

Brief Description of Procurement:	Expression of Interest (EOI) for Empanelment of IT Expert Resources, Niche Firms and Corporate Trainers to provide need based technical and professional IT Services, Support and Trainings
Bid Ref:	Ref: LIC/CO/ITSD/PORTAL/2021-22/EOI-ITER dated 24.02.2022
Date and Time of Pre-Bid Meeting	10 th March, 2022 at 11.00 AM.
Venue of Pre-Bid Meeting	Hosted virtually at LIC of India, Central Office, IT/SD Department, 2 nd Floor, Conference Room, Jeevan Seva Annexe Building, S. V. Road, Santacruz (W), Mumbai, Maharashtra – 400054.

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

1. Ms. Monica V. Jagdhari, Secretary (IT/SD)
2. Mr. Pramod Kumar, Deputy Secretary (IT/SD)
3. Mr. Saurav Ganguli, AAO (IT/SD)
4. Mr. Yashwant Sharma, AAO (IT/SD)

Proceeding of the pre-bid meeting is as follows:

1. At the outset, Dy. Secretary (IT/SD), made a briefing about the scope of services and purpose of the pre-bid meeting. Details pertaining to timelines, eligibility criteria, group wise requirements, technical scoring and other requirements were explained.
2. Thereafter, prospective bidders were requested to put up their queries related to the scope and terms and conditions given in the EOI document.
3. The responses to queries sought from prospective bidders in e-mail and those asked during the meeting have been compiled as annexure Pre_bid Queries.

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

#	Name of Prospective Bidder / Firm	Name of the Representatives
1.	NIIT Ltd.	Mr. Gaurav Nigam, Mr. Sachin Grover
2.	Nvest Solution Private Limited	Mr. Sweta Jain
3.	Red Hat India Private Limited	Mr. Siddharth Bhardwaj, Mr. Mohit Patiyala, Mr. Abid Matoo
4.	CMS Computers Limited	Mr. Tushar Gaikwad
5.	Avaamo Technologies Private Limited	Mr. Yogesh Gowda
6.	Taashee Linux Services Pvt. Ltd	Mr. Nilesh Shinde, Mr. Bharat Rajpal
7.	Apmosys Technologies Private Limited	Mr. Bishnu Rath, Mr. Pranay Namdeo
8.	Mobitrail	Mr. Vikas Kedia, Ms. Supriya Shetty
9.	Deloitte Touche Tohmatsu India LLP	Mr. Sridhar Ramachandran, Mr. Bineet Srivastava, Mr. Somnath Mishra
10.	Resulticks	Mr. Nitin Sonkar, Ms. Anuradha, Mr. K. S. Nagesh
11.	Floatbot	Mr. Nick Dave, Mr. Dharmik
12.	Niveus Solutions	Mr. Rohan Buragohain, Mr. Kartik
13.	Hyperverge Technologies Private Limited	Mr. Y. Gopinath
14.	CoRover	Mr. Hira Tiwari
15.	HP Education Services	Mr. Hitesh Sharma, Mr. Partha Chatterjee
16.	Cogno AI	Mr. Manas Saxena, Ms. Manvitha Reddy
17.	EcoSoft Software Labs	Ms. Smitha Adarsh
18.	bCodr	Mr. Anish Gupta
19.	Piccosoft Software Labs India Private Limited	Mr. Suresh Sekar, Ms Smitha Adarsh
20.	Others	Mr. Abhishek Gupta, Mr. Milind Sheth, Mr. Devang Joshi, Ms. Swati Arya

Annexure_Pre_Bid_Queries

Clarifications in regards to queries / suggestions received for EOI Document

For Empanelment of IT Expert Resources, Niche Firms and Corporate Trainers to provide need based technical and professional IT Services, Support and Trainings

