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REF:CO/IT/SMS/RFP

16/07/08

This is with reference to RFP for WIRELESS MESSAGING SOLUTION (SMS ON MOBILE PHONES) dated 27 June 08

Consolidated clarifications to the RFP for WIRELESS MESSAGING SOLUTION (SMS ON MOBILE PHONES) dated 27 June 08 is given as under

Following are the clarifications to queries received in the pre-bid meeting and queries received till 15th July 08 on the RFP for WIRELESS MESSAGING SOLUTION (SMS ON MOBILE PHONES) dated 27 June 08 is given as under. Clarifications are given below the queries.

1) Payment through Mobile Phone- Is LIC looking for payment through mobile phone option in the scope of current RFP? Should it be proposed as a part of offering or is it a future requirement? Please advice on the format of commercial bid, in case it has to be submitted as a part of the current offering.

LIC reply: No ,it is not to be submitted as part of current offering LIC needs to know if your product support various classes of devices in terms of payment through mobile

2) Voice based services – Is LIC looking for voice based services as well in the scope of current RFP? Should it be proposed as a part of offering or is it a future requirement? Please advice on the format of commercial bid, in case it has to be submitted as a part of the current offering.

LIC reply: No ,it is not to be submitted as part of current offering LIC needs to know if product supports Interactive Voice response as a future requirement

3)Device information- Is LIC looking for device management solution in the scope of current RFP? Should it be proposed as a part of offering or is it a future requirement? Please advice on the format of commercial bid, in case it has to be submitted as a part of the current offering.

LIC reply: No ,it is not to be submitted as part of current offering LIC is not looking for device management solution.

4) Is the requirement of alliance of the bidder with 4 GSM Operators and 2 CDMA Operators only for PUSH messages ? Or, for a combination of PUSH as well as PULL messages (like Short Code, STK etc) ?

LIC reply: The requirement of alliance of bidder with 4 GSM and 2 CDMA operators is for a combination of PUSH as well as PULL messages

5) Will alliances with separate Circles of the same Operator be construed as separate Operator ties up ? For example, will it suffice for meeting the tender-requirement, if we have 4 GSM SMSC Agreements with 4 separate Circles of Airtel, viz, Airtel Delhi, Airtel Haryana, Airtel UP (West) and Airtel (Mumbai) ?

LIC reply: Alliances with separate circles of the same operator will be not be construed as separate tie-up

6) If a particular Operator Agreement which has expired in the current calendar year and is being commercially negotiated upon at the time of making the tender (without any interruption in service), will it be accepted as an eligible Operator Agreement for consideration in the aforesaid RFP ?

LIC reply: Operator agreement for consideration should be currently in force

7) Will LIC allow the service provider to access their oracle data base remotely considering the amount of customisation to be done ? This would help us give LIC quick support.

LIC reply : No remote access will be allowed , support for customization has to be done onsite at LIC Yogakshema

8) Is the current short code owned by LIC ? What are the criterion to be considered for procuring SC. Please elaborate

LIC reply : Current Short Code is not owned by LIC

9) Would there be a separate service level agreement (contract) which would cover the legal clause in details once the contract is awarded.

LIC reply : No separate service level agreement would be signed .The RFP covers all mandatory details.

10) Why does LIC require source code and who would hold the source code on behalf of LIC, would it be placed in an ESCROW account or any 3rd party provider?

LIC reply : LIC will hold the source code and there is no involvement of ESCROW account or 3rd party provider

11) We provides various services under VAS, we do not have financials explicitly showing SMS revenues, how would LIC review this issue?

LIC reply : Reply/modification to RFP to be decided by competent authority

12) Creating and managing groups will be the sole responsibility of LIC and not the service provider? Please confirm?

LIC reply :The interface for creating and managing groups as well as fetching data from database will be responsibility of bidder.

13) Which versions of Oracle are being used by LIC and where is it currently located? Is it centralized or distributed across different zones?

LIC reply : Database is centralized . Version is Oracle 9i

14) Alerts support for the policy holders, does LIC zonal office upload the alerts or does LIC expects the service provider to generate the alerts based on the information available from the Oracle database?

LIC reply : The SMS application will pickup alerts generated by Database and push it to Telecom service provider

15) Can LIC share the current architecture of the SMS module provided by the current vendor? Does LIC prefer similar architecture or can the service provide recommend alternative effective options?

LIC reply : LIC will share the current architecture with the successful bidder.

An overview of the current architecture was explained to all the vendors by Mr S K Parhi

16) Does LIC have international customers and will the alerts be sent to international mobile users? If yes, should there be support for pull based services as well?

LIC reply : LIC does not have international customers and this application is required for sending SMS within India .

17) Is there a provision to pay the service provider in USD (Dollar) for services considering that verisign would be providing services from US.

LIC reply : No , Payments will be made in Indian rupees only

18) Lastly Request you to please extend the last date for submission of this RFP to July 31st giving us atleast 2 weeks to work on the proposal, considering that LIC would revert by July 2nd week on the queries.

LIC reply : Reply/modification to RFP to be decided by competent authority

19) Query regarding architecture of present SMS application

LIC reply : LIC will share the current architecture with the successful bidder.

An overview of the current architecture was explained to all the vendors by Mr S K Parhi

20) Whether evaluation criteria includes commercial for short code?

LIC reply : Yes

21) If reasons for non-delivery of messages are required as a continuous MIS or whether a monthly report would be sufficient

LIC reply : Plesae refer RFP pg 16 Expected Deliverables-MIS reports .Reasons for non-delivery should be given as and when called for by LIC

22) Request LIC to reconsider the following clause: SMS throughput should be a minimum of 500 SMS/second at any point of time.

LIC reply : Reply/modification to RFP to be decided by competent authority

23) We request you to consider relaxing the below two conditions in the tender:

a) The bidder should be the legal owner of the software/ package for the solution provided to LIC.

b) The bidder so selected should have the capability to perform the entire scope of the assignment without outsourcing the same to any third party.

LIC reply : Reply/modification to RFP to be decided by competent authority

24)Whether LIC has a Do Not call List and how would Third party have DND list for LIC mobile database?

LIC reply : LIC mobile database consists of Policy holders mobile numbers who have registered on LIC 's website portal and have agreed to receive messages and other mobile numbers sourced from branches.

Bidders must verify that they fulfill all conditions given in TECHNICAL BID Part- I: Minimum Eligibility Criteria for bidders of RFP for WIRELESS MESSAGING SOLUTION (SMS ON MOBILE PHONES) dated 27 June 08 and modifications dated 16/7/08 before submitting their Bids.

SD/-

EXECUTIVE DIRECTOR (IT/BPR)