers as well on a no-code basis.	Bidder may propose this as part of the solution.
100	68	5.3 q performance testing		Does LIC have performance test tools or bidder expected to get their own tools. What kind of performance metrics to be proven at the time of acceptance ?	The bidder is expected to get their own tools. Please be guided by the RFP..
101	68	5.3 aa third party integration		Do you expect this website to integrate with your subscriber crm to retrieve and present policy iformation and etc.	No
102	68	5.3 Scope of Work	w. Creation of landing pages and thank-you pages (this page loads after a form is submitted successfully) for each product and digital marketing campaign with a template allowing	We would request to include a GUI drag and drop interface for creating multi-nested landing pages and navigation menus so that in case any modifications are required to be incorporated, they can be done at ease and can also be enabled by non-technical athorized uers as well on a no-code basis.	Bidder may propose this as part of the solution.
103	68	5.3 Scope of Work	w. Creation of landing pages and thank-you pages (this page loads after a form is submitted successfully) for each product and digital marketing campaign with a template allowing	We would request to include a GUI drag and drop interface for creating multi-nested landing pages and navigation menus so that in case any modifications are required to be incorporated, they can be done at ease and can also be enabled by non-technical athorized uers as well on a no-code basis.	Bidder may propose this as part of the solution.
104	68	5.3 Scope of work	Creation of landing pages and thank-you pages (this page loads after a form is submitted successfully) for each product and digital marketing campaign with a template allowing i. A bold headline ii. A Text, Image and Video Content(if available) as per the objectives of the marketing campaign iii. A lead form, if required iv. Link to directly procure product, if available online.	Is there any Lead Management System which needs to be integrated with the new CMS? How many forms will need to be created?	Please be guided by the Scope of Work defined in the RFP.
105	69	5.3 aa third party integration		Do you epxect webiste integare with payment gateway accepting payments	No

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106	69	5.3 44 Responsive webpage		On how many pages you want bidder to test and prove prior to sign off	Will be shared with the selected bidder
107	69	5.4 Purpose of the RFP	Vendor shall provide the Hardware (in HA) and Software required for the implementation of the project.	Kindly please clarify, Do you need any Hardware,Componant,Device from bidder ?If yes Please share details: 1. Numbers,Type of Hardware,Componant,Device ? 2. Configuration ? 3. Brandnew or used ? 4.Do we add this cost in financial proposal ?	Please refer the corrigendum
108	69	5.4 Purpose of the RFP	Vendor shall provide the Hardware (in HA) and Software required for the implementation of the project.	Kindly please clarify, 1. Who will procure the Licence cost of require Software,OS,Database,CMS,Plugin,Technology stack? 2.Open source will be preferable?	Bidder needs to be procure All Hardware and software and the requisite licences. Please refer Corrigendum
109	69	5.4 Purpose of the RFP	iii. LIC may decide to change the website design/template twice in a year and the vendor has to execute the changes within the Scope of this RFP at no additional cost. In any case there will be a gap of not less than 6 months between the design changes.	Kindly please clarify, 1.Just color combination images and video right?or 2.Template or theme?	Please be guided by the RFP..
110	69	5.4	Purpose of the RFP. Point e on cloud based deployment	At present are there any cloud dependent components like For e.g. AWS S3 buckets for files storage etc involved ?	Please refer corrigendum
111	69	5.4	Point no x on compliances to be fulfilled.	Are use cases like payment of premiums online etc which can have PCI DSS compliance requirements associated with this rewamp and maintenance?	Please be guided by the RFP.
112	69	5.4 Purpose of the RFP	iii. LIC may decide to change the website design/template twice in a year and the vendor has to execute the changes within the Scope of this RFP at no additional cost. In any case there will be a gap of not less than 6 months between the design changes.	Please elaborate	Please be guided by the RFP..
113	70	5.4 Purpose of the RFP	The Vendor should provide website CMS/DXP training for site administrators and content contributors.	Kindly please clarify, 1. List of location for the training ? 2. Number of users need to be trained ? 3. Number of users in one batch ? 4. Number of Training sessions & days need to be conducted ? 5.Onsite/Offsite training ? 5.Training Infrastructure will be provided by Client ?	Will be discussed with the selected bidder

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114	70	5.4 Purpose of the RFP	The Vendors should provide GIGW Certification for the website from a STQC certified vendor/agency before GO-Live.	Kindly please clarify, 1.Security Audit is the responsibility of bidder? 2.Security audit interval time ? 3.Do you need any other audit than CERTIN & STQC security audit ? 4.Total number and type of security audit in contract period?	Please refer Corrigendum.
115	70	5.4 Purpose of the RFP	The development activity will have to be carried out at LIC's premises. Vendor will have to provision for use of its own systems (desktops/laptops, development software etc.) for carrying out development, unit testing activity. License cost associated with development, testing and training on the new application will have to be borne by the Vendor.	Kindly please clarify, 1.Onsite development is mendotaory? 2.Can we do it from our office ? 3.Number of onsite development Team members and designation? 4.Onsite development time in weeks?	The bidder needs to assess the team required for onsite development and implementation.
116	70	Section 5.4	The development activity will have to be carried out at LIC's premises.	We request this condition to be waived off as currently due to Covid imposed restrictions and health concerns, most of the employees are doing Wok From Home (WFH)	Please be guided by the RFP..
117	70	5.4 Purpose of the RFP	The development activity will have to be carried out at LIC's premises. Vendor will have to provision for use of its own systems (desktops/laptops, development software etc.) for carrying out development, unit testing activity. License cost associated with development, testing and training on the new application will have to be borne by the Vendor	W.r.t connectivity of dekstop/laptops to LIC network, will LIC provide that?	Connectivity to LIC network will be provided by LIC.
118	71	Point 6.3)	Website Audiences	1) We request you to provide demo credentials for the Login portal so as to understand the user journey and workflows,	The bidder is expected to visit the existing website for reasonable estimate.
119	71	RFP - 6.3 (f)	Render personalized content depending on region, country etc	Is the business logic for this already in place with LIC or needs to be developed by vendor? Could you share examples of personalized content?	Will be discussed with the selected bidder

