



**INVITATION FOR REQUEST FOR PROPOSAL FOR  
DIGITAL INSURANCE SOLUTION FOR ONBOARDING OF  
CUSTOMERS IN LIFE INSURANCE CORPORATION OF  
INDIA**

**E – TENDER**

**[Ref: LIC/CO-ITSD/ITPROJECTS/2023/DIGITAL\_ONBOARDING/RFP  
Dated: 28.06.2023]**

**Life Insurance Corporation of India,  
Central Office, Information Technology -SD,  
Ground Floor, South Wing - "Jeevan Seva Annexe",  
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भारतीय जीवन बीमा निगम  
LIFE INSURANCE CORPORATION OF INDIA

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## 1. Definitions and Abbreviations

### 1.1 Definitions

<b>LIC/LICI/LIC OF INDIA/Corporation / Life Insurance Corporation of India</b>	Reference to “LIC/LICI/LIC OF INDIA/Corporation” shall be determined in context and may mean without limitation the “Life Insurance Corporation of India” , a statutory Corporation established under Life Insurance Corporation Act, 1956,(Act XXXI of 1956) having its Central Office at “Yogakshema”, Jeevan Bima Marg, Mumbai 400 021, with its domestic branches and foreign offices, subsidiaries and joint ventures, where LIC has ownership of more than 50% of voting securities or the power to direct the management and policies of such Subsidiaries and Joint Ventures, which expression shall, unless repugnant to the context and meaning thereof, shall mean its successors, permitted assignees.
<b>Firm/Bidder/Proponent/Bidder/Respondent/Agency/ Solution Provider / Service Provider/Vendor / System Integrator</b>	An eligible Entity/Firm/Company submitting a bid in response to this RFP Ref: LIC/CO_ITSD/ITPROJECTS/2023/DIGITAL_ONBOARDING/RFP dated 28.06.2023. <b><u>These words when used in the pre award period shall be synonymous with Bidder, and when used after award of the Contract shall mean the successful Bidder or Bidder or Firm with whom LIC signs the agreement for rendering of services required in the RFP</u></b> Ref: LIC/CO_ITSD/ITPROJECTS/2023/ DIGITAL_ONBOARDING/RFP dated 28.06.2023.
<b>RFP</b>	This refers to <b><u>REQUEST FOR PROPOSAL FOR DIGITAL INSURANCE SOLUTION FOR ONBOARDING OF CUSTOMERS IN LIFE INSURANCE CORPORATION OF INDIA</u></b> Ref: LIC/CO-ITSD/ITPROJECTS/2023/ DIGITAL_ONBOARDING/RFP Dated: 28.06.2023, inclusive of any clarifications/corrigenda/addenda that may be issued by LIC.
<b>Software/System /Work/Managed Services/IT System</b>	All services, scope of work and deliverables to be provided by a Bidder as described in the RFP including the Compute, Storage, Database and other ancillary components along with services for implementation, configuration of the software and management of the deployed software along with regular upgrades, technical assistance and any other incidental services for such as installation, commissioning, provision of technical assistance, training and other obligation of the Supplier covered under the RFP Ref: LIC/CO-ITSD/ITPROJECTS/2023/ DIGITAL_ONBOARDING/RFP dated: 28.06.2023.
<b>Bid</b>	The Bidder’s written submissions in response to the RFP signed by Authorized Signatory of the bidder.
<b>Contract</b>	An Agreement signed between LIC and Selected Bidder(s) and all the attached documents. The “Agreement” includes the RFP, subsequent modifications to the RFP issued by LIC, response of selected Bidder(s) to the RFP and the Purchase Order.
<b>Agreement</b>	Any written contract between the Life Insurance Corporation Of India and the successful bidder with respect to any/all deliverables or services contemplated by this

