

Brief Description of Procurement:	Request for Proposal (RFP) for providing Chatbot- Software as a service in the domains of artificial intelligence, cognitive learning and machine learning for LIC of India
Bid Ref:	Ref: LIC/CO/ITSD/PORTAL/2022-23/CB-RFP dated 24.06.2022
Date and Time of Pre-Bid Meeting	1 st July, 2022 at 11.30 Hrs.
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. Mr. Sudhanshu Shekhar, Chief (IT/SD)
2. Ms. Monica V. Jagdhari, Secretary (IT/SD)
3. Mr. Pramod Kumar, Deputy Secretary (IT/SD)
4. Mr. Saurav Ganguli, AAO (IT/SD)
5. 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, Technical criteria, scoring, POC use cases 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 RFP 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.	Amazon Web Services	Mr. Varun Karulkar
2.	Avaamo Technologies Private Limited	Mr. Jay Vilayil
3.	Celebal Technologies Private Limited	Mr. Prakhar Birla, Mr. Nishant Chaudhry, Mr. Prankul, Ms. Brynelle
4.	Cloudstrats Technologies Private Limited	Ms. Nisha Yadav, Mr. Gaurav Gaware
5.	Cogno AI	Ms. Manvitha Reddy, Ms. Disha
6.	CoRover	Mr. Hira Tiwari, Mr. Abhishek Sharma
7.	Haptik	Mr. Gaurav Bhatia
8.	Karix	Mr. Jay Chawda, Mr. Gyanendra Dubey, Mr. Mufaddal, Mr. Sushil
9.	KeyPoint Technologies India Private Limited	Mr. Sachin
10.	Linkwell Telesystems Private Limited	-
11.	Netxcell Limited	Mr. Ashraf Jamal
12.	Rydot Infotech Private Limited	Mr. Prasenjit
12.	Senseforth AI Research Private Limited	Mr. Abhishek Gupta
13.	ValueFirst Digital Media Private Limited	Mr. Rohit Raina

Annexure_Pre_Bid_Queries

Clarifications in regards to queries / suggestions received for RFP Document for providing Chatbot- Software as a service in the domains of artificial intelligence, cognitive learning and machine learning for LIC of India
Ref: LIC/CO/ITSD/PORTAL/2022-23/CB-RFP dated 24.06.2022

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 RFP Document Section 4.2: Technical and Functional Specifications for POC and scoring: Table Sl. No. 3: UI/UX Page number: 20	Flexibility to move the bot anywhere on web or mobile screen to be showcased.	Same bot to be deployed on two platforms or the ability of bot to toggle between one platform to another?	The chatbot icon must have the capability to slide/move and place anywhere on the display screen. Whichever device has a display screen, the capability must be present.
2.	Primary RFP Document Section 4.2: Technical and Functional Specifications for POC and scoring: Table Sl. No. 4: Voice Capability Page number: 20	Auto Speech Recognition, Custom/Domain keyword trainable Multi-speaker identification Ability to translate in real time Sentiment Analysis Intelligent Topic identification Multi-intent identification entity and meta-data identification	Need confirmation from delivery team	Please be guided by the RFP document.
3.	Primary RFP Document Section 4.2: Technical and Functional Specifications for POC and scoring: Table Sl. No. 5: Dialog Flow Management Page number: 20	Predefined work flows like greeting on entry or exit, response to cuss words, error messages on no internet etc. Ability to handle negative sentences - e.g. "I don't want to pay EMI".	Word cloud of cuss words, error messages and negative sentences would be provided to us?	Bidder must showcase their solution with the desired capability as mentioned in the section.

