

Responses to Pre-Bid Queries

Sr.No.	RFE Page Number	RFE Clause Name and No.	RFE Clause	Bidder's Query/Suggestion/Remarks	LIC's Response
1	29	30. Signing of Contract	Empanelment Contract Form (Annexure – XV)	Is it supposed to be prepared by the bidder as per the annexure on Stamp Paper as it is not mentioned?	Yes, the understanding is correct. Please be guided by section 30. Signing of Contract of the RFE.
2	14 / Annexure XI on 64	8.1 Technical Bid	A.1. Evaluation of Bids:- FinTech (Start-up) (Also Refer) Annexure: XI – Performance Statement Format	To be prepared on bidder's letterhead or the client / customer's letterhead?	The document should be prepared on bidder's letterhead.
3	15 / Annexure XII on 65	8.1 Technical Bid	A.1. Evaluation of Bids: - FinTech (Start-up) (Also Refer) Annexure: XII – Customer Credential Letter Format	1.The Annexure XII has to be on bidder's letterhead or the client/customers letter head. The customer may not want to follow the format and would like to provide only a letter stating the project details. Will such a letter be accepted? 2.Instead of PO which document can be attached so that the Non-Disclosure Agreement between the parties is not violated?	1. Annexure XII has to be on Client's Official Letter Head. While the client may not share details in the same format as in Annexure, all the details mentioned in annexure should be included. 2. Please be guided by the RFE.
4	7 / Annexure III on 47, 48	General Criteria – Common for Startup and other FinTech (Registered in India)	5. Eligibility Criteria as per Annexure III - c. Nature of Services	What documentary proofs can be accepted?	Please be guided by the RFE. Documentary proof/Undertaking to be submitted certified and signed by authorized official of the bidder.
5	61, 62	Annexure Format	Annexure IX – Bidder Turnover & Profits	1. Does a start-up registered in India need to submit Audited Balance sheet for financial years along with the certificate duly certified by the Chartered Accountant /Authorized auditor as per Annexure –IX?	Please be guided by the RFE document. For start-up registered in India, following criteria it to be followed: 1. General Criteria for Startups (Registered in India) AND 5. General Criteria – Common for Startup and other FinTech
6	5	5. Eligibility Criteria	3.a	Will IT Services or ITES Company doing Technology work for BFSI Company qualify as FinTech?	Please refer to the RFE for the eligibility criteria.
7	17	8. Evaluation Process	8.2.B	Since we have NDA with our Client, sharing PO / Contact Copy with all the information is prohibited. Can we share PO with some of the critical Price & Contact information masked?	Please be guided by the RFE.
8	General Query			Please confirm to our understanding that all the legal clauses mentioned in the RFE are representative in nature and a legal contract, mutually agreed between LIC & partner shall be the sole legally enforceable document.	Please be guided by the RFE.
9	8	Scope (Clause No: 6)	Through this Request for Empanelment, LIC envisages to empanel FinTechs for various requirements of LIC. Limited tender option will be used for selecting vendor from empaneled FinTechs. This empanelment shall be based on the requirements of LIC and availability of such experience and expertise with the bidder	Is mandatory for partner to adhere to all scope items, or partners with specific expertise in some of the areas can also apply? Accordingly, during empanelment and subsequent limited tendering, relevant partners / vendors will be considered for their specific expertise areas.	The bidder can apply for empanelment in one or more of the 23 segments listed in the RFP.
10	10	Scope (Table A: Digital Journeys, Item 6) - Digital Payment Solutions	Development, integration and maintenance of digital payment solutions such as: o Auto debit across modes (incl. e-NACH) o Penny drop/ penny less for account verification. o Payment gateways, POS terminals (UPI, Debit and Credit card) o Save card/ UPI/ bank account details	Is SOR (System Of Records) functionality also required?	Please refer to the RFE which has indicative use cases. Further details will be shared at a later stage during closed RFP stage with the empanelled vendors.
11	11	Scope (Table C: Data and Analytics, Item 1) - Development of AI/ML based analytical models	AI/ML based analytical models for use cases e.g.: o Cross sell model o Up sell model. o Propensity model o App analytics o Marketing Analytics. o Customer segmentation for personalized experience o To equip and train our staff with hands on model building & to prepare teaching videos and materials for our business analytics	1. Is model development tool is also expected to be supplied, or model development tools will be provided by LIC? 2. How and where will all AI / ML / Predictive Analytical be deployed? 3. Does LIC currently plan to consume external data sources in developing such models? 4. Is model monitoring capability also required? 5. Is Real-time feature store generation required? 6. Kindly clarify on the kind of model development methods used, e.g., Random forest, SGBT etc.	Please refer to the RFE which has indicative use cases. Further details will be shared at a later stage during closed RFP stage with the empanelled vendors.
12	11	Scope (Table C: Data and Analytics, Item 2) - Predictive Analytics	Predictive analytics and deep machine learning/NLP based models to support use cases such as: o Mortality and underwriting predictions o Market trends and portfolio optimization o Dynamic pricing o Customer churn prediction and mitigation measures o Patters/claim anomalies analysis for fraud detection and prevention o Customer lifetime value modelling	1. Does LIC has an existing scorecard(s) in each of the category which requires calibration or green-field approach to be followed? 2. If answer to point 1 is no, then please confirm on availability of relevant ETL tools required to extract data from LIC systems for model development / monitoring tools. 3. Please confirm if LIC's ETL tool can cater to different categories of data formats and on the fly? 4. Will LIC be open to consider "Expert Models" offered by partner basis global expertise?	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
13	General Query			Is LIC open to subscribe to SaaS models (Software As A Service) model.	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
14	13-14	SLA	LIC reserves the right to recover the penalty amount in the following events: o The support at any location is not up to the satisfaction of LIC. o For any other valid reasons determined by LIC. o Non-payment of penalty claimed by LIC	Will LIC be open to counter penalty provisions w.r.t., non-adherence to SLA provisions / project delays attributable to LIC. In spirit of partnership, penalty clause should be mutual	Please be guided by the RFE.
15	19	Bid Currency (Clause 9.10)	Prices shall be expressed in the Indian Rupees only	As a global company, having leadership products offered to our customers in India, we request bid currency as USD allowed	Please be guided by the RFE.
16	14	Technical Bid (Clause 8.2)		Please confirm that commercial bids shall be called for from technically qualified bidders only	This is an empanelment process. Post empanelment, limited RFP for defined scope of services will be sent to only empaneled vendors under relevant domain at a later stage.

Invitation For Request For Empanelment For Procurement, Development/ Customization Of Products/Services In Various Domains For Life Insurance Corporation Of India
 Ref No. LIC/CO/DM/DT/2023/RFE/01 Dated 22.03.2024

Sr.No.	RFE Page Number	RFE Clause Name and No.	RFE Clause	Bidder's Query/Suggestion/Remarks	LIC's Response
17	22	Intellectual Property Rights (Clause 16)	The bidder shall, at their own expense, defend and indemnify LIC against all third-party claims or infringement of intellectual Property Right, including Patent, trademark, copyright, trade secret or industrial design rights arising from use of the products or any part thereof in India or abroad. In the event of any claim asserted by a third party of infringement of copyright, patent, trademark, industrial design rights, etc. arising from the use of the procurement of this RFE or any part/component thereof in India, the bidder shall act expeditiously to extinguish such claim. If the Bidder fails to comply and LIC is required to pay compensation to a third party resulting from such infringement, the Bidder shall be responsible to make good the compensation including all expenses, court costs and lawyer fees. LIC will give notice to the Bidder of such claim, if it is made, without delay	1. Please confirm Indemnification clause is not unilateral and open for negotiation? 2. As partner will be supplying his IPR built in systems, please specify mechanism contemplated by LIC to protect partner's interest?	Please be guided by the RFE.
18	22	Intellectual Property Rights (Clause 16)	The Bidder shall grant to LIC a fully paid-up, irrevocable, non-exclusive license throughout the territory of India or abroad to access, replicate and use software (and other software items) provided by the bidder, including-all inventions, designs and marks embodied therein in perpetuity	1. Please specify the rationale of this clause? 2. Will LIC be opened for global practice of annual term licenses?	Please be guided by the RFE.
19	25	Use of Contract Document and Information (Clause 22)	The bidder shall not, without LICs prior written consent, make use of any document or information provided by LIC or otherwise except for purposes of performing contract. Empaneled vendor will have to sign LIC's approved Non-Disclosure Agreement (NDA)	Please confirm if "Empaneled vendor will sign mutually agreed Non-Disclosure Agreement (NDA)" is accepted?	Please be guided by the RFE.
20	30	Indemnity (Clause 34)	The Empaneled vendor assumes responsibility for and shall indemnify and keep LIC harmless from all liabilities, claims, costs, expenses, taxes (except GST) and assessments including penalties, punitive damages, attorney's fees and court costs which are or may be required to be paid by reasons of any breach of the bidder's obligation, negligence or/and misconduct under these general conditions or for which the bidder has assumed responsibilities under the empanelment contract including those imposed under any contract, local or national law or laws, or in respect to all salaries, wages or other compensation to all persons employed by the bidder or bidders in connection with the performance of any system covered by the purchase contract. The bidder shall execute, deliver such other further instruments to comply with all the requirements of such laws and regulations as may be necessary there under to conform and effectuate the purchase contract and to protect LIC during the tenure of Contract/purchase order. Where any patent, trademark, registered design, copyrights and/ or intellectual property rights vest in a third party, the bidder shall be liable for settling with such third party and paying any license fee, royalty and/or compensation thereon. In the event of any third party raising claim or bringing action against LIC including but not limited to action for injunction in connection with any rights affecting the deliverable supplied by the bidder covered under the empanelment contract or the use thereof, the bidder agrees and undertakes to defend and / or to assist LIC in defending at the bidder's cost against such third party's claim and / or actions and against any law suits of any kind initiated against LIC. Empaneled vendor will also assume full responsibility of any loss or damage caused due to any of their onsite engineer/representative. LIC shall not be held liable for and is absolved of any responsibility or claim/litigation arising out of the use of any third-party services and the bidder shall compensate LIC for any such financial loss arising out of such claim/litigation. Vendor further agrees that it shall, at its own expense, defend or cause to be defended or, at its option, settle any claim or action ("Claim") brought against LIC by a third party alleging that the use of the Licensed Material by LIC infringes any Intellectual Property Rights of that third party. Subject to the other conditions of this section, Vendor shall pay any compromise, settlement or judgment entered against LIC with respect to any Claim and fully indemnify LIC in respect of all costs and expenses relating to the Claim provided that LIC notifies Vendor in writing of the Claim immediately on becoming aware of it. No settlement of claim shall be deemed to be an admission of any liability by LIC for the infringement alleged. If any Licensed Material becomes the subject of any Claim or if a court judgment is made that any Licensed Material does infringe, or if the use of licensing of any part of any Licensed Material is restricted, Vendor at its option and expense shall: a. obtain for LIC the right to continue to use the Licensed Material. b. replace or modify the Licensed Material so that it becomes non-infringing. c. if none of the above (a) or (b) is possible, return the entire consideration received from LIC for the Licensed Material on a pro rata portion	1. Please confirm Indemnification clause is not unilateral and open for negotiation? 2. Please specify mechanism contemplated by LIC to protect partner's interest?	Please be guided by the RFE.
21	8-13	6.Scope of Work		Can Vendor apply for specific Segments within the Scope of work rather than all Segments listed	The bidder can apply for empanelment in one or more of the 23 segments listed in the RFP.
22	8	A. Digital Journey 1.Digitization of Processes/ Products	Provide digital solutions for KYC for customer onboarding and servicing (e.g., e-KYC, VKYC, CYCLOPS Based KYC etc.)	Will LIC provides vendors for e-KYC, VKYC, CYCLOPS Based KYC etc	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
23	9	A. Digital Journey 1.Digitization of Processes/ Products	Design and implementation of Multilingual (e.g., Hindi, English, etc.) digitized journeys/processes.	How many language are required apart from hindi and english	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
24	10	B.Martech and Digital Marketing 1.Digital Marketing Automation and Performance Marketing	Integration with LIC's available customer communication systems/platforms	Will LIC provide vendor customer communication integration	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
25	10	B.Martech and Digital Marketing 1.Digital Marketing Automation and Performance Marketing	Marketing creative design (e.g., poster, ads, campaign, etc.)	Does LIC has any existing marketing agency for Marketing creative design	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
26	10	B.Martech and Digital Marketing 3.Customer Relationship Management	WhatsApp tools for customer engagement and instant services/support	Will LIC provide existing vendor for whatsapp integration	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.