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	RFP. Any Agreement shall be deemed to incorporate, as schedules, this RFP, all addenda/corrigenda issued by LIC, the Bid of the successful bidder and mutually agreed modifications thereto.
<b>Authorized Signatory</b>	The person authorized by the company’s Board/ Managing Director/ Director/CEO for signing the bid documents on behalf of the company.
<b>Proposed solution</b>	The term <b>proposed solution</b> ( unless specifically defined) will pertain to Supply, Installation, Design, Development, Implementation, Integration, Maintenance and Support of DIGITAL INSURANCE SOLUTION FOR ONBOARDING OF CUSTOMERS in Life Insurance Corporation of India , covering the scope of work and all other aspects defined in this RFP.
<b>Deliverables &amp; Services</b>	Means all services and deliverables as per the scope of work of this RFP.
<b>Business Day</b>	Business day shall be construed as a working day excluding Saturdays and Sundays of every month and public holidays declared under the Negotiable Instruments Act, 1881 by concerned State Governments or Central Government of India.
<b>Day</b>	Calendar Day.
<b>Clarifications</b>	Means modifications, clarifications, corrigenda and Addenda issued by LIC to the RFP.
<b>Contract Value / Contract amount</b>	The L1 quote for providing the proposed solution as per given specification in this RFP for the period of 5 years i.e. The value of lowest commercial bid made by the successful vendor during online reverse Auction and/or price negotiation if applicable.
<b>Successful Bidder</b>	The L1 Bidder/s to whom LIC notifies the award of contract to L1 bidder after reverse auction. If no reverse auction, L1 bidder as per commercial bid.
<b>L1 quote</b>	Lowest price discovered through Commercial Bid/Online Reverse Auction  1. If Online Reverse Auction is held as per the conditions of the RFP – Lowest price discovered through Online Reverse Auction  2. If Online Reverse Auction is not held as per the conditions of the RFP - Lowest price discovered through Commercial Bid
<b>L1 Bidder</b>	Bidder with L1(Lowest) Quote
<b>H1 Bidder</b>	Bidder with H1 (Highest) Quote
<b>Specifications</b>	Means all the functional, operational, performance or other characteristics required of a Product or Service found in this RFP or any of the annexure or addendum to this RFP.
<b>“Party” and “Parties”</b>	Each of the parties i.e. LIC and Selected bidder are collectively referred to as the ‘Parties’ and individually as a ‘Party’.
<b>Default Notice</b>	Shall mean the written notice of Default of the Agreement issued by one Party to the other in terms hereof
<b>Recipients/ consumers</b>	Shall mean any such entity with whom LIC deems it fit to communicate, interact and engage in conversation. This includes but is not limited to customers, policyholders,

	employees, sales force, agents, other stakeholders etc.”
<b>Law</b>	Shall mean any Act, notification, by- law, rules and regulations, directive, ordinance, order or instruction having the force of law enacted or issued by the Central Government and/ or the Government of any state or any other Government or regulatory authority.
<b>Personnel</b>	Means professionals and support staff provided by the Bidder and assigned to perform the Services or any part thereof. Personnel deployed by the Bidder on the project to meet the requirements of the RFP within the timelines as mentioned in the RFP. The details of all such personnel will have to be shared in Personnel Deployment Plan.
<b>Requirements</b>	Shall mean and include schedules, details, description and statement of technical data, performance characteristics, standards (Indian as well as International) as applicable and specified in the RFP.
<b>Terms of Reference</b>	Means the section which explains the objectives, scope of work, activities, tasks to be performed, respective responsibilities of the Bidder and expected results and deliverables of the assignment.
<b>Timelines</b>	Wherever Timelines have been defined as days, weeks, months, they will mean calendar days, calendar weeks and calendar months.
<b>Date of Acceptance</b>	“ <b>Date of Acceptance</b> ” the system shall be deemed to have been accepted by LIC, subsequent to its commissioning , when all the activities as defined in the scope of work related to the acceptance of system have been successfully executed and completed and a certificate from LIC is obtained by the Software provider. The date of acceptance of system will be the one stated in the certificate issued in writing duly signed by an authorized official of LIC. The date of acceptance can be given based on phase wise and activity wise completion of activities.
<b>Middleware</b>	Proposed solution to be developed by the bidder as defined in the Scope of work and description of services, in the RFP document.
<b>COTS</b>	Commercial off the shelf (product/software).
<b>User</b>	The user includes but is not limited to customers, agents, sales intermediaries, LIC employees and any other such entity who will be allowed by LIC to use this proposed solution.
<b>Platform</b>	The word –platform (unless specifically defined), will pertain to the proposed solution .
<b>Agent / Sales intermediaries</b>	This term unless specifically mentioned otherwise, will include but not limited to individual agents,corporate agents,brokers,banks,insurance Marketing Firms,Point of Sales persons, web aggregators,intermediaries,channel partners,specified persons of channel partners appointed by entities authorized by LIC ,any other entities authorized by LIC, organisations with which LIC has tied up for business, sales persons hired by LIC to carry out insurance business. The terms have been interchangeably used throughout the bid document.
<b>Users</b>	This term refers to all such individuals and entities who are authorized by LIC to use the proposed digital solution for onboarding of customers, either by directly logging into the system or integrated through APIs / services of the proposed solution.
<b>Deep Link</b>	Deep links are a type of link that sends users directly to an app instead of a website or a store.

<b>Deep Linking</b>	Deep linking is the use of a hyperlink that links to a specific, generally searchable or indexed, piece of web content on a website (e.g. "https://example.com/path/page"), rather than the website's home page (e.g., "https://example.com"). The URI contains all the information needed to point to a particular item
<b>Mobile Deep Linking</b>	Mobile deep linking refers to directly linking to in-app content using a non-HTTP URI.



