

MINUTES OF PRE-BID MEETING

Brief Description of Procurement:	Invitation for Expression of Interest for Selection of Firms to provide chatbots as a service in the domains of Artificial Intelligence, Cognitive learning, machine learning and robotics for LIC of India.
Bid Ref:	CO/IT-SD/PORTAL/CB/2019-20/
Date and Time of Pre-Bid Meeting	25 th June, 2019 at 3.00 PM.
Venue of Pre-Bid Meeting	LIC of India, Central Office, IT/SD Department, 3 rd Floor, Conference Room, Jeevan Seva Annexe Building, S. V. Road, Santacruz (W), Mumbai, Maharashtra - 400054.

The following officials of LIC of India were present in the pre-bid meeting:

#	Name and Designation
1.	Mr. P. S. Negi, Chief (IT/SD)
2.	Mrs. M. Sarkar, Secretary (IT/SD)
3.	Mr. Pramod Kumar, Assistant Secretary (IT/SD)
4.	Ms. Tanvee G. Kamble, Asst. Administrative Officer, (IT/SD)
5.	Mr. Saurav Ganguli, Asst. Administrative Officer, (IT/SD)

The following Bidders' Representatives attended the pre-bid meeting:

#	Name of Prospective Bidder / Firm	Name of the Representative
1.	Active Intelligence Pte. Ltd.	Mr. Pranesh Suvarna
2.	All in Call Research and Solutions	Mr. Shivam Gupta
3.	CMS IT Services Pvt. Ltd	Mr. Prasad Pahl
		Mr. Kunal Bhatt
4.	Conneqt Business Solutions Ltd.	Mr. Parikshit Relwani
5.	Ernst and Young	Mr. Shovan Barik
6.	Feat Systems Pvt. Ltd.	Mr. Mukesh Singh
7.	Gup Shup Technology India Pvt. Ltd.	Mr. Makarand Kulkarni
		Mr. Makarand Bhat
8.	Infrasoft Technologies Ltd.	Mr. Shoiab Dabir
		Mr. Sharan Shetty



#	Name of Prospective Bidder / Firm	Name of the Representative
9.	Intellect Design Arena Ltd.	Ms. Jayati Chatterjee
		Ms. Sucheta Ranade
10.	OASYS Cybernetics Pvt. Ltd.	Mr. Nitin Goel
11.	One Click Technologies Pvt. Ltd.	Mr. Amit Ojha
12.	Oracle India Pvt. Ltd.	Mr. Pradeep Nimkar
		Mr. Manish Krashak
13.	Pinnacle Teleservices Pvt. Ltd.	Mr. Ankur Wani
14.	Quantiphi Analytics Solution Pvt. Ltd.	Mr. Jibin Philip
		Ms. Pragya Duley
		Mr. Kanishk Mehta
15.	Syndrome Technologies Pvt. Ltd.	Mr. Sunay Shivalkar
16.	Value First Digital Media Pvt. Ltd.	Mr. Nikhil Sattur
		Mr. Sagar Madhware
		Mr. Aditya Mahajan
17.	Vsoft Technologies Pvt. Ltd.	Mr. Udayan Mahanta
18.	Yellow Messenger	Mr. Ashutosh Sharma

Proceeding of the pre-bid meeting is as follows:

1. At the outset, Asst. Secretary (IT/SD), made a briefing about the scope of services and purpose of the pre-bid meeting.
2. Prospective bidders were requested to put up their queries related to the scope and terms and conditions given in the EOI document.
3. The queries from prospective bidders were appropriately responded.
4. The responses to queries sought from prospective bidders in e-mail and those asked during the meeting have been compiled as per Annexure C.

Annexure C

Clarifications in regards to queries / suggestions received for EOI document for Selection of Firms to provide chatbots as a service in the domains of Artificial Intelligence, Cognitive learning, Machine learning and Robotics for LIC of India.
(CO/IT-SD/PORTAL/CB/2019-20/)

Sl No	Para / Clause under Reference as per EOI Document	Content of Para / Clause under Reference as per EOI Document	Query / Suggestions	Response
1.	3.1 Eligibility Criteria (Pre-Qualification), Sr. no. (i), Page 6.	Bidder must be a Start-up i.e. an entity up to a period of seven years from the date of incorporation/registration, incorporated as a private limited company (as defined in the Companies Act, 2013) or registered as a partnership firm (registered under Section 59 of the Partnership Act, 1932) or a limited liability partnership (under the Limited Liability Partnership Act, 2008) in India.	Is it necessary that the prospective bidder has to be a start-up or this requirement is flexible?	Please be guided by the EOI Document. Bidder must be a Start-up i.e. an entity up to a period of seven years from the date of incorporation/registration as on the date of the EOI.
2.	3.1 Eligibility Criteria (Pre-Qualification), Sr. no. (iii), Page 6.	Bidder must be original software developer / OEM for platform based on Artificial Intelligence (AI), Machine Learning (ML) and Natural Language Processing (NLP).	Why is it necessary that the bidder has to be original software developer / OEM for AI based platform?	Please be guided by the EOI Document.