Sr.No.	RFE Page Number	RFE Clause Name and No.	RFE Clause	Bidder's Query/Suggestion/Remarks	LIC's Response
27	10	B.Martech and Digital Marketing 4.Communication Engine	Multi-channel API based integration and trigger for automated customer communications (e.g., SMS, email, WhatsApp, voice, chatbots, virtual assistants)	Will LIC provide existing vendor for SMS, email, WhatsApp, voice, chatbots, virtual assistant integration	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
28	30	34. Indemnity		Would LIC indemnify against performance of the escrow agent?	Please be guided by the RFE.
29	29	32. Duration of Empanelment Contract		What happens after the expiry of the contract period and the extension period? Does the company need to deinstall its installation? Or can it be extended further?	Please refer to the RFE document for duration of empanelment. For the contract period of projects, further details will be shared at a later stage during closed RFP stage with the empanelled vendors.
30	9	A.Digital Journey4.Development of Business Rule Engine and underwriting (Financial and Medical)	Development, customization, integration and maintenance of business rules engine to enable use cases such as:o Rule based and data driven financial and medical underwriting.o Risk based pricing for premium calculation and coverage benefits.o Dynamic pricing and quote generation basis customer profile, demographics, purchase history, etc.o Automate decisionmaking based on predefined rules, reduce manual intervention and expeditingthe claims settlement process.	For U/W is LIC looking for just a business rules engine or an advanced AI driven decisioning system? How will the bidding process evolve if LIC chooses two vendors - one who has a business rule engine (more like improved existing systems) and the other has a AI driven decisioning system	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
31	NA	NA	NA	How is the installation planned basis LIC infrastructure? On premises or on cloud?	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
32	53	Development of Business Rule Engine and underwriting 4	Development, customization, integration and maintenance of rules (e.g. financial and medical underwriting, risk based pricing, automated decision - making etc.)	Does LIC want the power to change their underwriting rules / philosophy in house by business (underwriters) users or does LIC wish to outsource the rules /philosophy and management of rules to a third party – for example a Reinsurer.	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
33	54	Predictive Analytics	Development of Predictive analytics & ML/NLP based models (Mortality and underwriting predictions, Market trends and portfolio optimization, Dynamic pricing, Customer churn prediction and mitigation, Patterns/claim anomalies analysis, Customer lifetime value modelling)	Does LIC wish to use an in-house data analysis team or work with external third-party data modelling companies or work with their Reinsurer on Model – or a combination of the three options?	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
34	53	Medical service providers ecosystem	Integration with medical service providers (schedule & manage medical tests, get medical reports, claim management & processing)	Does LIC have a fixed existing list of Medical Service Providers or Does LIC wish to create an integration infrastructure to allow any future Medical Service providers to easily integrate to the LIC Infrastructure.	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
35	56	Annexure 5	Annexure 5	Can one bidder bid for parts of one area (eg: Digitisation of processes) - how will vendor selection be done if not a single vendor meets all of the sub points in a given category	The bidder can apply for empanelment in one or more of the 23 segments listed in the RFP. The scoring will be as per the technical evaluation criteria mentioned.
36	16	B. Evaluation of Bids: - FinTech (Other than Start-up)	Number of relevant experience projects executed/ ongoing with atleast 6 months elapsed in similar domain/scope of work as mentioned in 5. Scope of Work" in this RFE document	Can we relax criteria to 5 BFSI orgs rather than BFSI organizations with turnover of 50,000+ crore for scoring criteria	Please be guided by the RFE.
37	52	Annexure 5	Annexure 5	For RPA and digitization - is this for a specific department or business flow	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
38	17	Lead generation and management solutions, Clause no. 4	Lead generation and management solutions	Which existing RM, LMS, Grievance management solution is LIC using? Are they on cloud or on Prem?	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
39	17	Digital solutions for Feet on Street , Clause no. 5	Digital solutions for Feet on Street (FoS)	For digital FOS - is this only for on-roll employees or also agents/contract sales reps	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
40	17	Lead generation and management solutions, Clause no. 4	Lead generation and management solutions	For lead management - is this expected only for the direct channel or also for bancassurance and agency	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
41	15	API Gateways , Clause D	Design, development, and implementation of API based service	For API management - is the expectation for the proposed solutions to support API integration and provide relevant document support or is this to develop APIs for existing solution that do not support an API based framework	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
42	59	Digital Personal Data Protection (DPDP 2023), clause no. 22	Digital Personal Data Protection (DPDP 2023),	For DPDP - is the expectation from the bidder to adhere to DPDP standards for proposed solution or perform DPDP based audits for existing systems/solutions?	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
43	NA	General Queries		Do bidders need to bid for solutions that support on-cloud model or on Premise	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
44	NA	General Queries		For migration of data from existing systems to new solutions, what would be responsibilities of LIC and what would be of the bidder	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
45	NA	General Queries		What is the core policy issuance system being used at LIC? Is it on-prem or on-cloud? Does it support REST Api based integration	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
46	NA	General Queries		Does LIC have an existing data warehouse/data lake? Does it support REST API based integration	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
47	52	Annexure 5 (1. Digitization of processes/ products) - 1.13	Development of Digital Journeys based on Block chain, Augmented Reality, Virtual Reality / Metaverse	Kindly elaborate the expectation here please	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
48	54	Annexure 5 (9. Customer relationship management) - 9.2	Contact center for query addressal, servicing support, sales etc	The contact center referred here will be using any CTI for making call? If yes, what is the CTI currently in use?	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.

Sr.No.	RFE Page Number	RFE Clause Name and No.	RFE Clause	Bidder's Query/Suggestion/Remarks	LIC's Response
49	55	Annexure 5 (16. Learning Management Systems)	Annexure 5 (16. Learning Management Systems)	Are the users of the Learning management system are on role or it includes contracted employees as well ?	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
50	55	Annexure 5 (19. Lead generation and management solution)	Annexure 5 (19. Lead generation and management solution)	What are the sources of lead generation?	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
51	55	Annexure 5 (20. Digital solutions for Feet on Street (FoS))	Annexure 5 (20. Digital solutions for Feet on Street (FoS))	Are the FoS users on roll or it includes contracted employees as well?	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
52	2	1. Tender Information Summary	2.0 Obtaining the RFE Document and clarifications	The initial RFE document lacks bank details for the payment of 5000.	Please refer corrigendum.
53	16	Technical Evaluation Criteria	B. Evaluation of Bids: - FinTech (Other than Start-up)	50000+ crores turnover is for customers served by vendor?	Yes, the understanding is correct.
54	16	Technical Evaluation Criteria	B. Evaluation of Bids: - FinTech (Other than Start-up)	Can we present the case studies of our partners though they are not frontending?	No, the case studies submitted should be as per bidder entity's own experiences.
55	17	Technical Evaluation Criteria	Employees on Roll (Domain Professionals)	Is the count of employees who worked on the BFSI domain projects or it should be exclusive to Life Insurance domain projects?	Please refer corrigendum.
56	2	Cost of RFE Document	₹ 5,000/-+ 18 % GST*(Non-refundable) should be submitted online only	Request LIC to provide Bank Account details for the payment	Please refer corrigendum.
57	10	Relevant Experience	Purchase Order/Work Order/Invoice or letter from the Client on his letterhead and Client Reference with contact details.	Requesting LIC to consider only Purchase Order / Agreements / Go Live mail or Invoice. Getting the customer credential letter on client's letterhead is difficult in a stipulated time. Hence requesting LIC to consider PO / Agreement / Go Live /Invoice OR Customer credential letter.	Please be guided by the RFE.
58	4	5 - Eligibility Criteria	Bidders must submit bid in their own capacity. Joint bids will not be entertained	Request clarification that in a Group structure, the Parent Company can bid, whilst the work/delivery/qualification criteria are met through a subsidiary company; and that this would not be deemed to be joint bid. This clarification is important - as, with a view to better managing the different business/regulatory requirements, we have segregated the regulated and unregulated businesses within the Group into different entities. This may mean that the services contemplated under this RFE document may be rendered by different subsidiary entities of the Group viz. digital payments by one entity and other services by a different entity within the Group. Accordingly we request that the term Bidder be defined to mean a company along with its subsidiaries Also request clarification if from an empanelment process perspective, should only the parent Company be seeking empanelment at this time or should each entity of the Group seek empanelment?	Every bidding entity need to apply for empanelment separately and the evaluation will be done on the details submitted relevant to bidding entity only.
59	5	5 (3)(a) - Eligibility Criteria	The firm should have a paid-up capital/ positive net worth.	Is there a requirement of positive networth? In a Group Company structure can the subsidiary submit its parent company financial credentials, whilst the work-credentials are of the subsidiary company	Please be guided by the RFE.
60	26	Clause 23: Force Majeure	If the force majeure condition(s) mentioned above be in force for 90 days or more at any time, either party shall have the option to terminate the contract on expiry of 90 days of commencement of such force majeure by giving 14 days" notice to the other party in writing.	Requesting LIC to consider a prior written notice of 30 days.	Please be guided by the RFE.
61	22	Clause 16: Intellectual Property Rights	The Bidder shall grant to LIC a fully paid-up, irrevocable, non-exclusive license throughout the territory of India or abroad to access, replicate and use software (and other software items) provided by the bidder, including-all inventions, designs and marks embodied therein in perpetuitynon-exclusive, revocable, territory based.	Requesting LIC to accept alternative proposed language: The Bidder grants to LIC, a License to operate and use the licensed materials on a limited, territory based, revocable, non-exclusive, non-assignable, non-sublicensable, non-transferable, fee-based and term based right to use of the licenses.	Please be guided by the RFE.
62	30	33	Signing of Pre-Contract Integrity Pact	Kindly clarify the Stamp Paper amount.	The Pre-Contract Integrity Pact is to be signed on plain paper.
63	14	6. Scope of Work, Martech and Digital Marketing	Digital Marketing Automation and Performance Marketing	Could you please provide more details on the desired features and functionalities of the Campaign Management Platform (CMP)?	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
64	14	6. Scope of Work, Martech and Digital Marketing	Digital Marketing Automation and Performance Marketing	Are there any specific requirements or preferences for the Digital Asset Management platform?	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
65	14	6. Scope of Work, Martech and Digital Marketing	Digital Marketing Automation and Performance Marketing	Can you elaborate on the expected scope of Performance Marketing and the KPIs to be measured?	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
66	14	6. Scope of Work, Martech and Digital Marketing	Digital Marketing Automation and Performance Marketing	How would you envision the integration with LIC's existing customer communication systems/platforms? Are there any specific systems in place?	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
67	14	6. Scope of Work, Martech and Digital Marketing	Digital Marketing Automation and Performance Marketing	What level of proficiency or capabilities are you seeking in the graphic designing tools and video creation/editing software?	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.

Sr.No.	RFE Page Number	RFE Clause Name and No.	RFE Clause	Bidder's Query/Suggestion/Remarks	LIC's Response
68	14	6. Scope of Work, Martech and Digital Marketing	Digital Marketing Automation and Performance Marketing	Could you provide examples or guidelines for the marketing creative design, such as preferred formats and styles?	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
69	14	6. Scope of Work, Martech and Digital Marketing	Brand building and Media Outreach	What are the primary objectives for increasing brand presence and equity using the digital toolkit?	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
70	14	6. Scope of Work, Martech and Digital Marketing	Brand building and Media Outreach	Can you provide insights into LIC's target audience and any specific demographics or segments to be targeted?	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
71	14	6. Scope of Work, Martech and Digital Marketing	Brand building and Media Outreach	Regarding online advertising campaigns, are there any particular platforms or channels that you prioritize, such as Google Ads or affiliate marketing networks?	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
72	14	6. Scope of Work, Martech and Digital Marketing	Brand building and Media Outreach	Could you elaborate on the expected role of influencer partnerships and interactive webinars in the overall digital marketing strategy?	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
73	14	6. Scope of Work, Martech and Digital Marketing	Customer Relationship Management	Can you provide more details on the required features and functionalities of the Customer 360 relationship management tools?	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
74	14	6. Scope of Work, Martech and Digital Marketing	Customer Relationship Management	Are there any specific customization requirements or integrations with other systems?	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
75	14	6. Scope of Work, Martech and Digital Marketing	Customer Relationship Management	Regarding the contact center for query addressal and servicing support, do you have any preferences for the communication channels or software solutions to be used?	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
76	14	6. Scope of Work, Martech and Digital Marketing	Customer Relationship Management	Could you clarify the expected functionalities of the WhatsApp tools for customer engagement and instant services/support?	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
77	14	6. Scope of Work, Martech and Digital Marketing	Communication Engine	Can you provide examples of the types of automated customer communications that need to be supported, such as policy renewals reminders or cross-sell/upsell notifications?	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
78	14	6. Scope of Work, Martech and Digital Marketing	Communication Engine	Are there any specific requirements or preferences for the multi-channel API-based integration with LIC legacy systems?	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
79	14	6. Scope of Work, Martech and Digital Marketing	Communication Engine	How would you envision the design and development of personalized communication workflows, and what level of customization is expected?	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
80	14	6. Scope of Work, Martech and Digital Marketing	Communication Engine	Could you provide insights into the anticipated volume of automated communications and the scalability requirements for the communication engine?	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
81	14	6. Scope of Work, Martech and Digital Marketing	Brand building and Media Outreach	Are you currently working with any digital marketing agency for execution of your branding/ marketing campaigns? Does the scope involve execution of the campaigns or only planning and strategy	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
82	17	8.2. Technical Bid	B.4.C. Demos on projects executed relevant to scope in RFE	1. Does analytics demo include demonstrations using sample data of prior projects, or exhibit using examples of our work (in ppts)?	Please be guided by the RFE.
83	17	8.2. Technical Bid	B.4.C. Demos on projects executed relevant to scope in RFE	2. Incase of live demonstrations, will sample data be provided by LIC ?	Please be guided by the RFE.
84	17	8.2. Technical Bid	B.4.C. Demos on projects executed relevant to scope in RFE	3. How many demos are required of the use-cases mentioned in the scope of work (Cross-sell, Upsell , retention, Underwriting, upsell, etc)?	Please be guided by the RFE. Bidder has to share demo for projects relevant to the scope of work which it is applying for.
85	21	8.2 /B/4	Submission Covering Experience/Technical Proposal including, Methodology & Approach, Team Composition, Work Schedule and Activity Schedule including Specialization of the bidder in various domain areas specified in the RFE	Our understanding is that in addition to demo of the credentials in various areas through past work, LIC is also seeking a detailed point of view on the methodology of each segment. Please clarify	Please be guided by the RFE.
86	16	Scope of Work , 6 E		We recommend that LIC should also consider adding the learning, advisory, and other solutions to the call centre teams to enable them to resolve queries faster	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
87				Please share some information about the existing learning technology ecosystem in place at LIC.	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
88				We understand that you may possibly introduce a new learning platform / LMS as part of this scope. Please confirm if you have defined any evaluation criteria to evaluate potential LMS/ platforms.	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
89				Please additional confirm if we can partner with other organisations to bring you a holistic solution to address technology platform and digital content design needs, as part of this scope	Please be guided by the RFE.
90			Digital platform for learning management for employees and sales intermediaries with use cases e.g.: o Custom content development incl. integration with existing training modules o Mobile learning solutions (compatible with	We understand that you may require custom content development that will need to be integrated with existing training modules - please confirm the mode of the existing training modules referenced here - are these online, or offline or will be hybrid ones?	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.

