

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 Clarification Meeting	13 th July, 2022 at 12.00 Hrs.
Venue of Clarification Meeting	Hosted virtually at LIC of India, Central Office, IT/SD Department, 3 rd 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 Clarification 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 clarification meeting is as follows:

- i. At the outset, Dy. Secretary (IT/SD), explained the NPV Rule and mentioned that NPV (Net present value) will be used only for commercial evaluation. Payments will be done on actual cost only. The purchase order will be issued on Grand Total Cost of the Commercial Bid. Also, the process of H1 elimination and Online Reverse Auction is explained.
- ii. Further, all components of indicative commercial bid were explained with examples. It was stated that effort estimates once submitted in the indicative commercial bid cannot be changed in Online Reverse Auction (ORA); however, alteration in the rates pertaining to the effort estimates by the bidder is allowed in Online Reverse Auction.
- iii. It was reiterated that Paid Proof of Concept (PoC) with documentary evidence from client will ALSO be considered as a reference of active client while evaluation of eligibility criteria.
- iv. The timelines for implementation of languages will be decided mutually between LIC and the successful bidder. However, it is desired that the existing languages present in LIC Mitra will be incorporated in the upgraded chatbot in the initial deployment of services itself.
- v. The number of 1250 intents is mentioned for informational requirements only. The intents will be considered as same across all languages. The transactional requirements are separately mentioned under column G. Bidder has to ascertain and submit the commercials based on these parameters and their industry experience.
- vi. Under item H (Integration of Channels) of Indicative Commercial Bid, it was clarified that

the item H.i WhatsApp is only required for integration purpose. The WhatsApp Business Platform will be provided by LIC and all associated conversation charges on Whatsapp will be borne by LIC only. Bidder has to ascertain the integration charges only. Also, for live agents (item H.vi – Call Center), only integration capabilities are required and commercials to be quoted accordingly in the indicative commercial bid.

- vii. It is also explicitly clarified that wherever the word “chatbot” is being used or mentioned during the meeting and/or in tender document; it is meant to be understood that it is inclusive of voice capabilities.
- viii. While ascertaining Annual Subscription Cost, bidder must quote the enterprise cost for all the chatbots i.e. customer, agent and employee across all the channels. It is to be noted that all the three chatbots will have differentiated UI/UX and will be deployed at different locations.
- ix. Keeping in view the enhanced customer services in insurance domain, it is desired by LIC that the chatbot is equipped with OCR capability.
- x. In transactional requirements, wherever integration related service is desired, it was clarified that payment gateway, SMS gateway, email gateway etc. will be provided by LIC.
- xi. Regarding subcontracting, it was once again clarified that the Bidder must be original software developer / OEM for Auto Speech recognition (ASR), Artificial Intelligence (AI), Machine Learning (ML) and Natural Language Processing (NLP). Subject to the conditions listed in this RFP and herewith, the Bidder may propose to use Subcontractor(s) to make a complete offer to perform cloud hosting, Security audit and other such related services .
- xii. Under section 6.11.3 (IPR Warranty) of the RFP document, ‘Warranted materials’ are defined as the deliverables which are required as per the annexure Technical Annexure and Scope of Work and Functional Annexure.
- xiii. Under Section 6.11.2 (Rights in vendor’s pre-existing IPR); the word perpetual to be read as enterprise license on subscription basis.
- xiv. An additional annexure can be submitted by bidders for submission of documents to facilitate Section 4.2 (Technical Scoring) of the RFP Document.
- xv. The dedicated resource/s is expected to work according to the office hours of LIC for onsite third party resource i.e. Shift 09:15 AM – 06:15 PM 5 days a week, however, it is expected that SLAs are maintained and any issue pertaining to the chatbot is attended and resolved on priority basis when notified by LIC. In case of emergency and urgent requirements the resources may be required to work beyond the mentioned schedule and on holidays.

- xvi. Commercial Annexure Item D: Dedicated Resource/s for Managed Chatbot Services with Development, Monitoring, Maintenance, API Integrations, Reporting and customizations based on change management.: It was clarified that the scope of work for Item D in the Commercial Bid will involve the operations and maintenance of the components which are deployed in production - 'Go Live '. The resource/s will be managing the system for its performance, availability, configuration and change management for deployed services. There will not be separate payment under other item head for these operations and maintenance, uptime, performance management, configuration and change management for the deployed services in production.

Chief (IT/SD)

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