



Ref: LIC/CO/IT-BPR/EIT/WEBSITE/RFP/2014-15 Dated: 01 July 2014

CLARIFICATIONS & CORRIGENDUM ISSUED - LIC-WEBSITE-RFP**Dated: 12.07.2014**

Pre- Bid QUERIES - WEBSITE MODERNIZATION				
Sr.No.	RFP Document Reference (s) (Section & Page Number)	Clause (in brief) of RFP requiring clarification (S)	Brief Details / Query in reference to the clause	CLARIFICATION / CORRIGENDUM ISSUED BY LIC
1	Page 53	Migration of the existing content in various formats, databases, files, etc. to the proposed CMS.	Please provide us the details on content to be migrated - Number of pages, number of content repositories, files (HTML/Excel) and DB repositories? How the Web Content being managed on current web site? If any CMS tool being used, please provide us the details.	Details of the existing number of pages, documents and files etc is given in the RFP document section 6.3. The migration should also factor for newer components like portlets built as per the open source CMS solution that can be ported to the Enterprise CMS later which will also be on the JAVA platform. The existing content today is managed manually. There is no CMS tool available as of now.
2	Page 53	Hardware, Network and Bandwidth sizing and setting up of all required environment	Is Network bandwidth provision and setup part of vendor scope?	Hardware sizing and set up for all the environments will be done by the vendor. Network set up as well as Bandwidth provisioning will be handled by LIC. However, the exact bandwidth required for meeting the expected performance / response time considering year on year data growth should be clearly defined by the vendor against which the solution will be benchmarked.
3	Page 53	Multilingual website with support for content to be displayed in 10 languages. In the initial launch the site will be bilingual with support for Hindi & English languages. The content for the remaining languages will be set up subsequently as and when provided by LIC.	Can this be managed during support period? Please confirm	English and Hindi needs to be provided before GO Live. Rest of the languages will be implemented as and when content is provided by LIC. Unicode conversion for all languages is the responsibility of the vendor. However, go-live of any content on the Website will be only after due process of validation by LIC.

4	Page 53	Maintenance of the website and CMS for three years post warranty period	In "4.30.3 Warranty" section, requested for 2 years warranty. Please confirm duration of warranty.	Vendor needs to provide 2 years warranty post Go Live. AMC/ATS would start after the warranty of 2 years as is mentioned in the RFP Also refer to point no 45 and the Footnote below
5	Page 54	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.	Is vendor expected to provide cloud infrastructure as well (ex: AWS cloud)?	No, but the solution design has to be cloud ready.
6	Page 54	The Vendor should provide Standardisation Testing and Quality Certification (STQC) upon the completion of the project.	Assuming, the supplied vendor has to test and provide certification to LIC. No external audits required for providing certification. Please clarify.	Certification has to be obtained from the Standardisation Testing and Quality Certification Directorate. http://www.stqc.gov.in/
7	Page 54	The contract tenure will be for 281 weeks (20 Weeks of Implementation and 261 Weeks of Maintenance and Support) from the Date of Issue of the Contract unless otherwise mutually agreed upon between LIC and the Vendor.	Post Implementation support is for 5 Years - 2 Years warranty and 3 Years AMS. Please confirm	5 years of support out of which 2 years will be within the warranty and 3 years of AMC/ATS Also refer to point no 45 and the Footnote below
8	Page 55	Hardware: All the necessary hardware required for deploying the website in production and DR environment will be provided by LIC	Vendor responsible for providing only WCM CMS licenses. Hardware, Network and DB licenses shall be taken care by LIC. Is vendor expected to setup infrastructure in DR and DC? Please confirm	Hardware will be provided by LIC. Vendor is expected to setup the infrastructure for all environments in Test & Development, Migration & Production in DC, Near Site and DR in Active-Active Mode.
9	Page 58	Stress and Performance Testing	Is vendor expected to provide license for testing tools?	The vendor is expected to provide Stress and Performance Testing as a Service only.
10	Page 58	The website should comply with the security guidelines published by OWASP (Open Web Application Security Project).	Mostly TOP 10 vulnerabilities of OWASP will be addressed for WebSites. Hope same will be holds good for LIC. Please confirm	The solution should adhere to all OWASP guidelines

11	Page 61	Average response time- This is the time taken from submission of any request by end-user – to - response of the request to the end-user < 2 Sec	Response time varies based on the nw bandwidth available at end user. Assuming that this performance to be demonstrated on DC or LIC LAN. Please confirm	Performance testing should also be done on different type of internet connections with variable speeds accessible through various devices such as, • Dial-up • Broadband • High speed internet • GPRS • Proxy through LAN
12		Payment Terms	The payment terms may have to be adjusted to release the OEM payments during project initiation. Also at least 10% of total should be paid as advance during project initiation.	No Change
13	Annexure - V - Deployment	The website may be deployed on High-Availability architecture, for example, by means of clustering techniques; thus the bidder shall ensure that website works on such High-Availability architecture.	DR sizing should be 50% of production? Please confirm	DR has to be 100% of production. Near Site 50% of Production.
14	Training	The bidder shall provide train-the-trainer and end user training documentation (including user manuals, online content etc.).	Please confirm the number of batches and users per batch to be trained. Also please confirm the number locations at which training to be organised? Is vendor responsible for providing training infrastructure? Please confirm.	Please refer Annexure VI for training details. Training will have to be provided at Mumbai only. Location will be Mumbai.
15	5.b	System Study and Preparation of Functional Requirement Study Document	Will the UX team have access to End users to understand current pain points and enhancements	Yes.
16	5.1 a ii	Vendor shall create 5 mock-up designs for the website (besides the mock-ups prepared during bidding process) and each design shall have a home page and two inner pages. From the 5 created designs, either one or a mix of designs will be selected which will then be used for the further development of the website.	How many design mock-ups are required during bidding process	Refer section 2.19.2.2.1 of the RFP.

17	5.1 a vi	The website should have a responsive design that will work on multiple devices (such as smartphones, tablets & kiosks) and provide appropriate display based on the platform that a device uses.	is LIC looking for Responsive web design or Adaptive web design	LIC is looking at Responsive and Adaptive Web Design
18	5.1 a iii	The look and feel of the website shall be standardized and the layout of the webpages shall be clear and concise.	will LIC provide the branding guidelines document or a new one should be created	LIC will provide the guidelines to the successful bidder
19	Functional requirements - C		Is Print Option needs to be enabled for all the pages in the website ? Or only to specific pages ?	This should be enabled for specific pages. The option should be configurable.
20	Functional requirements - D		Does Video chat functionality is required?	Yes
21	Functional requirements - H		Does the Admin / Content Owner should have the option to configure the Scrolling / Speed etc?	Yes.
22	Functional requirements - I		What are all the details that needs to be captured as a part of Newsletter & Events Sign up Page ?	Consider a default template that can be included in the Mockups for Technical Evaluation
23	Functional requirements - I		Once User Sign up for News letter & Events - Does the Newsletters & Upcoming Events needs to be sent via email to the user ? -if yes,is this functionality already existing?	Functionality does not exist. Email notifications will have to be sent on a successful sign-up as alerts.
24	Functional requirements - J		What are all the data sources against which the search functionality needs to be performed ? Ex:- Content Management System,Document Management System,Data base etc	Please refer sec 2.3 in the document <i>Annexure IV - Functional Requirements.xls</i>
25	Functional requirements - N		For Event Calender Details - Does it requires an integration with any External System or is it needs to be part of the Content Management System where Admin will configre the details ?	Needs to be a part of the CMS

26	Functional requirements - 1.1.9		What is source system for the careers page? Does it requires an integration with any External System or is it needs to be part of the Content Management System where Admin will configure the details ?	Needs to be a part of the CMS where admin will set up the content
27	Functional requirements		Are all the Forms are Offline Forms or Online also ? If so,How Many Online Forms are available ?and does these forms needs to be developed again or can reuse the exisitng code base?	There are Online Forms, vendor has to provision for conversion of all offline forms to online forms.
28	Functional requirements		How Many users will have the Admin previlage to be the Content Creators / Owners etc?	Maximum 20 Users
29	Functional requirements - 1.1.5		Does the Reports like Annual Reports,Citizen Charter etc are Document based reports which will be uploaded as a content or needs to be developed from various source systems?	These would be uploadable documents
30	Functional requirements - 1.1.2		Is there any exisitng chat server that Portal needs to be intergrated with ?	No chat servers exist, however, chat functionality is a deliverable for this RFP
31	Functional requirements - 2.2		Geo Taggging - Does the Geo tagging functionality needs to be implemented for the Photos / Videos that are uploaded by the Admin ?	No. This will primarily be used to display locations
32	-2.7		Which Active Directory is currently being used which Portal needs to be integrated with ?	This RFP is for Website Modernisation and not for Portal. Portal currently uses RDBMS Authentication.
33	Functional requirements		What are the all the different External eco systems the portal needs to be integrated for data push and pull?	The RFP is for website modernization and not for developing a portal. For integration, please refer Annexure IV-Functional requirements 2.6
34	Functional requirements - 2.7		Does the Acitivity Directory will have the information about only users or even the user roles & groups ?	Not relevant for this RFP
35	Functional requirements - 9		Is there any exisiting workflow engine that system needs to be integrated for Content Approval ?	No, Content Management System to take care of the Content approval Work Flows