Ref: LIC/CO/ITSD/PORTAL/2021-22/EOI-ITER dated 24.02.2022

Sl No.	Para / Clause under Reference as per EOI Document	Content of Para / Clause under Reference as per EOI Document	Query / Suggestions	Response
1.	Primary EOI Document Part 3: Desired area of expertise- Point C Page number: 17	General query on work location	Assumption: Wherever the work location is not mentioned as Mumbai and Suburbs, we assume that the proposed resource can work from anywhere in India	Desired Work Location where ever mentioned, please be guided by the EOI Document. Work Location requirement will be Assignment Specific and will be mentioned when assignment related proposals are invited from Empanelled Firms.
2.	Primary EOI Document Part 3: Desired area of expertise- Point C Page number: 17	General query on number of profiles	For all the categories how many profiles are needed? Request you to please provide the number of profiles needed per category	Please refer to the Section 4.2 Score Sheets where maximum marks against each category are distinctly mentioned. Based on that, the number of submissions of profiles is to be decided by the bidder for each category that bidder has decided to apply for.
3.	Primary EOI Document Part 3: Desired area of expertise- Point C Page number: 17	General query	Our client references and PO's are under strict NDA's, instead can we provide self declaration/certification?	Please be guided by the EOI Document.

Sl No.	Para / Clause under Reference as per EOI Document	Content of Para / Clause under Reference as per EOI Document	Query / Suggestions	Response
4.	Primary EOI Document Section 2.2: Empanelment period, Page 10	LIC may require the Empanelled firms, based on the need of the assignment to provide software development resources (developers, Business Analyst, Technical lead, etc.) apart from services of the experts' resources to facilitate some assignment when so required. The cost proposal for such resources may be invited along with cost proposal for expert resources for the identified assignment or later.	Do you also need profiles for BA/Product owner? If yes then what will be the experience range and the domain experience required. Will it be BFSI or Insurance only?	Firms may submit the profiles as per the area of expertise required in the EOI Document.
5.	Primary EOI Document Part 3: Desired Areas of Expertise - Group J - (Page No. 19)	Open Source -Testing and Automation, Automated data driven functional test Selenium Tests/ Test Automation with Frameworks. JMeter. Evaluation to consider number of Active Clients where services are provided	Is the Jmeter tool is indicative of Non-functional test requirements like performance testing (load, stress, etc.) or is it limited to only Jmeter tool?	It is Indicative only.
6.	Primary EOI Document Part 3: Desired Areas of Expertise - Group J - (Page No. 19)	Open Source -Testing and Automation, Automated data driven functional test Selenium Tests/ Test Automation with Frameworks. JMeter. Evaluation to consider number of Active Clients where services are provided	Is data driven function test framework a standard framework to be used for Automation or other automation frameworks like BDD framework, keyword driven, etc. are also covered in it?	Yes
7.	Primary EOI Document Section 4.1 - bullet point 'h' - (Page No. 23)	Profile demonstrative expertise in the required area based on earlier assignments: Technical score based on Past assignments and profile and upon evaluation based on the following criteria (as applicable to the assignment and area): Automated data-driven functional test harnesses with coverage of at least 90% of scenarios and integrated into CI/CD pipeline	The test coverage criteria of 90% are for the entire functional suite or only for the regression scenarios?	This will be Assignment Specific and will be mentioned when assignment related proposals are invited from Empanelled Firms.