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4.	Primary RFP Document Section 4.2: Technical and Functional Specifications for POC and scoring: Table Sl. No. 7: Comparison Feature Page number: 20	Product comparison feature is to be showcased	Product comparison of LIC competitors or product comparison of LIC products? How many products to be compared at a time? Feature comparison to be provided by client?	Product Comparison of LIC products is to be showcased. Minimum 2 products and maximum 3 products comparison are to be showcased. Feature comparison details may be obtained by bidder based on the LIC product information available in the public domain.
5.	Primary RFP Document Section 4.2: Technical and Functional Specifications for POC and scoring: Table Sl. No. 10: Authentication Page number: 21	Ability to collect and authenticate data for a particular field or post-login experience. For e.g. Policy Number based, Mobile OTP, email address based etc. for personalized experience	Will there be an API provided for authentication of the data?	Bidder has to showcase the capability using their own solutions and APIs.
6.	Primary RFP Document Section 4.2: Technical and Functional Specifications for POC and scoring: Table Sl. No. 12: Do it Yourself (DIY) Capability for AI Operational Tools Page number: 21	No code platform that allows LIC users to manage bots on pre-trained model for insurance, Tech support, HR domain etc.	Will there be an API requirement for a no code platform?	The requirement is for the demonstration of Do it Yourself (DIY) Capability on the proposed bot platform

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7.	Primary RFP Document Section 4.2: Technical and Functional Specifications for POC and scoring: Table Sl. No. 15: Platform Agnostic Page number: 21	Integration across Multiple Channels and device support to be showcased i.e. 1. Web, 2. Mobile SDK - Android, i-OS, 3. Social Media – WhatsApp Business 4. Voice Controlled VA - Alexa or Google Assistant or SIRI. 5. Facebook Messenger	Need confirmation from delivery team on mobile app SDK	Please be guided by the RFP document.
8.	Primary RFP Document Part 5: Scope of Work Sl. no. vi. Page number: 23	Voice Controlled Virtual Assistant	Need confirmation from delivery team	Please be guided by the RFP document.
9.	Primary RFP Document Section 6.20: removal of LIC Data Page number: 44	The Vendor will not, and will ensure that its Personnel do not: i. Remove LIC Data or allow LIC Data to be removed from premises; or ii. Take LIC Data or allow LIC Data to be taken outside of offices.	Need more clarity (Delivery team has to confirm on on-premise deployment)	Please be guided by the RFP document.
10.	Primary RFP Document Section 3.1: Compliance to Eligibility Criteria, Table Sl. No. 7 : Auto Speech recognition Page number: 18	Bidder must be original software developer / OEM for Auto Speech recognition (ASR), Artificial Intelligence (AI), Machine Learning (ML) and Natural Language Processing (NLP).	Need Confirmation	Please be guided by the RFP document.

Sl No.	Para / Clause under Reference as per EOI Document	Content of Para / Clause under Reference as per EOI Document	Query / Suggestions	Response
11.	Primary RFP Document Section 4.1: Technical Criteria and Scoring Table Sl. No. 3 : Deployment Models Page number: 19	Minimum Requirement: Cloud, On-Premise and Hybrid	Need confirmation	Refer Corrigendum,
12.	Primary RFP Document Section 3.1: Compliance to Eligibility Criteria, Table Sl. No. 8 Page number: 18	The bidder must provide reference of 5 active clients for whom the bidder has implemented chatbot as a service solution and is actively being used. Out of 5 Active Clients, 3 Clients must be from BFSI Domain in India and 1 Client must be from Life Insurance Domain in India.	Can we showcase 1 General Insurance, 3 BFSI & 1 Private Entity. Also the bifurcation has been given for only 4 out of 5 clients.	Refer Corrigendum,
13.	Primary RFP Document Part 2: Evaluations of proposals Table Section: Evaluation of Proof of Concept (POC) Page number: 16	Eligible firms will be invited to give a demonstration on the proposed Solution based on the use cases (provided by LIC) and the technical presentation to an evaluation committee.	We assume that the demonstration will be of an existing system(s) to demonstrate the similar capabilities that are mentioned in Scope and doesn't require building a prototype	Yes, demonstration will be of an existing system(s) to showcase the required capabilities. However, demonstration of use cases provided by LIC is to be showcased mandatorily.
14.	Primary RFP Document Section 3.1: Compliance to Eligibility Criteria, Table Sl. No. 8 Page number: 18	The bidder must provide reference of 5 active clients for whom the bidder has implemented chatbot as a service solution and is actively being used. Out of 5 Active Clients, 3 Clients must be from BFSI Domain in India and 1 Client must be from Life Insurance Domain in India.	We request you to please provide exemption for the point stated under Technical criteria Bidders Active Clients as on date of RFP to have minimum 5 clients, as we are approved startup by DIPP/DPITT (Startup India, GOI)	Refer Corrigendum,

