



**"Request for Proposal for Implementation & Maintenance of Bulk Mailing Solution  
[Ref: LIC/CO/IT-BPR/BMS/RFP/2023-24, Dated 26/10/2023]"**

**CORRIGENDUM - I**

Sl.No.	RFP Document Reference(s) and page number	Existing RFP Clause	Revised RFP Clause
1	Sec 5.2.1: Infrastructure; Clause (i); Page No. 72 & Annexure-X (i), Pg No. 108	The proposed hybrid model will have relay server on premise middleware and Delivery server can be on Cloud/Vendor Infra.	The proposed hybrid model will have relay server on premise middleware and Delivery server can be on Cloud/Vendor Infra. The middleware will act as a relay to bidder's MTA server(s)/Gateway(s) using secure communication channels. Dashboard and logs are desirable, though not mandatory, in the middleware setup. Dashboard should be on secure https which will be accessed at bidder's portal on cloud/Vendor Infra and should have complete visibility on user-wise, date-wise, month-wise, campaign-wise and recipient-wise statistics. There should be provision to prioritize OTP messages on the middleware.
2	Sec 5.2.1: Infrastructure; Clause (x); Page No. 72 & Annexure-X (x), Pg No. 108	The proposed solution should have internet-based web interface and internal web interface which should have AD based authentication and no local user authentication and should have capability of delivering minimum 50 Lakhs Email per day for the entire contract period of 5 years.	The proposed solution should have internet-based web interface and should have capability of delivering minimum 50 lakhs Emails per day for the entire contract period of 5 years. The proposed solution should have the facility to provide Admin login for LIC Administrator. Admin user should be able to create atleast 500 Sub-User IDs to perform email campaigns. Admin user should be able to reset password for local dashboard users. Admin user should also be able to deactivate sub-user/s. Users should be able to view logs/statistics pertaining to their respective campaigns whereas Admin will have access to all logs and should be able to view statistics of all sub-users.
3	Sec 5.2.1: Infrastructure; Clause (xvii); Pg No. 72	Email server should take daily scheduled back up.	This clause is deleted.
4	Sec 5.2.3: Database Management; Clause (xv); Pg No. 75	The support and services required for design and creating content/body of the transactional mail is the responsibility of the bidder. The content/body of the transactional mail may have images which may change time to time.	This clause is deleted.
5	Sec 5.2.12: Privacy & Security; Clause (iii); Pg No. 79 & Annexure-X (Pg No. 116)	Secured HTTP access for web/portal	Secured HTTPS access for web/portal
6	Sec 5.2.12: Privacy & Security; Clause (v); Pg No. 79 & Annexure-X (Pg No. 116)	The proposed system should have adequate checks and controls to limit the access for administrative controls to authorized personnel only.	The proposed system should have adequate checks and controls to limit the access for administrative controls to authorized personnel only. As part of access control, the system should have provision to allow only whitelisted IPs to send mails through middleware relay server.
7	Sec 5.2.2: Campaign Management; Clause (xviii); Pg No. 74 & Annexure-X (Pg No. 110)	Admin login for LIC Administrator to perform email campaign. The database uploaded by the Admin user cannot be modified and copied by other users except Super user.	The proposed solution should support maker-checker functionality for all email campaigns.