Sr.No.	RFE Page Number	RFE Clause Name and No.	RFE Clause	Bidder's Query/Suggestion/Remarks	LIC's Response
91	12	Scope of Work , 6 E 1	both Android and iOS) o Gamification Integration (leaderboards, contests, tier clubs, etc.) o Compliance training management (IRDAI trainings, etc.)	Please also confirm the mode of the new training modules that may be required - <u>online, offline or hybrid ?</u>	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
92				While you've mentioned that the target audience for the programs would comprise of employees and sales intermediaries, please share more details of <u>the target employee spread - by functions/ roles/ geographies</u>	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
93				Please confirm what existing platforms would any new LMS/ digital learning/ gamification require to be integrated with?	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
94				We understand that certain mobile learning solutions may be required - please confirm if you would expect all new digital learnings to be mobile compatible, or would certain programs be required, custom made for mobile?	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
95				With respect to the use case mentioned for IRDAI trainings, please confirm if you would expect redevelopment of standard IRDAI trainings, or just execution of the same via the digital learning platform/LMS?	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
96		Scope of Work 6 E 7		Please confirm that all the tools and environemts required to conduct testing including performance will be provided by LIC. For example Browserstack for web testing, Loadrunner for Performance Testing, Jira for defect logging etc?	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
97				As per our understanding, the scope of tesing from the QA PArtnr will be from SIT and Pre-UAT. The Unit tetsing will be part of the SI team while UAT will be done by the LIC team, although coordinated by the QA partner.	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
98			Use cases for Quality Assurance Partner e.g. Drive end to end test case design, scenarios, and test bed creation Own end to end UAT working alongside SI partners for defect logging, triage, and RCAo Deliver performance testing profile of solutions developed in normal and peak load	What is the current tools used for Automation testing within the various applications?	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
99				We assume that the Security testing of the various applications will be out of scope from the QA partner.	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
100				For test bed/test data management, are there any existing tools being used? Also will LIC provide the base data on which further data enrichment will be done by the QA partner or the entire test data will need to be created synthetically?	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
101	14	8.2 Technical Evaluation Criteria, Point 1	Relevant Experience of working in BFSI space with atleast 50,000 crore annual turnover.	We are interested to know is this for a single client entity that we have with a business of more than 50000 crores or if it is the merged value of businesses of all our clients in the BFSI space.	The criteria is for a single client entity, i.e., for each case study submission by the bidder.
102	9	Customer Research 6.A.2	Qualitative (e.g., customer focused group discussions, individual in-depth discussions etc. and including ethnographic research) and quantitative customer surveys and feedback mechanisms to identify customer emerging needs, preferences and pain points, and measure customer satisfaction.	Need more understanding on Focussed group discussions and in-depth discussion. We understand that is a saperate survey module which captures the responses and suggest needs, are we looking to capture those needs in CRM application via integration.	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
103	9	Development of Business Rule Engine and underwriting (Financial and Medical) 6.A.4	Development, customization, integration and maintenance of business rules engine to enable use cases such as: - Rule based and data driven financial and medical underwriting. - Risk based pricing for premium calculation and coverage benefits. - Dynamic pricing and quote generation basis customer profile, demographics, purchase history, etc. - Automate decision-making based on predefined rules, reduce manual intervention and expediting the claims settlement process.	- We understand that Underwriting, Premium calculation happens at respective systems and data flows to CRM application. - Please confirm where quote generation is expected.	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
104	9	Medical service providers ecosystem (including Health ecosystem for prospective customers/ policyholders) 6.A.5	Design and development of an integrated health ecosystem to provide prospective customers/policyholders unified platform to view and track their health and wellness (e.g., Face to BMI application, integration with smartwatches for health tracker and wellness data)	We understand that CRM appplication is expected to integrate with healthcare system to display various parameter related to customer health.	Please be guided by the RFE document.
105	10	Digital Marketing Automation and Performance Marketing 6.B.1	Development and Implementation of Martech Tools for enhanced digital marketing through solutions such as: - Campaign Management platform (CMP) - Management Platform, Digital Asset Management, - Performance Marketing - Integration with LIC's available customer communication systems/platforms. - Graphic Designing tools, Video Creation and Edition - Marketing creative design (e.g., poster, ads, campaign, etc.)	- Need more details on expectation on Management Platform and Digital asset requirement. - For performance monitoring we assume that various campaigns gets defined in CRM applications and the application will get the performance data from tracking applications to track the performance. - For Graphic designing, video creation & edition, poster and ads design will sit outside CRM application.	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.

Sr.No.	RFE Page Number	RFE Clause Name and No.	RFE Clause	Bidder's Query/Suggestion/Remarks	LIC's Response
106	10	Brand building and Media Outreach 6.B.2	Provide LIC with digital toolkit to increase brand presence and equity leveraging new-age techniques such as: - Digital Content Marketing - Social media engagement - Influencer partnerships, interactive webinars, and online events - Online advertising campaigns (e.g., google ads, affiliate marketing, etc.)	Need more details on the requirements and expectation from CRM application, are we intending to build a module into application or planning to integrate with third party.	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
107	13	Digital skills, apps and solutions 6.E.4	Customer segmentation and behavioral analytics	Does LIC at present, have any Analytical tool, that does Customer Segmentation and/ or analytical insights? If so is the requirement to integrate with this tool to provide customer segmentation and behaviour analytics for Lead Management Solutions	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
108	13	Digital solutions for Feet on Street (FoS) 6.E.5	Sales quote generation customized product presentations	Mobile app (digital solution) for FOS to integrate real time with LIC's current Quote generation application and provide a product presentation or BI for FOS. The template for Product Presentation or BI document for FOS will be pre-defined and uniform but the data will be customised for each customer. Please confirm the understanding	Please refer to the RFE which has indicative use cases. Further details will be shared at a later stage during closed RFP stage with the empanelled vendors.
109	52	Annexure V -1.1	Technical Skill Set	E-sign solutions (Aadhar-based, PAN-based & wet-ink) - We have an integrated solution with Esign partners , Assumption: We can integrate with other E-solution partner as stated by LIC	Please be guided by the RFE document.
110	52	Annexure V -1.7	Technical Skill Set	What is Name Match Logic ASP	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
111	14	8.2- Technical Evaluation Criteria / Relevant Case Study	8.2	Does the INR 50,000 Crore Sales turnover hold good for Startup also?	Yes, the understanding is correct. It is the turnover of the client where the bidder has done similar relevant work.
112	64	Annexure XI - Performance Statement	Annexure XI	For all the line items , that we apply do we need to have purchase order and agreement? Since we work on T&M model and they have worked on different projects for the skillsets mentioned in the RF	Please be guided by the RFE.
113	26	24 - Termination of Empanelment	24	As per mentioned earlier , the term of empanelment is 2 years , does this hold good or participation in 3 RFQ is also mandatory?	Please be guided by the RFE.
114	8	6. Scope of Work	Scope of Work	Please clarify if there is a criteria of minimum number of modules to be provided by a vendor in order to get empanelled.	There is no minimum number of modules to that a bidder has to apply for. The bidder can apply for empanelment in one or more of the 23 segments listed in the RFP.
115	8	6. Scope of Work	Scope of Work	Please clarify if vendor empanelment will be done module wise(23 modules mentioned in RFE) or a single vendor will be empaneled for all modules	Vendor empanelment will be done segment-wise for all the 23 segments mentioned in RFE.
116	8	6.A.1 Digitization of processes/products	Development and integration of digital journeys originated from any platform (e.g., customer portal/ app, agent portal/ app etc.) to provide superior customer experience and omni channel experience, including use cases like: o E-sign solutions o E-stamping solutions o Automation of processes, RPA o Digitization of processes (e.g., digital form filling) Pre-fill/Auto-fill details from existing information with LIC and 3rd party data sources (e.g., Mobile, Date of Birth from Aadhar etc.) Provide digital solutions for KYC for customer onboarding and servicing (e.g., e-KYC, VKYC, CYCLOPS Based KYC etc.) 9 Integration with centralized data bases (e.g., account aggregators, ITR, bank accounts, death certificates etc.) etc. to digitally verify documents and remove requirement to manually upload documents. OCR/ ICR technology Repository for e-insurance policies Design and implementation of Multi-lingual (e.g., Hindi, English, etc.) digitized journeys/processes. Integrate biometrics, facial recognition, and document verification technologies for enhanced identity verification and fraud detection in digitized journeys. Live photo scanning to measure key health metrics (e.g., SPO2, stress levels etc.) and Development and customization of mobile applications / web applications. Digital Journeys based on emerging technology such as Block chain, Virtual Reality / Metaverse Video animations/illustrations for use cases such as process/product tutorials targeted for policyholders/sales intermediaries	Please clarify if all asks within the section 'Digitization of processes/products' is to be provided via single vendor or multiple vendors would also be evaluated for individual requirement points/line items mentioned	The evaluation will be done at a segment level.
117	9	6.A.4. Development of Business Rule Engine and underwriting (Financial and Medical)	Development, customization, integration and maintenance of business rules engine to enable use cases	Please clarify if maintenance here means that vendor would take care of all changes required in business rules in case of any future requirements as well.	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
118	15	8.2.A.4 Submission(Part of Technical Evaluation)	Submission(Part of Technical Evaluation)	Please clarify if technical evaluation is collectively across all modules or will be considered for individual modules.	Vendor empanelment will be done segment-wise for all the 23 segments mentioned in RFE. The technical evaluation will be done for individually for all segments the bidder applies for.
119	16	8.2 B Evaluation of Bids: FinTech (Other than Start-up)	Relevant Experience of working in BFSI space with at least INR 50,000 Crore+ annual sales turnover	Please clarify if the client/FI to whom the service is provided should have an annual sales turnover of INR 50,000 Crore+	Yes, the understanding is correct.
120	16	B.2. Experience of the FinTech (Track Record)	Experience of the FinTech(Track Record)	Please clarify if we need to provide module wise experience that are applicable to the services they provide.	Vendor empanelment will be done segment-wise for all the 23 segments mentioned in RFE. The technical evaluation will be done for individually for all segments the bidder applies for.
121	23	18. Right to accept or Reject any Bid or All Bids	The Bidder is liable to be rejected if: The document does not bear signature of authorized person in each page and duly stamped	Please clarify if the soft copy pages can be signed using digital signature or the submission would require scanned copy of pages with signature on hard copies.	Either are acceptable - soft copy pages signed using digital signature or scanned copy of pages with signature on hard copies.