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15.	Primary RFP Document Section 6.3: Services Location Page number: 27	The bidder offers to provide the Services to LIC at Mumbai and / or at such locations as may be required by LIC.	We are based out of Bangalore and we serve our clients across India and Globe. Also, since these resources are not required to be working from LIC premises, we request relaxation in location clause and allow us to work from our location.	The resources are required as off-site only.
16.	Primary RFP Document	General Query	<p>How many total active users? Average Daily, monthly, peak?</p> <p>How many total active users on Website? Average Daily, monthly, peak active users?</p> <p>How many total active users on Mobile app? Average Daily, monthly, peak active users?</p> <p>How much is the current call volume? Average Daily, monthly, peak?</p> <p>How much is the current Email volume? Average Daily, monthly, peak?</p>	<p>LIC Existing Chatbot: (Information Purpose Only)</p> <p>Average Queries 48000-60,000 – Daily / 15-18 Lacs monthly.</p> <p>Average Users 7,000-8000 – daily 2-3 Lacs monthly.</p> <p>----- For sizing , please be guided by the stated requirement of 100 Queries per second in the RFP .</p>
17.	Primary RFP Document Section 3.1: Compliance to Eligibility Criteria, Table Sl. No. 8 Page number: 18	<p>The bidder must provide reference of 5 active clients for whom the bidder has implemented chatbot as a service solution and is actively being used.</p> <p>Out of 5 Active Clients, 3 Clients must be from BFSI Domain in India and 1 Client must be from Life Insurance Domain in India.</p>	We request to make 1 BFSI and rest commercial.	Refer Corrigendum.

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18.	Primary RFP Document Section 6.2: Option to extend contract period Page number: 27	The Contract Period may be extended by LIC, if LIC desires on annual basis at the same price. Any extension exercised in accordance with the contract/purchase order takes effect from the end of the then current Contract Period.	Kindly please consider to revise the pricing in case there is any statutory increase in cost.	Please be guided by the RFP document.
19.	Primary RFP Document Section 6.11.2: Right in vendor's pre-existing IPR Page number: 31	Under such license, either of the parties will have no right to sell the pre-existing work of the other party to a Third Party. LIC's license to pre-existing work is conditional upon its compliance with the terms of this Agreement and the perpetual license applies solely to the pre-existing work that bidder leaves with LIC at the conclusion of performance of the services.	Kindly please consider to delete this part as not applicable to the current services.	Please be guided by the RFP document.
20.	Primary RFP Document Section 6.11.4: Remedy for breach of warranty Page number: 31 & 32	<p>If someone claims, or LIC reasonably believes that someone is likely to claim, that all or part of the Warranted Materials infringe their Intellectual Property Rights, the Vendor will, in addition to the indemnity under clause 6.15 and to any other rights that LIC may have against it, promptly, at the Vendor's expense:</p> <p>a. Use its best efforts to secure the rights for LIC to continue to use the affected Warranted Materials free of any claim or liability for infringement; or</p> <p>b. Replace or modify the affected Warranted Materials so that the Warranted Materials or the use of them does not infringe the Intellectual Property Rights of any other person without any degradation of the performance or quality of the affected Warranted Materials.</p> <p>c. The Vendor will indemnify LIC against all third-party claims of infringement of patent, Intellectual Property Rights, trademark, copy right or industrial design rights arising from use of the Vendor's Solution or any part thereof throughout the Offices of LIC, including but not limited to the legal actions by any third party against LIC.</p>	Kindly please consider to include "In case it is not possible for Vendor to remedied the breach under sub clause (a) & (b) of clause 6.11.4, Vendor shall forthwith terminate the Agreement with immediate effect .	Please be guided by the RFP document.