36	Functional requirements - 9		How many Level of Content Approvals is LIC expecting to implement in the portal ?	Maximum 4 Levels
37	Functional requirements - 9		Does the Workflow needs to be incorporated for only content related or needs to be extended for transaction based also (like New electronic Forms etc)	Only content related
38	Functional requirements - 10		Except Youtube what are the expected data sources from where the Content needs to be integrated with ?	The CMS should support portlets that can display videos from external sources like Youtube
39			Please share the details about the NFR's (Non - Functional Requirements)	Refer Annexure V - Technical Solution Requirements.xls
40	Technical Requirements - Q		Is there any Existing SMS engine which needs to be integrated for SMS based alerts ?	SMS is managed through a Service Provider, Solution needs to be integrated with the SMS Gateway
41	Technical Requirements - Q		Is there any Existing Email server which needs to be integrated for Email based alerts?	MS Exchange as well as the E-mail Gateway for bulk mails
42	Technical Requirements - P		What are the Different Training options are required ?Like Train the Trainer etc?	Refer Annexure VI - Commercial Bid Details.xls
43	Technical Requirements - L		How many Reports are expected to be developed apart from what are mentioned ? Please mention along with Complexity ex: Complex -3 Medium 2 Low 6 etc	Additionally it should also cover reports which the CMS web analytics module provides by default
44	Page 36 , 4.13 Payment Terms	4.13.1 Payment Schedule	Request LIC to consider 100% payment on delivery for all the third party (OEM) components like licenses. Implementation costs can be as per the schedule indicated	No Change

45	Page 51, 4.30.3 Warranty	a. Vendor shall provide comprehensive warranty for complete solution and deliverables. Warranty will be for a period of 2 years for all production systems from GO LIVE date. The vendor should provide AMC/ATS for the products and services as the case may be, post the period for warranty	This is a confusing statement when read along with the Point on page 54. Refer point 34 below.	The period for warranty will be for 2 years (104 weeks) post Go Live. The Vendor will have to provide a warranty for all the deliverables provided as a part of the scope of the RFP. During the warranty period the Vendor will have to provide: • Maintenance and support as mentioned in Point No. • Knowledge transfer, • Any performance tuning that may be required from time to time. During the warranty period LIC will not make any payment towards AMC.
46	Page 54, 5.1 Purpose of the RFP	b. The new website shall be developed for the Red Hat Enterprise Linux platform with Java EE (latest stable version) technology. The website solution should make use of a Web Content Management (WCM) system like Liferay CMS that conforms to Java Portlet Specification v2.0 and standards mentioned in Annexure V.	Please clarify if the Requirement is to re-design the Corporate WebSite only and the LIC has a Content Management System. OR Does LIC expect the vendor to re-design the Corporate Website and propose a Content Management System ?	LIC expects the vendor to re-design the website only using a suitable open source Content management system which needs to be migrated to the Enterprise Content Management System at a later date.
47	Page 54, 5.1 Purpose of the RFP	iii. Migrate existing content which is in various formats and databases to the proposed CMS system iv. Migrate content from the proposed CMS site to the new CMS platform that gets finalized by LIC at a later point in time	Please clarify point iv which is confusing. If vendor proposes a CMS will that not become the new CMS platform ? Where is the question of migration?	The intent of this RFP is to first modernize and redevelop the internet website(www.licindia.in) using an open source CMS platform that uses the latest web standards and technologies along with content management capabilities that the existing website currently lacks. LIC will also provision a separate Enterprise CMS in future that will cater to advanced portal capabilities. The new website developed on the open source CMS platform will then be migrated to the Enterprise CMS platform so that LIC has a single platform that hosts both the internet website and other portals.

48	Page 54, 5.1 Purpose of the RFP	g. The contract tenure will be for 281 weeks (20 Weeks of Implementation and 261 Weeks of Maintenance and Support) from the Date of Issue of the Contract unless otherwise mutually agreed upon between LIC and the Vendor.	Please clarify this point in conjunction with point 31 above. Please explain the break up of the 281 weeks in terms of : 1. Implementation - 20 weeks 2. Warranty 3. AMC/ATS .	1. Implementation - 20 weeks 2. Warranty - 104 weeks 3. AMC/ATS - 157 weeks Total 281 weeks See Footnote Below for detailed description of Maintenance and Support
49	Page 54, 5.1 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.	Request LIC to consider 100% payment on delivery for all the third party (OEM) components like licenses and testing tools. These can then be used by the vendor for development and carrying out the testing. Request the bank also to provision the environments for development and testing at LIC Premises	No Change
50	Page 55, 5.2 Out of Scope	b. Database: The database licenses required for developing and deploying the website on all the environments will be provided by LIC.	Can the vendor suggest any Database or LIC has some preferences ?	It is expected that the solution designed is database agnostic, to enable LIC to use any database that it standardizes as a part of the standardisation process at a later date.
51	Page 55, 6.1 table		Please Confirm on the number of Concurrent Users on the LIC WebSite and the expected YOY increase	Refer Annexure V - Technical Solution Requirements.xls point H of the RFP
52	Page 58, 6.7.2 Solution Implementation	Data Migration of existing content to the proposed CMS system	1. Please confirm the formats of data to be migrated. 2. Please confirm on the existing technology from which data needs to be migrated	Refer section 6.4 of the RFP
53	Annexure 3,pt 8,9	Details of at least 3 website development projects, executed in last three financial years to be specified in Annexure III of RFP along with client credential letter And Attested Copy of Letter of Notification of Award/ Work orders/Contract indicating Engagement value.	Request LIC to accept references on a self declaration from SI due to legal NDA's and obligations signed with the customer globally	No Change

54	Annexure 3,pt 8,9	The bidder should have successfully completed the implementation of a minimum of 3 Portal/ website solutions in the last 3 years and the sites should have been live for at least 1 year prior to the date of issue of the RFP.	Request if LIC can consider website development during last 5 years instead of 3 years.	The bidder should have successfully completed the implementation of a minimum of 3 Portal/ website solutions in the last 5 years and the sites should have been live for at least 1 year prior to the date of issue of the RFP.
55	2.21.1 /g, page no. 23	The bidder Digital certificates.....from time to time.	Please let us know the the class of digital certificate.	As mentioned in the RFP
56	3 / 5, page no. 29	The biddera minimum turnover of INR 2 crores per annum for financial years2010-11, 2011-12 and 2012-13	We are dominant player in BFSI (PSU Banks and financial institutions) for last 16 years, though our average turn over for last 3 financial years (Audited) is INR 1.56 crores (Rs.1.30, Rs.1.71 & Rs.1.66 crores for FY 2010-11, 2011-12 and 2012-13 respectively). During FY 13-14 we received turn over of Rs. 1.67 crores which is under audit. We have developed and been maintaining portals for following clients for many years : National Payments Corporation of India, LIC Housing Finance, IDBI Trusteeship Services Ltd. Bank of India, Bank of Baroda, Union Bank of India, United Bank of India, Central Bank of India, Allahabad Bank, Andhra Bank, Syndicate Bank (Recently awarded), Small Industries Development Bank of India (SIDBI), Indian Banking Association and so on. Based on our credentials we request you to kindly relax the turn over criteria from Rs. 2 crores to average of Rs. 1.5 cr during last 3 financial years.	The eligibility condition section 3/5 page 29 is hereby modified The biddera minimum turnover of INR 1.5 crores per annum for financial years2010-11, 2011-12 and 2012-13

57	3/ 7, page no. 29 5/b, page no. 54	The Bidderusing JAVA EE as a platform,developed websites. The new website shall be developed for the Red Hat Enterprise Linux platform with Java EE (latest stable version) technology. The website solution should make use of a Web Content Management (WCM) system like Liferay CMS that conforms to Java Portlet Specification v2.0 and standards mentioned in Annexure V.	We have developed many critical web portals for large Banks with multiple domains and multilingual with WCAG compatibility and in most of the cases they are built on Windows platform using dot net as front end and MS SQL as back end. All portals are secured and being regularly audited by world class security auditors. Requested you to kindly relax the term allowing development using Windows platform.	No Change
58	4.14.2, page no. 39	VAT/GST, Service Tax and Octroi/LBT,of appropriate receipts within 15 days of such tax payment..... the vendor.	Service tax is paid on monthly basis through a consolidated receipt. Should we have to disclose the total payment made by the company where service tax for LIC is also involved?	Service Tax will be paid by LIC while making payments as the prices quoted by the bidder are exclusive of Service Tax, VAT/GST and Octroi/LBT. For VAT/GST and Octroi/LBT the vendor will be required to produce appropriate receipts for payments.
59	4.21.2/ b, page no. 43	LIC is responsible for all costs associated with obtaining security clearances.	Kindly confirm that the security auditor will be appointed by LIC.	This clause is about the access of vendor's personnel to the LIC's premises and the same would be handled as per the procedures at LIC. Query is not relevant to the quoted clause of RFP.
60	4.30.5, page no. 51	Year 2000 Compliance	Kindly elaborate.	Vendor must comply with this clause as per the RFP Conditions.
61	5/g, page no. 53	Hardware, Network and Bandwidth sizing and setting up of all required environment.	Please let us know how LIC prefers the architecture for the proposed set up / development (Tier II, Tier III etc. both for DC and DR).	Vendor to propose the architecture considering the functional and non-functional requirements provided as part of the RFP. Refer to the point No. 8 above
62	5/h, page no. 53	Configuration of users, groups and workflow CMS for content approval.	Please let us know the approximate no. of static pages to be populated in proposed English site so that reasonable provisioning can be done logically for sites in other languages also.	Refer section 6.3 of the RFP
63	5/ J, page no. 53	Multilingualdisplayed in 10 languages. In the initial launch the site will be bilingual with support for Hindi & English languages. The content for the remaining languages will be set up subsequently as and when provided by LIC.	Kindly confirm that content in unicode for Hindi and other languages will be provided by LIC in soft copy. Kindly let us know whether the forms for submission online will also be dynamic?	LIC will provide the translation for the content in the respective languages. Please refer to Point No. 3 above Transforming the content to any other format to be displayed on the website will be the vendor's responsibility.