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120	72	6.3 User Experience	bb) The site should feature a contact form. The site should also allow site editors to easily create forms on an as-needed basis and determine how form submissions are processed.	a.)Based on our experience of working with multiple Insurance Companies in India and abroad, we would request a Dynamic Form Builder interface capable of creating multi-page forms on a drag and drop interface which should also be readily available via a sharable URL so that in case the marketing team wants to share a Feedback, Lead, Enquiry, Contact form, they can be shared across various digital touchpoints like Emails, SMS, Whatsapp, etc without any coding efforts involved. b.) We also suggest Form Field Rule Builders so that dynamic forms can be included on a no-code basis. This will enable LIC team to incorporate different types of calculators which the interested users can use to calculate premiums on varied parameters.	Bidder may propose this as part of the solution.
121	72	Point m)	Enhanced social media capabilities	1) We assume that we just have to provide the link and user on clicking that link would be redirected to social media page. Please confirm	Yes
122	72	6.3 User Experience	bb) The site should feature a contact form. The site should also allow site editors to easily create forms on an as-needed basis and determine how form submissions are processed.	a.)Based on our experience of working with multiple Insurance Companies in India and abroad, we would request a Dynamic Form Builder interface capable of creating multi-page forms on a drag and drop interface which should also be readily available via a sharable URL so that in case the marketing team wants to share a Feedback, Lead, Enquiry, Contact form, they can be shared across various digital touchpoints like Emails, SMS, Whatsapp, etc without any coding efforts involved. b.) We also suggest Form Field Rule Builders so that dynamic forms can be included on a no-code basis. This will enable LIC team to incorporate different types of calculators which the interested users can use to calculate premiums on varied parameters.	Bidder may propose this as part of the solution.
123	72	6.3 User Experience	bb) The site should feature a contact form. The site should also allow site editors to easily create forms on an as-needed basis and determine how form submissions are processed.	a.)Based on our experience of working with Insurance Companies, we would request a Dynamic Form Builder interface capable of creating multi-page forms on a drag and drop interface which should also be readily available via a sharable URL so that in case the marketing team wants to share a Feedback, Lead, Enquiry, Contact form, they can be shared across various digital touchpoints like Emails, SMS, Whatsapp, etc without any coding efforts involved. b.) We also suggest Form Field Rule Builders so that dynamic forms can be included on a no-code basis. This will enable LIC team to incorporate different types of calculators which the interested users can use to calculate premiums on varied parameters.	Bidder may propose this as part of the solution.

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124	73	Point 6.4)b)	Hardware supplied by the vendor should be in HA and include Server Rack with Power Distribution Unit, Server load balancer, if required, Network switches with power cords and patch cables required for connectivity to the core switch of the LIC network.	1) Please confirm. what all hardwares are required ?	Please refer corrigendum
125	73	6.4 Implementation Requirements	f. Backup- Bidder to incorporate Disk based Backup solution which will be capable of backup of Website designed solution proposed as part of this RFP.	We assume that procuring consumables (Tape media) is the responsibility of LIC. Please confirm	Please be guided by the RFP.
126	73	6.4 Implementation Requirements	Supply, Install and commission the Hardware and Software on Capex model at LIC premises for development, testing and production setup at the Primary site and Disaster Recovery Site (DR) identified by LIC. At present the primary and DR sites are at Mumbai but LIC reserves the right to modify the DR location to any other major city in India during the implementation stage.	We assume that LIC will provide all the logistics like seating, laptop/desktop, phone, internet will be provided to the bidders team deployed at LIC's premises. Please confirm.	Seating and power connection will be provided by LIC.
127	73	6.4 Implementation Requirements	e. The Hardware proposed should conform to the following specifications: i. Server: Servers should be present in the latest Gartner's Magic quadrant for Modular Servers. ii. Storage: Storage should be present in the latest Gartner's Magic Quadrant for General Purpose Disk Arrays.	In Tender Gartner's Magic Quadrant asked for - 1. Server and 2. Storage. If we use Device Storage then it will be Gartner's Magic Quadrant and if we use Server Storage of DC/DR Server for backup purpose then there is no Gartner's Magic Quadrant for Storage. Please confirm us what storage is required.	The bidder may propose either separate storage or use internal storage of the servers having sufficient hard disk capacity
128	73	Annual Maintenance Contract	The bidder is required to provide management and Maintenance of all Software and Hardware, the complete Solution proposed through services of onsite or visiting resources, back to back support with OEM for five years including warranty period.	What is the current vendor team size which is being provided for AMC/ Warranty period. Is it expected that the vendor should provide content authoring, Content creation & Content uploading as part of their role, kindly confirm	Please be guided by the RFP..
129	74	point ii)	The comprehensive maintenance during warranty and post warranty would be inclusive of all spares needed to be replaced.	1) How long is the warranty?	This clause refers to the standard OEM warranty for the hardware deployed by the vendor.
130	75	point i)	The site provides targeted content.	1) Please elaborate	The site should inter alia provide content based on browsing history, user profile, region, etc.
131	76	RFP - 6.7.2	Data Migration of existing content to the proposed CMS/DXP system	Is there any data enrichment / cleansing part of vendor's scope?	Yes
132	77	Point h)	Installing/commissioning the software at the designated locations/changed designated location at no additional cost or fees or expenses to LIC.	1) We assume that the system would be deployed on cloud and anyone can use it. Please confirm 2) What all locations are we talking about?	Deployment of the solution will be On Premises only. The location of Services will be in Mumbai/ Navi Mumbai.

