

Corrigendum-1

Re: **RFP for Revamp and Maintenance of Corporate Website of LIC**

Ref: CO/IT-BPR/WEBSITE/RFP/2021-22 Dated: 29.11.2021

This is with reference to the RFP released by the Life Insurance Corporation of India as per reference captioned above. The following conditions stand modified as given herein under:

Sl. No	Clause of RFP	Existing condition/ Query	Proposed to modify the conditions/ Clarifications
1	Section 2.8: Bid Processing Fee	Eligible and interested bidders shall submit the Bid Processing Fee (nonrefundable) of Rs.10,000/- (Rupees Ten thousand only) in the form of a Demand Draft drawn on a Nationalized/Scheduled bank in favor of LIC of India payable at Mumbai, along with the bid. Any bid submitted without the Bid Processing Fee will be summarily rejected. The bid processing fee is to be placed in the Eligibility Bid envelope.	Eligible and interested bidders shall submit the Bid Processing Fee (nonrefundable) of Rs.10,000/- (Rupees Ten thousand only) in the form of a Demand Draft drawn on a Nationalized/Scheduled bank in favor of LIC of India payable at Mumbai, or NEFT/IMPS to the following bank account Bank Account Name: UNION BANK OF INDIA [ERSTWHILE CORPORATION BANK] Address: UNIT 4C, GROUND FLOOR, MITTAL COURT PREMISE, OPPOSITE OF VIDHAN BHAVAN, NARIMAN POINT-MUMBAI. Account No: 510101006085031 Beneficiary Name: LIFE INSURANCE CORPORATION OF INDIA,CENTRAL OFFICE IFSC CODE: UBIN0902217 The above amount should be deposited on or before the last date and time of bid submission and the UTR No. of the deposit should be informed immediately through email to co_itwebsite@licindia.com. Any bid submitted without the Bid Processing Fee will be summarily rejected. The bid processing fee or the details of the amount deposited in our Bank Account is to be placed in the Eligibility Bid envelope

Sl. No	Clause of RFP	Existing condition/ Query	Proposed to modify the conditions/ Clarifications																		
2	Section 2.10 Activity Schedule	<table><tr><th>#</th><th>Activity</th><th>Details</th></tr><tr><td>9</td><td>Last Date & Time for Bid Submission</td><td>24.12.2021 latest by 3.30 PM</td></tr><tr><td>10</td><td>Eligibility & Technical Bid opening date/time/venue</td><td>The Eligibility & Technical Bids will be opened by LIC in the presence of the bidders/ representatives who choose to attend on 24.12.2021 at 4.00 PM at the above mentioned address.</td></tr></table>	#	Activity	Details	9	Last Date & Time for Bid Submission	24.12.2021 latest by 3.30 PM	10	Eligibility & Technical Bid opening date/time/venue	The Eligibility & Technical Bids will be opened by LIC in the presence of the bidders/ representatives who choose to attend on 24.12.2021 at 4.00 PM at the above mentioned address.	<table><tr><th>#</th><th>Activity</th><th>Details</th></tr><tr><td>9</td><td>Last Date & Time for Bid Submission</td><td>14.01.2022 latest by 3.30 PM</td></tr><tr><td>10</td><td>Eligibility & Technical Bid opening date/time/venue</td><td>The Eligibility & Technical Bids will be opened by LIC in the presence of the bidders/ representatives who choose to attend on 14.01.2022 at 4.00 PM at the above mentioned address.</td></tr></table>	#	Activity	Details	9	Last Date & Time for Bid Submission	14.01.2022 latest by 3.30 PM	10	Eligibility & Technical Bid opening date/time/venue	The Eligibility & Technical Bids will be opened by LIC in the presence of the bidders/ representatives who choose to attend on 14.01.2022 at 4.00 PM at the above mentioned address.
#	Activity	Details																			
9	Last Date & Time for Bid Submission	24.12.2021 latest by 3.30 PM																			
10	Eligibility & Technical Bid opening date/time/venue	The Eligibility & Technical Bids will be opened by LIC in the presence of the bidders/ representatives who choose to attend on 24.12.2021 at 4.00 PM at the above mentioned address.																			
#	Activity	Details																			
9	Last Date & Time for Bid Submission	14.01.2022 latest by 3.30 PM																			
10	Eligibility & Technical Bid opening date/time/venue	The Eligibility & Technical Bids will be opened by LIC in the presence of the bidders/ representatives who choose to attend on 14.01.2022 at 4.00 PM at the above mentioned address.																			
3	Section 2.16.2 Technical Bid	Technical Bid <table><tr><td>1</td><td>Annexure X – Technical Offer Cover letter</td></tr><tr><td>2</td><td>Annexure IV – Functional Requirements</td></tr><tr><td>3</td><td>Annexure V – Technical Requirements</td></tr></table>	1	Annexure X – Technical Offer Cover letter	2	Annexure IV – Functional Requirements	3	Annexure V – Technical Requirements	Technical Bid <table><tr><td>1</td><td>Annexure X – Technical Offer Cover letter</td></tr><tr><td>2</td><td>Annexure IV – Functional Requirements</td></tr><tr><td>3</td><td>Annexure V – Technical Requirements</td></tr><tr><td>4</td><td>Annexure XIV- Manufacturer Authorization Form</td></tr><tr><td>5</td><td>Annexure IX- Hardware & Software Sizing Details Document</td></tr></table>	1	Annexure X – Technical Offer Cover letter	2	Annexure IV – Functional Requirements	3	Annexure V – Technical Requirements	4	Annexure XIV- Manufacturer Authorization Form	5	Annexure IX- Hardware & Software Sizing Details Document		
1	Annexure X – Technical Offer Cover letter																				
2	Annexure IV – Functional Requirements																				
3	Annexure V – Technical Requirements																				
1	Annexure X – Technical Offer Cover letter																				
2	Annexure IV – Functional Requirements																				
3	Annexure V – Technical Requirements																				
4	Annexure XIV- Manufacturer Authorization Form																				
5	Annexure IX- Hardware & Software Sizing Details Document																				
4	Section 3 Eligibility Criteria Sr.no 4	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.	The bidder should have a minimum turnover of INR 4 (FOUR) Crores per annum in last three financial years 2018-19, 2019-20 and 2020-21																		
5	Section 3 Eligibility Criteria 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	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																		