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21.	Primary RFP Document Section 6.11.5: Patent rights and other Litigation Costs Page number: 31	In the event of any claim asserted by a third party of infringement of copyright, patent, trademark or industrial design rights arising from the use of the systems or any parts thereof with relation to the contract deliverables, in LIC's country, the Vendor will act expeditiously to extinguish such claim. If the Vendor fails to comply and LIC is required to pay compensation to a third party resulting from such infringement, the Vendor will be responsible for the compensation including all expenses (court costs and lawyer fees). LIC will give notice to the Vendor of such claim, if it is made, without delay as when received.	Kindly please consider to restrict our Indemnity liability for any infringement restricted to Jurisdiction of India only.	Please be guided by the RFP document.
22.	Primary RFP Document Section 6.12.3: Obligation to Pay Page number: 34	LIC will pay to the Vendor for the deliverables & Services, subject to: a. Subject to the clause 6.12; and b. The deliverables & Services meeting the SLA.	Kindly consider - any such SLA failures to be notified by LIC in advance before the invoicing cycle.	Please be guided by the RFP document.
23.	Primary RFP Document Section 6.12.4: Liquidated Damages Page number: 34	There shall be a penalty for non-adherence to the time schedule as per section 7 - Service Level Agreement. The total penalty will be capped at 10 % of the total contract value. Once the maximum deduction is reached, LIC may consider termination of the Agreement.	Kindly consider delivery failures due to uncontrollable factors or beyond the control of Services provider to be excluded from penalty.	Please be guided by the RFP document.

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24.	Primary RFP Document Section 6.14: Indemnity Page number: 36	Subject to Clause 6.14.1, Vendor will undertake to indemnify LIC from and against all losses on account of bodily injury, death or damage to tangible personal property arising in favour of any person, corporation or other entity (including LIC) attributable to the Vendor's negligence or willful default in performance or non-performance under the contract.	Kindly please restrict the Indemnity liability to third party claims. Non-performance liability is already covered elsewhere in the Agreement.	Please be guided by the RFP document.
25.	Primary RFP Document Section 6.15: Liability Page number: 38	The bidder's aggregate liability in connection with obligations, undertaken as a part of this project regardless of the form or nature of the action giving rise to such liability, shall be limited to the Total Cost of Ownership (TCO) of the project. The bidder's liability in case of third-party claims against the LIC resulting from breach of confidentiality, Willful Misconduct or Gross Negligence of the bidder, its employees and subcontractors or from third party claims resulting from infringement of patents, trademarks, copyrights or such other Intellectual Property Rights shall be unlimited.	Liability too high as the contract is for 5 years .Kindly please consider to cap the liability to one year contract value.	Please be guided by the RFP document.
26.	Primary RFP Document Section 6.16: Confidentiality and privacy Page number: 41	Confidentiality and Privacy	Dear Sir, kindly make this mutual as we will also be sharing our confidential information during the bidding process.	Please be guided by the RFP document.