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133	77	6.7.3 Maintenance and Support	Modifications would include minor changes, bug fixes, error resolutions and minor enhancements that are incidental to proper and complete working of application.	What is the definition of minor changes/enhancements?	Will be discussed with the selected bidder.
134	78	6.7.4 (ii)		do they have resident IT team who will be validating architecture, feasibility	Yes
135	78	6.7.4	Point no iii on CDN and website hosting	How does the existing CDN infrastructure interact with the website? Details of hosting will be useful.	Will be discussed with the selected bidder
136	78	6.7.4 Hardware and Software Sizing	The vendor should ensure that all the licenses, peripherals, accessories, sub-components required for the functionality and completeness of the solution, including but not limited to devices, equipment, accessories, patch cords (copper/fibre), cables, software, licenses, tools, etc. are provisioned according to the requirement of the solution.	Hardware will be directly supplied to the client by the OEM / Distributor, along with AMC for hardware, Operating System etc.	Please be guided by the RFP. and Corrigendum.
137	79	6.7.5 Updates & Upgrades	Given that the website solution will consist of a number of software components, it is expected that over the project duration of the solution, improvements, additions and enhancements to functionality will occur and it is the vendors responsibility to ensure the timely updation and addition of such functionalities. The Vendor should make sure that the latest updates/upgrades/version of all the components should be provided to LIC during the implementation at no additional cost.	UTIITSL request you to allow successful bidder to raise additional cost to LIC, if any for improvement/enhancement/addition of latest updates/upgrades/version of component.	No change in RFP conditions.
138	80	7.2 Maintenance and Support	Suggestion	The proposed CMS/DXP should have a Support Centre in India Reason: Since it is the customer facing property of LIC it is very critical that OEM is available for product support and service, in events where the bidder/S.I doesn't have control on the bug/patch/upgrade; Also due to travel restrictions/Pandemic - hence OEM Support centre location should be in India	Please be guided by the RFP.

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139	80	7.2 Maintenance and Support	Suggestion	The proposed CMS/DXP should have a Support Centre in India Reason: Since it is the customer facing property of LIC it is very critical that OEM is available for product support and service, in events where the bidder/S.I doesn't have control on the bug/patch/upgrade; Also due to travel restrictions/Pandemic - hence OEM Support centre location should be in India	Please be guided by the RFP.
140	80	Suggestion	Suggestion	Since there will be different assets like banners, files, videos, brochures etc. on the LIC website, a Digital Asset Management should be available in the solution, this will help in better organisation, version control, permissions and act as a common repository	Bidder may propose this as part of the solution.
141	80	7.3 Phase wise activity details	Section 7.3	Can bidder propose an alternative timeline and milestone?	No change in RFP conditions.
142	81	7.4 Penalties for non-adherence to the timelines		Is there a penalty for non-adherence of timelines by LIC. If the project is delayed due to LIC internal challenges, there could be a delay. Will LIC compensate Bidder for none of his mistakes	Please be guided by the RFP..
143	83	8.1 Service Level Availability and Performance	Penalty	Is the penalty additive? For example - "Any problem due to which the entire system is inoperable" shall lead to penalty of 3%. If 2 such instances occur would the penalty be 6%? If yes, what is the cap?	Penalty is applicable for every such incident as mentioned in the relevant SLA clause. Please refer Section 4.16.4 of the RFP for penalty cap.
144	84	8.3 Service Levels for Onsite Resource	Absence of Onsite Resource without replacement – Rs.1000/- per business day	In this unprecedented times of pandemic penalty of Rs.1000/- per business day seems to be on very higher side. UTIITSL requests you to reduce the penalty.	No change in RFP conditions.
145	-	Functional / Compliance Requirements	Suggestion	as per, Public Procurement (Preference to Make in India), Order 2017 – Revision vide Order No. P-45021/2/2017-PP (BE-II) dated May 29, 2019 The proposed OEM/Products/Solutions should have 70/80% of local content as defined in the scope of work	Please be guided by the RFP.
146	1.1.3 a	ANNEXURE IV- FUNCTIONAL REQUIREMENTS - RFP FOR WEBSITE REVAMP AND MAINTENANCE	The website shall display all the online forms 24 hours a day, 7 days a week. The following points need to be noted:- a) All forms must be provided in an accessible format. b) The title of the forms shall be clearly indicated and shall be self-explanatory. Any abbreviation in the title shall be expanded. c) The language of the form shall be specified clearly on the top of the form. d) Information assisting the user in filling up the application form shall also be provided. It shall provide information such as the procedure to submit the form and supporting documents required with the form.	It is assumed that form entry by user shall be in English only. Is that correct understanding?	Please be guided by the RFP..

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147	1.1.5	ANNEXURE IV- FUNCTIONAL REQUIREMENTS - RFP FOR WEBSITE REVAMP AND MAINTENANCE	The content displayed shall be reviewed every quarter to ensure the accuracy of the information.	Would this be responsibility of the vendor or LIC?	It will be the responsibility of Vendor
148	1.1.9	ANNEXURE IV- FUNCTIONAL REQUIREMENTS - RFP FOR WEBSITE REVAMP AND MAINTENANCE	Recruitment	Once application forms submitted, how LIC shall access those? Would those be routed through email or a screen to be provided to HR?	Will be discussed with the selected bidder
149	1.8. e	ANNEXURE IV- FUNCTIONAL REQUIREMENTS - RFP FOR WEBSITE REVAMP AND MAINTENANCE	The bidder shall provide STQC certification upon the completion of the project and the website designed shall be in compliance with WCAG 2.1, GIGW guidelines and OWASP security guidelines.	Does vendor have to provide any compliance certification for WCAG 2.1 ?	Please refer Revised Annexure IV - Functional Requirements
150	14 a	ANNEXURE IV- FUNCTIONAL REQUIREMENTS - RFP FOR WEBSITE REVAMP AND MAINTENANCE	The system should provide web crawler search capabilities that are configurable to collect specific content from the internet to be displayed on the website.	Is it ok to use Google Search Engine for the same?	Please be guided by the RFP.
151	14-15	2.9	Bid Processing Fee	Kindly provide Bidder an opportunity to be heard before invoking or forfeiting the EMD.	No change in RFP conditions.
152	14-15	2.9	Bid Processing Fee	Kindly provide Bidder with a cure period of 30 days instead of 15 days before invoking or forfeiting the EMD.	No change in RFP conditions.
153	16 b	ANNEXURE IV- FUNCTIONAL REQUIREMENTS - RFP FOR WEBSITE REVAMP AND MAINTENANCE	The bidder will also be responsible to integrate the digital publishing software/content with the website.	Which digital publishing sw to be integrated with the sites?	Will be discussed with the selected bidder
154	1G	ANNEXURE IV- FUNCTIONAL REQUIREMENTS - RFP FOR WEBSITE REVAMP AND MAINTENANCE	The website design must ensure that all information conveyed in colour is also available without colour.	Is this applicable for non-textual contents (like images, documents etc) also?	Will be discussed with the selected bidder.
155	1H	ANNEXURE IV- FUNCTIONAL REQUIREMENTS - RFP FOR WEBSITE REVAMP AND MAINTENANCE	There website shall have a mechanism to control scrolling, speed, referring back to the items already elapsed and blinking content.	What sort of control is expected on speed, referring back to the items already elapsed and blinking content?	Will be discussed with the selected bidder.
156	2.2 c	ANNEXURE IV- FUNCTIONAL REQUIREMENTS - RFP FOR WEBSITE REVAMP AND MAINTENANCE	Experience in translation, development and support of Multi lingual websites	Will Manual language translation be responsibility of bidder or LIC? Do you need automated language translation? If yes would you allow use of Cloud based apis (Google, Azure etc)?	Please be guided by the RFP.