Sl. No	Clause of RFP	Existing condition/ Query	Proposed to modify the conditions/ Clarifications
		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.	minimum of 3 Portal/Websites for individual Purchase Orders of Rs. 25 lakhs and above; 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. At least one of the websites should be GIGW compliant.
6	Section 3 : Eligibility Criteria Sr.no 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)	Bidder should have experience of development and implementation of at least 2 websites using CMS/DXP in one or more Regional language (other than English and Hindi)
7	Section 4.16 Payment Terms 3) Go Live	Successful movement into production environment, submission of GIGW Compliance Certification from STQC certified empaneled vendor; and operation of application as per scope of the RFP duly verified and signed off by LIC	Successful movement into production environment, and operation of application as per scope of the RFP duly verified and signed off by LIC
8	Section 4.16 Payment Terms 4) Successful Completion of the project-	Setting up of DR environment, completion of all trainings, knowledge transfer and submission of related documentation duly signed off by LIC post GO Live	Setting up of DR environment, completion of all trainings, knowledge transfer, and submission of related documentation duly signed off by LIC post GO Live and submission of GIGW Compliance Certification from STQC certified empaneled vendor. The GIGW Compliance Certification needs to be submitted within 3 Months from the date of Go-Live; failing which penalty of Rs.5000/- per completed week of delay will be applicable. The AMC payment will commence only after submission of GIGW Compliance Certification.

Sl. No	Clause of RFP	Existing condition/ Query			Proposed to modify the conditions/ Clarifications		
9	Section 4.16.1 Payment Schedule	#	Phase (Deliverable)	Amount payable (% of the total Contract Value)	#	Phase (Deliverable)	Amount payable (% of total contract value) excluding AMC, Onsite Support and Regional Language cost)
		1	Delivery and installation of Hardware and Software	20%	1	Delivery and installation of Hardware and Software	30%
		2	Acceptance of UAT	20%	2	Acceptance of UAT	20%
		3	GO Live	30%	3	GO Live	30%
		4	Successful Completion of the project	20%	4	Successful Completion of the project including GIGW Certificate.	10%
		5	End of Year 1 from Go Live	10%	5	End of Year 1 from Go Live subject to successful completion of the project	10%
		6	AMC Charges per annum	Payable quarterly in arrears	6	AMC Charges per annum after Go-live.	Payable quarterly in arrears (subject to submission of GIGW certification)
		7	Onsite Support Charges per annum	Payable quarterly in arrears	7	Onsite Support Charges per annum after Go-live.	Payable quarterly in arrears
10	Section 5.3 Scope of Work Point (f)	Proposed CMS/DXP Licence type should not be of Open Source and should be of Enterprise Level.			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.		
11	Section 5.4 Purpose of the RFP Point a i)	Vendor shall provide the Hardware (in HA) and Software required for the implementation of the project.			Vendor shall provide the Hardware in DC and DR and Software required for the implementation of the project. The Hardware provided in DC should be in HA mode.		