## 1.2 Abbreviations

Abbreviations	Description
#	Serial Number
AD	Active Directory
AMC	Annual Maintenance Contract
API	Application Programming Interface
BO	Branch Office, LIC
BFSI	Banking Financial Services & Insurance
CCA	Comptroller of Certifying Authority
CO	Central Office, LIC
CST	Central Sales Tax
CZ	Central Zone
DLT	Distributed Ledger Technology
DOA	Dead On Arrival
DIY	Do It Yourself
DO	Divisional Office, LIC
ECZ	East Central Zone
eFEAP	Front End Application Package
EMD	Earnest Money Deposit
EZ	Eastern Zone
INR	Indian Rupee

Abbreviations	Description
NDA	Non-Disclosure Agreement
NPV	Net Present Value
NZ	Northern Zone
PAN	Permanent Account Number
PBG	Performance Bank Guarantee
PO	Purchase Order
POC	Proof Of Concept
PO VALUE	Purchase Order Value
RBI	Reserve Bank of India
RFP	Request for Proposal
RHEL	Red Hat Enterprise Linux
RPO	Recovery Point Objective
RTO	Recovery Time Objective
SCZ	South Central Zone
SI	System Integrator
SLA	Service Level Agreement
SNR	Site Not Ready
SO	Satellite Office, LIC
SOP	Standard Operating Procedure

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<b>IT</b>	Information Technology
<b>IPR</b>	Intellectual Property Rights
<b>ITB</b>	Instructions to Bidders
<b>MAF</b>	Manufacturer Authorization Form
<b>MEC</b>	Minimum Eligibility Criteria
<b>MSA</b>	Master Service Agreement
<b>MTBF</b>	Mean time between failures
<b>MTTR</b>	Mean time to repair
<b>NCZ</b>	North Central Zone

<b>SPOC</b>	Single Point of Contact
<b>STC</b>	Sales Training Centre, LIC
<b>SZ</b>	Southern Zone
<b>TRAI</b>	Telecom Regulatory Authority of India
<b>TOC</b>	Tender Opening Committee
<b>VAT</b>	Value Added Tax
<b>WZ</b>	Western Zone
<b>ZO</b>	Zonal Office, LIC
<b>ZTC</b>	Zonal Training Centre, LIC

## 2 Instructions to Bidders

### 2.1 Invitation to Bid (E-Tender)

Life Insurance Corporation of India (hereinafter referred to as “LIC”), is a statutory corporation established under section 3 of Life Insurance Corporation Act 1956 (XXXI of 1956) and having its Central Office at “Yogakshema”, Jeevan Bima Marg, Mumbai –400021.

LIC desires to have LIC-ONE digital platform which will be and integrated end-to-end digital insurance solution for on-boarding of customers, where in the customers can directly utilize the platform for on-boarding themselves and LIC’s sales intermediaries will be also using the same platform for on-boarding the customers they have canvassed. This platform will act as a virtual digital office for LIC’s sales intermediaries and customers, providing different services on fingertips, during the on-boarding process.

Thus LIC invites Online tenders from established, reputed, reliable solution providers with proven past experience and competence in the field of providing an off the shelf Web, Android and iOS based system for digital on boarding of customers in life insurance corporation of India as per the scope of work of this RFP document and shall include Maintenance and support for a duration of 5 Years.

The Scope of work will have to be carried out in accordance with the specifications in this Request for Proposal (RFP) Ref: LIC/CO-ITSD/ITPROJECTS/2023/DIGITAL\_ONBOARDING/RFP dated: 28.06.2023 document. The solution provider who meets the pre-qualification criteria and Technical /Functional Requirements & Specifications of this RFP and demonstrate successful Proof of Solution/Demo as specified in this RFP will be short-listed for the commercial evaluation stage.

Prospective Bidders are advised to study the RFP Document carefully. Submission of RFP shall be deemed to have been done after careful study and examination of the RFP Document with full understanding of its implications.

Shortlisted parties on basis of pre-qualification criteria and Technical /Functional Requirements & Specifications will be invited for the presentation along with proof of solution, demo of the solution proposed.

Implementation of this solution will be in a phased manner as specified in the scope of work given as per this RFP Ref: LIC/CO-ITSD/ITPROJECTS/2023/DIGITAL\_ON-BOARDING/RFP dated: 28.06.2023.

Solution to be implemented and Delivered with Managed Cloud Services from MeitY Empaneled CSP’s Cloud Services with Data Centre in India with application provisioning, compute and storage capacity management with database, comprehensive support, application and infrastructure monitoring, configuration and security settings, disaster recovery planning and testing along with UAT environment and upgrades.