Sr.No.	RFE Page Number	RFE Clause Name and No.	RFE Clause	Bidder's Query/Suggestion/Remarks	LIC's Response
122	34	42. Sub-Contracting	Subcontracting is prohibited. However, if due to some unavoidable circumstances, such requirement is needed in part or full, then the empaneled vendor will have to obtain specific written permission from the Competent Authority of LIC under whose jurisdiction tender has been floated, before contracting any work to subcontractors	Please clarify if in case the bid is front-ended by a system integrator, will it be treated as a sub-contract to the Original Service Providers.	If SI is participating in the bid, the bidder will have to procure licences from the OEM in name of LIC.
123	13	7. Service Level Agreement	LIC will be signing a Service Level Agreement (SLA) with the vendor who are selected (empaneled) by means of this RFQ & thereafter Close Tendering process from these selected empaneled Vendors. Penalty related to implementation / migration / support services will be applicable to selected vendor. LIC reserves the right to recover the penalty amount in the following events: 14 ☐ The support at any location is not up to the satisfaction of LIC. ☐ For any other valid reasons determined by LIC. ☐ Non-payment of penalty claimed by LIC. Issues not attributable to the vendor will be exempted from levying the penalty. LIC reserves its right to recover this amount by deducting payments to be made by LIC to the bidder.	Pennal clauses are very one sided, kindly review and revisit.	Please be guided by the RFE.
124	11	C. Data and Analytics	AI/ML based analytical models for use cases e.g.: o Cross sell model o Up sell model. o Propensity model o App analytics o Marketing Analytics. o Customer segmentation for personalized experience o To equip and train our staff with hands on model building & to prepare teaching videos and materials for our business analytics.	we will be requiring data from LIC to build any models, hope that will be available from LIC - we are working on open-sourced tools (e.g python) will it be allowed or we are required to work on proprietary tools only, if yes will be facilitated with proprietary tools - will the development work to be carried out on prem or its allowed to work remotely for our (Experian) office (we are working from home sometimes)	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
125	11	6.C.1. Development of AI/ML based analytical model	AI/ML based analytical models for use cases	We suggest that the data for the same is to be provided by LIC for building model and data sharing should be available. Please clarify if the plan on this is otherwise.	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
126	11	6.C.1. Development of AI/ML based analytical model	AI/ML based analytical models for use cases	Please clarify if LIC has any tool preference for building the models. Also, whether LIC will be providing any tool for building the models	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
127	13	7. Service Level Agreement	LIC will be signing a Service Level Agreement (SLA) with the vendor who are selected (empaneled) by means of this RFQ & thereafter Close Tendering process from these selected empaneled Vendors. Penalty related to implementation / migration / support services will be applicable to selected vendor. LIC reserves the right to recover the penalty amount in the following events: ☐ The support at any location is not up to the satisfaction of LIC. ☐ For any other valid reasons determined by LIC. ☐ Non-payment of penalty claimed by LIC. Issues not attributable to the vendor will be exempted from levying the penalty. LIC reserves its right to recover this amount by deducting payments to be made by LIC to the bidder.	Penal clauses are very one sided, kindly review and revisit.	Please be guided by the RFE.
128	15	8.2.A.4 Submission(Part of Technical Evaluation)	Submission(Part of Technical Evaluation)	Please clarify if technical evaluation is collectively across all modules or will be considered for individual modules.	Vendor empanelment will be done segment-wise for all the 23 segments mentioned in RFE. The technical evaluation will be done for individually for all segments the bidder applies for.
129	16	8.2 B Evaluation of Bids: FinTech (Other than Start-up)	Relevant Experience of working in BFSI space with at least INR 50,000 Crore+ annual sales turnover	Please clarify if the client/FI to whom the service is provided should have an annual sales turnover of INR 50,000 Crore+	Yes, the understanding is correct.
130	16	B.2. Experience of the FinTech (Track Record)	Experience of the FinTech(Track Record)	Please clarify if we need to provide module wise experience that are applicable to the services they provide.	Vendor empanelment will be done segment-wise for all the 23 segments mentioned in RFE. The technical evaluation will be done for individually for all segments the bidder applies for.
131	23	18. Right to accept or Reject any Bid or All Bids	The Bidder is liable to be rejected if: The document does not bear signature of authorized person in each page and duly stamped	Please clarify if the soft copy pages can be signed using digital signature or the submission would require scanned copy of pages with signature on hard copies.	Either are acceptable - soft copy pages signed using digital signature or scanned copy of pages with signature on hard copies.
132	26	Termination of Empanelment	LIC shall serve the notice of termination to the empaneled vendor at least 30 days prior, of its intention to terminate services. LIC will be entitled to terminate this empanelment, without any cost to LIC and recover expenditure incurred by LIC post three warnings issued in writing to the bidder, on the happening of any one or more of the following: ☐ The empaneled vendor commits a material breach of any of the terms and conditions of the bid. ☐ The empaneled vendor goes into liquidation voluntarily or otherwise. In such case, the source code, and other developments in software, etc. will become property of LIC. ☐ The empaneled vendor does not participate in consecutive 3 RFQs for which he is otherwise eligible. ☐ The progress regarding the execution of the order accepted by the empaneled vendor is found to be unsatisfactory or delay in execution of the contract, LIC reserves the right to get the balance contract executed by another party of its choice by giving one month's notice for the same. In this event, the empaneled vendor is bound to make good the additional expenditure, which LIC may have to incur in executing the balance contract. This clause is applicable, if for any reason, the contract is cancelled. ☐ Non-satisfactory performance of the empaneled vendor during implementation and operation. ☐ An act of omission by the Bidder, its employees, its agents, or employees of the consortium in the performance of the services provided by this contract. ☐ Failure to integrate/implement the Project as per the requirements of LIC as stated in this RFE. ☐ Material discrepancies in the Deliverables and Services noted in the implementation of the Project. LIC reserves the right to procure the same or similar product from the alternate sources at the risk, cost and responsibility of the empaneled vendor. ☐ Empaneled vendor is found to be indulged in frauds. ☐ LIC suffers a reputation loss on account of any activity of empaneled vendor or penalty is levied by regulatory authority. ☐ In the event of subcontract or assignment contrary to the terms of agreement.	Please clarify whether the vendor's inability to provide a specific service will cause their entire empanelment to be terminated or can only that service be discontinued without affecting the entire empanelment	Please be guided by the RFE.

Sr.No.	RFE Page Number	RFE Clause Name and No.	RFE Clause	Bidder's Query/Suggestion/Remarks	LIC's Response
133	30	Indemnity	The Empaneled vendor assumes responsibility for and shall indemnify and keep LIC harmless from all liabilities, claims, costs, expenses, taxes (except GST) and assessments including penalties, punitive damages, attorney's fees and court costs which are or may be required to be paid by reasons of any breach of the bidder's obligation, negligence or/and misconduct under these general conditions or for which the bidder has assumed responsibilities under the empanelment contract including those imposed under any contract, local or national law or laws, or in respect to all salaries, wages or other compensation to all persons employed by the bidder or bidders in connection with the performance of any system covered by the purchase contract. The bidder shall execute, deliver such other further instruments to comply with all the requirements of such laws and regulations as may be necessary there under to conform and effectuate the purchase contract and to protect LIC during the tenure of Contract/purchase order. Where any patent, trademark, registered design, copyrights and/ or intellectual property rights vest in a third party, the bidder shall be liable for settling with such third party and paying any license fee, royalty and/or compensation thereon. In the event of any third party raising claim or bringing action against LIC including but not limited to action for injunction in connection with any rights affecting the deliverable supplied by the bidder covered under the empanelment contract or the use thereof, the bidder agrees and undertakes to defend and / or to assist LIC in defending at the bidder's cost against such third party's claim and / or actions and against any law suits of any kind initiated against LIC. Empaneled vendor will also assume full responsibility of any loss or damage caused due to any of their onsite engineer/representative. LIC shall not be held liable for and is absolved of any responsibility or claim/litigation arising out of the use of any third-party services and the bidder shall compensate LIC for any such financial loss arising out of such claim/litigation. Vendor further agrees that it shall, at its own expense, defend or cause to be defended or, at its option, settle any claim or action ("Claim") brought against LIC by a third party alleging that the use of the Licensed Material by LIC infringes any Intellectual Property Rights of that third party. Subject to the other conditions of this section, Vendor shall pay any compromise, settlement or judgment entered against LIC with respect to any Claim and fully indemnify LIC in respect of all costs and expenses relating to the Claim provided that LIC notifies Vendor in writing of the Claim immediately on becoming aware of it.	Since we are providing a software solution, we can indemnify only for a breach of any third party claims for a breach of IPR.	Please be guided by the RFE.
134	31	Arbitration	All disputes or differences whatsoever arising between the parties out of or in connection with this contract or in discharge of any obligation arising out of the Contract (whether during the progress of work or after completion of such work and whether before or after the termination of this contract, abandonment, or breach of this contract), shall be settled amicably. If however, the parties are not able to solve them amicably, party (LIC or Bidder), give written notice of 30 days to other party clearly setting out there in specific dispute(s) and/or difference(s) and refer the dispute to a sole arbitrator mutually agreed upon, and the award made in pursuance thereof shall be binding on the parties. In the absence of consensus about the single arbitrator, the dispute may be referred to joint arbitrator; one to be nominated by each party and the said arbitrators shall nominate a presiding arbitrator, before commencing the arbitration proceedings. The arbitration shall be settled in accordance with the applicable Indian Laws and the seat of arbitration shall be Mumbai. Any appeal will be subject to the exclusive jurisdiction of courts at Mumbai. Such arbitration to be governed by the provisions of Arbitration and Conciliation Act,1996. Bidder shall continue work under the Contract during the arbitration proceedings unless otherwise directed by LIC or unless the matter is such that the work cannot possibly be continued until the decision of the arbitrator is obtained, in which case interim order for the same may be obtained by the Bidder. Arbitration proceeding shall be held at Mumbai, India, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be in English.	We cannot agree to arbitration as a means of dispute resolution but only to resolve a dispute before the competent courts in Mumbai	Please be guided by the RFE.
135	32	Limitation of liability	Empaneled Vendor's aggregate liability under the contract shall be limited to a maximum of the contract value. In the following circumstances limitation of liability shall not apply and the bidder shall be liable for amount of cost, damages, compensation, penalty etc. suffered by LIC: a) Breach of the confidentiality provisions. b) Liability of Vendor (including third party claims) in case of bodily injury (including death), c) Liability of Vendor (including third party claims) in case of damage to real property and tangible property caused by Vendor's gross negligence, d) Liability of the Vendor in case of gross negligence or willful misconduct attributable to the Vendor while providing services under the Agreement. e) Liability of the Vendor in case of fraudulent acts or willful misrepresentation attributable to the Vendor regarding the services provided under the Agreement.f) Liability for an infringement of a third party's IPR by the bidder. g) Employment liabilities for bidder's staff relating to the period of their employment within contractual period while working with purchaser LIC and; h) Any other liability that cannot be capped or excluded as a matter of applicable law and imposed by the statutory authority/ government bodies/ court tribunals etc. i) This limit shall not apply to third party claims.	We can agree to unlimited liability only for fraud, personal injury or death resulting, for breach of software license terms, confidentiality, IPR	Please be guided by the RFE.
136	34	42. Sub-Contracting	Subcontracting is prohibited. However, if due to some unavoidable circumstances, such requirement is needed in part or full, then the empaneled vendor will have to obtain specific written permission from the Competent Authority of LIC under whose jurisdiction tender has been floated, before contracting any work to subcontractors	Please clarify if in case the bid is front-ended by a system integrator, will it be treated as a sub-contract to the Original Service Providers.	If SI is participating in the bid, the bidder will have to procure licences from the OEM in name of LIC.
137	8	6. Scope of work	Provide digital solutions for KYC for customer onboarding and servicing (e.g., e-KYC, VKYC, CYCLOPS Based KYC etc.)	Could you explain the term "CYCLOPS based KYC"?	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
138	8	6. Scope of work	Automation of processes, RPA	Does process automation include data pre-population, API integration, approval automation or any other specific type of automation	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
139	8	6. Scope of work	Development and integration of digital journeys originated from any platform (e.g., customer portal/ app, agent portal/ app etc.) to provide superior customer experience and omni channel experience, including use cases like:	Please help us with the list of digital journeys?	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
140	8	6. Scope of work	Development and integration of digital journeys originated from any platform (e.g., customer portal/ app, agent portal/ app etc.) to provide superior customer experience and omni channel experience, including use cases like:	Please clarify if the expectation is to develop several journeys originating from multiple channels or does it also include integration with journeys developed on other platforms?	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
141	8	6. Scope of work	Development and integration of digital journeys originated from any platform (e.g., customer portal/ app, agent portal/ app etc.) to provide superior customer experience and omni channel experience, including use cases like:	Please provide clarity on the different channels for the omni channel experience	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
142	8	6. Scope of work	Pre-fill/Auto-fill details from existing information with LIC and 3rd party data sources (e.g., Mobile, Date of Birth from Aadhar etc.)	To pre-fill/autofill data available with LIC in the customer journey, how will the data will be passed to XXXXX's platform, Will LIC provide an API for the same?	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
143	8	6. Scope of work	Live photo scanning to measure key health metrics (e.g., SPO2, stress levels etc.) and	Is this the only use case of live photo scanning or there will be more? What is the input that will be provided to us to measure health metrics?	Please refer to the RFE which has indicative use cases. Further details will be shared at a later stage during closed RFP stage with the empanelled vendors.

Sr.No.	RFE Page Number	RFE Clause Name and No.	RFE Clause	Bidder's Query/Suggestion/Remarks	LIC's Response
144	9	6. Scope of work	Repository for e-insurance policies	Please provide more clarity on what details are required as part of the repository? Is this an integration with external insurance databases?	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
145	9	6. Scope of work	Design and implementation of Multi-lingual (e.g., Hindi, English, etc.) digitized journeys/processes.	1. What languages are expected? will it be regional or international as well? 2. These languages are required in the front end only or as part of the complete platform?	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
146	9	6. Scope of work	Digital Journeys based on emerging technology such as Block chain, Virtual Reality / Metaverse	Though XXXXXX has the patent for digital onboarding journeys in Metaverse(US), Could you give us an example of use cases relevant to such technologies?	Please refer to the RFE which has indicative use cases. Further details will be shared at a later stage during closed RFP stage with the empanelled vendors.
147	9	6. Scope of work	Integration with centralized data bases (e.g., account aggregators, ITR, bank accounts, death certificates etc.) etc. to digitally verify documents and remove requirement to manually upload documents.	We have APIs which pull/fetch data directly from the central databases basis some input parameters, How are we planning to capture those input parameters from the end customer?	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
148	9	6. Scope of work	OCR/ ICR technology	Could you please provide list of documents for OCR	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
149	9	6. Scope of work	Integrate biometrics, facial recognition, and document verification technologies for enhanced identity verification and fraud detection in digitized journeys.	Could you please list down various biometrics which LIC is looking for like fingerprint, Iris, etc. ?	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
150	9	6. Scope of work	Development and customization of mobile applications / web applications	Is this new custom application development or migration of old application or both? Kindly confirm our understanding. Could you elaborate the type and extent of customization expected in these applications? Will these applications be hosted on-prem / cloud?	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
151	9	6. Scope of work	Video animations/illustrations for use cases such as process/product tutorials targeted for policyholders/sales intermediaries.	We have the capability to integrate third party application for Video animations/illustrations & can be showcased or played on XXXXX's Platform, will this approach work? What is the expectation here?	The bidder should have the ability to create and integrate video animations/illustrations for different use cases.
152	9	6. Scope of work	Qualitative (e.g., customer focused group discussions, individual in-depth discussions etc. and including ethnographic research) and quantitative customer surveys and feedback mechanisms to identify customer emerging needs, preferences and pain points, and measure customer satisfaction. Conduct usability studies/ AB testing/ beta testing to identify areas of improvement in digital interfaces (incl. prototypes) Customer segmentation to tailor marketing strategies, communication, and product offerings basis segment profile	Is this needed as per any specific format or method by LIC, or the requirement is to look how a vendor keep themselves updated on the market trends. Please help with an elaborate purpose of this specific section	Please refer to the RFE which has indicative use cases. Further details will be shared at a later stage during closed RFP stage with the empanelled vendors.
153	9	6. Scope of work	Development, customization, integration and maintenance of business rules engine to enable use cases such as: Rule based and data driven financial and medical underwriting. Risk based pricing for premium calculation and coverage benefits. Dynamic pricing and quote generation basis customer profile, demographics, purchase history, etc. Automate decision-making based on predefined rules, reduce manual intervention and expediting the claims settlement process.	1. Is LIC going to provide the rules/logic to perform underwriting, risk scoring etc. ? 2. Also, we have a rule engine as part of our platform. Is their an expectation to integrate our BRE with any 3rd party front end or back end is this a requirement of an end to end digital journey platform?	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
154	10	6. Scope of work	Payment gateways, POS terminals (UPI, Debit and Credit card)	Is there an expectation of a Hardware based solution for POS (POS Device) along with Digital payment solution? If yes, whats the use case? We have payment gateways integrated as part of our platform. All the solutions listed in the scope are required as part of digital journeys or independent solutions	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
155	10	6. Scope of work	Design, development and maintenance for communication engine workflows with seamless integration with LIC legacy systems enabling use cases such as: o Multi-channel API based integration and trigger for automated customer communications (e.g., SMS, email, WhatsApp, voice, chatbots, virtual assistants) o Automated and personalized communication workflows (e.g., policy renewals reminders and cross-sell, up-sell nudges, etc.)	Is this needed as part of the digital journeys or an independent solution so it can be integrated for any workflow. Example of a few use cases will help.	Please refer to the RFE which has indicative use cases. Further details will be shared at a later stage during closed RFP stage with the empanelled vendors.
156	10	6. Scope of work	Communication Engine	This is available as part of the XXXXX's platform, is this required as a separate module for LIC?	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
157	11	6. Scope of work	Provide digital solutions to enable automated real-time fraud detection and alert mechanism across the customer lifecycle such as: Identity verification Solutions Biometric authentication for claims processing Fraudulent documentation detection	Is API based solution expected here?	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
158	11	6. Scope of work	Social Media monitoring and Open-source Intelligence Link analysis and network graphs to visualize relationships between individuals, entities, and transactions.	Could you please provide relevant use cases for us to evaluate better?	Please refer to the RFE which has indicative use cases. Further details will be shared at a later stage during closed RFP stage with the empanelled vendors.
159	11	6. Scope of work	Design, development, and implementation of API based services for e.g., Open and custom API development API integration services API security solutions API documentation and support	Could you please provide the list of APIs for which the following services are required?	Please refer to the RFE which has indicative use cases. Further details will be shared at a later stage during closed RFP stage with the empanelled vendors.

