

Title of Procurement	Request for Proposal for Omnichannel Website & Mobile App Performance and Customer Experience Monitoring (Synthetic monitoring) as a Service for LIC.
Reference No.	Ref: LIC/CO/ITDT/PORTAL/2526/RFP/WPM dated: 28.03.2025

Please take note of the following corrigendum:

#	Para / Clause under Reference as per RFP Document	Existing Clause	Revised Clause / Additional Clause
1	Table E2 (Technical Evaluation) Point no 2 (Active Clients), Page No: 66	Bidder must be providing the monitoring services to minimum 5 RBI/IRDAI regulated active clients as on date of the RFP. The service must be actively being used as on date of RFP.	Bidder must be providing the monitoring services to minimum 5 BFSI active clients regulated by RBI/IRDAI/SEBI as on date of the RFP. The service must be actively being used as on date of RFP.
2	Table E2 (Technical Evaluation) Point no 3 (Client Satisfaction Letter), Page No: 66	Bidder must provide minimum 3 client satisfaction letters for the monitoring services as on date of RFP. The clients must be regulated by RBI/IRDAI.	Bidder must provide minimum 3 client satisfaction letters for the monitoring services as on date of RFP. The clients must be BFSI active clients regulated by RBI/IRDAI/SEBI.
3	Table E2 (Technical Evaluation) Point no 3 (Sample Reports Submission), Page No: 66	The bidder must submit one (1) sample report each from a minimum of three (3) distinct active clients that are regulated by RBI/IRDAI.	The bidder must submit one (1) sample report each from a minimum of three (3) distinct BFSI active clients that are regulated by RBI/IRDAI/SEBI.

#	Para / Clause under Reference as per RFP Document	Existing Clause	Revised Clause / Additional Clause
4	Table E2 (Technical Evaluation) Point no 3 (Client PO Value), Page No: 66	The bidder must submit a minimum of three (3) valid Purchase Orders (POs) from clients regulated by the RBI / IRDAI. Bidders may submit redacted purchase orders with the client's name and other confidential details redacted, provided they are accompanied by the required documentary evidence.	The bidder must submit a minimum of three (3) valid Purchase Orders (POs) from distinct BFSI active clients that are regulated by RBI/IRDAI/SEBI. Bidders may submit redacted purchase orders with the client's name and other confidential details redacted, provided they are accompanied by the required documentary evidence.
5	Section 6 (TERMS AND CONDITIONS) Sub Section 6.13.2 (Payment Terms & Conditions); Point no:- a ;Page No: 35	Payment for the actual transactions will be made quarterly in arrears for actual no of Active Annual Users	Payment will be made quarterly, in arrears, on actual no. of pages/screens/URLs monitored as required by LIC and the monitoring report and analysis along with the required deliverables are accepted by LIC. Duplicate pages will not be considered for billing.
6	Section 6 (TERMS AND CONDITIONS) Sub Section 6.13.2 (Payment Terms & Conditions); Point no:- b ;Page No: 35	Payment for the one time Implementation, Configuration & Training items (Item 2 and 3) will be upon the Successful deployment and post 30 day of goes live of application.	No Minimum Guaranteed: LIC anticipates that the selected bidder will provide services for the pages to be monitored as requested by the user sections/departments. LIC will not guarantee any minimum compensation that will be paid to the bidder or any minimum usage of the bidder's services.

#	Para / Clause under Reference as per RFP Document	Existing Clause	Revised Clause / Additional Clause
7	Table E1: Eligibility Evaluation (Mandatory Requirements); Page No: 66	Sl. No. :- 4, Sl. No. :- 5, Sl. No. :- 6, Sl. No. :- 7, Sl. No. :- 8, Sl. No. :- 9, Sl. No. :- 10, Sl. No. :- 11, Sl. No. :- 12	Sl. No. 4 is renamed as Sl. No. 3 ; Sl. No. 5 is renamed as Sl. No. 4; Sl. No. 6 is renamed as Sl. No. 5; Sl. No. 7 is renamed as Sl. No. 6; Sl. No. 8 is renamed as Sl. No. 7; Sl. No. 10 is renamed as Sl. No. 8; Sl. No. 11 is renamed as Sl. No. 9; Sl. No. 12 is renamed as Sl. No. 10;
8	Section 3.2 Activity Schedule, page no. 11	RFP Reference date: 28.03.2025	RFP Reference date: 09.04.2025

(Secretary, IT/Digital Transformation)