[\[https://www.meity.gov.in/writereaddata/files/meity\\_empaneled\\_csps\\_basic\\_cloud\\_service\\_offering\\_detail\\_with\\_datacenter\\_location.pdf\]](https://www.meity.gov.in/writereaddata/files/meity_empaneled_csps_basic_cloud_service_offering_detail_with_datacenter_location.pdf)

LIC reserves the right to qualify or disqualify any or all RFP responses without assigning any reasons whatsoever. The information and the scope of work are detailed in sections below. LIC may also conclude the process without tendering or awarding any contract.

#### **Note:**

- (i) This is an E – Tender and hence Bids must be submitted “ONLINE”.
- (ii) Tender is to be submitted online through e procurement portal.
- (iii) All documents to be scanned and uploaded.

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- (iv) Only Successful bidder will be required to submit the hardcopy (physical submission) of all the uploaded documents.

### **2.1.1 E-Tendering:**

Online bids are hereby invited for the works mentioned below through online e-Tendering System portal <https://www.tenderwizard.com/LIC> from the intending bidders.

For Registration and for further details on e-tendering, please visit above mentioned portal (website) or below mentioned Helpdesk details.

#### **Office Address:**

**E-Tender helpdesk:** #24, Sudha Complex,  
03rd Stage, 04thBlock, Basaveshwaranagara,  
Bangalore - 560079,

#### **Help Desk Contact Details:**

Tel: 080-40482000/121/133/140

Mobile: 9731468511/9686115304/9686115323

E-mail: sanjay.kc@etenderwizard.com - 9665721619 - (Mumbai)

lokesh.hr@antaressystems.com

raghuprashanth@antaressystems.com

### **2.1.2 Pre-Bid Meeting:** Pre-bid meeting would be held through Video Conference.

Only 2 representatives of the bidder will be allowed to attend the meeting and the names, email and mobile number of the attendees will have to be informed to the mail id as mentioned

([bids.itprojects@licindia.com](mailto:bids.itprojects@licindia.com)).

**2.1.3 Bid Fee:** Non-refundable Bid Fee should be directly credited to the designated account. Proof of remittance of Tender Fee in the designated account should be enclosed with the technical bid. The Bids without tender fee will not be considered valid.

**2.1.4. Exemption of Bid fee:** Micro, Small & Medium Enterprises (MSME) units and MSME Start-ups are exempted from payment of bid fee, provided the Services they are offering, are rendered by them. Bidder should submit valid supporting documents issued by competent Govt. bodies to become eligible for the above exemption. NSIC certificate/ Udyog Aadhar Memorandum should cover the items tendered to get bid fee exemptions. Certificate/ Memorandum should be valid as on due date / extended due date for Bid submission. "Start-up" company should enclose the valid Certificate of Recognition issued by Department for Promotion of Industry and Internal Trade (DPIIT), Start-ups which are not under the category of MSE shall not be eligible for exemption of tender fee. If all these conditions are not fulfilled or supporting documents are not submitted with the technical Bid, then all those Bids without bid fees will be summarily rejected and no queries will be entertained.

Submission of the Bids will be online and can be submitted at: <https://www.tenderwizard.com/LIC>

The formulation of the Evaluation criteria, the conduct of the evaluation of the responses to the RFP and the subsequent selection of the successful bidder(s) will be entirely at the discretion of LIC and its decision shall be final and no correspondence about the decision shall be entertained.

Interested entities are advised to study this RFP document carefully before submitting their proposals in response to the RFP. Submission of a proposal in response to this notice shall be deemed to have been done after careful study and examination of this document with full understanding of its terms, conditions and implications.

LIC reserves the right to negotiate, change, modify or alter any/all the terms and provisions of the RFP/agreement entered pursuant to the RFP and may request for additional information, if required, from the Bidder. LIC also reserves the right to withdraw this RFP without assigning any reason and without any liability to the Bidder or any other person or party. All actions taken by the Bidder or any other person or party in pursuance hereof are deemed to be so taken after taking into account the commercial acumen and LIC does not guarantee or warrant suitability hereof or success to Bidder/Bidders or any other person or party.

This RFP describes what is required of the Bidder in terms of services, deliverables, performance measures and outcomes, and places the responsibility for how they are accomplished by the bidder.

## 2.2 Qualification Criteria

2.2.1 **Pre Contract Integrity Pact** –This RFP is issued on the condition that only those Bidders/bidders who submit a signed Pre-Contract Integrity Pact with LIC would be eligible to participate in the bidding.

The “Pre Contract Integrity Pact” should be submitted as per Annexure-XI

As per CVC Circular No 02/01/2017 dated 13.01.2017 of Standard Operating Procedure (SOP) under clause No 2.2. "Integrity pact, in respect of a particular contract, shall be operative from the date IP is signed by both the parties till the final completion of the contract. Any violation of the same would entail disqualification of the bidders and exclusion from future business dealings."