Sr.No.	RFE Page Number	RFE Clause Name and No.	RFE Clause	Bidder's Query/Suggestion/Remarks	LIC's Response
160	12	6. Scope of work	Provide financial planning and advisory tools/platforms integrating with LIC internal systems and enriched with third party data sources (e.g., account aggregators) with use cases such as: Robo-advisors for Life Insurance Digital Financial planning tools (net worth calculators, goal-setting features, interactive dashboards, etc.) AI powered risk profiling. Personalized insurance product	Please provide List of LIC internal systems with which integration is required?	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
161	12	6. Scope of work	Provide financial planning and advisory tools/platforms integrating with LIC internal systems and enriched with third party data sources (e.g., account aggregators) with use cases such as: Robo-advisors for Life Insurance Digital Financial planning tools (net worth calculators, goal-setting features, interactive dashboards, etc.) AI powered risk profiling. Personalized insurance product	Please elaborate Robo-advisor for Life Insurance	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
162	12	6. Scope of work	Provide financial planning and advisory tools/platforms integrating with LIC internal systems and enriched with third party data sources (e.g., account aggregators) with use cases such as: Robo-advisors for Life Insurance Digital Financial planning tools (net worth calculators, goal-setting features, interactive dashboards, etc.) AI powered risk profiling. Personalized insurance product	Please elaborate Robo-advisor for AI powered risk profiling	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
163	12	6. Scope of work	Provide financial planning and advisory tools/platforms integrating with LIC internal systems and enriched with third party data sources (e.g., account aggregators) with use cases such as: Robo-advisors for Life Insurance Digital Financial planning tools (net worth calculators, goal-setting features, interactive dashboards, etc.) AI powered risk profiling. Personalized insurance product	All these are required as part of the digital journeys or an independent solution for multiple use cases?	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
164	12	6. Scope of work	Development and conduct of Data Privacy Impact Assessments (DPIAs) for the high-risk in-scope business functions/ applications to identify the potential risk exposure	Please clarify the expectation here. Is this to conduct the DPIA for all internal functions/application of LIC or only the platform and related solutions we offer as a vendor?	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
165	12	6. Scope of work	Enablement of Data Discovery, Classification, and Mapping to identify Personal Data touch points, and structured and unstructured data	Please clarify the expectation here. Is this a study to be conducted for LIC as a whole or restricted to the products/solutions we offer as a vendor?	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
166	12	6. Scope of work	Development & integration of work flow management tool for project and action plan tracking	Please elaborate on what is meant by "action plan tracking"	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
167	12	6. Scope of work	Information and cyber security	Could you please provide examples of what kind of services are expected here?	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
168	13	6. Scope of work	Digital platforms/services for lead generation and management such as: Lead repository and automated lead allocation (e.g., pin code based) E2E Lead funnel tracking and supervisory MIS and dashboard. Customer segmentation and behavioral analytics Micro market strategy based analytical insights for lead generation	Could you please provide samples of supervisory MIS?	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
169	13	6. Scope of work	Digital platforms/services for lead generation and management such as: Lead repository and automated lead allocation (e.g., pin code based) E2E Lead funnel tracking and supervisory MIS and dashboard. Customer segmentation and behavioral analytics Micro market strategy based analytical insights for lead generation	Could you please elaborate the flow for E2E lead funnel tracking	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
170	13	6. Scope of work	Digital platforms/services for lead generation and management such as: Lead repository and automated lead allocation (e.g., pin code based) E2E Lead funnel tracking and supervisory MIS and dashboard. Customer segmentation and behavioral analytics Micro market strategy based analytical insights for lead generation	Is this required as part of digital journey platform or an independent platform?	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
171	27	9.7	Pre Bid Meeting	Can we submit queries on the RFE post-pre-bid meeting.	Please be guided by the RFE document.
172	52	Annexure 5, 1.15	Integration and enablement of co-browsing solutions	Our understanding of co-browsing is when an agent is able access customer's browser and navigate, please provide confirmation on our understanding	Yes, the understanding is correct.
173	52	Annexure 5, 1.6	Enablement of Biometric eKYC solution	Can you please elaborate the requirement for biometric eKyc	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
174	53	Annexure 5, 5.1	Integration with medical service providers (schedule & manage medical tests, get medical reports, claim management & processing)	Are these API based integrations? Is LIC going to provide us with the API details for integrating Signzy's platform with medical service providers?	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
175	53	Annexure 5, 5.1	Integration with medical service providers (schedule & manage medical tests, get medical reports, claim management & processing)	Is there a requirement of a workflow to be created for the given requirements?	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
176	53	Annexure 5, 5.3	Design and development of an integrated health ecosystem for a unified view and tracking of health and wellness	What does Medical service provider mean? And could you please provide number of the same?	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
177	53	Annexure 5, 1.7	Name match logic ASP	Please elaborate what is logic ASP as we can do Name match	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.

Sr.No.	RFE Page Number	RFE Clause Name and No.	RFE Clause	Bidder's Query/Suggestion/Remarks	LIC's Response
178	53	Annexure 5, 2.3	Customer segmentation to tailor marketing strategies & communication	Is the vendor expected to provide customer segmentation to LIC for tailoring their marketing strategies or our solution is expected to target LIC's marketing campaigns to those segments?	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
179	53	Annexure 5, 6.2	Digital Payment Solutions	What is expected from management of Payment gateways? Will LIC provide us the payment gateways or do we have to provide payment gateways to LIC or Integration is required?	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
180	53	Annexure 5, 6.2	Digital Payment Solutions	What are the anticipated outcomes from digital invoicing solutions?	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
181	54	Annexure 5, 10.2	Development and integration of conversational AI journeys	Does it simply mean integration of third party chatbots with the journeys?	Please refer to the RFE which has indicative use cases. Further details will be shared at a later stage during closed RFP stage with the empanelled vendors.
182	54	Annexure 5, 1.8	Centralized database integration (e.g., account aggregators, ITR, bank accounts, death certificates etc.)	Please share specific of Databases with which integration is required	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
183	55	Annexure 5, 22	Digital Personal Data Protection (DPDP 2023)	Is LIC looking for an End to End GRC solution? We are compliant to DPDP, need more information wrt DPDP requirement for this RFE	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
184	56	Annexure 5, 23.2	Quality Assurance Partner - SI partner to defecr logging, triage and RCA	Please confirm if QA is required as a resource? An understanding is required how OEM and partner are getting differentiated	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
185	NA	General	RFE Clause	Can vendor bid for individual categories? Will LIC be considerate for multi-vendor approach? Also kindly confirm if a vendor can apply for selective scope of work in provided 5 categories.	The bidder can apply for empanelment in one or more of the 23 segments listed in the RFP.
186	NA	General	RFE Clause	Can vendor apply for any service where the customer has not given an approval to share the PO or MSA or any documentation which specifies a patnership between the vendor and the customer?	Please be guided by the RFE.
187	NA	General	RFE Clause	Can vendor apply for any service which is currently under roadmap ?	The bidder can apply for empanelment in one or more of the 23 segments listed in the RFP.
188	9	3. General Criteria for FinTech other than Startup (registered in India) Sl. No. 3.a	Supporting documents to be attached Audited Balance sheets and Profit & Loss statements for the financial years 2020-21, 2021-22, 2022-23 along with the certificate duly certified by the Chartered Accountant/Authorized auditor as per Annexure -IX	Kindly clarify if we can submit the audited balance sheet and certificate given by CA in the generic format that is available.	Please be guided by the RFE.
189	11	5. General Criteria – Common for Startup and other FinTech) Sl. No. 5.f	Insolvency Declaration Bidder shall not be insolvent, in receivership, Bankrupt, or being wound-up or be subject to any litigation Supporting documents to be attached Certificate is to be provided by the chartered accountant/statutory auditor, as per Annexure- VII	Kindly clarify if we can submit the requested certificate as given by CA in the generic format that is available in the auditor's report. (citations of the transcripts available in the report for the details requested)	Please be guided by the RFE.
190	24	9.12 Empanelment Security Deposit	In the event of Empanelment by LIC in relevant domains as specified in "Scope of Work" section, Bidders will submit an Amount of Rs. 2 Lac as Empanelment Security.	Kindly request to remove the Empanelment Security amount for the MSE vendors in line with the exemption given for EMD amounts for MSE's by Government organizations.	Please be guided by the RFE.
191	35	37. Source Code Escrow Agreement 37.d	Service provider agrees to bear the payment of fees due to the escrow agent.	Kindly request the payment due to the escrow agent should be born by both the service provider and LIC.	Please be guided by the RFE.
192	36	38. Assignment	The empaneled vendor shall not assign to anyone, in whole or in part, its obligations to perform under the contract, except with LIC's prior written consent and LIC reserves its right to terminate the Agreement, if no such consent is obtained by the empaneled vendor.	Kindly request to confirm whether we can outsource some of the services which are not available with the bidder depending up on the project need.	Please be guided by the RFE.
193	50	Annexure II – Compliance of Eligibility Criteria 3. General Criteria for FinTech other than Startup (registered in India) Sl. No. 3.a	Supporting documents to be attached Audited Balance sheets and Profit & Loss statements for the financial years 2020-21, 2021-22, 2022-23 along with the certificate duly certified by the Chartered Accountant/Authorized auditor as per Annexure -IX	Kindly clarify if we can submit the audited balance sheet and certificate given by CA in the generic format that is available.	Please be guided by the RFE.
194	52	Annexure II – Compliance of Eligibility Criteria 5. General Criteria – Common for Startup and other FinTech) Sl. No. 5.f	Insolvency Declaration Bidder shall not be insolvent, in receivership, Bankrupt, or being wound-up or be subject to any litigation Supporting documents to be attached Certificate is to be provided by the chartered accountant/statutory auditor, as per Annexure- VII	Kindly clarify if we can submit the requested certificate as given by CA in the generic format that is available in the auditor's report. (citations of the transcripts available in the report for the details requested)	Please be guided by the RFE.
195	63	Annexure: VII – Litigation Certificate	Format of CA Certificate - Annexure: VII – Litigation Certificate	Kindly clarify if we can submit the requested certificate as given by CA in the generic format that is available in the auditor's report. (citations of the transcripts available in the report for the details requested)	Please be guided by the RFE.