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27.	Primary RFP Document Section 6.19.2: Security Clearance Page number: 44	LIC may, from time to time, notify the Vendor of the level of security or access clearance applicable to the Vendor's Personnel, and the date from which, or the period during which, that clearance will be effective and the Vendor must comply with and ensure its Personnel act in accordance with that notice.	Please specify list of security procedures or certifications required?	To be intimated to the successful bidder at a later stage.
28.	Primary RFP Document Section 6.21: Force Majeure or Unforeseen Events Page number: 44	Force Majeure or Unforeseen Events	Kindly consider to include epidemics as Force Majeure event	Please be guided by the RFP document. Government of India guidelines is followed in such circumstances.
29.	Primary RFP Document Section 6.22: Dispute Resolution Page number: 46	Dispute Resolution	Kindly please consider to allow appeal against the decision of the Executive Director (ITSD) if required.	Please be guided by the RFP document.
30.	Primary RFP Document Section 6.23.2: Page number: 47	Termination and Reduction for Convenience: LIC may, at any time, by a prior written notice of 30days, terminate the contractor and / or reduce the scope of the Services.	Kindly please make this clause mutual and consider for 60 days' notice.	Please be guided by the RFP document.
31.	Primary RFP Document Section 6.23.3: Page number: 47	Termination by LIC for Default	Kindly please make this clause mutual as we may also have to terminate in certain situations and in case of any contractual breach from Customers side.	Please be guided by the RFP document.

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32.	Primary RFP Document Part 7: Page number: 55	Service Level Agreement	Uncontrollable factors for non-delivery SLA failure to be excluded from penalty. Penalty to be in proportion to the anticipated loss for such failure.	Please be guided by the RFP document.
33.	Primary RFP Document Part 5: Scope of Work Sl. no. iii. Page number: 22	Service Function APIs	Dear Sir, please confirm number of integrations envisaged and the type of API's for integration with various channels mentioned?	Please be guided by RFP and Corrigendum
34.	Primary RFP Document Part 5: Scope of Work Page number: 23	The Chatbot must understand and solve customer queries and supervised learning model must be implemented for internal training of the chatbot.	Dear Sir, please confirm the intents which have to be considered in the design of such a unstructured bot.	Please refer to the revised commercial annexure under corrigendum where numbers of intents are highlighted by LIC.
35.	Commercial Bid Annexure	Commercial Bid Annexure	Dear Sir, please specify WhatsApp business charges as a separate line item with user initiated and business initiated messages as per latest WhatsApp pricing policies	Refer Corrigendum.
36.	Primary RFP Document Section 3.1: Compliance to Eligibility Criteria, Table Sl. No. 7 Page number: 18	Bidder must be original software developer / OEM for Auto Speech recognition (ASR), Artificial Intelligence (AI), Machine Learning (ML) and Natural Language Processing (NLP).	Dear Sir, as prime bidder we are developing solutions based on our tech partnership with the OEM for all conversational AI solutions. Kindly consider this to ensure that LIC gets the best in class solution assuring the success of this project.	Please be guided by the RFP document.

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37.	Primary RFP Document	General Query : Live Agent	How many live agents are required for the use cases mentioned in RFP?	Chatbot should have the capability to integrate with the Live Agent provisioned by LIC.
38.	Primary RFP Document	General Query : Use Case Scenarios	<p>Can you specify some NLP use cases and how many keywords to consider for NLP intent identification</p> <p>Can you categorize the NLP keywords on the basis of responses as how many Simple, Medium and Complex response would be?</p> <ul style="list-style-type: none"> • Simple - If the response is just in the form of plain text, Video, Image or PDF. • Medium - Multiple NLP conversation and simple actionable messages. • Complex - Multiple NLP conversation and complex actionable messages. 	The Use case document will be shared with the eligible bidders.
39.	Primary RFP Document	General Query : Use Case Scenarios / Transactions	Is the purchases and bookings confirmation sent instantly or it is just a lead generation, which will be processed and the confirmation will be shared separately as a push notification.	The Use case document will be shared with the eligible bidders.
40.	Primary RFP Document	General Query : Use Case Scenarios / Online Payments	What are all the different payment methods & payment gateway considered?	The Use case document will be shared with the eligible bidders.
41.	Primary RFP Document	General Query : Use Case Scenarios / Enabling conversational forms and gathering data through WhatsApp	How many forms or use cases considered for gathering data from end user?	The Use case document will be shared with the eligible bidders.