Bidders may refer the below given link:

<https://cvc.gov.in/sites/default/files/CVC%20Circular%20on%20Integrity%20Pact%20SOP-vid%20No.%20%20015-VGL-091%20dt.%2013.01.2017.pdf>

Only the bidders who meet all the qualifications mentioned i.e. Section 2.2.1 – Pre Contract Integrity Pact and Section 2.17 - Eligibility Criteria for this RFP are eligible to participate in this RFP.

## 2.3 Acceptance of Terms and Conditions

Responding to this RFP and submission of the bid by the Bidder will be deemed as consent of acceptance from the Bidder to all the terms and conditions mentioned in this RFP document and the contents of the RFP along with the Annexure(s), clarifications issued, if any, will be contractually binding on the bidders. All these terms and conditions and the contents of the RFP along with the Annexure(s), clarifications issued will form the part of the purchase orders/any resulting contracts to be issued to the successful bidder(s) from time to time as an outcome of this RFP Process.

## 2.4 Cost of Bidding

The bidder shall be responsible for and bear all the costs incurred in connection with participation in the RFP process, preparation and submission of its bid, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/ discussions/

presentations, preparation of proposal, in providing any additional information required by LIC to facilitate the evaluation process. LIC will in no case be responsible or liable for any costs, regardless of the conduct or outcome of the bidding process.

## **2.5 Relationship between LIC and the bidders**

It is clarified that no binding relationship exists between any of the bidders and LIC of India till the execution of a contractual agreement or PO issued by LIC is accepted by the selected bidder(s).

## **2.6 Information provided in the RFP**

The information provided in the RFP is believed to be true and reliable at the date obtained, but does not purport to provide all the information necessary or desirable to enable the bidder to determine whether or not to participate in the RFP. Each bidder should conduct its own investigation and analysis and should check the accuracy, reliability and completeness of the information in this RFP and where necessary obtain independent advice. LIC makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP.

## **2.7 Bid Price**

Non-refundable Total Bid Fee of Rs. 11800.00 (Rupees Eleven thousand Eight hundred only) (inclusive of GST) should be directly credited to the designated account. Proof of remittance of Tender Fee in the designated account should be enclosed with the technical bid. The Bids without tender fee will not be considered valid. The details of the account are described in Annexure-VIII

## **2.8 Declaration in lieu of Earnest Money Deposit (EMD)**

The bidder has to submit declaration as per Annexure-XII.

a) The Bidder may be disqualified as per Annexure-XII:

- i. In the case of a successful Bidder, the bidder qualifies and backs out of the L1 quotes via Online Reverse Auctioning or, if the Bidder fails
  - To sign the Contract/ Accept the Purchase Order; or
  - To furnish Performance Bank Guarantee towards the Performance Guarantee as mentioned in this RFP.
- ii. In case the bidder is found to be indulging in Fraudulent & Corrupt practices as defined in this RFP; or
- iii. The Bidder withdraws or amends its Bid during the period of Bid validity specified by the Bidder on the Bid Form; or
- iv. The Bidder makes any statement or encloses any form which turns out to be false/incorrect at any time prior to signing of Contract; or
- v. Bidder does not respond to requests for clarification of its Proposal; or

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- vi. Bidder fails to provide required information during the evaluation process or is found to be non-responsive.
- b) Bids submitted without declaration as per Annexure-XII will be treated as non- responsive and will be summarily rejected by LIC.
- c) In exceptional circumstances, LIC may seek the Bidders’ consent for extension of the period of validity of bids. The request and the responses thereto shall be made in writing. In such a case, the declaration as per annexure-XV provided shall also be suitably extended.

**2.9 Activity Schedule**

#	Activity	Details
1	<b>RFP Reference &amp; date</b>	Ref: LIC/CO-ITSD/ITPROJECTS/2023/DIGITAL_ONBOARDING/ RFP dated:28.06.2023  RFP may be downloaded from LICs website Tenders Section. <a href="https://licindia.in/web/guest/tenders">https://licindia.in/web/guest/tenders</a> or Central Public Procurement Portal (CPPP) at <a href="https://eprocure.gov.in/epublish/app">https://eprocure.gov.in/epublish/app</a> or e-Tendering System portal for LIC at <a href="https://www.tenderwizard.com/LIC">https://www.tenderwizard.com/LIC</a>
2	<b>Bid Price (non-refundable)</b>	<b>Rs.11,800/- (Rs. Eleven thousand eight hundred only) (inclusive of GST)</b>  Total Payable Amount towards Bid Price is Rs. 11,800/- (Rs. 10,000/- + 18% GST on 10,000/-) Online NEFT/RTGS to Account of “Life Insurance Corporation of India” Refer: Annexure – VIII : Remittance Details <b>Bid Fee must be deposited on or before the last date of bid submission.</b>  The Participating bidders shall quote UTR number and date of remittance of Bid fee on the E-Tendering Website while submitting the online Bid.  Also, please send an email to <a href="mailto:bids.itprojects@licindia.com">bids.itprojects@licindia.com</a> with payment details.
3	<b>Last date and time for sending Pre-bid Queries</b>	<b>07.07.2023 17:30</b>  <b>Pre-bid Queries to be submitted in the format as per Annexure - V by email to <a href="mailto:bids.itprojects@licindia.com">bids.itprojects@licindia.com</a></b>
4	<b>Pre Bid meeting (by pre-registration only)</b>	<b>11.07.2023 15:00</b>  Pre-bid meeting would be held at the following address and also through Video Conference.  Life Insurance Corporation of India, Central Office, Information Technology -SD, 3 <sup>rd</sup> Floor, Conference hall