3.	3.1 Eligibility Criteria (Pre-Qualification), Sr. no. (vii), Page 6.	Bidder had obtained patents or filed patents on their chatbot related technology.	Why is it compulsory to have patents?	Please be guided by the EOI Document.
4.	3.1 Eligibility Criteria (Pre-Qualification), Sr. no. (iv), Page 6.	The bidder must provide reference of 3 clients for whom the bidder has implemented chatbot as a service solution and is actively being used.	Is it necessary to provide reference of 3 clients or is it flexible to less than 3 nos. of clients also? Is it necessary that the reference of client has to be from financial / insurance sector only? Can reference of clients from Global Chatbot Implementations be given?	Please be guided by the EOI Document.
5.	Annexure B, type 'Technology' Sr. No. 14, Page 15.	Artificial Intelligence, Machine Learning and Natural Language Processing based Chatbot.	Is this a compulsory criterion?	Yes, Please be guided by the EOI Document.
6.	3.1 Eligibility Criteria (Pre-Qualification), Sr. no. (v), Page 6.	The chatbot as a service must be provided from a data centre in India.	Is deployment of Chatbot on cloud is acceptable?	Yes. The chatbot as a service must be provided from a data centre in India.
7.	Annexure B, type 'Technology' Sr. No. 18, Page 15.	Response Time - Less than 1 second.	Is it compulsory to have response time less than one second?	Please be guided by the EOI Document.

8.	2.0 Scope of Work, Sr. No. (3), Page 5	Provide actual timelines and cost estimates for each such proposed solution.	Kindly elaborate the term cost estimates.	By cost estimates, LIC intends to have the parameters on which the prospective bidders' cost structure is based. For example, per API call basis, per conversation basis, integration costs etc.
9.	Annexure B, type 'Functionality' Sr. No. 2, Page 14.	Language Support - Multiple language support (Mandatory : English/Hindi) Capability for other Regional Languages.	How many regional languages does LIC intend to support?	There are no such restrictions on number of regional languages. Multiple language support (Mandatory : English/Hindi)
10	3.1 Eligibility Criteria Page 6	Bidder must be a Start-up i.e. an entity up to a period of seven years from the date of incorporation/registration, incorporated as a private limited company (as defined in the Companies Act, 2013) or registered as a partnership firm (registered under Section 59 of the Partnership Act, 1932) or a limited liability partnership (under the Limited Liability Partnership Act, 2008) in India.	It is understood that apart from Start-ups, entities registered as a partnership firm (registered under Section 59 of the Partnership Act, 1932) or a limited liability partnership (under the Limited Liability Partnership Act, 2008) in India are also eligible. Kindly confirm	Please be guided by the EOI Document. Bidder must be a Start-up i.e. an entity up to a period of seven years from the date of incorporation/registration as on the date of the EOI.
11	2.0 Scope Of Work Page 5.	Provide actual timelines and cost estimates for each such proposed solution.	Implementation timelines & cost estimates are dependent on certain parameters like points & type of	By cost estimates, LIC intends to have the parameters on which the prospective bidders' cost structure

			integrations, bot training parameters, customizations if any, etc.	is based. For example, per API call basis, per conversation basis, integration costs etc.
12	3.1 Eligibility Criteria, Sr no.(i), page 6	Bidder must be a Start-up i.e. an entity up to a period of seven years from the date of incorporation/registration, incorporated as a private limited company (as defined in the Companies Act, 2013) or registered as a partnership firm (registered under Section 59 of the Partnership Act, 1932) or a limited liability partnership (under the Limited Liability Partnership Act, 2008) in India.	Request LIC to consider Public Listed Companies. In case the Bidder is the result of a de/merger / acquisition, at least one of the companies should have been in operation for at least 3 years.	Please be guided by the EOI Document. Bidder must be a Start-up i.e. an entity up to a period of seven years from the date of incorporation/registration as on the date of the EOI.
13	3.1 Eligibility Criteria Sr no.(iv), page 6	The bidder must provide reference of 3 clients for whom the bidder has implemented chatbot as a service solution and is actively being used.	Request LIC to consider 1 client reference for chatbot/ similar implementation.	Please be guided by the EOI Document.