Sl No.	Para / Clause under Reference as per EOI Document	Content of Para / Clause under Reference as per EOI Document	Query / Suggestions	Response
42.	Primary RFP Document	General Query : Admin Module /Backend: Enabling conversational forms and gathering data through WhatsApp	How many forms or use cases considered for gathering data from end user?	The Use case document will be shared with the eligible bidders.
43.	Primary RFP Document Section 3.1: Compliance to Eligibility Criteria, Table Sl. No. 7 Page number: 19	Bidder must be original software developer / OEM for Auto Speech recognition (ASR), Artificial Intelligence (AI), Machine Learning (ML) and Natural Language Processing (NLP).	We request you to please also allow authorized partner of the OEM to participate too in this tender.	Please be guided by the RFP document.
44.	Primary RFP Document Section 3.1: Compliance to Eligibility Criteria, Table Sl. No. 8 Page number: 18	The bidder must provide reference of 5 active clients for whom the bidder has implemented chatbot as a service solution and is actively being used. Out of 5 Active Clients, 3 Clients must be from BFSI Domain in India and 1 Client must be from Life Insurance Domain in India.	We request you to provide relaxation under Startup by DIPP/ MSME, please give us fair chance to participate in this bid	Refer Corrigendum.
45.	Primary RFP Document Section 3.1: Compliance to Eligibility Criteria, Table Sl. No. 8 Page number: 18	The bidder must provide reference of 5 active clients for whom the bidder has implemented chatbot as a service solution and is actively being used. Out of 5 Active Clients, 3 Clients must be from BFSI Domain in India and 1 Client must be from Life Insurance Domain in India.	Can you please remove the requirement of 1 Life Insurance Domain client in India?	Please be guided by the RFP Document.
			Can you please make it to 2 BFSI clients, instead of 3 BFSI clients.	Please be guided by the RFP Document.
			Can you please consider BFSI client outside India?	Please be guided by the RFP Document.
			Is that Chatbot in delivery counted? In other words, a Bank has issued PO, and delivery is on-going.	Refer Corrigendum.
			Is Paid POC completed in past counted in this?	Accepted.
			If we have Insurance client from other countries apart from India? Is that counted in BFSI?	No.

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46.	Primary RFP Document Section 4.1: Technical Criteria and Scoring Table Sl. No. 1 Page number: 19	Bidder's Experience (Completed Years as on date of RFP)	Chatbot is a technology that is existing since 3-5 years, Can you please give 10 marks to 3-5 years?	Please be guided by RFP and Corrigendum
47.	Primary RFP Document Section 4.1: Technical Criteria and Scoring Table Sl. No. 4 : Deployment Models Page number: 19	Chatbot Transactional Capabilities in Deployed Clients	Is Paid POC completed in past counted in this?	Refer Corrigendum.
48.	Primary RFP Document Section 4.2: Technical and Functional Specifications for POC and scoring: Table Sl. No. 4: Voice Capabilities Page number: 20	Multi Speaker Identification	In Chatbot, how will Multi-speaker identification be used?	This is desired to remove the backend noise.
49.	Primary RFP Document Section 4.2: Technical and Functional Specifications for POC and scoring: Table Sl. No. 15: Platform Agnostic Page number: 21	Integration across Multiple Channels and device support to be showcased i.e. 1. Web, 2. Mobile SDK - Android, i-OS, 3. Social Media – WhatsApp Business 4. Voice Controlled VA - Alexa or Google Assistant or SIRI. 5. Facebook Messenger	Does Chatbot need to be launched in WhatsApp? Can you please confirm channels?	Yes , desired on all the mentioned channels.

