

Ref: LIC/CO/Dir.Mktg/LMS_Corrigendum

Date: 22/06/2009

CORRIGENDUM
TO
RFP FOR LEAD MANAGEMENT SOFTWARE SOLUTION

The following clarifications / modification / corrections/ additional requirements are submitted as Corrigendum to the Request for Proposal (RFP) for Lead Management Software Solution - Ref: LIC/CO/Dir.Mktg/LMS dtd 16/06/2009

Sr. No.	Reference/Existing Requirement	Additional Requirement / Revised Requirement/Revised Specification
1.	Clause C.22 – Taxes and Duties Clarification about the taxes getting changed during the proposed budget session.	Vendors should include all taxes and duties (as per existing rates) in the price bid. If there is any increase in statutory taxes / duties due to any reason whatsoever, after Notification of Award, the same shall be borne by LIC. If there is any reduction in statutory taxes / duties due to any reason whatsoever, after Notification of Award, the same benefit shall be passed on to the LIC.
2.	Clause C.6.4 – Warranties Clarification about extension of warranty period in case of corrections of defects.	Only in the event of any corrections undertaken during the warranty period, due to violation/infringement of patent/trademark/copyrights or industrial design as per Clause C.4 – Patent rights, the warranty shall be extended to a further period of 12 months.

3.	Clause A.6.5 – Scope of Work Clarification about handing over of Intellectual Property Rights (IPR) of the solution to LIC	LIC intends to take over the maintenance of proposed solution. LIC will decide whether to continue with AMC with the selected vendor only after the completion of warranty period. Hence, LIC requires all the source codes, executables, design documents, user-guides of the proposed solution including the IPR for the customized portion of software.
4.	Clause E.5.4.12 – Implementation Support Clarification whether 6 months onsite support is required.	LIC requires onsite support during the implementation period till the User Acceptance Test sign off. During the Warranty period, the support for the solution will be on-call basis.
5.	D.2.2 – Detailed Functional Requirements Clarification about Lead Allocation using GPRS enabled facilities.	Since Lead Allocation is proposed to be done on the basis of lead schedule for each Direct Sales Executive, LIC intends to send lead alerts through SMS and emails. Hence GPRS enabled facilities are not required.
6.	Part IV – Award of Contract Clarification about the weightage allocated to Technical Bid & Financial Bid evaluation.	Our requirements have been specifically outlined in the RFP. The solution which completely fulfils our requirements will only qualify for consideration. Evaluation criteria and evaluation of the responses to the RFP will be entirely at LIC’s discretion. LIC’s decision will be final and no correspondence about the decision will be entered into.
7.	Clause A.6.3 – Scope of Work and Clause F.2.4 –Database Management System: Clarification about solution to be operational on Red Hat Linux (ES) ver.4.0 or higher and also to confirm to open standards in respect of application software and database.	LIC requires the proposed solution to be commissioned & implemented with: <ul style="list-style-type: none"> a) Red Hat Linux (ES) ver.4.0 or higher or any open-source operating system. b) Any open-source application software c) Any open-source database

8.	Clarifications whether cost of migration of database (if required at later stage) should be included in the Total Project Cost.	Any migration costs (if required in future) with respect to application software or database may be quoted as a separate item in the Price bid. However, this cost will not be taken into consideration for evaluation purpose.
9.	Clause F.2.1 – Application Software Cost Clarification about the license costs of the software solution	LIC requires the vendor to quote one time cost for the software solution inclusive of perpetual & enterprise wide license.
10.	Clause F.2.9 Annual Maintenance Charges Clarification about Annual Maintenance Charges	LIC requires the vendor to provide annual maintenance charge (AMC) support for 4 years after the expiry of the warranty period. The AMC charge for each year is required to be mentioned in E.9 – Financial Bid Format. The total project cost inclusive of total AMC charges will be considered for evaluation of financial bid. However, LIC at its discretion may decide to dis-continue with AMC with the selected vendor during the post-warranty period.
11.	Clause D.2.2 – Detailed Functional Requirements Clarification about Expenses Claim form submitted by Direct Sales Executives (DSEs)	This requirement is deleted from the scope of work
12.	Inclusions in A.6. Scope of Work, D.2.1 – Goals of the proposed solution, D.2.2 – Detailed Functional Requirements.	<ol style="list-style-type: none"> 1. Third party integration with Call centers / Info-centers 2. Third party integration with SMS service provider 3. All India Expansion

13.	Clarification about schedule for demonstration from vendors.	LIC may, at its discretion, request for demonstration of proposed software solution from short-listed vendors after technical evaluation.
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Executive Director (Direct Marketing)