		<p>South Wing - "Jeevan Seva Annexe", S.V. Road, Santa Cruz (W), Mumbai – 400054</p> <p>Only 2 representatives of the bidder will be allowed to attend the meeting and the names, email and mobile number of the attendees will have to be informed to the mail id as mentioned (<a href="mailto:bids.itprojects@licindia.com">bids.itprojects@licindia.com</a>).</p> <p>Online link for the pre bid meeting is as follows :</p> <p><a href="https://licindia.webex.com/licindia/j.php?MTID=ma7747647eae5d193556dd8967e6934b5">https://licindia.webex.com/licindia/j.php?MTID=ma7747647eae5d193556dd8967e6934b5</a></p>
5	<b>Last Date &amp; Time for Bid Submission</b>	<b>28.07.2023 latest by 15:00 hours online at</b> :e-Tendering System portal <a href="https://www.tenderwizard.com/LIC">https://www.tenderwizard.com/LIC</a>
6	<b>Eligibility and Technical Bid opening date and time</b>	The Pre-contract Integrity Pact &Eligibility and Technical Bids will be opened by LIC on <b>28.07.2023 at 15:30 pm</b>
7	<b>Opening of commercial bids</b>	Commercial bid of technically qualified bidders only, will be evaluated on a subsequent date.
8	<b>Website Addresses</b>	<a href="https://licindia.in/web/guest/tenders">https://licindia.in/web/guest/tenders</a> and <a href="https://www.tenderwizard.com/LIC">https://www.tenderwizard.com/LIC</a> and <a href="https://eprocure.gov.in/epublish/app">https://eprocure.gov.in/epublish/app</a>
9	<b>Contact Details</b>	<p>Any Mail Communication regarding this RFP must be sent to email-id <a href="mailto:bids.itprojects@licindia.com">bids.itprojects@licindia.com</a> only.</p> <p><b>The subject line must contain “LIC DIGITAL INSURANCE SOLUTION FOR ONBOARDING OF CUSTOMERS RFP 2023”.</b></p> <p>Any mail communication not sent as above may be ignored by LIC.</p> <p><b>Contact Person :</b></p> <ol style="list-style-type: none"> <li><b>Shri Vimallesh Kumar, Assistant Secretary (IT/SD)</b> Telephone Number: 022-67090347</li> <li><b>Shri Hrushikesh M Kulkarni, Administrative Officer (IT/SD)</b> Telephone Number : 022-67090351</li> <li><b>Shri Kartik Rana, Assistant Administrative Officer (IT/SD)</b> Telephone Number : 022-67090344</li> </ol>
10	<b>Addendum/ corrigendum/ Date extension</b>	Any addendum/ corrigendum/Date extension in respect of above tender shall be issued on following websites: <a href="https://licindia.in/web/guest/tenders">https://licindia.in/web/guest/tenders</a> or Central Public Procurement Portal (CPPP) at <a href="https://eprocure.gov.in/epublish/app">https://eprocure.gov.in/epublish/app</a> or e-Tendering System portal for LIC at



		<a href="https://www.tenderwizard.com/LIC">https://www.tenderwizard.com/LIC</a> only and no separate notifications shall be issued in the press. Bidders are therefore requested to regularly visit above website to keep them updated.
11	<b>Bid Validity Period</b>	Bid must be valid for 1 Year from the date of opening of the RFP.
<p><b>Important: The above schedule is tentative only and subject to change. Any change to the Activity Schedule will be notified through <a href="https://licindia.in/web/guest/tenders">https://licindia.in/web/guest/tenders</a> and <a href="https://www.tenderwizard.com/LIC">https://www.tenderwizard.com/LIC</a> and <a href="https://eprocure.gov.in/epublish/app">https://eprocure.gov.in/epublish/app</a> only.</b></p>		