64	5/ r, page no. 53	Onsite support for managing content during the warranty and maintenance period	Kindly elaborate the exact requirement.	Refer to section 8.2 of the RFP
65	5.1/ Page no. 54. last paragraph.	The development activity will have to be carried out at LIC's premises	Deployment of all required skillsets burden the project in financial terms and also monitoring of the project becomes critical sometimes. Kindly comment.	Development till UAT Sign-off can be done from Vendor's premises post which the solution has to be deployed in LIC and any further changes have to be done from LIC's premises.
66	5.1/a/vii, page no. 54	The website home pagestreaming video..... content.	Please let us know the average no. of videos to be uploaded in website per month / year.	Maximum 10 per month
67	5.1 / a/ viii, page no. 54	The website designed shall be multi-lingual	Who will do the translation? If LIC then please provide the translated content in uni code font.	LIC will provide the translation for the content in the respective languages. Please refer to Point No. 63 above Transforming the content to any other format to be displayed on the website will be the vendor's responsibility.
68	5.1 / f, page no. 54	The Vendor should provide Standardisation Testing and Quality Certification (STQC) upon the completion of the project.	Who will bare the cost?	Vendor has to factor the cost in the commercial bid
69	6.1, page no. 55	Detailed scope of work	Going through the content in RFP it becomes difficult to estimate scope of work and efforts required for the same. Kindly advise. There are many dynamic modules in the existing website like feedback, online forms, career, Corporate portal, customer portal, policy registration, contact sales executiveetc., tenders. Please let us know the desired dynamic modules to be developed with work flow of each one of them. Deatils of interface like usage of web services etc. may be spelt out for proper evaluation. As a vendor it becomes very difficult to understand the work flows and roles of every level like branch -> ZO-> HO etc. from outside, hence details will help us for proper estimation. Kindly advise.	Scope is as defined in the RFP. Vendor is required to go through the RFP in its entirety. Detailed Functional requirement has been mentioned in Annexure IV. Development of dynamic modules like for RTI, Career and Tenders, Golden Jubilee Foundation - Scholarships, etc. is very much in scope.
70	6.1 / l, page no. 56	Enhanced social media capabilities	What would be vendor's role in the said enhancement?	Refer Annexure IV-Functional requirements section 2.6

71	6.1/ m, page no. 56	Enhanced collaborative experience for the end user like Live Chat and Co-Browsing to be available.	Please elaborate the scope of work.	Refer Annexure IV-Functional requirements section 21
72	8.1.1, page no. 61	System availability	Servers will be provided by LIC at their data centers. Who will manage the hardware and it's performance?	Hardware will be managed by LIC. Performance of all SLAs from the Solution for the sizing provided by the vendor is the responsibility of the Vendor.
73	RFP 5.1.b	The new website will be developed using Red Hat Enterprise Linux System and Java EE	Request you to remove this clause which explicitly specifies the OS as it is restricting leading solution like SharePoint which is leader in Gartner Magic Quadrant from bidding. This would also restrict LIC from evaluating enterprise ready solutions which have been used by websites such as : http://insurance.birlasunlife.com/Pages/Individual/Home.aspx https://www.reliancegeneral.co.in/insurance/index.aspx http://www.axa.com/en/ http://www.ferrari.com/	LIC has standardized its technology platform using Open Source Linux and Java / JEE. Hence the website development will also follow the same technology platform. Bidder to comply with the RFP specifications.

74	Technical Solution Requirements - A5, A10, A11, C1	The solution should be on the Java runtime platform with JEE technology.	Is there a specific reason for mandating Java and JEE technology. Please reference the below w.r.t the vulnerabilities in Java: Wikipedia extract "In their January 2014 "Technology Radar" publication, ThoughtWorks wrote:[7] We continue to see teams run into trouble using JSF -- JavaServer Faces -- and are recommending you avoid this technology. Teams seem to choose JSF because it is a J2EE (sic) standard without really evaluating whether the programming model suits them. We think JSF is flawed because it tries to abstract away HTML, CSS and HTTP, exactly the reverse of what modern web frameworks do. JSF, like ASP.NET webforms, attempts to create statefulness on top of the stateless protocol HTTP and ends up causing a whole host of problems involving shared server-side state. We are aware of the improvements in JSF 2.0, but think the model is fundamentally broken. We recommend teams use simple frameworks and embrace and understand web technologies including HTTP, HTML and CSS." http://en.wikipedia.org/wiki/JavaServer_Faces. Request you to keep the RFP scoped to HTML, CSS,	As per point 73 above
75	Technical Solution Requirements - D7	The solution should support popular databases like Oracle, MySQL, SQL Server & IBM DB2	Request you to change the clause to "The solution should support any of the popular databases like Oracle, MySQL, SQL Server & IBM DB2".	No Change
76	Section 5 Page 53 of 64	Migration of the existing content in various formats, databases, files, etc. to the proposed CMS	Current database used ? Any preferred database to be used in solution?	There is no CMS implemented as yet. Vendor should suggest as per the specification of the RFP.
77	Section 2.12 (h) Page 16 of 64	Non-Disclosure Agreement	Without award of tender is it necessary to submit signed NDA with bid itself ?	No Change

78	Section 6.5 (k) Page 56 of 64	Website to provide multilingual support with content to be displayed in 10 languages. Hindi and English are the primary languages and need to be given utmost importance.	Within how much time period of launching website in English and Hindi the site should be launched in other 8 languages mentioned in RFP ? Will circulars / govt. documents to be uploaded on website be provided in different languages (which are mentioned in RFP) by LIC ?	Please refer to the point No.3 above.
79	Section 3 (4) Page 29 of 64	The bidder should be an ISO 9001:2008 certified company with valid certificate as on the bid submission date	We are already CMMi ML3 appraised company for software development. We are currently in process of recertification for ISO 9001-2008. The certificate from certification body is expected in August 2014. We request LIC to relax this criteria.	No Change
80	3. Eligibility Criteria	"Attested Copy of the Certificate of Incorporation"	Please let us know if the authorised signatory can attest this certificate, and also the rest of certificates required in this section.	Ok
81	3. Eligibility Criteria	"The bidder should have a minimum turnover of INR 2 crores per annum for financial years 2011-12, 2012-13 and 2013-14 if audited financial Statements are available for 2013-14 else for financial years 2010-11, 2011-12 and 2012-13"	Please let us know if the publicly available annual report for the global operations can be shared for this requirement as well as for the point 6 of eligibility criteria.	No Change
82	3. Eligibility Criteria	"The Bidder should have experience in implementing website with web content management using JAVA EE as a platform, and providing technical support for existing / newly developed websites. And Bidder should have experience in Website Development along with providing any 2 of the 3 services mentioned below; ☒ End-to-End Web based solutions ☒ Website maintenance ☒ Website performance / security testing"	Please let us know if we can submit copy of an email from the client as proof of work done, for this requirement as well as other reference related requirements.	Mail from Official Mail - id with the Contact details of the customer can be accepted, provided the customer is referenceable
83	3. Eligibility Criteria	"The bidder should undertake to provide a Project Office at CC Department, Central Office, LIC at Mumbai."	Can you please elaborate this requirement in detail.	The Project office will have to be provided for post Go Live Maintenance and Support. Also Refer Annexure V-Technical Solution Requirements, section N Refer to the Footnote Below