Sr.No.	RFE Page Number	RFE Clause Name and No.	RFE Clause	Bidder's Query/Suggestion/Remarks	LIC's Response
196	65	Annexure: IX – Bidder Turnover & Profits	Format of CA Certificate - Annexure: IX – Bidder Turnover & Profits	Kindly clarify if we can submit the audited balance sheet and certificate given by CA in the generic format that is available.	Please be guided by the RFE.
197	69	Annexure: XII – Customer Credential Letter	Format of Reference letter- Annexure: XII – Customer Credential Letter	Kindly clarify if we can submit the reference letters in the generic format that is available. Getting the letters for each RFP participation is a challenging task and most of the FI's do not support in that.	Please be guided by the RFE.
198	82	Annexure: XV – Empanelment Contract Form	Sr. No.1. Services Empanelment of FinTech for Procurement, Development/Customization of Products/Services in Various Domains. Handover of Source code along with documentation & technical knowledge transfer	We will have separate escrow arrangements for the proprietary developed product source code. Kindly confirm	Source code needs to be submitted only for solutions where customization has been done for LIC.
199	84	Annexure: XVI – Certificate for RFE Cost Waiver for MSME/NSIC Firms	Format of CA Certificate- Annexure: XVI – Certificate for RFE Cost Waiver for MSME/NSIC Firms	Kindly clarify if we can submit the requested certificate as given by CA in the generic format that is available with us(Getting separate letters for each RFP participation is a challenging task and we already have a generic letter prepared for the same and got in 2021)	Please be guided by the RFE.
200	12	Scope of work	Scope of Work	Can we bid for one or more points only under each section	The bidder can apply for empanelment in one or more of the 23 segments listed in the RFP.
201	12	Digital Journey	Digitization of processes/products	Is Multi Lingual expected in the output files also?	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
202	12	Digital Journey	Customer Research	Will data be provided and for how many years.	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
203	12	Digital Journey	Medical service providers ecosystem	For how long should the data be stored	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
204	12	Digital Journey	Scope of work	what will be the peak traffic usage in terms of number of users.	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
205	12	E. Digital Skills, App and Solutions - Learning Management System	Scope of work	Do you have a detailed requirement specification document for the LMS requirement? If yes, could you please share the same?	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
206	12	E. Digital Skills, App and Solutions - Learning Management Systems	Scope of work	Do you prefer cloud-based LMS solutions or on-premises installation?	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
207	12	E. Digital Skills, App and Solutions - Learning Management Systems	Scope of work	How long will the LMS and Content Services be required?	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
208	12	E. Digital Skills, App and Solutions - Learning Management Systems	Scope of work	What is the total number of users that will utilize the LMS platform?	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
209	12	E. Digital Skills, App and Solutions - Learning Management Systems	Scope of work	Are you open to using an open source LMS?	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
210	12	E. Digital Skills, App and Solutions - Learning Management Systems	Scope of work	Are you looking for integrations with third-party applications such as HRMS, CRM, Zoom, and MTeams? If so, please give the specifics.	Please refer to the RFE which has indicative use cases. Further details will be shared at a later stage during closed RFP stage with the empanelled vendors.
211	12	E. Digital Skills, App and Solutions - Learning Management Systems	Scope of work	Please explain gamification integration, such as contests and tier clubs.	Please refer to the RFE which has indicative use cases. Further details will be shared at a later stage during closed RFP stage with the empanelled vendors.
212	12	E. Digital Skills, App and Solutions - Learning Management Systems	Scope of work	What is the timeline for the LMS implementation?	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
213	12	E. Digital Skills, App and Solutions - Learning Management Systems	Scope of work	Does the LMS Implementation requires data migration (from old to New LMS platform).	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
214	12	E. Digital Skills, App and Solutions - Learning Management Systems	Scope of work	Does the LMS scope also cover eLearning content development?	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
215	12	E. Digital Skills, App and Solutions - Learning Management Systems	Scope of work	If yes, what is total volume of eLearning content development expected during the entire project duration?	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.

Sr.No.	RFE Page Number	RFE Clause Name and No.	RFE Clause	Bidder's Query/Suggestion/Remarks	LIC's Response
216	12	E. Digital Skills, App and Solutions - Learning Management Systems	Scope of work	Could you explain what you mean by "integration with existing training modules"?	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
217	12	E. Digital Skills, App and Solutions - Learning Management Systems	Scope of work	Where should this platform be hosted? Will XXXXX host this in their own Cloud or should the solution be deployed to LIC's infra?	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
218	12	E. Digital Skills, App and Solutions - Learning Management Systems	Scope of work	If it is to be deployed to LIC's infra, then does LIC have any specifications on which software is permitted to be used. For e.g., Windows only servers, specific DB technologies etc.,	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
219	12	E. Digital Skills, App and Solutions - Learning Management Systems	Scope of work	When they say integrating existing training modules (o Custom content development incl. integration with existing training modules (Page No. 12), do they mean adding course content and / or course history, or do they mean software integration with another platform?	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
220	13	7- Service Level Agreement	LIC reserves the right to recover the penalty amount in the following events: <ul style="list-style-type: none"> •The support at any location is not up to the satisfaction of LIC. •For any other valid reasons determined by LIC. •Non-payment of penalty claimed by LIC. Issues not attributable to the vendor will be exempted from levying the penalty. LIC reserves its right to recover this amount by deducting payments to be made by LIC to the bidder.	We request that this be tagged to mutually acceptable criteria on what amounts to delay with alternate methods being considered instead of a penalty	Please be guided by the RFE.
221		16- Intellectual Property Rights	If the Bidder fails to comply and LIC is required to pay compensation to a third party resulting from such infringement, the Bidder shall be responsible to make good the compensation including all expenses, court costs and lawyer fees. LIC will give notice to the Bidder of such claim, if it is made, without delay.	The clause mentions that the Bidder would need to pay the lawyer fees. As this would depend on the lawyer being hired, we would request that this be restricted to reasonable lawyer fees.	Please be guided by the RFE.
222		16- Intellectual Property Rights & 12(7)- Submission of Bids	The Bidder shall grant to LIC a fully paid-up, irrevocable, non-exclusive license throughout the territory of India or abroad to access, replicate and use software (and other software items) provided by the bidder, including-all inventions, designs and marks embodied therein in perpetuity.	As we provide a subscription to a SAAS platform in our scope of services, this right is provided during the term of the agreement.We would request that this be restricted to rights during the term of the agreement. The clause also mentions that customer would need the right to replicate the software. We would request that this be deleted as this replication would have a major impact on our business. Any IP rights submitted in the bid documentation is also the property of the Bidder and we request that these IP rights (if any) should be used only subject to the terms of the final agreement executed between the parties.	Please be guided by the RFE.
223	& 29	24- Termination of Empanelment & 32- Duration of Empanelment Contract	The progress regarding the execution of the order accepted by the empaneled vendor is found to be unsatisfactory or delay in execution of the contract, LIC reserves the right to get the balance contract executed by another party of its choice by giving one month's notice for the same. In this event, the empaneled vendor is bound to make good the additional expenditure, which LIC may have to incur in executing the balance contract. This clause is applicable, if for any reason, the contract is cancelled. Non-satisfactory performance of the empaneled vendor during implementation and operation. An act of omission by the Bidder, its employees, its agents, or employees of the consortium in the performance of the services provided by this contract. Failure to integrate/implement the Project as per the requirements of LIC as stated in this RFE.	As the termination rights mentioned here are open ended as to what would be considered non- satisfactory performance, delay, failure to implement etc., please provide clarity on the metrics that would be used to determine if these events have occurred. We would request that all termination be qualified to material breach The clause also mentions that the additional expenditure incurred by the customer would have to be paid by bidder. Please clarify the metrics basis which this triggering event would occur and we would request that a higher limit on this additional expenditure be added as this would have a significant commercial impact.	Please be guided by the RFE.
224	& 31	24- Termination of Empanelment & 37- Source Code Escrow Agreement	The empaneled vendor goes into liquidation voluntarily or otherwise. In such case, the source code, and other developments in software, etc. will become property of LIC.	We request that the source code escrow be restricted to events of insolvency with costs to be mutually agreed upon	Please be guided by the RFE.
225	28	28- Non- Disclosure	By virtue of Contract, as and when it is entered into between LIC and the empaneled vendor, and its implementation thereof, the empaneled vendor may have access to the confidential information and data of LIC and its customers. The empaneled vendor will enter into a Non-Disclosure Agreement to maintain the secrecy of LIC's data as per following: -	We request that the NDA be mutual to protect the confidential information of both parties.	Please be guided by the RFE.
226	29	30- Signing of Contract	The bidder has to accept all terms and conditions of LIC and should not impose any of its own conditions upon LIC. A bidder who does not accept any or all conditions of LIC shall be disqualified from the selection process at any stage as deemed fit by LIC.	We request that a few deviations be allowed in the Terms & Conditions to allow both LIC and Bidder to perform he requirements of the agreement.	Please be guided by the RFE.
227	29	32- Duration of Empanelment Contract	LIC shall have the option of terminating the contract during the contract period by giving a 1 months" notice.	We request that the termination rights be restricted to material breach of the agreement.	Please be guided by the RFE.
228	29	32- Duration of Empanelment Contract	If any of the empaneled bidders do not participate in minimum three closed tender's project during the contract period for any reason, even after getting an invitation to bid by LIC, then LIC will delist the bidder. The decision of LIC will be final and LIC will not entertain any correspondence in this regard and the Empanelment Security submitted by the bidder may be forfeited by LIC.	What if similar SOW is floated multiple times and the bidder has restriction with the capabilities in each of the similar SOW?	Please be guided by the RFE.
229	30	34- Indemnity	The Empaneled vendor assumes responsibility for and shall indemnify and keep LIC harmless from all liabilities, claims, costs, expenses, taxes (except GST) and assessments including penalties, punitive damages, attorney's fees and court costs which are or may be required to be paid by reasons of any breach of the bidder's obligation, negligence or/and misconduct under these general conditions or for which the bidder has assumed responsibilities under the empanelment contract including those imposed under any contract, local or national law or laws, or in respect to all salaries, wages or other compensation to all persons employed by the bidder or bidders in connection with the performance of any system covered by the purchase contract.	We would request that this be restricted to third party indemnity for IP breach, gross negligence and willful misconduct for the duration of the agreement as for all other breaches of the agreement, the parties will have a dispute resolution mechanism to resolve issues.	Please be guided by the RFE.

Invitation For Request For Empanelment For Procurement, Development/ Customization Of Products/Services In Various Domains For Life Insurance Corporation Of India
 Ref No. LIC/CO/DM/DT/2023/RFE/01 Dated 22.03.2024

Sr.No.	RFE Page Number	RFE Clause Name and No.	RFE Clause	Bidder's Query/Suggestion/Remarks	LIC's Response
230	32	38- Assignment	The empaneled vendor shall not assign to anyone, in whole or in part, its obligations to perform under the contract, except with LIC's prior written consent and LIC reserves its right to terminate the Agreement, if no such consent is obtained by the empaneled vendor.	We request that an exception be provided for merger, acquisition etc. as it would be difficult to get the consent of the customer due to the nature of confidentiality of such events. We can agree to provide a right to terminate in the event that the new entity does not clear LIC's KYC requirements.	Please be guided by the RFE.
231	32	40- Limitation Of Liability	In the following circumstances limitation of liability shall not apply and the bidder shall be liable for amount of cost, damages, compensation, penalty etc. suffered by LIC: Breach of the confidentiality provisions. This limit shall not apply to third party claims.	We would request that we consider a super cap for this instead of uncapped liability. A liability cap is decided basis the risk and benefit of each contract and keeping this liability as uncapped poses a major financial risk to the Bidder.	Please be guided by the RFE.
232	34	41- Compliance with Laws	The empaneled vendor hereto agrees that it shall comply with Labor Laws and all applicable union, state and local laws, ordinances, regulations, CVC / IRDAI guidelines / statutory requirements and codes in performing its obligations hereunder, including the procurement of licenses, permits and certificates and payment of taxes where required at no additional cost to LIC.	We comply with all laws that apply to us as a SAAS service provider. Please let us know the laws/regulations that would apply to us because of the service area that you are present in (as this would be different from the laws that apply to us generally), so that we can validate on compliance.	Please be guided by the RFE.
233	34	42- Subcontracting	Subcontracting is prohibited. However, if due to some unavoidable circumstances, such requirement is needed in part or full, then the empaneled vendor will have to obtain specific written permission from the Competent Authority of LIC under whose jurisdiction tender has been floated, before contracting any work to subcontractors.	We use multiple third parties such as AWS, Akamai etc to maintain our platform. Please clarify if this would also come within the scope of subcontracting as mentioned here as it would be difficult to get customer's consent for such third parties due to the ongoing nature of vendor engagement.	Please be guided by the RFE.
234	37	43- Confidentiality	1. Even if a Vendor's employee leaves the job or his services are terminated/expires, the Vendor shall ensure that he does not share any confidential information of LIC with third parties nor uses such it to derive unauthorized profits out of it. Vendor shall continue to be responsible for any such act of its ex- employee and agrees to indemnify LIC against any loss suffered by LIC due to disclosure of confidential information in such circumstances. 2. The obligation contained in this clause shall survive after the termination of this Agreement. Confidentiality of customer information shall be maintained and survive even after the Agreement expires or terminated. 3. The security aspect of the solution / software will be comprehensively reviewed periodically by LIC, and Service Provider shall carryout modifications / updates based on the security review recommendations on case-to-case basis without any cost to LIC.	1. We request that this indemnity be restricted to third party claims finally awarded by a court of law. 2. We request that we add a period for this survival such as 3 or 5 years post termination. 3. Please clarify what this review would entail. We are an ISO 27001 and SOC 2 Type 2 certified organisation and can provide the reports of these audits.	Please be guided by the RFE.
235	37	47. Payment Terms	LIC will make the payment subject to signing of the contract, NDA and submission of Performance Bank Guarantee (PBG) for each specific RFQ.	We request that the payment terms be mutually agreeable and not conditional on Performance Bank Guarantee	Please be guided by the RFE.
236	20	6 - Scope of Work	Through this Request for Empanelment, LIC envisages to empanel FinTechs for various requirements of LIC. Limited tender option will be used for selecting vendor from empaneled FinTechs. This empanelment shall be based on the requirements of LIC and availability of such experience and expertise with the bidder.	What if we want to nominate in other categories also? Then do we need to pay multiple fees? And how the scope will be defined?	The bidder can apply for empanelment in one or more of the 23 segments listed in the RFP. The fee will be paid only once per bidder.
237	23	8.2 Technical Bid	The bids received in response to this RFE shall be evaluated by an Evaluation Committee of LIC, as per the evaluation criteria furnished below. The bidders may be required to make an in-person / virtual presentation before this committee.	What should be the format of Demo Video/Collaterals to be shared.	The bid should be in document (PDF, Word) format. For videos that the bidder wants to share as part of the submission should be shared in the form of a link.
238	55	52. Adherence of Cyber Security Policy	The deputed persons should be aware about LIC's IT/IS/Cyber security policy and have to maintain the utmost secrecy & confidentiality of LIC's data including process performed at LIC premises. At any time, if it comes to the notice of LIC that data has been compromised/disclosed/ misused/misappropriated then LIC would take suitable action as deemed fit and empaneled vendor would be required to compensate LIC to the fullest extent of loss incurred by LIC.	We request that the compensation should be applicable only if the bidder resources were involved in the breach.	The understanding is correct.
239	55	52. Adherence of Cyber Security Policy	Bidders are liable for meeting the security standards or desired security aspects of all the ICT resources as per LIC's IT/Information Security / Cyber Security Policy. The IT /Information Security/ Cyber Security Policy will be shared with empaneled vendors. Bidders should ensure Data Security and protection of facilities/application managed by them.	As the Bidder doesn't have the access to the LIC's IT Policy, how do we agree on it in this RFE?	Bidder needs to adhere to the IT Security Policy post empanelment.
240	53	51. Inspection of Records and Audit	The Vendor will also undertake to co-operate with the IRDAI to carry out its supervisory functions and objectives and will furnish all records and other information as IRDAI may call for to carry out inspection and/or other functions. The cost that is to be paid to IRDAI or any government agency for doing the audit/inspection has to be reimbursed to LIC by the Vendor.	We request that the party asking for the audit bear the expenses of such audit..	Please be guided by the RFE.
241	53	51. Inspection of Records and Audit	Vendor shall ensure that sub-Contractors if engaged by Vendor shall be with the prior written consent of LIC only and the said sub-Contractors shall comply with the provisions of this Agreement. It is clearly understood that the Vendor shall be solely and primarily responsible to fulfil its obligations and adhere to the time limits agreed upon and stated in this Agreement. It is clarified that LIC shall not be liable or answerable to the sub-contractors under any circumstances.	Does the vendor need to take approvals for changes in any third party tool that is part of the solution?	Details will be shared at a later stage during closed RFP stage with the empaneled vendors.