Sl No.	Para / Clause under Reference as per EOI Document	Content of Para / Clause under Reference as per EOI Document	Query / Suggestions	Response
8.	Primary EOI Document Section 4.2 - Table B - SL No. 4 (Page No. 24)	Interview, presentation, problem/challenge approach, Multiple MobileTechnology expertise.	In the context of Niche Firms offerings for QA, Testing and Automation, what does the 'Multiple Mobile Technology expertise' part signify? Are there also requirements around Mobile Apps Test Automation expertise?	Mobile Technology expertise where relevant.
9.	Primary EOI Document 2.1 Eligibility Criteria, Pg. No. 7-9	Eligibility criteria no. 2(a), 2(b) & 2(c)	Our understanding is that the bidder needs to meet any one out of these three criteria (and not all), irrespective of what scope the bidder seeks to get empanelled for. Please clarify.	If the bidder has applied for multiple categories then the bidder has to meet the eligibility criteria separately for each category that it has applied for.
10.	Primary EOI Document 2.1 Eligibility Criteria 2(a), Pg. No. 7	Assignments start date 01.04.2019 Onwards	Considering limited Project implementation due to Pandemic, we request you to allow bidders to quote for customer references from last 7 year time frame i.e. For projects undertaken from 01.01.2015.	Please be guided by the EOI document.
11.	Primary EOI Document 2.1 Eligibility Criteria 2(b), Pg. No. 8	Assignments start date 01.04.2020 Onwards	Considering limited Project implementation due to Pandemic, we request you to allow bidders to quote for customer references from last 7 year time frame i.e. For projects undertaken from 01.01.2015.	Please be guided by the EOI document.
12.	Primary EOI Document 2.1 Eligibility Criteria 2(c), Pg. No. 8	Assignments start date 01.01.2021 Onwards	Considering limited Project implementation due to Pandemic , we request you to allow bidders to quote for customer references from last 7 year time frame i.e. For projects undertaken from 01.01.2015	Please be guided by the EOI document.

Sl No.	Para / Clause under Reference as per EOI Document	Content of Para / Clause under Reference as per EOI Document	Query / Suggestions	Response
13.	Primary EOI Document Part 3 B, Pg. No. 16	Only Firms empanelled under Group A will be considered for empanelment under this Group.	For the purpose of clarity, we request you to put such specification in the remaining sections (A & C to R).	Please be guided by the EOI document.
14.	Primary EOI Document Part 3 D-F, H, J, L-N & P-R, Pg. No. 17-23	Assignment start date	Considering limited Project implementation due to Pandemic, we request you to allow bidders to quote for customer references from last 7 year time frame i.e. For projects undertaken from 01.01.2015	Please be guided by the EOI document.
15.	Primary EOI Document 4.2 Table C, Pg. No. 25	Trainer Profile for the desired areas of expertise, no of Years as trainer, No of Session/Participants in the desired area in 2020 onwards, Clientele. Certifications	Can you please give a breakup of the 40 points allotted herein? As in how many points for each year of experience, for each session conducted, each client, each certification, etc.	Relevant Trainer Experience: 20 Clientele/Session : 10 Certifications (Relevant) : 10
16.	Primary EOI Document Page 14, Clause 3 PART 3: DESIRED AREAS OF EXPERTISE	The scope of work for inviting Expression of Interest (EOI) for Empanelment of IT Expert Resources, Professionals and Consultants to provide need based technical and professional IT Support and Trainings, is mentioned below	We understand that the bidder has to comply with Empanelment Eligibility Criteria Requirements with either of the following: If Complying to Clause 2A - Resource Skill set as per Group A, B, C, G, I, K Or If Complying to Clause 2B - Resource Skill set as per Group D, E, F, H, J, L, M, N, P, Q, R Or If Complying to clause 2C - Resource Skill set as per Group O.	If the bidder has applied for multiple categories then the bidder has to meet the eligibility criteria separately for each category that it has applied for.