84	4.21 Security	"The Vendor will ensure that its Personnel comply with: a) All relevant security and other requirements specified in LIC's Information Security Policy; b) Any other security procedures or requirements notified, in writing, by LIC to the Vendor. The Vendor must comply with such a security procedure or requirement, from the date specified in the notice, or if none is specified, within five Business Days of receipt of the notice."	Can you please share LIC's information security policy, or any other expected/sample security procedures or requirements.	Will be shared with the Successful bidder
85	5.1 Purpose of the RFP	"The website solution should make use of a Web Content Management (WCM) system like Liferay CMS that conforms to Java Portlet Specification v2.0 and standards mentioned in Annexure V.	Please let us know if LIC has already obtained Liferay license or any other portal solution.	LIC has not obtained any licenses for Liferay or any other portal solution. Vendor needs to propose an appropriate CMS to fulfill the requirements of the RFP
86	5.1 Purpose of the RFP	"vii. The website home page should be designed to easily incorporate streaming video, Flash or JavaScript animations, slideshows, webcams, or other types of multimedia content."	Do we have to use any specific JavaScript framework for frontend development? If yes which one?	Notable Javascript frameworks that is compliant with the CMS solution
87	6. Detailed Scope of Work Page 55	Brief Current State Overview	Site is expected to link with external government and non-governmental site such as IRDA, Third Party Administrators, KYC, PAN, and UIDAI-Aadhaar. Do we need to pass user information to these web sites?	Provision for links to land on external sites will have to be provided with appropriate message to the end user. The website is not expected to exchange data with any of the mentioned sites.
88	6.5 User Experience	"i. Website to provide search capabilities. Currently, the search provided at the top of the page is not functional."	Search functionality is there on pages; will it be front end search or backend? If frontend search will be there then we can search only on the content of existing page.	Refer Annexure IV- Functional Requirements, section 2.3
89	6.6.2 Critical Success Factors	"i. The site is in compliance with Web Content Accessibility Guidelines (WCAG) 2.0, Guidelines for Indian Government Website (GIGW) and Open Web Application Security Project (OWASP) framework."	What level of accessibility compliance of WCAG 2.0 needs to be achieved – A, AA or AAA?	AAA or Highest whatever is declared at the time of Go-Live

90	6.6.2 Critical Success Factors	"The site can be rendered on popular browsers like Microsoft Internet Explorer, Mozilla Firefox, Apple Safari, Google Chrome and Opera on all platforms."	Which devices and browser versions should the new portal support?	Refer Annexure V-Technical Solution Requirements, section B. Regarding Browser version, website should support IE 7.0 and above and the latest versions for the other mentioned browsers.
91	Annexures	"Annexure VIII - Pre-Bid Queries Template" "Annexure XII - Technical Bid Scoring Break Up"	Can you please share these templates. The current set of documents does not have these.	The Annexures have been available on the website since 01 July 2014 "Annexure XII - Technical Bid Scoring Break Up" will be handed over to the bidders before the opening of their Technical Bids.
92	Page#54	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.	Kindly provide the development location? Will it be Mumbai location or any office of LIC across India?	Please refer to the point no. 65 above
	Page#54		Is complete development required onsite or part of the development such as coding, unit testing can be done remotely?	Please refer to the point no. 65 above
	Page#54		Is the assumption correct the production software be provision by customer?	Yes
	Page#54		Who will deploy the Test & Development Servers?	Vendor
93	Page#54	The Vendor should provide Standardisation Testing and Quality Certification (STQC) upon the completion of the project	Who pays to STQC? What is the scope of STQC?	Vendor has to factor the cost in the commercial bid. The guidelines as provided by Standardisation Testing and Quality Certification Directorate should be adhered to.
94	Page#55	Out of Scope	Is the OS (Redhat Linux) Subscriptions Out of Scope	Yes.
95	Page#55	Out of Scope	Is the production CMS subscription and licenses out of scope?	No
96	Page#55	Scope	Will the Pages have a link to make online financial transactions? (Integrated with Payment gateway)	All existing links to the applications will have to be provided on the Website by the Vendor
97	Page#56	i. Support Web Analytics	What type of analytics are expected?	Refer Annexure IV-Functional Requirements, section 4
98	Page#56	Scope	Is integration with SMS and email gateway required?	Yes
99	Annexure IV	Section 2.7	Who owns the Identity and access management	I & AM will be used to only set up internal LIC users as admins. This will use LIC's Active Directory.

100	Page#62; Section 8.1	SLA - System Backup	What tool is being used for System backup? Who provisions for System Backup software?	Backup tool not in scope of this RFP
101	Page#62; Section 8.1	SLA - CPU Utilization	What tool is being used? Who provisions for the tool?	CPU Utilization tool not in scope of this RFP
102	Page#62; Section 8.1	SLA - Memory Utilization	What tool is being used? Who provisions for the tool?	Memory Utilization tool not in scope of this RFP
103	Page#57	Scope	What are all the features required to be part of social media integration and live chat in the LIC Re-Vamp site ? Does it involve Identity Provider (IdP) mapping for user login through social media credentials ?	Refer Annexure IV- Functional Requirements, section 2.6 and section 21. IdP will be required.
104	Page#62; Section 8.1	SLA - System Backup	Back-up and restore must be done both on File-System and DB if we choose WCS	Please factor the same in your proposal which will be considered for technical evaluation
105	Page#55	Out of Scope	Does LIC has any specific Database requirement (WCS supports only Oracle 11/12, MS-SQL Server 2008/2012, DB2 9/10)	As mentioned in the RFP
106	Page#56	Scope	Red Hat Linux 5 (UL4+) and above is the requirement for WCS 11.1.1.8, LIC is fine with upgrading current operating system from Red Hat Enterprise Linux AS release 4 (Nahant Update 5) to Red Hat Enterprise Linux 5 or 6 ?	Yes
107	Page#56	Scope	Since 98% of pages are open access, How the current system leverage access to external/internal users (Public, Retail, NRI, Employees, Office Users, Merchants, Vendors, Partners, etc.,) are handled. Does the re-vamp involves any internal application integration ?	Provision for links to land on external sites will have to be provided. The website is not expected to exchange data with any of the mentioned sites. Integrations are required with internal/external applications through hyperlinks to various applications.
108	Page#56	Scope	Is there any other internal / external application integration applies to the new re-vamp site ?, if so those applications are interoperable or it is vendor's responsibility to develop interfaces to the internal/external application ?	Integrations are required with internal/external applications through hyperlinks to various applications.
109	Page#56	Scope	Scope of Search (SEO) applies to global or site specific or both ?	SEO is Global

110	Page#56	Scope	Does the re-vamp includes any payment gateway related modules ?	No
111	Page#56	Scope	Five designs with two inner pages / Different from design – What is the % of Scope/Features to be addressed in the Prototype Design (like Content/Portlet/Document management, etc.,).	Please refer LICs website and the content as mentioned in the functional requirements. % coverage will be at vendors discretion.
112	Page#56	Scope	With two week's timeline – Development/Presentation of templates along with Alpha version. What is the requirement of Alpha version	The Alpha version will be used by LIC to gather feedback from various departments before freezing on the final design
113	Section 5 - Executive Summary of Scope of work. Page No – 53	f. Migration of the existing content in various formats, databases, files, etc. to the proposed CMS	Please specify the various content formats and databases.	Please refer to the point no. 1 above
114	Section 5 - Executive Summary of Scope of work. Page No – 53	j. Multilingual website with support for content to be displayed in 10 languages. In the initial launch the site will be bilingual with support for Hindi & English languages. The content for the remaining languages will be set up subsequently as and when provided by LIC.	Please specify the time-line for the renaming 8 languages content? It will provided before go-live or after go-live?	Please refer to the point no. 3 above
115	Section 5 - Executive Summary of Scope of work. Page No – 53	n. Provision of automated test scripts	Please specify the scope of the automated test scripts what functionality need's to test by these scripts.	Vendor will be required to propse automated test scripts for functionalities critical for the functioning of Website.

116	Section 5.1 - Executive Summary of Scope of work. Page No – 54 point no VIII	The website designed shall be multi-lingual and it is the responsibility of the Vendor to incorporate the languages mentioned below: ☐ Hindi ☐ English ☐ Bangla ☐ Tamil ☐ Malayalam ☐ Telugu ☐ Kannada ☐ Marathi ☐ Gujarati ☐ Oriya	Please specify the owner ship of translation of content is it? translated and vetted by LIC and uploaded by vender?	LIC will be responsible for translation and vetting of content for the respective language/s. Unicode coversion is the responsibility of vendor.
117	5.2 Out of Scope page no 55	Database: The database licenses required for developing and deploying the website on all the environments will be provided by LIC.	Please specify the database name?	Please refer to the point no. 50 above
118	6.6 Project Objectives & Critical Success Factors 6.6.1 Project Objectives	b. A quickly-loading low-maintenance home page and a secure site with basic user permissions and management capability	Please specify the page load time for Static pages and for dynamic pages?	Please refer section 8.1.1, point no.2 of the RFP
119	6.6.2 Critical Success Factors	j. The site can be rendered on popular browsers like Microsoft Internet Explorer, Mozilla Firefox, Apple Safari, Google Chrome and Opera on all platforms.	Please specify the minimum and latest browser version for each browser on which website will work properly?	Please refer to point no 90 above