Sr.No.	RFE Page Number	RFE Clause Name and No.	RFE Clause	Bidder's Query/Suggestion/Remarks	LIC's Response																								
242	9	5. Eligibility Criteria	<p>5. General Criteria – Common for Startup and other FinTech Relevant Experience</p> <p>For Startups: The bidder must have been in operation for a period of at least 1 Year and providing similar services as on date of RFE with a proven track record of at least one completed collaboration or ongoing with at least 6 months elapsed with organizations in the BFSI space</p> <p>For FinTechs other than startups: The bidder must have been in operation for a period of at least 3 Years and providing similar services as on date of RFE with a proven track record of at least one completed collaboration or ongoing with at least 6 months elapsed with organizations in the BFSI space</p>	<p>We request to please consider the project experience from state Government/center government and PSU also and amend the clause as under:</p> <p>5. General Criteria – Common for Startup and other FinTech Relevant Experience</p> <p>For Startups: The bidder must have been in operation for a period of at least 1 Year and providing similar services as on date of RFE with a proven track record of at least one completed collaboration or ongoing with at least 6 months elapsed with organizations in the BFSI space</p> <p>For FinTechs other than startups: The bidder must have been in operation for a period of at least 3 Years and providing similar services as on date of RFE with a proven track record of at least one completed collaboration or ongoing with at least 6 months elapsed with organizations in the BFSI space/state Government/center government/ PSU</p>	Please be guided by the RFE.																								
243	18	Technical Evaluation Criteria	<p>B. Evaluation of Bids: - FinTech (Other than Start-up) Experience / Case studies of relevant experience of projects as per context of this RFE</p> <p>Relevant Experience of working in BFSI space with at least INR 50,000 Crore+ annual sales turnover Max. Marks - 10 Marks 2 marks for experience in each BFSI organization</p>	<p>Asking the 50,000 Crore+ annual sales turnover from BFSI projects, is very high. We request to please allow the company turnover under this clause and a lot the marks as under: 50 Cr- 5 marks 75 Cr - 7 Marks More than 100 Cr - 10 Marks</p>	Please be guided by the RFE.																								
244	18	Technical Evaluation Criteria	<p>2. Experience of the FinTech (Track Record)</p> <p>a) Number of relevant experience projects executed/ongoing with at least 6 months elapsed in similar domain/scope of work as mentioned in „5. Scope of Work“ in this RFE document Max Marks- 10</p> <table border="1"> <tr> <td>No. of Completed Projects (Domains of RFE)</td> <td></td> </tr> <tr> <td>7 and above</td> <td>7</td> </tr> <tr> <td>5-6</td> <td>5</td> </tr> <tr> <td>3-4</td> <td>4</td> </tr> <tr> <td>2</td> <td>3</td> </tr> <tr> <td>1</td> <td>2</td> </tr> </table> <p>+Additional 1 mark for each project (upto maximum 3 marks) executed/ongoing with at least 6 months elapsed with a public sector/BFSI organization</p>	No. of Completed Projects (Domains of RFE)		7 and above	7	5-6	5	3-4	4	2	3	1	2	<p>We request to please consider the project experience from state Government/center government and PSU also and amend the clause as under:</p> <p>a) Number of relevant experience projects executed/ongoing with at least 6 months elapsed in similar domain/scope of work as mentioned in „5. Scope of Work“ in this RFE document</p> <table border="1"> <tr> <td>No. of Completed Projects (Domains of RFE)</td> <td></td> </tr> <tr> <td>7 and above</td> <td>7</td> </tr> <tr> <td>5-6</td> <td>5</td> </tr> <tr> <td>3-4</td> <td>4</td> </tr> <tr> <td>2</td> <td>3</td> </tr> <tr> <td>1</td> <td>2</td> </tr> </table> <p>+Additional 1 mark for each project (upto maximum 3 marks) executed/ongoing with at least 6 months elapsed with a public sector/BFSI organization/ state Government, center government</p>	No. of Completed Projects (Domains of RFE)		7 and above	7	5-6	5	3-4	4	2	3	1	2	Please be guided by the RFE.
No. of Completed Projects (Domains of RFE)																													
7 and above	7																												
5-6	5																												
3-4	4																												
2	3																												
1	2																												
No. of Completed Projects (Domains of RFE)																													
7 and above	7																												
5-6	5																												
3-4	4																												
2	3																												
1	2																												
245				Please confirm how many bidders will be empanelled in each category.	Please be guided by the RFE.																								
246				Please confirm can one bidder participate in more than one category.	The bidder can apply for empanelment in one or more of the 23 segments listed in the RFP.																								
247	6	Scope of Work	6	Requesting LIC team to please explain the different customer journeys being looked upon and also share details on the customer touchpoints for the digital journeys envisioned. Requesting to add any flow documentation around the same .	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.																								

Sr.No.	RFE Page Number	RFE Clause Name and No.	RFE Clause	Bidder's Query/Suggestion/Remarks	LIC's Response
248	10	Communication Engine - Design, development and maintenance for communication engine workflows with seamless integration with LIC legacy systems enabling use cases such as Multi-channel API based integration and trigger for automated customer communications (e.g.,SMS, email, WhatsApp, voice, chatbots, virtual assistants)	6.B.4	Requesting LIC team to please elaborate on the usecases w.r.t. voice, chatbot, virtual assistant related usecases. Kindly let us know what kind of communications these should entail (purely marketing, issue resolution, payments ,etc.)?	Please refer to the RFE which has indicative use cases. Further details will be shared at a later stage during closed RFP stage with the empanelled vendors.
249	10	POS payments	6.A.6	Requesting LIC team to please share some more details on what kind of flows is the team looking for POS Based payment collections. Also, what would the use cases be for this (for example - collection at branch / field collections for policy premiums , loan repayments , etc.)?	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
250	14	Service Level Agreement	7	Requesting LIC team to elaborate on this point shared for applicability of penalty by LIC: 'For any other valid reasons determined by LIC.'	Please be guided by the RFE.
251	14	Service Level Agreement	7	Requesting LIC team to quantify this for better understanding- 'The support at any location is not up to the satisfaction of LIC.'	Please be guided by the RFE.
252	17	Evaluation Process - Technical Bid	8.2	Requesting clarity on the scoring system working - if the bidder is participating for more than 1 digital journey, the bidder be evaluated basis scores for individual journeys or aggregate scores across all the journeys?	Vendor empanelment will be done segment-wise for all the 23 segments mentioned in RFE. The technical evaluation will be done for individually for all segments the bidder applies for.
253	23	Right to accept or Reject any Bid or All Bids	18	Requesting LIC team clarity - If the bidder is not participating for certain digital journeys, will this still apply - 'Bidder should comply with all the points mentioned in the scope of work. Noncompliance of any point will lead to rejection of the bid.'	This will be applicable when the limited RFP is floated to the empaneled vendors for the respective domains.
254	26	Termination for Insolvency	25	In case the empaneled vendor goes into liquidation voluntarily or otherwise. In such case, the source code, and other developments in software, etc. will become property of LIC.' - Requesting LIC team to please let us know what is the source code in question here? Is this for specific projects only built for LIC or does this entail the complete source code of the bidder?	Source code needs to be submitted only for solutions where customization has been done for LIC.
255	31	Source Code Escrow Agreement	37	Source Code Escrow Agreement Requesting LIC team to please let us know who is the Service provider here? Also, please share details on what is the source code escrow agreement referred to in this clause?	Please be guided by the RFE.
256	38	Inspection of Records and Audit	51	Requesting LIC team to please specify for what all activities will the audit tool/s be required to be provided by the bidder?	Please be guided by the RFE.
257	52	Annexure 5 - Technical & Skill Set	Annexure 5. 1.1	E-sign solutions (Aadhar-based, PAN-based & wet-ink)- Requesting LIC team clarity if for wet ink signing will there be a field force available at LIC to close wet- ink signing and then digitize the signed documents?	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
258	52	Annexure 5 - Technical & Skill Set	Annexure 5.1.4	Requesting clarity on what are the different details to be verified via Aadhaar based , PAN based verification (e.g. image, OTP, video, etc.). What could be the prospective volumes from the processing standpoint?	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
259	52	Annexure 5 - Technical & Skill Set	Annexure 5 1.5	Enablement of Digilocker integration' - Requesting clarity if LIC already has the License/Approvals to access DigiLocker data or is planning to procure it to support mentioned functionalities?	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
260	52	Annexure 5 - Technical & Skill Set	Annexure 5 1.9	OCR/ ICR technology' - Requesting LIC team to enlist the type of documents for which OCR shall be required? Will it be multi-lingual?	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
261	53	Enablement of digital invoicing solutions	Annexure 5 .6.4	Requesting LIC team to please share the customer journeys specific to digital invoicing for the bidder to be empanelled.	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
262	53	Tokenization of cards	Annexure 5 .6.6	Requesting LIC team to please confirm on whether LIC will be the token requestor for this journey or will LIC want to use XXXX as the token requestor with the networks (we are already certified)?	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
263	53	Reconciliation & Refunds	Annexure 5 .6.7	Requesting LIC team to please share more details on what would be the reconciliation needs that the bidder would need to cater for?	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.

Sr.No.	RFE Page Number	RFE Clause Name and No.	RFE Clause	Bidder's Query/Suggestion/Remarks	LIC's Response
264	54	Customer-screening database solution (for AML and CFT checks)	Annexure 5, 13.2	Request LIC team to clear out if the expectation is to perform AML/CFT screening on the end customer (policy holder)? If yes, then what details of the customer's will be passed to XXXXX ? Given, with name alone there will be lot of false positives leading to manual reviews which will be effort intensive, other details like PAN, DOB or any other ID proof would be useful.	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
265	54	Communication Engine - Development and integration of conversational AI journeys	Annexure 5.10.2	Requesting LIC team to please share the channels expected through which these conversational journeys have to be created and what all different usecases are being envisioned. For th epoint related to Integration is to be done, would this be from specific LIC based portals? Requesting confirmation on this.	Please refer to the RFE which has indicative use cases. Further details will be shared at a later stage during closed RFP stage with the empanelled vendors.
266	54	Digitization of processes/products - Integration and enablement of co-browsing solutions	Annexure 5.1.15	Requesting LIC team to please share the expectation based on the requirement for co-browsing solutions.	Please refer to the RFE which has indicative use cases. Further details will be shared at a later stage during closed RFP stage with the empanelled vendors.
267	54	API Management	Annexure 5.14.1	Request LIC team to provide clarity on the below pointers from the aspect of the API Management : ->What is the LIC's Tech Stack, to be considered for API development ->Are there any expectations around Experience of Resources to be utilized on Custom Implementation projects? ->What is the average implementation Tenure expected of Projects? ->Will LIC's support team manage Post Go - live Tech Issues basis the projects taken up by the bidder? ->Does LIC have its own Tech team to manage Maintenance & QA - Black Box Testing, Smoke Testing, Automation testing etc of the solution post deployment ->Where is the Code deployment expected - On-premises Infra/ Cloud / Partner Infra ->What are the Code Quality Standards & Benchmarks expected by LIC. Is there a standard framework used by them?	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
268	9	Scope 6. A.6	6.6	Payment gateway - Pls confirm the inclusion of Net Banking ?	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
269	9	Scope 6. A.6	6.6	what would be the transaction and settlement currency for International payments	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
270	9	Scope 6. A.6	6.6	Digital Invoicing - used for collections like payment links with policy details ?	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
271	9	Scope 6. A.6	6.6	Under NACH mandate registration, does it include the aadhaar based mandate registration	Details will be shared at a later stage during closed RFP stage with the empanelled vendors.
272	9	Scope 6. A.6	6.6	For Penny drop/Pennyless and Reverse penny dropAccount validation Auth services, XXXXX have already been awarded the contract and have received the Purchase order on 29th of January,2024 under NIQ released in the month of January, 2024.	Question not clear.
273	16	Technical Evaluation Criteria	B. Evaluation of Bids: - FinTech (Other than Start-up)	If we have OEM has partners, OEM credentials will be considered forEvaluation criteria. If so, can we submit their Purchase Order, Experiences	If SI is participating in the bid, the bidder will have to procure licences from the OEM in name of LIC.
274	78	Annexure: XV	Empanelment Contract Form	Not mentioned annexure has to be prepared in which document - Stamp paper and its value?	Please be guided by section 30. Signing of Contract of the RFE.
275	2	1.Bid Details	Extension Of Submission Closing Date & Time	Request for extension of last date of bid submission from 23.04.2024	Please refer corrigendum.
276	Page 8	Point 5, Other Conditions Section	The RFE shall not define project specific Terms & Guidelines. They shall be specified in Closed/ Limited RFQ Tender Process with the Empaneled Vendors for the specific requirements	Service specific commercial RFQ will be shared with only with empaneled members, only post empanelment process with LIC is completed or will there be any deviation to this clause during RFE process	Yes, the understanding is correct.
277	Page 8 and Page 11	Point 6, Under Scope of Work, Section A (Digital Journey, subsection 6) and Section C (Data and Analytics, subsection 2)	A (Digital Journey), subsection 6. - Digital Payment Solutions C (Data and Analytics), subsection 2. - Predictive Analytics	a. If an organisation is eligible to apply for multiple requirements, can they apply under one group entity name? As similar service is being offered by our sister concern entity b. In case for a different service requirement that is provided by sister concern entity of an org; then does that sister concern entity of org also needs to separately participate in the RFE process for empanelment	Every bidding entity need to apply for empanelment seperately and the evaluation will be done on the details submitted relevant to bidding entity only.
278	Page 20	Under Point 9, Instruction to Bidders, Section 9.12 (Empanelment Security Deposit)	If any of the empaneled bidders do not participate in minimum three closed tenders/ project during the contract period for any reason, even after getting an invitation to bid by LIC, then LIC will delist the bidder	In case an organisation is eligible for only one tender/project basis its capability will it still lead to delisting by LIC? As per LICs terms & condition they need all empaneled members to participate in minimum 3 tenders/projects post empanelment to continue being empaneled	Please be guided by the RFE.