Sl No.	Para / Clause under Reference as per EOI Document	Content of Para / Clause under Reference as per EOI Document	Query / Suggestions	Response
17.	Primary EOI Document Part 5 Clause 5.23+B8	The firm may be required to submit PBG of 10% of Purchase Order (PO) value (other than for training or short duration assignments i.e. up to 12 weeks) which is issued having validity of 30 days beyond the duration mentioned in the Purchase Order (including maintenance period). This PBG shall be submitted within 10 days after receiving PO. Separate PBG shall be submitted for every Purchase Order issued to the firm. PBG(s) will be extended with suitable duration as specified by LIC, in case the project time lines are extended for any reasons.	As per Min. of Finance OM No. F.9/4/2020-PPD dated 12th Nov. 2020; PBG rate had been fixed at 3%. Kindly clarify/ confirm if the rate of PBG can be revised.	PBG Requirement will be Assignment Specific and will be mentioned when assignment related proposals are invited from Empanelled Firms.
18.	Primary EOI Document Sl No. 2.1, Pg. 7	Eligibility Criteria Legal Entity	Please inform whether it is mandatory to participate in all categories or bidder can participate in any one of category? Like we can participate in technology consult category.	It is not mandatory to participate in all the categories. The bidder may apply for a single or multiple categories based on its available expertise.
19.	Primary EOI Document 2.1 (a), Pg. 7	Profile of expert resources: Brief submission of Recent relevant successfully completed assignments demonstrating the desired expertise mentioned in Part 3, - Desired Area of expertise. Assignments start date 01.04.2019 Onwards	We hereby request you to consider assignments start date from 01.04.2017. Since Due to Covid situation many of the project got delayed in execution	Please be guided by the EOI document.
20.	Primary EOI Document Part 3, Pg. 7	Desired Area of Expertise	Please clarify that bidder can participate any of the category or required to participate all of the categories.	It is not mandatory to participate in all the categories. The bidder may apply for a single or multiple categories based on its available expertise.

Sl No.	Para / Clause under Reference as per EOI Document	Content of Para / Clause under Reference as per EOI Document	Query / Suggestions	Response
21.	Primary EOI Document Form 9, Pg. 45	Indicative Cost as Per Earlier Assignments/Empanelment for the Mentioned Areas Group Wise.	Please clarify that why it is required PO reference of earlier assignment in indicative cost. The cost quoted earlier assignments may or may not valid in current scenario.	Please be guided by EOI Document.
22.	Primary EOI Document Sl. No. 2.1, Pg. 7	Eligibility Criteria	As per Policy Circular No. 1(2) (1)/2016-MA dated 10.03.2016 issued by GOI and F.20/2/2014-PPD (Pt) dated 20.09.2016, we are requesting for relaxation of prior experience for us. We come under MSME, NSIC & Start up certified.	Please be guided by EOI Document.
23.	Primary EOI Document	General Query	Kindly let us know the duration of Empanelment.	Please refer to Section 2.2, page no. 9 of the EOI Document.
24.	Primary EOI Document Sl. No. 2.1, 2(c) Pg. 8	Technology Trainers with: (i) Minimum 5 years of relevant experience in the relevant area of expertise as Lead Trainer and (ii) Minimum 10 years of technology experience.	Can companies apply or are individual trainers preferred? XXXXX is a training company, already empanelled with LIC for functional and HR trainings. XXXX can provide a large pool of technical trainers.	Please be guided by EOI Document.
25.	Primary EOI Document Sl. No. 2.1, Pg. 7	Eligibility Criteria	Can a company apply only for one of the three categories, for example, 2 (c) Trainers?	The bidder may apply for a single or multiple categories based on its available expertise.

Sl No.	Para / Clause under Reference as per EOI Document	Content of Para / Clause under Reference as per EOI Document	Query / Suggestions	Response
26.	Primary EOI Document Sl. No. 2.2, Pg. 10	Empanelment Period Work will be assigned through a lump sum contract to Empanelled vendor after inviting competitive technical commercial Proposal from eligible Empanelled software service providers.	At this point, do we have an estimate of: (a) the frequency at which technical commercial proposals may be invited in a year (b) volume of work or approximate number and days of sessions	Empanelment/Registration of firms does not assure that service contract will be issued to the software service provider /vendor/vendors. Separate Technical-Commercial quotation will be asked from Empanelled software service providers as and when services will be required to be procured.
27.	Primary EOI Document Part 3, Pg. 20	Desired Area of Expertise: Section O Expert Trainers (Any one or multiple areas) - Information Security - Java Full stack with Spring Framework - Redhat BRMS & JBoss 7 EAP , RHEL 7 and above	At this point, do we have an estimate of: (a) duration (number of days of training) (b) mode of trainings (online or classroom) (c) target learners - which roles will require the training	Empanelment/Registration of firms does not assure that service contract will be issued to the software service provider /vendor/vendors. Separate Technical-Commercial quotation will be asked from Empanelled software service providers as and when services will be required to be procured.
28.	Primary EOI Document Part 3, Pg. 7	Desired Area of Expertise: Table	Will all the Vendor need to complete all the criteria mentioned under clause PART 2: EMPANELMENT CRITERIA, or can only apply for one of the groups mentioned in Part 3 from Group A-Group R. So it the Group or Area we should consider?	If the bidder has applied for multiple categories then the bidder has to meet the eligibility criteria separately for each category that it has applied for.