120	Annexure III - Eligibility Criteria(serial 7)	The bidder should have shown positive net profit (after tax and provisions) in at least two (2) of the last three (3) financial Years (years 2011-12, 2012-13 and 2013-14 if audited financial Statements are available for 2013-14 else for financial years 2010-11, 2011-12 and 2012-13) as revealed by Audited Accounts/ certified balance sheet. The net profit should not include the profit of associate companies.	We request to please consider . The bidder should have shown positive net profit (after tax and provisions) in at least two (2) of the last three (3) financial Years (years 2011-12, 2012-13 and 2013-14 or must be a cash profit making entity (Net profit + depreciation) continuously for the last three years, that is financial years – 2010-11, 2011-12 and 2012-13 AND must have a networth*** of Rs. 100 crores in the last two financial years.	No Change
121	Annexure III - Eligibility Criteria(serial 8)	The Bidder should have experience in implementing website with web content management using JAVA EE as a platform, and providing technical support for existing / newly developed websites. And Bidder should have experience in Website Development along with providing any 2 of the 3 services mentioned below; • End-to-End Web based solutions • Website maintenance • Website performance / security testing • website performance / security testing	We request to please consider. Bidder should have experience in Website Development along with providing any 2 of the 3 services mentioned below with atleast 1 in Java EE / opensource. • End-to-End Web based solutions • Website maintenance • Website performance / security testing • website performance / security testing	No Change
122	Pg. 53, Section 5.h	Type of users	Kindly specify all the Users of the system along with their roles & responsibilities on the website [list functionality per user].	1. Site Admins 2. Content Authors 3. Content Approvers / Moderators 4. Content Publishers 5. Content Editors
123	Pg. 53, Section 5.h	Configuration of Users	What features will be present here? For e.g. User creation, authorizing user access roles, user permissions?	Vendor should provide for all features as elaborated in Annexure IV and V of the RFP
124	Pg. 53, Section 5.j	Multilingual Website	We assume client will provide all the content required [all 10 languages] in building the website.	Please refer to the point no. 63 above

125	Pg. 54, Section 5.1.a - vii	Integration of Webcams	Is there any functionality where a user will need access to their webcams? If Yes, kindly specify.	Yes, Video Chat to be enabled
126	Pg. 55, Section 6.3.c	2% Portal pages accessed by users with Permission	Which users are these and what exact functionalities they can perform on the website.	The 2% pages provide access to various LIC portals which require user login credentials. As a part of this RFP, vendor needs to provide links to these pages
127	Pg. 56, Section 6.5 - l	Social Media Capabilities	What level of social media integration is needed on the website? Kindly specify.	Refer Annexure IV- Functional Requirements, section 2.6
128	Pg. 56, Section 6.5 - m	Live Chat	Live Chat will take place between which entities? Will this one to one, one to many, many to many chat? Kindly mention features to be implemented in the chat module.	Refer Annexure IV- Functional Requirements, section 21. The chat will take place between current, potential customers, agents etc. and LIC . It would be one to one chat
129	Pg. 56, Section 6.6.1 - f	Stakeholders with access to CMS	Who will be the stake holders with access to the CMS? Who will create these stake holders? What level of access to the CMS will each stake holder have?	The stakeholder would be LIC's CC Department and LIC IT team. Creation of users on the CMS will be the responsibility of the Vendor. Level of access in the CMS should be configurable
130	Pg. 56, Section 6.6.1 - g	Electronic Workflow	Do you mean the CMS will have the content posted via Writer - Editor - Publisher?	Yes, As per point no. 122 above
131	Pg. 56, Section 6.6.1 - i	Web Analytics	We will need the list of reports that need to be generated.	Refer Annexure IV- Functional Requirements, Section 1.1.5 and Section 27 Annexure V- Technical Solution Requirements, section L

132	Pg. 57, Section 6.6.1 - j	Lead Generation	How exactly do we plan to generate leads from the website? Will it be in form of Contact Us form, Enquiry Form, etc.?	LIC does capture leads from the website by redirecting users to the relevant pages. This is an existing functionality. As a part of the scope of this RFP, the vendor only needs to provide these links to redirect the user to the relevant pages. The leads will have to be generated as a part of the Chat feature depending on whether it is chat for sale or support Vendor will need to transform such existing pages/forms to the new look and feel.
133	Pg. 57, Section 6.6.2 - h	Targetted Content	Does this mean specific content/sections of the website to be accessible user wise, location wise, etc.?	Yes
134	With reference from existing website	Payment Options	Kindly specify if the new website will have only two payment options [Net Banking & Visa Debit Card]? Or do we plan to facilitate more online payment options for the user?	Payment Option is a portal functionality and NOT a website feature. Facilitating new payment options is not within the scope of this RFP.
135	Annexure V - Technical Solution Requirements B - Accessibility section - row no. 7	The Website shall be accessible through multiple devices such as desktops, laptops, mobile phones, smart phones, smart devices and kiosks . This shall be operable through mouse, keyboard, stylus and touch-screen.	Do we need to consider some mobile specific website leveraging some custom development tools OR standard HTML5 compliant website is the expectation.	HTML 5 and CSS 3 compliant and should make use of responsive templates
136	Annexure V - Technical Solution Requirements D- Deployment section - row no. 1	The bidder shall deploy the website on the hardware platform provided by LIC.	Does the selected vendor arrange for a team for the deployment and server administration or will LIC provide with such a team?	Please refer to point no.8 above. Server administration will be done by LIC.

137	RFP Document 1.pdf Section 5. Executive Summary of Scope of work Page 53 of 64	Bullet Point k. Migration of the content to any new CMS that gets finalized by LIC at a later point in time	Our understanding is that the selected bidder will prescribe a CMS. Will LIC prescribe a new CMS separately after that? Will content be migrated from the CMS suggested by the vendor to the CMS suggested by LIC? Kindly confirm	Please refer the point no. 47 above
138	RFP Document 1.pdf Section 5.1 Purpose of the RFP Page 53 of 64	Bullet 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.	Anything finalized on this for moving the content on Cloud? Does LIC have any concrete plans for migration of content to Cloud in the near future? If yes, can LIC provide details around the same?	Please refer the point no.5 above
139	RFP Document 1.pdf Section 7 Project Timelines Page 60 of 64	Go- Live of the website: By the end of 20th Week. Development span overall mentioned as 20 weeks	Are the timelines given by LIC mandatory to be adhered to OR they are flexible enough to accommodate the nuances and need of the technical solution / changes suggested by the selected bidder before project starts?	Timelines as mentioned are to be adhered to and are mandatory
140	RFP Document 1.pdf Section 2.17 Evaluation Process Page No. 19 of 64	The Bidder needs to achieve the minimum score individually in all the line items mentioned in clause 2.19 and a total cut-off score of 375 out of the total maximum marks of 500 (75% * 500) to be eligible for commercial evaluation.	Will LIC announce and share the technical scores of the shortlisted vendors before the commercial bids are opened?	Yes, the same will be displayed at the http://www.licindia.in/tender_notice.htm
141			How many concurrent users are expected on website?	Please refer the point no.51 above
142	Section 6.5(b) pg 56	Look and feel of the webpages to be consistent across all popular browsers and platforms.	Upto what versions and what all browsers needs to supported?	Please refer to point no 90 above
143	Section 6.5(i) pg 56	Website to provide search capabilities. Currently, the search provided at the top of the page is not functional.	Should the search option have intuitive search option or search by category.	Please refer sec 2.3 in the document <i>Annexure IV - Functional Requirements.xls</i>
144			Do we need to implement SSO (single Sign On) for behind the password pages	Whenever at a later date LIC is ready with its Enterprise SSO, the vendor will be required to integrate with it.

145	Section 6.6.2 (l) pg 57	The site should be able to integrate with most of the social media networks like Facebook, Twitter & YouTube as it is on the current website	What all social media tools to be integrated other than facebook, youtube and twitter like Google Plus, linkedin etc.	Refer Annexure IV-Functional requirements section 2.6
146			Should there be option for RSS feed	Refer Annexure IV-Functional requirements section 7
147			Should there be provision for Online media.	Refer Annexure IV-Functional requirements and Annexure V-Technical Solution Requirements
148			Does the CMS required with maker checker, or it will be offline	Please refer to point no.122 above
149			Is SEO (search engine optimization) in scope or out of scope?	Refer Annexure IV-Functional requirements section 2.5
150	Section 6.6.1 (i) pg 56	Support for web analytics	What all kind of support for web analytics features is needed?	Refer Annexure IV-Functional requirements section 4
151	Section 6.6.1 (l) pg 57	Migration of existing content to the proposed CMS	For migration of existing content to CMS is there ready list available on what all things needs to be migrated? Also what all databases (oracle,SAL server etc..) involved in migration from which data needs to be migrated?	Please refer the point no.1 above. Current Database is Oracle
152	Section 6.6.1 (j) pg 57	Lead generation from the website	What all features are needed for lead generation?	Please refer to point no. 132 above
153	Section 6.7.2 (e) pg 58	Stress and Performance Testing	For performance and load testing report to be submitted to LIC should have how much concurrent users?	Refer Annexure V - Technical Solution Requirements.xls point H of the RFP
154	Section 5.1, Pase 54	b. The website solution should make use of a Web Content Management (WCM) system like Liferay CMS that conforms to Java Portlet Specification v2.0	Are you looking strictly for an Open Source CMS or open to evaluate solution based on Licensed CMS with competitive pricing?	Yes, Open to evaluate solution based on Licensed CMS with competitive pricing. LIC will evaluate TCO of Licensed CMS
155	Section 6.1. Pase 55	Brief Current State Overview	could you please tell What percentage of users will be active simultaneously during peak hour?	Refer Annexure V - Technical Solution Requirements.xls point H of the RFP