Sr.No.	RFE Page Number	RFE Clause Name and No.	RFE Clause	Bidder's Query/Suggestion/Remarks	LIC's Response
279	Page 27	Under Point 26, Conflict of Interest	Bidders must disclose to LIC any actual or potential conflict that impacts its capacity to serve the best interest of LIC. Bidder should not have any litigation which may jeopardize or materially impact the bidders ability to perform its obligations under the proposed assignment	RBI has introduced PAPG liscence for operarting as a Payment Gateway Aggreagtor in India and if any organisation is currently having its liscence application in process with RBI and if there an restriction to onboard new business during this period, are they eligible to participaite in the RFE process and can LIC still empanel them if selected? Also is there any separate declaration annexure covering this aspect	Please be guided by the RFE.
280	Page 83	Page 83 Annexure: XIX – Description of Approach and Methodology for Submission of Technical Bid	A) Technical Approach and Methodology B) Demos on projects executed relevant to scope in RFE	a. Does an organisation has to submit single presentation encompassing all the required information or multiple presentations can be submitted. b. Does this presentation needs to be submitted in the form of embedded link in the annexure. c. Does an organisaton has to submit demo videos embedded in the form of a link and UAT screenshots in the annexure itself	Please be guided by the RFE.
281	2		1. Tender Information Summary Submission Start Date & Time	Given the elaborate requirements asked in the RFE, we request LIC to extend the bid submission deadline by at least 15 working days from the date of pre-bid queries responses published. This will help us to effectively submit the response to the RFE requirements.	Please refer corrigendum.
282	2		1. Tender Information Summary Cost of RFE Document (INR)	We request LIC to provide details on how, where the cost of the RFE to be paid. Is that we need to pay via DD or is there an option to pay online in the tender portal? Please provide us more details on the same.	Please refer corrigendum.
283	7		5 Eligibility Criteria Nature of Services The bidder should be either working towards innovation, development or improvement of products or processes or services or provide solutions that can bring improvement in the business development in a significant way. These include boutique/niche firms operating in the area of digital delivery of products and services. Documentary proof to be submitted certified and signed by authorized official of the bidder	Request LIC to provide details on what is the documentary proof to be submitted for nature of service? will Purchase order and self declaration will be sufficient?	Please refer to the RFE document - Documentary proof/Undertaking to be submitted certified and signed by authorized official of the bidder.
284	54		13.3 Fraud Detection Customer-screening database solution (for AML and CFT checks)	Is LIC is looking for Customer Screening only as part of the AML or is LIC interested in all the other modules of AML such as (Transaction Monitoring, Risk Categorization)?	Please refer to the RFE which has indicative use cases. Further details will be shared at a later stage during closed RFP stage with the empanelled vendors.
285	54		13.3 Fraud Detection Customer-screening database solution (for AML and CFT checks)	To Comply with all the regulatory requirements we suggest LIC to include End to end AML solution modules that includes Customer Screening module, Customer Risk Categorization Module, Transaction Monitoring, Regulatory reporting etc. Please confirm	Please refer to the RFE which has indicative use cases. Further details will be shared at a later stage during closed RFP stage with the empanelled vendors.
286	20 & 21		(a) Eligibility cum Technical Bid • The Eligibility cum Technical bid must be submitted in hard bound file in a sealed envelope super scribing "Eligibility cum Technical Bid" response against RFE in LIC & also online. Unsealed envelops will not be accepted. Eligibility cum Technical Bid will contain all the supporting documents regarding eligibility criteria, scope of work, technical aspects, Compliance statement and Terms & Conditions etc. mentioned in the RFE and should not contain any pricing or commercial information at all. ----- 8. The following documents will have to be submitted as a hard copy at the address of the Tender Inviting Authority (TIA) duly stamped, signed and spirally bound within 24 hours of the closed of bid-submission date/time. In case of any discrepancy/variations between documents (online and physical), the online submissions shall prevail. i. Annexure XIII: Performa for Integrity Pact ii. Annexure XIV: Non-Disclosure Agreement	Under bidding process section of the RFE, its mentioned that all the technical and supporting documents to be submitted in hard copy as well as in only. But In the section bid submission, it's mentioned that only Integrity Pact and NDA to be submitted offline. Request LIC to please confirm on the same.	Please refer corrigendum.
287	08/87	5	Eligibility Criteria	Bidder requests following modification : In case the bidder is the result of a merger or acquisition or demerger or hive off, due consideration shall be given to the past financial results of the merging entity or demerged entity as the case may be for the purpose of determining meeting the eligibility criteria; should the bidder be in operation for a period of less than 3 financial years.	Please be guided by the RFE.
288	17/87	7	Service Level Agreement	Bidder proposes that the overall penalties/ liquidated damages shall not exceed 5% of the entire contract value. SLA penalties shall be the sole and exclusive remedy for SLA breaches.	Please be guided by the RFE.
289	26/87 32/87 54/87 86/87	15 29 30 Ann IV Annexure: XVIII	Terms and Conditions of the Bidding Firms Notification of Proposal Signing of Contract Compliance Statement Notification of Acceptance	Bidder understands that the all the deviations and the final proposal submitted by the Bidder shall form part of the contract and the commencement of services shall begin only after the contract with mutually acceptable terms are signed by the parties. Please confirm.	Please be guided by the RFE.

Sr.No.	RFE Page Number	RFE Clause Name and No.	RFE Clause	Bidder's Query/Suggestion/Remarks	LIC's Response
290	26/87	16	Intellectual Property Rights	<p>Bidder proposes that if a third party asserts a claim against Client that Services acquired under the Agreement infringes a patent or copyright, Bidder will defend Client against that claim and pay amounts finally awarded by a court against Client or included in a settlement approved by Bidder. Please confirm</p> <p>"Bidder seeks to clarify that: Service Deliverables Ownership and Licensing a. When Bidder provides deliverables as specified under this RFP/Contract, Client will own the copyright in works of authorship that Bidder develops for Client (Project Materials). Project Materials exclude Existing Works. Existing Works are works of authorship delivered to Client, but not created, under the RFP/Contract and includes any modifications or enhancements of such works made during the performance of the Services. Some Existing Works may be subject to a separate license agreement (Existing Licensed Works). A software program is an example of an Existing Licensed Work and is subject to its licensing terms. b. Bidder grants Client an irrevocable (subject to Client's payment obligations), nonexclusive, worldwide license to use, execute, reproduce, display, perform and prepare derivatives of Existing Works that are not Existing Licensed Works. Bidder retains an irrevocable, nonexclusive, worldwide, paid-up license to use, execute, reproduce, display, perform, sublicense, distribute, and prepare derivative works of Project Materials."</p>	Please be guided by the RFE.
291	29/87	23	Force Majeure Unless otherwise directed by LIC in writing, the Consultant shall continue to perform its obligations under the contract as reasonably practicable and seek all reasonable alternative means for performance not prevented by the Force Majeure event	Bidder seeks deletion of the highlighted portion as the FM event would have started already. Please confirm	Please be guided by the RFE.
292	34/87	34	Indemnity	<p>Bidder seeks to replace with the below clause: If a third party asserts a claim against Client that Services acquired under the Agreement infringes a patent or copyright, Bidder will defend Client against that claim and pay amounts finally awarded by a court against Client or included in a settlement approved by Bidder. To obtain Bidder's defense against and payment of infringement claims, Client must promptly: i) notify Bidder in writing of the claim; ii) supply information requested by Bidder; and iii) allow Bidder to control, and reasonably cooperates in, the defense and settlement, including mitigation efforts. Pls confirm</p> <p>Bidder submits that the indemnity shall not apply to 3rd party products or software supplied by Bidder. All OEM/third party products are provided on a pass through basis. That any indemnity claim shall not exceed the actual charges paid by Client for the individual product or service that is the subject of claim (if recurring, twelve months charges apply)</p>	Please be guided by the RFE.
293	35/87	37	Source Code Escrow Agreement	Bidder seeks deletion of the clause.	Please be guided by the RFE.
294	36/87	40	Limitation of Liability	<p>"Bidder seeks replacement of the RFP clause with the below: Bidder's entire liability for all claims related to the Agreement will not exceed the amount of any actual direct damages incurred by Client up to the amounts paid (if recurring charges, up to 12 months' charges apply) for the Services that is the subject of the claim, regardless of the basis of the claim. Kyndryl will not be liable for special, incidental, exemplary, indirect, or economic consequential damages, or lost profits, business, value, revenue, goodwill, or anticipated savings. These limitations apply collectively to Kyndryl, its affiliates, contractors, and suppliers. Please confirm"</p>	Please be guided by the RFE.
295	38/87	42	Sub-Contracting	We would like to propose hands and feet support from bidders authorised service provider can be partially used to deliver the project as per expected. Project governance and owner ship stays with the bidding party.	Please be guided by the RFE.
296	39/87	43	Confidentiality Vendor shall continue to be responsible for any such act of its ex-employee and agrees to indemnify LIC against any loss suffered by LIC due to disclosure of confidential information in such circumstances.	<p>Bidder submits that all information (oral/written) must be identified as Confidential Information. There shall be no deemed treatment as Confidential Information.</p> <p>Bidder seeks deletion of highlighted portion Please confirm</p>	Please be guided by the RFE.

Sr.No.	RFE Page Number	RFE Clause Name and No.	RFE Clause	Bidder's Query/Suggestion/Remarks	LIC's Response
297	42/87	51	Inspection of Records and Audit	Bidder seeks to clarify that subject matter of audit shall not include cost, financial information and confidential information of Bidder. Audit shall be limited to once every year and any third party auditor shall not be a direct competition of the Bidder. Pls confirm.	Please be guided by the RFE.
298	74/87	Annexure: XIII Proforma for Integrity Pact	6.4 Both the parties accept that the Monitors have the right to access all the documents relating to the project/procurement, including minutes of meetings. 6.6 The BIDDER(s) accepts that the Monitor has the right to access without restriction to all Project documentation of the BUYER including that provided by the BIDDER. The BIDDER will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The same is applicable to Subcontractors. The Monitor shall be under contractual obligation to treat the information and documents of the BIDDER/Subcontractor(s) with confidentiality. 7. Facilitation of Investigation: In case of any allegation of violation of any provisions of this pact or payment of commission, the BUYER or its agencies shall be entitled to examine all the documents including the Books of Accounts of the BIDDER.	Bidder seeks to clarify that subject matter of shall not include cost, financial information and confidential information of Bidder.	Please be guided by the RFE.
299	30/87	24	Termination of Empanelment	All termination clause shall be mutually discussed as project RFP will also have termination clause which might conflict with the empanelment termination clause. We request you discuss during the contract agreement finalisation.	Please be guided by the RFE.
300	New	Proposed	Clause to be added for GDPR	"Client agrees that no Client personal data that is subject to European General Data Protection Regulations (GDPR) requirements will be provided to IBM under this transaction. In the event of a change, Client will notify IBM in writing and IBM's Data Processing Addendum (DPA) at http://ibm.com/dpa will apply and supplements the Agreement. Additionally, IBM and Client will agree on a DPA Exhibit (as described in the DPA). The DPA Exhibit and, if applicable, a custom services DPA amendment will be added as an Appendix to this transaction."	Please be guided by the RFE.
301	New	Proposed	Clause to be added for Covid	The Parties acknowledge and agree that COVID-19 is an event beyond the parties' reasonable control, and it is not possible to foresee (or advisable to try and foresee) its duration, impact, or extent (including measures and recommendations that may be put in place by regulators). As such, where a party's non-monetary obligations are not performed, affected, and/or delayed and that is attributable to COVID-19 or its related impacts, notwithstanding any other provision in the agreement, the affected party will not be responsible for such non-performance, affected performance or delay. The parties will act reasonably to discuss the affected obligations, potential workarounds and related issues in good faith and will document any agreed changes to the agreement.	Please be guided by the RFE.

Note: All other terms and conditions, forms of the RFE document remain unchanged. In case of any ambiguity, the RFE document will stand.

Date: 10 April 2024
Place: Mumbai

Executive Director (Digital Marketing & Digital Transformation)