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157	2.2.a	ANNEXURE IV- FUNCTIONAL REQUIREMENTS - RFP FOR WEBSITE REVAMP AND MAINTENANCE	Menus and sub-menus shall be dynamic and created, based on the page-tree as pages are added and subtracted. The webpages shall be styled entirely through CSS (Cascading Style Sheets), with clear and appropriate graphs. Once the authorized makes any changes, the system shall be able to record those changes including time, date, user details and section of the site modified.	All CMS and DXP products allow auditing changes in content, documents etc. So site component wise auditing is more appropriate than site section. Please confirm.	Please be guided by the RFP.
158	2.5 c	ANNEXURE IV- FUNCTIONAL REQUIREMENTS - RFP FOR WEBSITE REVAMP AND MAINTENANCE	Provide virus scanning on all uploaded content.	Does LIC has any Antivirus s/w with which the system should be integrated with?	LIC Will provide the antivirus
159	2.5.b	ANNEXURE IV- FUNCTIONAL REQUIREMENTS - RFP FOR WEBSITE REVAMP AND MAINTENANCE	The system shall submit the website to the top 4 search engines (depending on the geographical location) including Google, Bing, Yahoo and Live. It is the responsibility of the bidder to rank website in the top five results on search engines mentioned when searched with relevant keywords.	SEO Ranking may require also relevant content creation to improve views and hits. Would that be responsibility of bidder?	Content will be provided by LIC . But suggestion of content to improve SEO rankings can be given by bidder and it is the responsibility of the bidder to rank website in the top five results on search engines mentioned when searched with relevant keywords.
160	37 & 38	3. Eligibility Criteria	Bidder should have experience of development, translation and implementation of at least 2 websites using CMS/DXP in one or more Regional language (other than English and Hindi)	Please add the Enterprise CMS (GARTNER RATED).	No change in RFP conditions.
161	37 & 38	3. Eligibility Criteria	Bidder should have experience of development, translation and implementation of at least 2 websites using CMS/DXP in one or more Regional language (other than English and Hindi)	UTIITSL request you to please change this clause to "Bidder should have experience of development, translation and implementation of at least 2 websites".	We are looking for enhancement of our website and we also want to implement our website in regional language so we want bidder to have experience in this Area.
162	Ann I page 4	NDA	Upon the request of LIC, the Respondent, will within 7 days of receipt of such request, return or destroy all Confidential Information and any notes, correspondence, analyses, documents or other records containing Confidential Information, including all copies thereof, then in the possession of Respondent or its Representatives and shall certify the fact of having destroyed the Confidential Information in writing to LIC. Such return, however, does not abrogate the continuing obligations of Respondent under this Agreement.	We can "confirm in writing" instead of certifying.	No deviation in wordings is allowed for NDA

Sr. No.	Page No.	RFP Document Reference (s) Section	Clause (in brief) of RFP requiring clarification (s)	Brief Details / Query in reference to the clause	Response
163	Ann I page 5	NDA	The Respondent herein agrees and undertakes to indemnify and hold LIC harmless from any loss, damage, claims, liabilities, charges, costs, or expense (including reasonable attorneys' fees), that may arise or be caused or result from or be paid/incurred/suffered or caused to be paid/incurred/ suffered by reason of any breach, failure, delay, impropriety or irregularity on its part to honor, observe, adhere to, abide by or comply with any of the terms and conditions of this Agreement.	We are constrained in our ability to agree to such indemnities in an NDA. For any breach of this NDA by PwC, the client will have adequate recourse in compensation thereby obviating the need for such indemnities. Accordingly, we request that the indemnity is deleted.	No deviation in wordings is allowed for NDA
164	Ann IV	ANNEXURE IV- FUNCTIONAL REQUIREMENTS - RFP FOR WEBSITE REVAMP AND MAINTENANCE	Web Analytics	Would LIC use Google Analytics for web analytics? From compliance perspective, is cloud based analytics solution allowed by LIC?	Will be discussed with the selected bidder.
165	Ann IV	ANNEXURE IV- FUNCTIONAL REQUIREMENTS - RFP FOR WEBSITE REVAMP AND MAINTENANCE	Mashups	What information/data to be used in Mashups ?	Will be discussed with the selected bidder.
166	Ann IV page 15	ANNEXURE IV- FUNCTIONAL REQUIREMENTS - RFP FOR WEBSITE REVAMP AND MAINTENANCE	The bidder should provide insight and advice on pay-per-click (PPC) search engine that facilitates SEM.	What are the activities expected form bidder as part of SEM? Can we assume it is a one-time activity or the bidder needs to continuously advice the client on the SEM rank/yield post Go-Live	It is a continuous process and the frequency as well as expected activities will be provided to the selected bidder.
167	Ann IV Page 6	ANNEXURE IV- FUNCTIONAL REQUIREMENTS - RFP FOR WEBSITE REVAMP AND MAINTENANCE	Workflows	Would there be separate workflows for separate set of contents? Will there be different approval hierarchy based on who is publishing the content? How many levels of approval may be required?	Will be provided to the selected bidder during implementation
168	General		Contents,Image & Multimedia file	Kindly please clarify, Contents,Image & Multimedia file is the responsibility of client?	Contents,Image & Multimedia files will be provided by LIC but implementation will be responsibility of the bidder.
169	General		h. Support for web analytics	Based on our experience of working with multiple Insurance Companies in India and abroad, we would suggest to include more specifications for web analytics so that the best breed of platform can be incorporated in the envisaged solution. We believe the web analytics tool should be capable of recording the anonymous users' interaction, their dropping rate (for any reason), their mode of coming to LIC (like google, yahoo) so that the marketing team gets a comprehensive dashboard analysis of mode of communication or lead generating products.	Bidder may propose this as part of the solution.