14	2.0 SCOPE OF WORK Sr. No. (1)	Showcase existing solutions pertaining to chatbot deployments in India provided in the insurance/financial sector for leveraging technologies in the fields of artificial intelligence, cognitive learning, machine learning and robotics.	Request LIC to consider Global Chatbot implementations	Please be guided by the EOI Document.
15	2.0 Scope Of Work Sr. No. (3)	Provide actual timelines and cost estimates for each such proposed solution.	We would like understand LIC's expectation wrt timelines.	Information will be shared with the eligible shortlisted Bidders
16	Evaluation of Proof of Concept Page 12	Eligible firms should demonstrate compliance to the Technical and Functional requirement based on the use cases (provided by LIC) and presentation to an evaluation committee.	Request you to provide information on use cases.	Information will be shared with the eligible shortlisted Bidders
17	1.2 Purpose of Invitation of EOI. Page 3	The aim is to leverage chatbot as a service (CaaS) to improve LIC's processes and activities in various operations including marketing, customer service and others.	While we understand LIC's requirement is of Chatbot as a Service platform, we need more info w.r.t various areas of operation for which CaaS will be used, from sizing & estimation perspective.	Information will be shared with the eligible shortlisted Bidders

18	ANNEXURE XI, Sr No. (16), Page 30	Voice/Chat/Video	Kindly confirm whether past implementation of Chatbot to Video or vice versa mandatory or good to have.	Voice / Chat Mandatory.
19	ANNEXURE XI Sr No. (17), Page 30	Is Handover to Live Agent available (Human in the loop in case of escalation to assist)	Kindly confirm whether past implementation of Chatbot to Handover to Live Agent or vice versa mandatory or good to have.	Required
20	ANNEXURE XI Sr No. (18), Page 30.	Is Bi-directional contextual handover (VA to Agent and Agent to VA Available).	Kindly confirm whether past implementation of Bi-directional contextual handover mandatory or good to have.	Required
21	Annexure B, type 'Technology' Sr. No. 17, Page 21	Scalability - maximum number of concurrent users at a time	Please let us know LIC's expectation on maximum number of concurrent users for Chatbot.	Information will be shared with the eligible shortlisted Bidders
22	Annexure B, type 'Technology' Sr. No. 21, Page 15	Compliance with 3rd party web security test	Request LIC to provide the list of 3rd party web security test firms	Information will be shared with the eligible shortlisted Bidders
23	2.0 SCOPE OF WORK Sr. No. (1)	Showcase existing solutions pertaining to chatbot deployments in India provided in the insurance/financial	Can we showcase Pharmaceuticals/OEM /Banking Bot.	Please be guided by the EOI Document.

		sector for leveraging technologies in the fields of artificial intelligence, cognitive learning, machine learning and robotics.		
24	3.1 Eligibility Criteria (Pre-Qualification), Sr. no. (i), Page 6.	Bidder must be a Start-up i.e. an entity up to a period of seven years from the date of incorporation/registration	Can a company established in 2010 is eligible for the EOI.	Please be guided by the EOI Document. Bidder must be a Start-up i.e. an entity up to a period of seven years from the date of incorporation/registration as on the date of the EOI.
25	3.1 Eligibility Criteria (Pre-Qualification), Sr. no. (vii), Page 6.	Bidder had obtained patents or filed patents on their chatbot related technology.	Is It mandatory?	Yes, Please be guided by the EOI Document.
26	3.8 Evaluation of proposals, Sr. No.(e), Page 11.	Based on the evaluation of submitted documents, LIC will call the selected firms for proof of concept (PoC).	POC would be paid or free. Also, Duration for POC.	PoC will be at no cost to LIC and will be part of evaluation.
27	Annexure B, type 'Functionality' Sr. No. 1, Page 14.	Chatbot Type Text, Voice, either of the two, both	Priority or Phase of Text or voice Bot. POC will go with which model as stated (Voice/Text)	Voice and Text

28	Annexure B, type 'Technology' Sr. No. 16, Page 21	Multiple Channels support and channel aware i.e. Web, Android, iOS, Alexa, facebook messenger, twitter etc. Platform agnostic.	Priority of Platforms because this will have the impact on commercials.	Information will be shared with the eligible shortlisted Bidders
29		Any Technology Preference.	Third party integration, LIC core systems	Yes Integration will be required. LIC requires Chatbot as a Service and thus technology option will be with Bidder.

CHIEF (IT/SD)