



LIC Pension Fund Ltd.

Response to Pre-bid Queries for the RFP for Website dated 28/10/2024

#	RFP Document Reference(s) (Section & Page Number)	Clause (in brief) of RFP requiring clarification(s)	Brief details/ Query in reference to the clause	Bidder	Response
1	1.8 & Page 10	bid processing fee of Rs.11,800.00	Please allow Exemption for MSE & NSIC registered companies	Planet e-com	Refer RFP
2	1.8 & Page 10	EMD of Rs.1,00,000.00	Please allow Exemption for MSE & NSIC registered companies	Planet e-com	Refer RFP
3	1.10 Activity Schedule: Page 12	Bid Submission-20.11.2024	Please extend the tender for 2-3 weeks because this is hard copy submission, there is lots of work involvement and it will take some time to reach.	Planet e-com	Refer Corrigendum
4	1.18.2 & Page 20	Performance Bank Guarantee (PBG) equal to 10% of the total Contract Value	Please reduce the PBG % from 10% to 3%.	Planet e-com	Refer RFP
5	Section - 1 Instructions to Bidders Page No. 25 - (Point No. 1.25 (g)) ----- Section - 3 Scope of Work Page No. 30 - (Point No.3.2.6 (2)) ----- ----- 8.12 Annexure – XI	In the event LICPFL chooses not to upgrade the software/ OS/ Middleware version proposed, the Bidder should be able to support the version of the solution available with LICPFL till the end of application support period of 5 years.	In few places it says contract period of 5 years and in some place 7 years, which is correct?	EY	Contract period is of 7 (Seven Years)
6	Page 27	Bi-Lingual Website	Who will provide Hindi Content?	Planet e-com	Bidder / Vendor

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7	Section 3.2.1, Page#27	3.2.1.4 All the information available on existing website must be published along with any additional information that may come up during implementation of new website. The design and presentation can differ after approval.	We are assuming that the new redesigned website will mostly have the same content/sections as are on the current website. Please confirm.	Bigscal	With existing ones additional/new content/ sections will be there
8	Section 3.2.1, Page#27	3.2.1.5 Supports website analytics features.	Are there target metrics for performance? (NPS, CSAT)	Bigscal	As per the best industry practice
9	Section 3.2.1, Page#27	3.2.1.5 Supports website analytics features.	What specific analytics capabilities are required? Do you have preferred KPIs or metrics to track?	Bigscal	As per the best industry practice
10	Section 3.2.1, Page#27	3.2.1.8 Provide information and guidance using high converting leading pages to onboard the customers.	Need clarity on this requirement? Does it refer to digital onboarding of new customers?	Bigscal	The website should have capability of implementing similar requirements whenever required.
11	Section 3.2.1, Page#27	3.2.1.13/14 Gallery to upload photos, videos etc. Provision to display messages, highlights etc.	Will the website require a content management system (CMS) for frequent content updates? If so, do you have a preferred CMS?	Bigscal	Yes, as per best industry practice
12	Section 3.2.1, Page#27	3.2.1.13/14 Gallery to upload photos, videos etc. Provision to display messages, highlights etc.	Is there a need for Admin portal to add/update content on website? Will Gallery for uploading photos/videos be part of Admin portal?	Bigscal	No. This is expected from vendor.

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13	Scope of work - Pg No.27		Please update the existing website https://licpensionfund.in/ tech stack, along with any preferred technology stack.	Cyfuture India	Current website is in Zoomla. Refer RFP. Preferred technology - As per the best industry practice.
14	Section 3.2.1, Page#27	General Query	Which stakeholders will be involved in the UX/UI design review process? If so, how many feedback rounds are anticipated?	Bigscal	Company internal resources will be stakeholders to review process. As many rounds as required to freez the requirements.
15	Section 3.2.1, Page#27	General Query	Should we consider integration with external systems, such as CRM or analytics platforms?	Bigscal	As per the best industry practice
16	Section 3.2.1, Page#27	General Query	Who will be responsible for validating the redesigned and optimized journeys from a technical implementation point of view?	Bigscal	Bidder
17	Section 3.2.1, Page#27	General Query	Can LIC share current journey analytics view? Like most used features, current user split, web vs. mobile view users etc.?	Bigscal	Refer website
18	Section 3.2.1, Page#27	General Query	Which team will give us the business requirements and contents to be displayed on the website?	Bigscal	LICPFL Team
19	Section 3.2.1, Page#27	General Query	Will there be a need to run campaigns thorough CMS?	Bigscal	The website should have capability of implementing similar requirements whenever required.