Sr. No.	Page No.	RFP Document Reference (s)	Clause (in brief) of RFP requiring clarification (s)	Brief Details / Query in reference to the clause	Response
170	General		SEO & Anylatical Tool	Kindly please clarify, 1. Type of anylatical tool to be used ? 2. Does it have to be a paid SEO tool or a free basic SEO Google Analytics ? 3. Would you prefer integrating any analytics tool with the portal? (e.g. Google Analytics, Firebase, Flurry). If yes then 4. Do you have any suggestions for same ?	Google Analytics may be used along with any other tool for website analytics. LIC will provide a list of keywords which the vendor has to promote and provide its monthly rankings showing improvement in rankings.
171	General		Reporting Tool	Kindly please clarify, 1. Do you need any paid reporting tool? If yes 2. Who will procure the cost for total contract period? 3. Is it ok if we use free reporting tool? 4. Any suggestion for expected reporting tool?	Vendor is free to use standard reporting tools, including those available under GPL
172	General		Onsite/Resource, Resource Deployment	Kindly please clarify, 1. Do you need Onsite/Offsite resource? if its onsite please confirm 2. Onsite resource period ? 3. Number of onsite resource ? 4. Onsite resource Job Role & Responsibility ? 5. Onsite resource Experience ? 6. Onsite resource Qualification ?	Please refer Corrigendum.
173	General		Gateway	Kindly please clarify, 1. Payment/SMS/Email gateway is the responsibility of bidder ? 2. New Development & its Integration of all gateway is the responsibility of bidder ? 3. How many payment pages will be available in application ?" 4. Tentative numbers of SMS for total contract period? 5. Tentative numbers of Email for total contract period? 5. Tentative numbers of Payment transaction for total contract period?	SMS/Email gateway is the responsibility of LIC but integration has to be done by the bidder. Further any new development/ Integration of gateways is the responsibility of the bidder. Payment gateway is not a part of this project
174	General		Target Audience, Stakeholder	Kindly please clarify, 1. Describe your target audience & Stakeholder (i.e. Average age, special interests, profiles, income level, education level). 2. Do they have any special needs?	Bidder may propose this as part of the solution.

Sr. No.	Page No.	RFP Document Reference (s) Section	Clause (in brief) of RFP requiring clarification (s)	Brief Details / Query in reference to the clause	Response
175	General		Bilingual or Multilingual	Kindly please clarify, 1.Web Application will be Bilingual or Multilingual? 2.Expected Language? 3.Who will provide english & other language content? if bidder? 4.Please share number of word in content for total contract period?	Please be guided by the RFP.
176	General		Theme	Kindly please clarify, 1.Do you have a preferred color scheme or colors you definitely want to avoid or use? 2.What should be the look and feel of the application?	Will be discussed with the selected bidder.
177	General		Logo	Kindly please clarify, 1.Do you have a logo that will be used? If not, would you like us to create the same? If yes then please provide your requirement for new logo.? 2.Do you have a tagline to display under the app logo.?	We have our logo. Further details will be shared with the selected bidder.
178	General		Primary Action on home page	Kindly please clarify, 1.What is the primary action you wish a visitor to take from the home screen of your new app? (eg: download, browse, move along a specific path, email, order, explore, click button etc.) 2.What elements and information would you like to have on the home screen?	Please be guided by the RFP.
179	General		Per Page Information	Kindly please clarify, 1.What elements are key items you wish to be available on every page (eg: company phone number)?	Will be discussed with the selected bidder.
180	General		Feedback	Kindly please clarify, 1.How feedback response u need like in 0 to 5 rating or good bad great etc? 2.Who will give feed back only login user or any one who visit website?	Will be discussed with the selected bidder.
181	General		Social Media	Kindly please clarify, 1. What level of integration is being expected with the social media platforms? 2. Client will provide ready to use link ?	Please be guided by the RFP and Corrigendum.