156	Section 6.3, Page 55	r. The site contains 1552 active pages and 3950 documents and 6455 total files.	what percentage of documents out of 3950 documents and 6455 total files can be modified or edited by the users? And what percentage of users will have rights to modify documents?	Most users will be Content uploaders and approvers. Vendor will be making changes to the pages and Changes to be done to the pages if approved by LIC
157	Section 6.5, Page 56	k. Website to provide multilingual support with content to be displayed in 10 languages. Hindi and English are the primary languages and need to be given utmost importance."	Could LIC provide the content for additional languages like Hindi and others?	Please refer to point no.3 and 63 above
158	6.7.3 Hardware Sizing Page 59	The Vendor has to provide the sizing of the hardware	What is the expected Page View Per Second (PVPS) during Peak Hours?	This can be derived from Concurrent Users given as per point 51 above
159	6.7.3 Hardware Sizing Page 59	The Vendor has to provide the sizing of the hardware	Is there any NFR on the page size? For ex can the page size be of 400 KB.	Vendor to ensure that the pages are optimally designed to adhere to the SLAs as mentioned in Section 8 of the RFP. Also refer Annexure V Technical Solution Requirements Section A Point 7.
160	6.7.3 Hardware Sizing Page 59	The Vendor has to provide the sizing of the hardware	What is the frequency (in seconds, minutes, hours, days) of content changes expected in the Site while author is publishing into CMS System?	Maximum 50 pages at any peak level may get changed in a day.
161	5.1 Purpose of the RFP Page 54	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.	Can you please confirm whether this is applicable for system/integration, automation, UAT, mobile, performance and security testing as well, in terms of location, license cost, desktops/laptops, software?	Please refer to point no. 65 above

162	5.1 Purpose of the RFP Page 54 Annexure V - Technical Solution Requirements O - Environment & Configuration - #2	"License cost associated with development, testing and training on the new application will have to be borne by the Vendor" "Bidder shall submit as a component of proposal specifications for all software, hardware, and tools that would be inclusive of a full SDLC, including environment to support the following needs: Prod, QA, Staging, Development, Test, Training, and Disaster Recovery."	Can you please confirm whether the bidder shall provide the proposal across all the components listed, wherein the hardware cost would be borne by LIC and the software cost (license cost) like mobile devices, automation tools, performance testing monitoring tools will be borne by bidder?	Yes, Confirmed
163	6.3 Current Information Architecture and Content Page 55	b.The site contains 1552 active pages and 3950 documents and 6455 total files.	Can you please let us know the expected count of pages / documents in the new CMS (or) approximately in % of increase from current size?	An increase of 25 % YOY can be assumed. Also refer Annexure V - Technical Solution Requirements, section H
164	Annexure IV - Functional Requirements Functional Specifications 1.1.8 - FAQ (a) 1.1.11 - CONTACT INFORMATION (a)	The website should have a "Frequently Asked Questions" module linked with the home page and all other relevant places in the new site. The website shall have a "Contact Us" page, linked from the homepage and all relevant places from the website.	Does all relevant pages here refer to 1552 active pages or a sub-set of them? If subset, please share us the number of pages.	It is a part of the active pages.
165	6.3 Current Information Architecture and Content Page 55	c. 98% of the pages are open access, 2% (portal pages) are restricted to those with specific permissions.	Can you please let us know the various user roles available along with the restrictions/ permission levels? i.e., Matrix on User - Role - Application (or) page Permission/restriction.	Please refer to point no 126 above. The Creation and maintenance of CMS Users is vendor's responsibility.

166	5. Executive Summary of Scope of work Page 53	m. Performance & Security testing, Unit Testing, User Acceptance Testing support	As per our understanding from the RFP, below testing are in scope. Please confirm. • System / Integration testing • Regression testing (Third party sites are excluded) (Automated, based on the feasibility analysis) • User Acceptance testing • BCP / Disaster recovery testing • Mobile Testing • Browser compatibility testing • Bi-lingual testing (Hindi & English)	Please refer to the scope as defined in the RFP.
167	5.1 Purpose of the RFP Page 54	f. The Vendor should provide Standardisation Testing and Quality Certification (STQC) upon the completion of the project.	Please share more details on this requirement. Our understanding is that STQC is provided by an external body. Is it that LIC wants the external body to provide that certification, and the vendor to facilitate the process.	Please refer to point no.6 above
168	5. Executive Summary of Scope of work Page 53	General	Will LIC be agree to open source tools in market , when advised by vendor to be used during the testing of automation, test management and so on. (Example: Selenium, Test Link, Bugzilla.	Yes
169	6.6.2 Critical Success Factors Page 57	b. The site works on multiple devices like smartphones, tablets & kiosks and provides appropriate display based on the platform that a device uses i.e. responsive design	With responsive web design for mobile, what are the break points?	Break points will be discussed with the selected vendor.
170	5. Executive Summary of Scope of work Page 53	m. Performance & Security testing, Unit Testing, User Acceptance Testing support	Does the testing scope include policy registration and other process that are currently available under the corporate website (sub-link)?	No
171	6.4 Current Technology & Website Management Page 56	General	Is there any utilities / tool available already to validate the "Premium Calculator" (logic & calculations) in the website? Does LIC plan to build the tools within the future site?	Not in the scope of this RFP

172	6.6.1 Project Objectives Page 57	i. Migration of existing content to the proposed CMS	With the migration of existing data, will it include policy / user details as well (database)?	No
173	6.6.2 Critical Success Factors Page 57	b. The site works on multiple devices like smartphones, tablets & kiosks and provides appropriate display based on the platform that a device uses i.e. responsive design	Our understanding is that only compatibility testing would be done on mobile/tablets and full testing would be done on desktop. Can you please let us know if this is correct understanding and that there is scope reduction in mobile devices compared to desktop?	Complete testing has to be done on all devices as mentioned in the RFP
174	5. Executive Summary of Scope of work Page 53	o. Performance testing and provision of testing tools.	Does LIC expect the vendor to provide licensing tools for performance testing and monitoring during the engagement?	Please refer to point no.9, 100,101,102 above
175	8.1 Service Levels for Availability & Performance Page 61	Baseline Performance - Average Response Time	Are the performance SLAs defined for LIC LAN/WAN n/w users?	Please refer to Point No. 11.
176	5. Executive Summary of Scope of work Page 53	j. Multilingual website with support for content to be displayed in 10 languages. In the initial launch the site will be bilingual with support for Hindi & English languages. The content for the remaining languages will be set up subsequently as and when provided by LIC.	Is it required to support/test multi lingual in mobile/tablets?	Yes
177	6.7.2 Solution Implementation Page 58	f. Security Testing	Security testing is not a one time activity. Considering today's dynamics on security risks & threats, it is more important to have the security testing during maintenance/ running the business period as well. Please confirm.	Yes. Refer Section 8.1.1 of the RFP.
178	5.1 Purpose of the RFP Page 54	ix. The designed website should be compliant with WCAG (Web Content Accessibility Guidelines) 2.0, Guidelines for Indian Government website (GIGW) guidelines and Open Web Application Security Project (OWASP) framework.	Briefly describe the expected security posture associated with the web application. This is just high level information on the security related expectations from the web application.	Website must be compliant with all the guidelines named in the RFP.

179	5.1 Purpose of the RFP Page 54	ix. The designed website should be compliant with WCAG (Web Content Accessibility Guidelines) 2.0, Guidelines for Indian Government website (GIGW) guidelines and Open Web Application Security Project (OWASP) framework.	Please indicate for any specific needs such as regulatory compliance requirements? List the other application security standards to which adherence can be claimed currently.	Website must be compliant with all the guidelines named in the RFP.
180	5. Executive Summary of Scope of work Page 53	General	Are any intermediary web services/XML gateways involved?	NO
181	5. Executive Summary of Scope of work Page 53	General	Are any core services involved for authentication, authorization and other security needs? What is the kind of authentication required for users (e.g AD). Is two factor authentication required. If yes soft tokens are required or token devices?	Authentication is required for CMS users. Vendor will have to provision for integration of Two Factor Authentication (Password and Biometric-Fingerprint).
182	6.7.3 Hardware Sizing page 59	The hardware will be provided by LIC for the production and DR environment.	Do you require separate environment for test/dev and Production? Please provide details of the number of environments for the proposed CMS (Ex: Development, QA, and Production)? Will the proposed CMS application have a dedicated preview environment?	Refer Annexure V - Technical Solution Requirements.xls point O of the RFP
183	6.4 Current Technology & Website Management Page 56	General	Please share details of current system (configuration of core infrastructure and application infrastructure).	Current system details are as provided in Sections 6.3 and 6.4 of the RFP. Configuration details will have to be proposed by the Vendor.
184	8. Service Level Agreement (SLA) Page 61	General	What are the retention requirements for production and DR.	Refer Annexure V- Technical Solution Requirement, section G, point no. 17
185	6.1 Brief Current State Overview Page 55	General	Please share any documents available to describe the existing application? Ex: Architecture, Design, etc.	Study of the current state would be a part of the vendor's scope of work as per the RFP. However, any available documentation regarding the solution will be provided to the vendor.