Sl. No	Clause of RFP	Existing condition/ Query	Proposed to modify the conditions/ Clarifications
12	Section 5.4 Purpose of the RFP Point e)	The complete solution must be capable of being deployed in a Private/Public cloud and must support virtualization. Whenever LIC plans, the vendor must be ready to migrate/ port the complete solution to the Virtualized environment/Cloud at no further cost to LIC.	The complete solution must be capable of being deployed in a Private/Public cloud and must support virtualization.
13	Section 6.3: User Experience Point-cc)	The VAPT and Configuration Audit should be done by STQC Certified empanelled Vendor (documentary evidence may have to be produced on request) should be free from OWASP Top 10 vulnerabilities	The Vendor shall get the VAPT and Configuration Audit done through STQC empanelled agencies every year (documentary evidence may have to be produced on request) and plug the gaps arising out of it. The Vendor shall ensure that the website is free from OWASP Top 10 vulnerabilities.
14	Section 6.4 Implementation requirements Point 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.	Hardware supplied by the vendor should be in HA for DC 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. Vendor should provide 10G SFP+ network switch with compatible SFPs and minimum 4x1G RJ45 Uplink ports to LIC network.
15	Section 6.4 Implementation requirements Point 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.	The Hardware proposed should conform to the following specifications: i. Server : The Servers OEM should be present in the Top 5 Companies list worldwide as per Q2/Q3 2021 IDC market share reports. The processor should have the following minimum specifications : 1. The servers should be 1U/2U rack mountable. 2. Each processor should be minimum Intel Xeon – 3rd Generation Platinum Processor 8000 Series, 32 Core/48 Mb Cache and more than 2.8 Ghz Clock speed. 3. The server should have minimum two sockets populated 4. Server should have minimum 256 GB DDR4/5 DRAM.

Sl. No	Clause of RFP	Existing condition/ Query	Proposed to modify the conditions/ Clarifications
			5. Each server should have minimum two or higher numbers of 3.84 TB SSD internal storage in RAID 1 / RAID 10. 6. Each server should have 4x10G SFP+ Ports using 2 Dual Port 10G SFP+ Cards and populated with compatible SFPs. ii. External Storage: The bidder may propose either separate external storage or use internal SSD storage of the servers having sufficient hard disk capacity. External Storage, if proposed, should be present in the latest Gartner's Magic Quadrant for General Purpose Disk Arrays/OEM has to figure in the Top 5 Companies list worldwide as per Q2/Q3 2021 IDC market share reports.
16	Section 6.7.4 Hardware and Software Sizing	Section 6.7.4(i) & 6.7.4 (iii) Annexure XI – Hardware and Software Sizing Details Document	Section 6.7.4(i) & 6.7.4 (iii) Annexure IX – Hardware and Software Sizing Details Document
17	Section 7.2 Maintenance and Support	Maintenance and Support (AMC) would be for 5 years post GO-Live. As a part of the Project office, the Vendor will have to deploy one full time resource at LIC's Corporate Communications Department, Mumbai for a period of 5 years. The resource will provide onsite maintenance and support services during the Warranty and Maintenance & Support phase. In case of the person going on leave, suitable replacement shall be provided; else penalty will be imposed as per Section 8 of this RFP.	Maintenance and Support (AMC) would be for 5 years post GO-Live. Section 7.2.1 Onsite Resources As a part of the Project office, the Vendor will have to deploy one full time resource at LIC's Corporate Communications Department, Mumbai during the contract period as per criteria given below: 1. Qualification: Graduate 2. Experience: Should have working experience of minimum two years in Website Maintenance, Support and handling CMS/DXP systems The vendor is required to submit the Curriculum Vitae (CV) of the proposed on-site resource along with the photo-identity and supporting documents before deployment of the resource. The vendor shall also submit the Police Verification Report of the On-Site resource within one month of deployment of the resource.

Sl. No	Clause of RFP	Existing condition/ Query	Proposed to modify the conditions/ Clarifications
			3. Duties/ functions of onsite resource: The resource will provide onsite maintenance and support services for the solution during the Contract period. In case of the person going on leave, suitable replacement shall be provided for the leave period failing which penalty as per the SLA conditions shall be applicable 4. Notice Period : In case the on-site resource is to be changed by the vendor, one month advance notice shall be given by the vendor to LIC.
18	Annexure-III	Existing Annexure III	Please refer revised Annexure III
19	Annexure-IV	Existing Annexure IV	Please refer revised Annexure IV
20	Annexure-V	Existing Annexure V	Please refer revised Annexure V
21	Annexure-VII	Also, there has been no occasion of disassociation with any of our customers in India on account of delayed/defaulted deliveries or services during last on year.	Also, there has been no occasion of disassociation with any of our customers in India on account of delayed/defaulted deliveries or services during last one year.
22	Annexure-IX	Existing Annexure IX	Please refer revised Annexure IX

These amendments/clarifications will form the part of RFP for Revamp and Maintenance of Corporate Website of LIC (Ref: CO/IT-BPR/WEBSITE/RFP/2021-22/01 dated: 29.11.2021). All other terms and conditions of the RFP shall remain unchanged.

Executive Director (IT/BPR)