Sr. No.	Page No.	RFP Document Reference (s) Section	Clause (in brief) of RFP requiring clarification (s)	Brief Details / Query in reference to the clause	Response
182	General		API Development & Integration	Kindly please clarify, 1.New API & Integration is the responsibility of bidder ? 2.Do you need any third party API integration ? If yes then for which features? 3.Do you suggest any third party APIs for the same along with the API/services documentation if available? 4.Please share type of & No. of API Development & Integration ?	New API Integration to the relevant applications, as and when decided by LIC, shall be the responsibility of the bidder.
183	General		Third-party software	Kindly please clarify, 1.Any third-party software your portal relies on? If yes please share details	The bidder shall be required to procure all relevant Software
184	General		Menu/Module	Kindly please clarify, Please suggest menu/module name which will be use in portal or you miss to mention in RFP ?	Please be guided by the RFP.
185	General		CERTIN Security Audit	Kindly please clarify, 1.Security CERTIN Audit is the responsibility of bidder? 2.Security CERTIN audit interval time ? 3.Do you need any other audit than CERTIN security audit ? 4.Total number of CERTIN security audit in contract period?	Security Audit from a Cert-In empanelled vendor before Go-Live is the responsibility of the Vendor. However, LIC may additionally get it audited from time to time and vendor will have to close or fix the vulnerabilites within a specified period of time during the entire tenure of the contract and its extension.
186	General		Standardization Testing and Quality Certification (STQC)	Kindly please clarify, 1.Do you need Standardization Testing and Quality Certification (STQC) ? 2.STQC is the responsibility of bidder ? 3.STQC interval time ? 4.Total number of STQC in contract period ?	Please be guided by the RFP and corrigendum.
187	General		Mobile Application	Kindly please clarify, 1.Do you need mobile application,? 2.Technology Andriod or IOS or Both or Other? 3.Static App (static content with no real time data update) or Dynamic app (connecting with server to fetch data real time) Or Native App? or Same as Web portal? 4.How much % its same from website?	No. Mobile application is not part or scope of this RFP but the website should be responsive for all standard platforms/browsers.
188	General		Mobile Application Deployment	Kindly please clarify, 1.Do you need host the mob app in store? 2.Technology store Andriod or IOS or Both or Other? 3.Client will buy the account of app store?	No. Mobile application is not part or scope of this RFP but the website should be responsive for all standard platforms/browsers.

Sr. No.	Page No.	RFP Document Reference (s)	Clause (in brief) of RFP requiring clarification (s)	Brief Details / Query in reference to the clause	Response
189	General		Development & Testing Server	Kindly please clarify, 1.Development & Testing server is responsibility of the bidder ?	Yes both development and testing servers are responsibility of the bidder.
190	General		Firewall	Kindly please clarify, Do you need Web application firewall?	No
191	General		Bandwidth	Kindly please clarify, What bandwidth would be required?	Network will be provided by LIC
192	General		DNS/ Domain	Kindly please clarify, 1.DNS/ Domain is responsibility of bidder ?If yes 2.Numers of Domain & subdomain 3.Do you have any existing domains which need to be transferred to us ? 4.Do you want us to maintain or renew any of your domains?	DNS/ Domain management shall be handled by LIC
193	General		SSL Security: HTTPS/SSL website certificate	Kindly please clarify, 1. SSL is responsibility of bidder ? 2. Type of SSL wildcard or ALPHA or free?, 3. How many SSL you want in total contract period ? 4.Any suggestion or expcted SSL?	SSL Certificates will be provided by LIC. Currently we have wildcard SSL Certificates for our domain
194	General		Data Back up & Recovery	Kindly please clarify, Data back up & Recovery is the responsibility of bidder ? 1. Will provide the backup space and backup software if it's an onsite backup requirement 2. Who will manage backup if it's an onsite backup requirement ? 3. Total data size of existing website in MB/GB/TB ? 4. Incremental data size in MB/GB/TB ? 5.Backup space needed in MB/GB/TB and backup policy ?	Data back up and recovery is the responsibility of bidder.
195	General		Data Archival	Kindly please clarify, Archival is the responsibility of the bidder? 1. Archival storage service will be onsite or offsite? If it's an onsite requirement ? 2. Who will provide the archival storage ? 3. Archival Storage required in GB/TB ? 4. Archival policy and retention period for the same ?	Please be guided by the RFP.

Sr. No.	Page No.	RFP Document Reference (s) Section	Clause (in brief) of RFP requiring clarification (s)	Brief Details / Query in reference to the clause	Response
196	General		MAP	Kindly please clarify, 1.Do you need paid or free map api? 2.If paid who will pay its cost for total contract period? 3.Number of tentative hit in map for total contract period 3.Can we use open source API? 4.Any suggestion for Map API?	Vendor is expected to use industry standard API,and any related cost is to be factored by bidder.
197	General		Technology Stack	Kindly please clarify, 1.Can we use open source teahchnolgy stack ? 2.Can we use PHP or .Net tehchnolgy?" 3.Can we use any open source CMS 4.Suggest expected CMS?	Please refer the corrigendum
198	General		Webpages & Mobile Screen	Kindly please clarify, 1.Numbers of webpages on go live time? 2.Numbers of webpages in total contract period? 3.Numbers of screen for mobile app on go live time? 4.Numbers of screen for mobile app in total contract period?	The bidder is expected to visit the existing website for reasonable estimate.
199	General		Role Management	Kindly please clarify, 1.How many role & Login in total project 2.Dependent on each other? 3.Main admin will assign role to other user? 4.Any suggestion?	Will be discussed with the selected bidder.
200	General		WAF	1. Need any specific requirement apart from the OWASP	Please be guided by the RFP.
201	Main RFP document	General	General	What all integrations would be required with LIC internal & external systems? Please provide details of the systems	Will be discussed with the selected bidder.
202	Main RFP document	General	General	Does LIC have an API Gateway in place to manage integrations and service calls with various internal and external systems in place? If Yes please provide details	SMS/Email gateway is the responsibility of LIC. But any new development/ Integration of gateways is the responsibility of the bidder.Payment gateway is not a part of this project
203	Main RFP document	General	General	Please provide volumetrics around the number of users and concurrency expected from the new system	LIC uses CDN services for Public facing rendering of the website. Please refer to Revised Annexure V- Technical Requirements.
204	Main RFP document	General	General	Do we have to build Logged-in user scenarios also such as customer portal and agent portal? If yes please share details	Please be guided by the RFP.
205	Main RFP document	General	General	Please provide details of Leads Management along with the systems being used for managing leads inside LIC. What kind of integrations are expected between the new system and the Lead Management System within LIC?	The website should provide the hyperlink to the relevant Lead Management web Interface.