186	5.1 Purpose of the RFP Page 54	b. The new website shall be developed for the Red Hat Enterprise Linux platform with Java EE (latest stable version) technology. The website solution should make use of a Web Content Management (WCM) system like Liferay CMS that conforms to Java Portlet Specification v2.0 and standards mentioned in Annexure V.	We understand client is looking for a solution based on Java runtime platform with JEE technology. Pls. cite your preference for CMS/ Portal product based solution vis. a vis. Custom J2EE based solution given the implementation timeline of 20 weeks. Are you looking for only Open Source based solution - any preference or CMS/ Portal license already procured?	Refer to the scope as provided in the RFP. Also refer to point no. 85 and 154 above
187	6. Detailed Scope of Work Page 55	General	To build Premium calculation tools and https://customer.onlinelic.in/ payment system and https://customer.onlinelic.in/epslogin.htm in this scope ?	Not in the scope of this RFP
188	6. Detailed Scope of Work Page 55	General	The site is redirecting to many other LIC websites. Will it be continue or those part will also included into the same site?	Redirection to the existing links will continue
189	5. Executive Summary of Scope of work Page 53	f. Migration of the existing content in various formats, databases, files, etc. to the proposed CMS	Are we talking about "As Is" migration or there might be some additional functionalities in scope for future site	Please refer to the scope of the RFP
190	5. Executive Summary of Scope of work Page 53	The scope of work for the vendor envisages a completely new look and feel of the website and includes	Are we planning to continue with same look and feel or is there any expectation for change	Please refer to the scope of the RFP
191	6. Detailed Scope of Work Page 55	General	From which type of Database the Locator (Branch & Doctor) information are displaying ? Locator : Presently it's not working. So, how the functionality do you want into the new site, will it display the search result in google map or it will just display address in the website with search "keyword".	Vendor has to display the locations in Google / Bing maps. Geo-tagging as a functionality is within the scope of this RFP. LIC will only provide the geo-coordinates of the locations.
192	6. Detailed Scope of Work Page 55	General	What are the functionality will be happen after register, and which Database will maintained for it?	There is no registration functionality on the website.

193	5. Executive Summary of Scope of work Page 53	j. Multilingual website with support for content to be displayed in 10 languages. In the initial launch the site will be bilingual with support for Hindi & English languages. The content for the remaining languages will be set up subsequently as and when provided by LIC.	As this site will be a multilingual website, so, different contents will be added/modified/maintained by different users. So, will it be having different roles of users for different languages or single user role with multiple users for different languages ?	It will have different roles of users for different languages.
194	6. Detailed Scope of Work Page 55	General	There are some form submission options in the current site. Presently, after Registration into different form, which types database it is saving ? In new website, is it that we have to save into that databases or there will be database migration ? If it will maintained in different Database then, the registration form will be in new website or it will be contained with only link to present forms ?	There is no registration or form submission functionality on the website. Current database is Oracle.
195	2.19.2.2.2 Design, Implementation & Project Management Methodology Page 22	The Bidder needs to elaborate on the proposed end to end solution architecture covering: ☐ Information ☐ Integration ☐ Application ☐ Infrastructure and Security Architecture	Are there any external integration requirements with the website application (like Reporting tools, Web Mail, Instant chat etc.)? If yes, please provide the details. Is there any insurance system need to integrate with new system ? Please provide details of integration requirements with any third party authoring tools (if any)	Please refer to point no. 87 and 108 above Also refer to requirements specified in Annexure IV and V of the RFP
196	6. Detailed Scope of Work Page 55	General	Presently, the payment are happening through a different website, so, we just have to provide link for payment or we have to implement in our new website ?	Vendor has to only provide links
197	6. Detailed Scope of Work Page 55	General	Please provide details of the approximate number of CMS users (Authors, Reviewers, Publishers, Administrators, etc...)?	Please refer to point no. 28 above
198	5. Executive Summary of Scope of work Page 53	f. Migration of the existing content in various formats, databases, files, etc. to the proposed CMS	Is Migration of User from current system to new CMS application in scope ?	LIC currently does not have a CMS

199	6. Detailed Scope of Work Page 55	General	Are there any End User Registration Requirements?	No
200	6. Detailed Scope of Work Page 55	General	We assume no personalization is required. Pls confirm.	Personalization is not required
201	5. Executive Summary of Scope of work Page 53	f. Migration of the existing content in various formats, databases, files, etc. to the proposed CMS	Does content migration include all existing content (active, expired, deleted, archived, and versioned) or only active content?	Only Active Content
202	6. Detailed Scope of Work Page 55	General	Please specify any specific rendition requirements (conversion to pdf or other formats) for content publishing.	Vendor is responsible for conversion of content into formats as may be required for publishing on the website
203	6. Detailed Scope of Work Page 55	General	Is SSO (Single sign-on) in scope ?	No
204	General	General	TechM understands that LIC will procure CMS licenses after one year and requires estimates for the content migration for the same. Which CMS is LIC planning to procure	This is a part of a separate RFP and vendor will be notified at a later date
205	General	General	TechM understands that LIC is only looking at revamping the static site content. Is LIC looking at using a portal/CMS system to host the static content or is the requirement to directly publish the static HTMLs using the existing website framework?	LIC is looking at a new CMS to host the static content. The new CMS has to be proposed by the Bidder as a part of this RFP
206	General	General	TechM understands that LIC will procure CMS licenses after one year, can TechM propose a CMS now for the website or will this be only static content revamp on the existing website framework?	Please go through the RFP conditions in detail as well as the responses provided in this document.
207	Functional requirements 4		How do you measure the usage of LIC Website? Which application is used by LIC to measure the performance of website?	LIC is using different Open Source tools for this purpose.
208	Functional requirements 4		Is there any pain point with the existing Web Analytics platform? If yes, please explain.	Web Analytics is currently outsourced

209	Functional requirements 4		Are you open towards suggestion to change the Analytics tool based on requirement?	Refer point no. 208 above. Web Analytics is a part of the RFP scope.
210	Functional requirements 4		How much web traffic growth do LIC foresee in the next 2 years?	Refer Annexure V - Technical Solution Requirements, section H
211	Functional requirements 4		For analytics tracking do we have multiple domains for different languages or different directories under one domain name?	It will be a single domain
212	ANNEXURE III- ELIGIBILITY CRITERIA - WEBSITE MODERNIZATION - Clause 8	The Bidder should have experience in implementing website with web content management using JAVA EE as a platform, and providing technical support for existing / newly developed websites. And Bidder should have experience in Website Development along with	Please Confirm if implementation of internal Website (intranet) with CMS can be quoted for this clause	No
213	ANNEXURE III- ELIGIBILITY CRITERIA - WEBSITE MODERNIZATION - Clause 9	The bidder should have successfully completed the implementation of a minimum of 3 Portal/ website solutions in the last 3 years and the sites should have been live for at least 1 year prior to the date of issue of the RFP.	Please Confirm if implementation of internal Website (intranet) can be quoted for this clause	No
214	Pg.20,2.19 stage 2	Customer References	Request you to confirm what is the customer reference evaluation criteria break up ?	Annexure XII - Technical Bid Scoring Break Up" will be handed over to the bidders before the opening of their Technical Bids.
215	Section 5.1 (a), Pg No. 53	The website should have a responsive design that will work on multiple devices (such as smartphones, tablets & kiosks) and provide appropriate display based on the platform that a device uses.	Which platforms and versions of smartphones, tablets and kiosks need to be supported?	The website should support all popular platforms and versions of smartphones, tablets and kiosks.
216	Section 5.1 (b), Pg No. 54	The website solution should make use of a Web Content Management (WCM) system like Liferay CMS that conforms to Java Portlet Specification v2.0	Is the solution restricted to Open Source WCM systems or can it be implemented on proprietary systems conforming to Java Portlet Specification v2.0?	Please refer Point No. 154 above.
217	Section 5.1 (c), Pg No. 54	Migrate existing content which is in various formats and databases to the proposed CMS system	Please provide approximate size (in Kb) of existing content in each format and database.	Approximate size of 50 kb per page can be assumed.