Sl No.	Para / Clause under Reference as per EOI Document	Content of Para / Clause under Reference as per EOI Document	Query / Suggestions	Response
29.	Primary EOI Document Part 3, Pg. 14	Desired Area of Expertise: Firm and Work Location: Mumbai and Suburbs	We are based out of Bangalore and we serve our clients across India and Globe. Also, since these resources are not requested to be working from LIC premises, we request relaxation in location clause and allow us to work from our location.	Desired Work Location where ever mentioned please be guided by the EOI Document. Work Location requirement will be Assignment Specific and will be mentioned when assignment related proposal are invited from Empanelled Firms.
30.	Primary EOI Document Part 3, Pg. 14	The scope of work for inviting Expression of Interest (EOI) for Empanelment of IT Expert Resources, Professionals and Consultants to provide need based technical and professional IT Support and Trainings, is mentioned below:	The resource details provided in the tender may vary while providing the actual resource. Hope this is fine. Resources quoted during empanelment may leave and different resource may come up.	Yes, provided the resources that may come up must fulfill the requirements as stated exclusively in this EOI document.
31.	Primary EOI Document Sl. No. 5.2, Pg. 26	Right to Terminate the Process: LIC may terminate the EOI process and the resultant Empanelled panel created at any time and without assigning any reason. LIC makes no commitments, express or implied, that this process will result in a business transaction with anyone.	Need to provide at least 90 days notice or 3 months before termination.	Please be guided by the EOI document.
32.	Primary EOI Document	General Query	What is the exact requirement of IT services, support and training so that we can fill the financial bid accordingly?	The exact requirement will be shared with the empanelled bidders at a later date.

Sl No.	Para / Clause under Reference as per EOI Document	Content of Para / Clause under Reference as per EOI Document	Query / Suggestions	Response
33.	Primary EOI Document	General Query	According to the EOI of the above said tender, you have mentioned various different technologies. Our query is whether the bidder has to provide all the services or we can choose according to the services that we provide.	The bidder may apply for a single or multiple categories based on its available expertise.
34.	Primary EOI Document	General Query	We are a startup organization established in September 2020 being a proprietorship firm. Are we eligible to participate in this tender?	Please refer to section 2.1 Eligibility Criteria of the EOI Document.
35.	Primary EOI Document	General Query	What are the eligibility criteria to participate in this tender?	Please refer to section 2.1 Eligibility Criteria of the EOI Document.
36.	Primary EOI Document	General Query	Can you please help us with the list of documents that we have to submit for this tender?	Please refer the Primary EOI Document.
37.	Primary EOI Document	General Query	We are an online platform and we give services online only. Are we eligible to participate in this tender?	Please be guided by the EOI Document.
38.	Primary EOI Document	General Query	What is the duration of the services that we have to provide?	Please refer the Primary EOI Document.
39.	Primary EOI Document	General Query	What are the payment criteria?	Please refer the Primary EOI Document.