Sr. No.	Page No.	RFP Document Reference (s) Section	Clause (in brief) of RFP requiring clarification (s)	Brief Details / Query in reference to the clause	Response
206	NA	Annexure-IV - 1.17	Functional Specifications	What is current data archival policy for tenders?	Archival of completed tenders on Quarterly basis. Tenders should have a status like Open/Closed/Cancelled etc., There should be advanced search option for open tenders and archived tenders separately.
207	NA	Annexure-IV - 1.15	Documents and Reports	What is the scope of the vendor in ensuring data accuracy?	Will be discussed with the selected bidder.
208	NA	Annexure-IV - 1.2	Secondary content	Complete instructions are not visible. Please share the requisite info.	The instructions are enumerated in 1.2.1 of Annexure IV.
209	NA	Annexure-IV - 2.5	Search Engine Optimization	Is the bidder expected to proofread content based on the SEM Keywords? Please clarify our scope here.	It is the responsibility of bidder.
210	NA	Annexure V - F	Scalability	Could you provide an approximate % Y-o-Y increase in user volume.	Will be discussed with the selected bidder.
211	NA	Annexure V - I (4)	Applications and programming interfaces (APIs) shall be designed, developed, deployed, and tested in accordance with leading industry standards (e.g., OWASP for web applications) and adhere to applicable legal, statutory, or regulatory compliance obligations	Could you share an approximate no. of APIs to be created? Is it a combination of internal and external APIs? Please provide a segregation of APIs based on internal/external systems and approximate count	SMS/Email gateway is the responsibility of LIC. But any new development/ Integration of gateways / APIs is the responsibility of the bidder. Payment gateway is not a part of this project
212	NA	General	NA	Is there any existing tool / platform that is to be reused as part of revamp and integrated with new DXP platform? Please specify them clearly. For e.g. Database, Business Rules Engine etc.	The new solution will not be using any existing tool
213	No clause in RFP. Please include in pre-bid.	Limitation of Liability		Client is requested to limit consultant's liability to 1X of the total contract value. This is as per GFR and the guidelines issued by Meity. It is also the normal industry practice. Client may consider including the following language: Purchaser/Client agrees that Consultants total liability for all claims connected with the services or this agreement (including but not limited to negligence), whether in contract, tort, statute, indemnities or otherwise, is limited to one time the professional fees paid / payable for the services. Purchaser/Client agrees that Consultant will not be liable for (i) loss or corruption of data from your systems, (ii) loss of profit, goodwill, business opportunity, anticipated savings or benefits or (iii) indirect or consequential loss.	Please refer clause 4.20 of the RFP

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214	No clause in RFP. Please include in pre-bid.	Limitation of Liability		Client is requested to include to clause to state that we will not be liable for any indirect and consequential losses or damages. This is as per GFR and Meity guidelines and also the industry standard. Even the law, Contract Act, stipulates and remote and consequential damages are not payable. Client is requested to include the below clause: Purchase/Client agrees that Consultant will not be liable for (i) loss or corruption of data from your systems, (ii) loss of profit, goodwill, business opportunity, anticipated savings or benefits or (iii) indirect or consequential loss.	Please be guided by the RFP.
215	O5	5-Annexure-V-Technical-Requirements	Installation	Would bidder be responsible for installation of OS, system monitoring tools and other system software?	Yes bidder will be responsible for installation of OS, system monitoring tools and other system software
216	Page 46	4.14.4 Liability of successful bidder	The liability of the bidder, regardless of the nature of the action giving rise to such liability and in case of claims against the LIC arising out of misconduct or gross negligence of the bidder, its employees and subcontractors or through infringement of rights, patents, trademarks, copyrights, Intellectual Property Rights or breach of confidentiality obligations shall be unlimited.	Client is requested to delete exceptions to the limitation of liability. The exceptions render the limitation of liability ineffective and make the liability unlimited.	Please be guided by the RFP.
217	Page No. 16	2.10 - Activity Schedule	RFP Cost & EMD	We are a MSME (Micro, Small & Medium Enterprises) registered under Medium category. We request LIC to waive off the tender fees as per GFR 2017 guidelines -Rule no.161, it is been mention that Tender fees should be exempted to be paid by the MSMEs.	MSE registered vendors are exempted from paying EMD, Bid Processing fees they have to attach a valid proof. Please refer Section 2.10 of the RFP
218	Page no. 48	4.16.1- Payment terms	Payment Schedule	The payment for hardware, Database and System software are to be paid to OEMs upfront i.e. 100% on delivery. These expenses are huge and we request LIC to pay to make 100% payment of Hardware, Datanase and system software on delivery. hence request to ammend the paymet terms as follows: 90% on succesfully Delivery of Hardware, Database and System and 10% on Installation of software and Hardware component	Please refer corrigendum

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219	Page. 38	3. Eligibility Criteria	The Bidder should be minimum CMMI Level 3 Certified	We are ISO certified company and follow the ISO processes which are equivalent to CMMI level 3 process. Hence we request LIC to relax this clause and ammend the same as follows: The Bidder should be minimum CMMI Level 3 Certified OR equivalent certified such as ISO 27001/ ISO 9001.	No change in RFP conditions.
220	Point No 8	3-Annexure-III-Eligibility-Criteria		Would Contract or PO that mentions support in scope be considered as documentary evidence?	If the support in mentioned in PO or contract in writing can be considered as documentary evidence.
221	Separate	Annexure – XIV	Manufacturer’s Authorization Form (MAF)	Please remove this clause because MAF is not related to this project.	MAF For Hardware and CMS/DXP is required
222		Suggestion	Suggestion	we strongly feel the need and suggest Digital Asset Management (DAM) functionalities in the envisaged solution. DAM capabilities will enable LIC team to have Role Based file format agnostic repository that can also be used to create and store documents from external repositories also like Google Docs and Microsoft Word. This will also enable LIC team to have a P2P sharing utility to collaborate on a document with respective permission rights apart from other functionalities like version management, in-built document viewer, image editor, check-in&out, taxonomic categorization, etc	Bidder may propose this as part of the solution.
223		Suggestion	Suggestion	Based on our experience, we would request to include more user engagement functionalities like Blogs (for educating and engaging the user about different LIC products and policies), Discussion Forums (to enable users to post their queries on a forum which can also be picked up by LIC team for lead generation), Polls and Surveys (for gathering quick user votes on feedbacks and their products of interest), Knowledge Articles for users, etc	Bidder may propose this as part of the solution.
224		Annexure III	Point 5, Annual turnover 5 crores Pg 37, point 4	Query - Can the annual turnover for eligibility be relaxed from 5 crores to 1 crore	Please refer corrigendum
225		Annexure III	Point 14, CMMI level 3 certificate to be submitted, Pg 38, point 14	We do not have CMMI certificate. Our Organization is ISO certified firm. Can we still participate in the tender?	Please be guided by the RFP.
226		-	General	1) Do we need to host the system on Meity empaneled cloud service or any cloud service?	System/Solution should be deployed on premises at a data center decided by LIC not on cloud.
227		-	General	1) How much data need to be migrated?	The bidder is expected to visit the existing website for reasonable estimate. Details will be shared with the selected bidder.
228		6.5 AMC		Pls articulate AMC SLAs	Please be guided by the RFP.
229		6.3 User experience		Are you also looking at content revamp ?	Yes and will be discussed with the selected bidder.