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50.	Primary RFP Document Section 4.2: Technical and Functional Specifications for POC and scoring: Table Sl. No. 15: Integration Page number: 22	Knowledge Bot to be able to integrate with document repositories and answer queries on the basis of document contents, Can be used by agents and/or employees to quickly find information, Can be used by employees and agents for training.	Does LIC need a separate chatbot for Employee and agents? Can you please confirm how many total Chatbots are required as part of this RFP?	Yes , Chatbot needs to be available for : Visitors/Customers Agents Employees
51.	Primary RFP Document Section 4.3.1: NPV Rule Page Number: 22	NPV Rule	Does it mean that we have to increase the dedicated resource cost by 10% year on year? Why is NPV required, when we have to give separate cost for each year for each BOM?	No , this does not mean that the cost needs be enhanced by 10% year on year . 10% is only stated for the NPV Purpose. The NPV calculation is done based on this discount factor. An xls document being shared to facilitate .
52.	Commercial Bid Annexure	Dedicated Resource/s for Managed Chatbot Services with Development, Monitoring, Maintenance, API Integrations, Reporting and customizations based on change management.	Is the Dedicated resource off-site in vendor's office acceptable? Or the dedicated resource has to be onsite in LIC office?	Off-Site.
53.	Commercial Bid Annexure	Annual Subscription / License for Chatbot as a Service for Omni Channel and unlimited number of queries.	Can you please share current tentative volume of queries/sessions of current LIC chatbot - yearly basis? This gives us some high level idea on current load	LIC Existing Chatbot: (Information Purpose Only) Average Queries 48000-60,000 – Daily / 15-18 Lacs monthly. Average Users 7,000-8000 – daily 2-3 Lacs monthly. ----- For sizing , please be guided by the stated requirement of 100 Queries per second in the RFP .

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54.	Commercial Bid Annexure	Dedicated Hosting Charges Instance Set Up On Cloud for 100 Requests per Second	Is SaaS based multi-tenant hosting acceptable? Or LIC needs dedicated cloud hosting? Typically Managed services accept SaaS based multi-tenant hosting	dedicated cloud hosting
55.	Technical Annexure	Application should be able to integrate with web services and REST/JSON. The solution must be SAAS (Software as a Service). Bidder is expected to give the details of the proposed cloud provider.	Is SaaS based multi-tenant hosting acceptable? Or LIC needs dedicated cloud hosting? Typically Managed services accept SaaS based multi-tenant hosting.	dedicated cloud hosting
56.	Technical Annexure	SAAS is expected to have dedicated environment for app and DB for LIC. LIC should get unrestricted access without any additional cost for the DB in cloud. At a future date, additional back up may be required to be stored at LIC's private cloud. The DB/storage will be given by LIC.	Is SaaS based multi-tenant hosting acceptable? Or LIC needs dedicated cloud hosting? Typically Managed services accept SaaS based multi-tenant hosting. DB can always be deployed on-premises as hybrid architecture.	dedicated cloud hosting
57.	Technical Annexure	Bidder to provide Infrastructure sizing for on-Premises and cloud	Is LIC looking for full on-premise solution?	Refer Corrigendum. Customer/Agent/Employee: Cloud Infra to be provided by the service provider).
58.	Technical Annexure	Bidder to share name of Certified cloud partners to be used for the solution	Is Oracle Cloud, Microsoft Cloud, Google Cloud acceptable?	MEITY Empanelled Cloud Provider.
59.	Scope of Work and Functional Annexure	Ability to co-share for website chat. This is when the Bot transfers to live agent, the agent should be able to take control of the customer's screen	Does LIC expect live chat solution from vendor? If yes, than how many live chat agent license?	No

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60.	Scope of Work and Functional Annexure	Ability for Recognition of scanned documents like Aadhaar, PAN, etc. & extracting information from them.	Does LIC expect OCR services as part of Chatbot solution? Or it is just integrating with third-party OCR services that LIC would provide	OCR to be part of the Chatbot.
61.	Scope of Work and Functional Annexure	Ability for Live chat agent integration with backend UI for live Agents including display of chat history, waiting time, queue, standard responses, FAQs.	Does vendor provide live chat solution or vendor has to integrate with existing live chat solution of LIC?	No
62.	Scope of Work and Functional Annexure	Ability to create custom reports via drag and drop user interface.	Is this mandatory requirement of LIC?	Desired.

(CHIEF, IT/SD)

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