Sl No.	Para / Clause under Reference as per EOI Document	Content of Para / Clause under Reference as per EOI Document	Query / Suggestions	Response
40.	Primary EOI Document	General Query	How many students will be there in a batch and how many batches will be there?	The requirements will be shared with the empanelled bidders at a later date.
41.	Primary EOI Document	General Query	What will be the age or age group of the students?	The requirements will be shared with the empanelled bidders at a later date.
42.	Primary EOI Document	General Query	Is LIC interested in service providers to maintain existing Chatbot deployments or new firms that can create and implement AI / ML Chatbot?	LIC is open to the idea that new firms may create and implement AI/ML chatbot.
43.	Primary EOI Document	General Query	Can we bid only for AI / ML Chatbot since we are not eligible to bid for other categories?	Yes.
44.	Primary EOI Document	General Query	Does an organization need to get empanelled in the specific area itself (Expert technical resource/niche firm/trainer) to pick up the corresponding workloads? Or let's say if they have been empanelled in Niche Firm category, then in the future, workloads pertaining to expert technical resources can also be picked up?	Please be guided by the EOI Document. The empanelment will be based on the Submissions for the specific category.
45.	Primary EOI Document	General Query	Can an organization apply to get empanelled in multiple categories?	Yes.

MINUTES OF PRE-BID MEETING

Ref: LIC/CO/ITSD/PORTAL/2021-22/EOI-ITER/PBM

DATE: 16.03.2022

Sl No.	Para / Clause under Reference as per EOI Document	Content of Para / Clause under Reference as per EOI Document	Query / Suggestions	Response
46.	Primary EOI Document	General Query	Can you please confirm if a firm can participate for only in one of the following groups, and in any sub-set of the groups: 1. Technology expert/consultant or 2. Niche Technologies Firms in Life Insurance and Digital Domain or 3. Trainers	The bidder may apply for a single or multiple categories based on its available expertise.
47.	Primary EOI Document Part 3, Pg. 14	Desired Area of Expertise: Firm and Work Location: Mumbai and Suburbs	It's been mentioned as below: Firm and Work Location: Mumbai and Suburbs. Could you elaborate the above "Firm and Work Location"?	Firm Location (Bidder) : Office of the Firm to be in Mumbai and Suburbs. Work Location (LIC) : LIC's Assignment Delivery and Work Location is in Mumbai and Suburbs.
48.	Primary EOI Document Section 4.2 , Pg. 24	Score Sheets: Table A, Expert Resources, Sl. No. 2	It's been mentioned as below: Group B & E No of Qualified Resource Available in Mumbai meeting the requirement. 2 Marks for every resource Could you elaborate the above?	Please refer to the score sheet where maximum marks under the mentioned category are given as 40. Therefore, 2 marks will be awarded per resource to a submission of maximum of 20 resources.

MINUTES OF PRE-BID MEETING

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DATE: 16.03.2022

Sl No.	Para / Clause under Reference as per EOI Document	Content of Para / Clause under Reference as per EOI Document	Query / Suggestions	Response
49.	Primary EOI Document Section 2.2 , Pg. 10	Empanelment Period	It's been mentioned that the empanelment period is for a period of 3 years. Could you please confirm that when a consultant is placed at LIC, it will be for a mutually agreed period or the duration of the service contract will be for a considerable amount of minimum value (which can be mutually agreed) based on the contract?	Empanelment/Registration of firms does not assure that service contract will be issued to the software service provider /vendor/vendors. Separate Technical-Commercial quotation will be asked from Empanelled software service providers as and when services will be required to be procured. Engagement duration will be purely assignment specific.
50.	Primary EOI Document	General Query	Do we have to submit the client reference for the (niche) firm/expert resources along with the EOI bid or could it be submitted later during the techno-commercial evaluation/assignment of service contract?	Please refer Section 4.2 Score Sheets, Table B: Niche Firms, pg no. 24 of the EOI document.
51.	Primary EOI Document	General Query	If a firm wants to bid for expert resources in a certain area of expertise, could the client reference be for the project team/company of which the resource was a part/lead?	Yes , the expert resource must be part of the assignment/reference submitted to be considered as valid reference.

(DEPUTY SECRETARY, IT/SD)

***** End of Document *****