Sr. No.	Page No.	RFP Document Reference (s) Section	Clause (in brief) of RFP requiring clarification (s)	Brief Details / Query in reference to the clause	Response
230		2.17 Procedure for opening of the bids	2.17 Procedure for opening of the bids	Kindly please clarify, 1.Selection of bidder on purely on L1 basis? ☐	Please be guided by the RFP.
231			Total Users/Concurrent User/visitors & peak hours	Kindly please clarify, 1.Total user of mobile app? 2.Total user of web portal? 3.Concurrent user of mobile app? 4.Concurrent user of web portal? 5.Peak hours?	Please be guided by the RFP.
232		Annexure VI- Commercial	Commercial Bid	Payment terms for following are not mention such as 1) Onsite Cost for Resources 2) Tarining Cost 3) Regional Language Implementation	Please refer the corrigendum
233				Also, please accept Provisional Balance Sheet for 2020-21 alongwith CA certificate for the same.	No change in RFP conditions.
234			Additional	Bidder should have 5 different Banks/Finance department experience with different locations.	No change in RFP conditions.
235			Additional	Bidder should have experience of GIGW compliance for atleast 3 Govt / PSUs in the last 5 Years. Attach confirmion letters from client for the same.	Please refer the corrigendum
236			Additional	Should have worked on Multi-Lingual Websites. Not just English and Hindi but Multilingual, attach proof for the same	No change in RFP conditions.
237			Price Bid	Please ask for Per Man Day cost for different ressources for additional work like PM, Team Lead, Developer Etc.	Please be guided by the RFP.
238			Hardware Details	Is bidder expected to provide H/W details based on the traffic volumes? Are the Servers required for DC, DR, Development and Testing Servers	Yes
239			Mockup Requirements	Pleaseclarify if the Mock Ups are part of Tech Bid Submission or have to be shown during presentation. We request you to consider them as part of presentation and not as part of Tech Bid submission	Yes, bidder is expected to present this at the time of Presentation.
240			Timelines for submission	Please extend the submission deadline by 4 weeks as there is a lot of work involved	Please refer corrigendum
241		Suggestion	Suggestion	Because there will be different digital assets like policy documents, offline forms, KYC documents, acknowledgement receipts, images, videos, etc and based on our experience of working and delivering successful solutions for Insurance Companies, we strongly feel the need and suggest Digital Asset Management (DAM) functionalities in the envisaged solution. DAM capabilities will enable LIC team to have Role Based file format agnostic repository that can also be used to create and store documents from external repositories also like Google Docs and Microsoft Word.	Bidder may propose this as part of the solution.

Sr. No.	Page No.	RFP Document Reference (s) Section	Clause (in brief) of RFP requiring clarification (s)	Brief Details / Query in reference to the clause	Response
242			MOBILE	Turnover-4 crore	Please refer corrigendum
243			MOBILE	Please put some value (in Rs) of each project as company who has done a PO of Rs 1 Lakh is same as one who has done a project of 1 crore	Please refer the corrigendum
244			MOBILE	GIGW Implementation experience	Please refer the corrigendum
245			MOBILE	Development time of 20Weeks is less	Please be guided by the RFP.
246			MOBILE	Please ask for per men day cost like you did in last tender as that helps in getting additional work done	Please be guided by the RFP.
247		ANNEXURE IV- FUNCTIONAL REQUIREMENTS - RFP FOR WEBSITE REVAMP AND MAINTENANCE	Migration of the existing content in various formats, databases, files, etc. to the proposed CMS (Content Management System /DXP & translation of all historical content into Hindi and all other 8 regional languages.	What is the volume of such existing contents? - Number of Files - Number of web pages - Number of Database Tables	This will be deliberated with the selected bidder
248		No clause in RFP. Please include in pre-bid.	No third party disclaimer	We will be providing services and deliverables to you under the contract. We accept no liability to anyone, other than you, in connection with our services, unless otherwise agreed by us in writing. You agree to reimburse us for any liability (including legal costs) that we incur in connection with any claim by anyone else in relation to the services. Please confirm our understanding is correct.	Please be guided by the RFP.
249		No clause in RFP. Please include in pre-bid.	Acceptance	If the project is to be completed on time, it would require binding both parties with timelines to fulfill their respective part of obligations. We request you that you incorporate a deliverable acceptance procedure, perhaps the one provided by Meity in their guidelines, or the one suggested below, to ensure that acceptance of deliverables is not denied or delayed and comments, if any, are received by us well in time. You may consider including the below simple clause: Within 10 days (or any other agreed period) from Client's receipt of a draft deliverable, Client will notify Consultant if it is accepted. If it is not accepted, Client will let Consultant know the reasonable grounds for such non acceptance, and Consultant will take reasonable remedial measures so that the draft deliverable materially meets the agreed specifications. If Client does not notify Consultant within the agreed time period or if Client uses the draft deliverable, it will be deemed to be accepted.	Please be guided by the RFP.

Date : 30.12.2021

Place : Mumbai

Executive Director (IT/BPR)