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भरोसा वही

Changed World,
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Revamp and Maintenance Of Corporate Website Life Insurance Corporation of India
23rd February, 2022
Mumbai



Welcome To Pre Bid Meeting

RFP for Revamp and Maintenance of Corporate Website of LIC

[Ref :CO/IT-BPR/WEBSITE/RFP/2021-2022 dated 15.02.2022]

23.02.2022





Activity Schedule:

Events	Activity schedule
Last Day and time for receiving queries on Bid through Email	Any query related to the RFP/Bid should be sent through e-mail on co_itwebsite@licindia.com latest by 24.02.2022 by 4.00 PM
Last Date & Time for Bid Submission	11.03.2022 latest by 3.30 PM
Eligibility & Technical Bid opening date & time	11.03.2022 at 4.00 PM
Commercial Bid opening date & time	Will be intimated to the Bidders who qualify in the Eligibility and Technical evaluation, at a later date.
Address of Communication and Address for submission of Bid	The Executive Director (IT/BPR), Life Insurance Corporation of India, Central Office, Information Technology – BPR Department, 2nd Floor, North Wing, "Jeevan Seva Annexe", Santacruz (W), S.V.Road, Mumbai – 400054.



Instructions for Bid-Submission: **Eligibility Criteria:**

- Registered entity in INDIA
- Turnover-Rs. 4 CRORES in last 3 Financial Years
- Net Profit in at least 2 years out of last 3 Financial years
- Implementation of at least **3** Websites using CMS/DXP with minimum PO value of Rs. **25** lakhs each **(At least 1 Website should be GIGW Compliant)**
- Experience of Development/ Migration /implementation of website in Public Cloud Setup in at least 2 Institutions
- Development of at least 1 Website using CMS/DXP in Regional languages (other than English and Hindi)
- CMMI-Level 3 Certified
- Technical Staff- Minimum 50





Instructions for Bid-Submission:

Eligibility Criteria:

- Bidder should be ISO 27001 and ISO 9001 certified
- Cloud Service Provider proposed should be MeitY empanelled and should have valid ISO 27001 and ISO 27018 certifications as on the date of bid submission
- The Data Centre (DC)/DR where the websites will be hosted should be tier III and ISO 27001, ISO 22301 certified





Instructions for Bid-Submission:

Envelope 1 :- (Eligibility)

- The Hardcopy of the duly filled and signed **Pre-Contract Integrity Pact** on a stamp paper of INR 500/-.
- **Bid Processing Fee** (Demand draft drawn on any nationalized/scheduled bank for **Rs.5,000/-** Rupees Five Thousand only) OR NEFT/IMPS.
- **Earnest Money Deposit** [Bank Guarantee drawn on any nationalized/scheduled bank payable at Mumbai for **Rs.3,50,000/-** (Rupees Three Lakhs Fifty Thousand only)]
- All Documents pertaining to Eligibility Bid as enumerated in the RFP Under Section 3.1.
- The Hardcopy and Softcopy on CD/DVD/USB of the Eligibility Documents should be submitted in a sealed envelope super scribed as: "ELIGIBILITY BID for RFP Ref: LIC/CO/IT-BPR/WEBSITE/RFP/2021-22 Dated:15.02.2022 for Revamp and Maintenance of Corporate Website of LIC SUBMITTED BY _____ (Bidder's Name)" s)





Instructions for Bid-Submission:

Envelope -2 (Technical Bid)

- Annexure VI – Technical Offer Cover letter
- Annexure IV – Functional Requirements
- Annexure V – Technical Requirements
- Annexure IX- Bill of Material (BOM)
- Annexure X- Manufacturer Authorization Form

- The Hardcopy and Softcopy of the Technical Bid should be submitted in a separate second envelope super scribed as “TECHNICAL BID for RFP Ref: LIC /CO/IT-BPR/WEBSITE/RFP/2021-22 dated: 15.02.2022 for Revamp and Maintenance of Corporate Website of LIC

SUBMITTED BY _____ (Bidder's Name)”





Instructions for Bid-Submission

Envelope -3 (COMMERCIAL BID)

- Annexure XII - Commercial Bid Details
- Hardcopy & Softcopy on CD/USB/DVD for the Commercial Bid should be in a separate third sealed envelope super scribed as: "COMMERCIAL BID for RFP Ref: LIC/CO/IT-BPR/WEBSITE/RFP/2021- 22 Dated: 15.02.2022 for Revamp and Maintenance of Corporate Website of LIC

SUBMITTED BY _____ (Bidder's Name)"





Instructions for Bid-Submission:

- The above 3 envelopes containing the
 - i. Eligibility Bid
 - ii. Technical Bid
 - iii. Commercial-bid
- should be placed inside another (Fourth) envelope
- should be sealed and bear the name, Address, seal of the bidder with the superscription as “Revamp and Maintenance of corporate Website of LIC” . Ref: LIC /CO/IT-BPR/WEBSITE/RFP/2021-22 Dated: 15.02.2022
- Submitted By _____(Bidder's Name and Address)





Technical Evaluation:

Submission by the bidder-

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





Commercial Evaluation (ORA) :

Sr. No.	Component of Cost (Amount in INR)	Cost	NPV Factor	Cost for 5 years	NPV
1	Project Implementation Cost	A	1	A	A
2	Software Cost	B	1	B	B
3	Cloud Infrastructure Charges (per annum)	C	5	5C	4.1106C
4	AMC for solution (per annum)	D	4.1106	5D	4.1106D
5	Onsite Support Cost per annum	E	4.1106	5E	4.1106E
6	Training Cost	F	1	F	F
7	Regional Language - translation & implementation Cost per language (other than English/Hindi/Marathi)	G	1	7G	7G
NPV of Total Cost of the Tender = A + B + 4.1106C + 4.1106D + 4.1106E + F + 7G (To be quoted in ORA)					



SCOPE OF WORK :

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

The revamped/redesigned website is to be hosted on a dedicated server (DC-DR setup) on secured public cloud complying with the Cloud Service Provider (CSP) capabilities

Provision of necessary cloud infrastructure, software, installation and configuration of new CMS/DXP at Primary and DR Site. Migration of existing content to the proposed CMS/DXP

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



Key Areas Of Scope OF Work :

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

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

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

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

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





Service Level Agreement - Highlights:

S.No	Metric	Baseline Performance	Penalty (% of Quarterly AMC)
1	System Availability	99.5%	1% to 10% - slab wise
2	Average Response Time	< 2 seconds	1%
3	Security Breaches	0 Security Breach	1%
4	Entire System Inoperable	Resolution Within 4 hours	3% for Delay of every two hours
5	System Partially Operable	Resolution Within 8 hours	3% for Delay of every two hours
6	Content Uploading/ Removal - Critical	Within 30 minutes	1% to 5% slab wise
7	Content Updating – Others	Within 4 hours	1% to 3% slab wise
8	GIGW Compliance Certification	Within 3 Months from date of Go-Live	Rs.5000/- per completed week of delay
9	Absence of Onsite Resource without replacement – Rs.1000/- per business day		

Please refer RFP document for further details





Queries Regarding RFP:

Questions?





Thank you