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20	Section 3.2.1, Page#27	3.2.1.7 To educate and inform prospective buyers and existing customers the website should provide easy access to contact team members using various means like email, webchat, telephone call and use of other social media.	Will there be any kind of lead generation for prospective buyers from the website?	Bigscal	Yes
21	Section 3.2.1, Page#27	3.2.1.12 Role based access to company's designated employees for downloading data, MIS from website	Would there be a dashboard view for employees on role based access? What will be the content shown to the different employees?	Bigscal	Yes, to be discussed during development
22	Scope of work - Pg No.27	Role based access to company's designated employees for downloading data, MIS from website.	For Role based access to please clarify how many number of access for company's designated employees for downloading data, MIS from website.	Cyfuture India	Will be discussed during development with successful bidder

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23	Infrastructure- Pg No. 28	The bidder is expected to provide all necessary underlying infrastructure like Servers, Storage, Processors (CPUs), Memory (RAM), Operating System, required Database along with its licenses, Firewall, switches, data encryption and security either on a physical server located at Data Centre of the vendor or in co-location DC Space or on Cloud.	Kindly please clarify on - 1. Configuration (vCPU, RAM, OS ,DB, Storage) of all VM's web, app and DB 2. Total storage space required in GB 3. Total Backup required in GB 4. If require Load Balancer then quantity and throughput 5. Firewall quantity and throughput 6. Anti-Virus quantity 7. Web application firewall throughput 8. Please specify DC and DR instances separately with associated specifications 9. Please mention DB's edition (Standard , enterprise) for SQL, MySQL	Cyfuture India	Bidder to factor the requirements
24	Section 3.2.1, Page#28	General Query	Should we consider login journeys for existing customers, investors etc.? If yes, what all content will be shown post-login?	Bigscal	As per the best industry practice
25	Page 28 - 3.2.3	Primary site in Mumbai or Navi Mumbai	Please consider the Primary Site to be anywhere in India	Planet e-com	Refer RFP

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26	Section 3.3, Page#31	General Query	What is the preferred process for handling change requests post-launch? Is there a specific change management workflow in place?	Bigscal	Refer revised Annexure X - Commercial Bid Template
27			What if there is an additional work request for additional NEW features(Not listed in SOW) after the development period(i.e. after Go Live)?	EY	Refer revised Annexure X - Commercial Bid Template
28	3.8 & Page 33	The successful bidder shall develop and make website Go-Live in accordance with this RFP within 16 weeks from the date of signing the contract (MSA) with LICPFL	Please amend this clause - The successful bidder shall develop and make website Go-Live in accordance with this RFP within 24 weeks from the date of signing the contract (MSA) with LICPFL	Planet e-com	Refer RFP
29	3.9 & Page 33	The bidder should provide their resources on-site as per requirements to support the website management from GO-LIVE date of website	Please clarify the specific period and number for onsite resources	Planet e-com	Providing on-site resource only when there is required for specific reasons
30	3.9 & Page 33	Hardware – The bidder should ensure the warranty support from the OEM for the components of the hardware and during AMC period post warranty period.	is there require any warranty for website also?	Planet e-com	Bidder is required to provide services during AMC as per RFP

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31			There is no explicit mention of AMC, is it included in the contract period? if yes, confirm the contract period (5 or 7 years).	EY	After implementation of website i.e. GO-LIVE, first year will be warranty period and then 6 years AMC period
32	Generic		What all the current No. of Hits on webiste. Knowing this will help us to plan for Server capacity	Planet e-com	Refer website
33	Technology		Any Technology Preference?	Planet e-com	As per the best industry practice
34	Cert-In		How many Audits are required post GoLive?	Planet e-com	Refer Corrigendum Serial No. 3 - 3.2.6.2
35		Migration	Please clarify requirement of data migration, if yes size of legacy data need to migrate.	Cyfuture India	Data migration required.

Date : 14/11/2024

Managing Director and CEO