218	Section 5.1 (d), Pg No. 54	The Vendor should provide website CMS training for site administrators and content contributors.	How many personnel are to be trained, for what duration and and which location(s)?	Refer Annexure VI - Commercial Bid Details Location will be Mumbai
219	Section 6.6.1 (b), Pg No. 56	A quickly-loading low-maintenance home page	What is the average loading time expected for the home page?	Please refer section 8.1.1, point no.2 of the RFP
220	Section 6.6.1 (c), Pg No. 56	A new Content Management System (CMS) that contributes to content quality...and reporting	Please elaborate on the type and number of reports expected?	Refer Annexure IV- Functional Requirements, section 1.1.5, 27 Annexure V- Technical Solution Requirements, section L
221	Section 6.6.1 (g), Pg No. 56	Implement electronic workflow for all proposed web content for approval and promotion and schedule content updates	How many electronic workflows are expected to be designed and how many actors/activities will be involved on an average?	LIC does not have a CMS system currently. Bidder to go through the Functional and Technical Requirements in detail. Also refer to Point No. 122 above.
222	Section 6.6.2 (j), Pg No. 57	The site can be rendered on popular browsers like Microsoft Internet Explorer, Mozilla Firefox, Apple Safari, Google Chrome and Opera on all platforms.	Which are the minimum versions of popular browsers required to be supported?	Please refer to point no. 90 above
223	Section 6.7.2 (e)(ii), Pg No. 58	The Vendor shall load test the website to enable understanding of performance and behaviour of the website simulating large number of users and high-load conditions.	What are maximum number of users and high-load conditions to be simulated?	Refer Annexure V- Technical Solution Requirement, section H
224	Section 5.1, Pg No. 54	License cost associated with development, testing and training on the new application will have to be borne by the Vendor.	Who will procure the license and AMC for WCM software and other tools (e.g. tool to verify broken links) to be deployed/used in Production and DR environments?	Vendor to procure the license.
225	Section 5.2, Pg No. 55	All the necessary hardware required for deploying the website in production and DR environment will be provided by LIC	Is the vendor expected to provide the necessary hardware for development, testing and training environments?	Yes
226	Annexure IV, Section 1.1.3, Pg No. 2	ELECTRONIC APPLICATION FORMS	What is the approximate number of Forms that can be filled online by users, in addition to a Feedback Form?	The RFP is only for website and not for portal. Still there are some online forms that at any point in time do not exceed 20 currently.
227	Annexure IV, Section 1.7, Pg No. 4	PRIVACY POLICY	Who will bear the cost of procuring Digital Certificates to secure the website, if not already available with LIC?	LIC.

228	Annexure IV, Section 1.8 (f), Pg No. 4	The website shall be disabled friendly so that the information is easily accessible.	Which accessibility standards does the site have to comply with?	AAA or Highest whatever is declared at the time of Go-Live
229	Annexure IV, Section 2.1 , Pg No. 5	Rich Text Editor support for Microsoft Internet Explorer, Mozilla Firefox, Apple Safari, Google Chrome and Opera on all platforms.	Which are the minimum versions of these browsers required to be supported for WCM software?	Please refer to point no. 90 above
230	Annexure IV, Section 2.2 , Pg No. 5	The system shall support multiple languages and the content in multiple languages shall be managed from the same control panel.	The content editor by itself will have an interface/control panel in English language only. Please confirm.	Yes
231	Section 3 Eligibility Criteria Pg No. 29	The Bidder should have experience in implementing website with web content management using JAVA EE as a platform, and providing technical support for existing / newly developed websites. And Bidder should have experience in Website development along with providing any 2 of the 3 services mentioned below; - End-to-End Web based solutions - Website maintenance - Website performance / security testing	The Bidder should have experience in implementing website with web content management and providing technical support for existing / newly developed websites. And Bidder should have experience in Website development along with providing any 2 of the 3 services mentioned below; - End-to-End Web based solutions - Website maintenance - Website performance / security testing	No Change
232	Section 3 Eligibility Criteria Pg No. 29	The bidder should have successfully completed the implementation of a minimum of 3 Portal/website solutions in the last 3 years and the sites should have been live for at least 1 year prior to the date of issue of the RFP.	The bidder should have successfully completed the implementation of a minimum of 3 Portal/website solutions in the last 3 years and the sites should have been live.	No Change
233	4.13.4 Liquidated Damages Pg No. 38	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.	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 value of the undelivered goods and services	No Change

234	4.13.4 Liquidated Damages Pg No. 38	Penalties: All activities as per agreed timelines: 0.5% of the total contract value of the related Phase per week of delay or part thereof for the first 8 weeks. Thereafter, the rate of penalty will be 1% of the total contract value of the related Phase per week or part thereof.	Penalties: All activities as per agreed timelines: 0.5% of the value of the undelivered goods and services of the related Phase per week of delay or part thereof for the first 8 weeks. Thereafter, the rate of penalty will be 1% of the value of the undelivered goods and services of the related Phase per week or part thereof.	No Change
235	2.19.2.2.1 Mock ups Pg No. 22	The bidder shall create 5 mock-up designs for the website and each design shall have a home page and two inner pages	Is this needed for the technical presentation only or does this need to be created as part of the bid submission?	Should be a part of the bid submission and should also be demonstrated as a part of the Technical Presentation
236	5 Executive Summary of Scope of Work Pg No. 53	System Study and Preparation of Functional Requirement Study Document	What is the nature of the existing documentation and when was the last it was updated? What is the coverage of the existing documentation with the applications in scope?	Vendor will be provided with all the existing documents available for the Website
237	5 Executive Summary of Scope of Work Pg No. 53	Performance testing and provision of testing tools.	What are the tools that are currently available for testing, project management, reporting etc.?	Currently no tools are available.
238	6.6.1 Project Objectives Pg No. 56	An environment where key stakeholders take ownership of their own content, and have the ability to maintain their content and use the site to meet their needs.	Is there a need to provide role based access to the CMS? If yes, is there an AD for role integration?	Yes. Vendor will be responsible for integration with the existing AD.
239	6.6.1 Project Objectives Pg No. 56	Support for web analytics	What is the current platform used to obtain and analyze data from the web?	Web Analytics is currently outsourced
240	6.6.1 Project Objectives Pg No. 57	Lead generation from the website	What is the current tool being used for lead generation?	Please refer to point no. 132 above
241	6.7.2 Solution implementation Pg No. 58	Deliverables - Business Requirements document	Is requirements gathering also part of scope? If yes, when does this need to be completed?	Please refer section 7 of the RFP

242	2.19.2.2.2, page no. 22	The Bidderwebsite and the content migration	As per clarification given during pre bid meeting, there will be two CMS, one covered under this RFP and the next one will follow later (Enterprise based). Kindly clarify the scope of this work in this RFP.	Scope is as defined in the RFP document. Also refer to the response to Point No. 47 above.
243	5/ j, page no. 53	Multilingual in 10 languages. In the initial launch the siteremaining languages will be set up subsequently as and when provided by LIC.	We have to develop initially bi lingual sites (English & Hindi) and later sites in 8 more languages. Please confirm what is a time line for additional sites. Whether they are covered within the time frame given in the RFP?	Please refer point no.3 and 63 above
244	6.1, page no. 55	Brief Current State Overview	It was clarified that there is no dynamic module in the website but we feel that there are few modules under the same URL domain. Kindly elaborate. Also refer our query serial no. 15 submitted by us on 7th July, 2014	Refer Point No. 69 above.

FootNote:

Maintenance and Support (AMC) would be for 3 years (157 weeks) post the warranty period and would be renewable on a yearly basis.

As a part of the Project office, the Vendor will have to deploy minimum 2 full time resources at LIC's CC Department, Mumbai for a period of 5 years. The resources will provide onsite maintenance and support services during the Warranty, Maintenance and Support phase.

System Maintenance and Support shall cover the following (also refer section N of Annexure V- Technical Solution Requirements):

- All product upgrades, modifications, enhancements
 - a. Upgrades would include product releases made by the Vendor to incorporate technological changes, consolidating all bug fixes, consolidating all enhancement requests made by LIC
 - b. Modifications would include minor changes, bug fixes, error resolutions and minor enhancements that are incidental to proper and complete working of the application.
 - c. Enhancements would include changes in the software due to Statutory and Regulatory changes and changes required due to changes in industry in India. Any requirement of the development of new pages and designing development and upload of any material to the Website will be the responsibility of the Vendor. It will also include all the functionalities mentioned in Annexure IV - Functional Requirements.

- All incidents that occur as part of ongoing operations must be addressed and resolved within a reasonable time frame as per the SLAs described in this RFP.
- Changes to the application will go through all phases of testing by the vendor. The test results must be documented and provided to LIC for approval. The decision to put the new release into Production will be taken by LIC. All relevant system documentation should be updated and provided to LIC at the conclusion of any system changes
- System administration tasks such as managing the user access, creating and managing users, taking backups etc.
- Performance tuning of the application to ensure adherence to SLAs and performance requirements as indicated in the RFP
- User support in case of technical difficulties in use of the software, answering procedural questions, providing recovery and backup information, and any other requirement that may be incidental
- Prompt receipt, analysis and reporting of reported deficiencies in the operation of the software and supply of information and advice on such deficiencies
- Installing/commissioning the software at the designated locations/changed designated location at no additional cost or fees or expenses to LIC. Installing/commissioning the upgrades / new versions/ new releases of software at the designated locations/changed designated location at no additional cost or fees or expenses to LIC
- Unscheduled, on call, corrective and remedial maintenance and support services.
- The Vendor shall use its best efforts in remedying any program error. All Program Errors shall be reported in accordance with the procedure prescribed in respect thereof and shall be accompanied by sufficient information including the input data that generated the program error so as to enable the Vendor to reproduce and verify the reported program error. On receipt of request together with all such information and data the Vendor shall use all-out efforts, consistent with the severity of the program error, to remedy such program error which is within the purview of the system logic, that it has been able to reproduce and verify. The Vendor should ensure that any or all program errors that are reported will be remedied.
- In the event, the Vendor determines that the error reported/ problem notified in the support request is not a Program Error, it shall advise LIC whether it can correct or assist in resolving such error/problem on a best effort basis

The above clarifications/ corrigendums issued shall be an integral part of the website modernisation RFP and shall form the part of contractual deliverables as an outcome of this RFP.

EXECUTIVE DIRECTOR (IT/BPR)