## 2.10 Pre-Bid Meeting & Clarifications

- a) LIC shall hold a pre-bid meeting with the prospective bidders as stated in Activity Schedule. Only 2 representatives maximum per bidder will be allowed to attend the meeting and the names of the attendees will have to be informed to LIC by the bidder/prospective bidder through the mail id for correspondence as mentioned in the Activity Schedule, one working day in advance. The Bidders will have to ensure that all their queries are submitted in one consolidated mail in a single excel sheet as per the format mentioned in (d) below, latest by the Date & Time mentioned in the Activity Schedule.
- b) Clarifications, if any, regarding the terms & conditions of this RFP, any error, omission or discrepancy found in this RFP document, have to be obtained by the bidder latest by the date & time mentioned in the Activity Schedule. Thereafter, no representations/ queries will be entertained in this regard. Later on, if any issue(s) arise(s), LIC will consider the matter on merits and decide the same, prior to opening of commercial bids.
- c) The queries should necessarily be submitted in the following format (**Annexure V – Pre-Bid Queries**) to the email id [bids.itprojects@licindia.com](mailto:bids.itprojects@licindia.com). The file size should not exceed 2MB per mail. No other form of communication shall be entertained.
- d) LIC will endeavour to provide timely response to all queries. However, LIC shall not be responsible for ensuring that the bidders' queries have been received. Any requests for clarifications received after the indicated date and time may not be entertained by LIC.
- e) At any time prior to the last date for receipt of bids, LIC may, for any reason, whether at its own initiative or in response to clarifications requested by prospective Bidders, modify the RFP Document by clarifications.
- f) The clarifications will be notified to the Bidders on our website at:  
<https://licindia.in/web/guest/tenders> and <https://www.tenderwizard.com/LIC> and <https://www.eprocure.gov.in/epublish/app>  
These clarifications (if any) issued by LIC at any time before the due date of submission of the bid will become a part of the RFP document.

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- g) In order to provide prospective bidders reasonable time for taking the clarifications into account, LIC may, at any time prior to the last date of bid submission, extend the date for the submission of Bids.
- h) Requests for clarification on telephone will not be entertained.

### **2.11 Consortiums or sub-contractor**

No consortium bidding is allowed. LIC will not consider joint or collaborative proposals that require a contract with more than one Bidder. Bidder need to fulfill all the eligibility criteria and technical evaluation criteria in their individual capacity unless mentioned otherwise.

### **2.12 Instructions for Bid Submission**

This is an E – Tender and hence Bids must be submitted “ONLINE”. Tender is to be submitted online through e procurement portal. No hardcopy of the tender will be accepted.

All documents are to be scanned and uploaded.

#### **E-Tendering:**

Online bids are hereby invited for the works mentioned below through online e-Tendering System portal <https://www.tenderwizard.com/LIC> from the intending bidders.

**Submission must be made as per the provided formats/templates. Any material deviations in the formats/templates may result in the rejection of the Bid.**

The bid may be treated as legally void and will be rejected if Bid is not signed by the duly authorized person, Pre-contract Integrity Pact not duly filled and not signed.

**Please Note that Prices must not be indicated in the Technical Bid but should only be indicated in the Commercial Bid failing which the Bid may be rejected.**

- a) All copies of the bid (all documents and Annexures submitted as a part of bid or called for by LIC) must be duly signed on each page and stamped on each page. Bid shall be signed by the Bidder or a person duly authorized to bind the Bidder to the Contract. Authorization by the bidder for the signatory shall be in form of a Power of Attorney or a duly certified copy of the Board resolution appointing the authorized signatory. The person signing the bid shall sign all pages of the bid, except for un-amended printed literature.
- b) The bid will be treated as legally void and will be rejected if:
- Bid is not signed by the duly authorized person; or
  - Bid submitted is unsigned or partially unsigned; or
  - Bid is not signed by authorised signatory on all pages and not stamped
- c) By submitting a signed bid, the bidder’s signatory certifies that in connection with this RFP:

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- The bidder's organization or an Authorized agent of the bidder's organization has arrived at the offer and the prices in its bid without consultation, communication or agreement with any other respondent or with any competitor, with a view to restricting competition.
  - The prices quoted in the bid have not been knowingly disclosed and will not be knowingly disclosed by the bidder's organization or by any agent of the bidder's organization, directly or indirectly, to any other respondent or to any competitor.
- d) No attempt has been made or will be made by the bidder's organization or by any agent of the bidder's organization to induce any other person or firm.
- e) **Language of Bid**
- The bid prepared by the Bidder, as well as all correspondence and documents relating to the bid exchanged by the Bidder and LIC shall be in English language. As far as numbers are concerned the same should be in Hindu-Arabic Numerals.
- f) **Bid Currencies**
- Prices for all the components shall be quoted in Indian Rupees (INR). Bids in currencies other than INR will not be considered.
- g) **Arithmetical errors**
- Arithmetical errors will be rectified on the following basis. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If there is a discrepancy between words and figures, the amount in words shall prevail. If the bidder does not accept the correction of errors, its bid will be rejected and bidder will be disqualified as per Annexure-XIII.
- h) Ordinarily the bid shall contain no overwriting. **Any interlineations, erasures or overwriting shall be valid only if the person signing the bid countersigns them.**
- i) During Technical Bid evaluation, if any deviation is observed, LIC may call for clarifications and may decide to accept any deviation at its discretion and the decision of LIC in this matter will be final. However, this will be done before opening of commercial bids. Technicalities or minor irregularities in bids may be waived if the Evaluation Team determines that it shall be in LIC's best interest.
- j) If any compliance or clarification sought by LIC is not submitted within 6 working days of being called for, the bid is liable to be rejected. The above matter is entirely at LIC's discretion and decision of LIC in this matter will be final.
- k) **Page numbers on each page of the bid is mandatory**

**2.13 Documents Required for Online Bid Submission (E-Tender)**

Kindly refer to the below checklist points for Submission for Eligibility & technical bid:

### 2.13.1 Eligibility & Technical Bid

1.	Annexure – I : Bid Response Covering Letter
2.	Annexure – II: Bidder Organization Details
3.	Annexure – III : Client Reference Format (Format for each of the 3 or more client references)
4.	Annexure –IV: Service Support Details/Escalation Matrix
5.	Annexure – VI : Conformity with Eligibility Criteria and Supporting Documents and undertaking as mentioned in this Annexure
6.	Annexure – VII : Conformity with Technical Requirements
7.	Annexure – VIII : Remittance Details
8.	Annexure – IX : Format for Declaration of Litigations /Blacklist
9.	Annexure – X : Undertaking for Restriction on Procurement due to National Security (Declaration Pertaining to Land Border Clause)
10.	Annexure – XI : Pre Contract Integrity Pact
11.	Annexure – XII : Bid Securing Declaration Form
12.	Annexure – XIX : Information Security Certificate

### 2.13.2 Indicative commercial Bid

The Indicative commercial bid should be submitted as per Annexure – XV. The Indicative Commercial Bid will be submitted on e-Tender Portal (website)

<http://www.tenderwizard.com/LIC> . For more information refer Annexure – XVIII: Information and Instruction to the Bidders for using ONLINE ELECTRONIC TENDERING SYSTEM (e-TS).

The above list of requirements is indicative. The bidder should refer to the complete RFP for all requirements that are required to be submitted along with Eligibility Bid, Technical Bid and Commercial Bid(s). The Annexure and their contents should be submitted as stated in the format only. The Bid may be rejected in case of non-adherence to any of the above instructions.

The acceptance / rejection of any request for the change in the terms and conditions of the RFP document, is solely at LIC's discretion and LIC's decision in such matters will be final.

### 2.14 Procedure for opening of the bids

Bids received within the specified closing date and time in the Activity Schedule will be opened on the specified date, time and venue as given in the Activity Schedule.

- a) Initially the Pre-contract Integrity Pact, Eligibility criteria related documents and technical bids of the bidders shall be opened for evaluation of eligibility criteria and conformity with technical requirements as stated in the activity schedule.”

- b) On completion of the Eligibility and Technical Bids evaluation, the list of qualified bidders and the date and time of opening of their Final commercial bids online will be notified on LIC website <https://licindia.in/web/guest/tenders> and <https://www.tenderwizard.com/LIC> and <https://www.eprocure.gov.in/epublish/app>
- c) The Indicative commercial bids of qualified bidders will be opened by the Tender Opening Committee of LIC online after intimating the bidders/authorized persons of the bidders.

#### **2.14.1 Clarification sought by LIC on Bids**

During evaluation, LIC may call for clarifications from the bidders and may decide to accept any deviation, at its discretion and the decision of LIC in these matters will be final. However, this will be done before opening of commercial bids. Technicalities or minor irregularities in bids may be waived if the evaluation Team determines that it shall be in LIC's best interests. This process will be totally online and communications to and from bidders will be only through the email-id - [bids.itprojects@licindia.com](mailto:bids.itprojects@licindia.com).

#### **2.14.2 Modification and Withdrawal of the Bids**

No bid can be modified or withdrawn by a bidder, after the submission of the bid. The bid and all the supporting documents submitted by the bidders shall be the property of LIC.

#### **2.14.3 Compliant Bids / Completeness of Response**

- a) The responses to this RFP must be complete and comprehensive with explicit documentary evidence in support. Information should be submitted in the same format as per the Annexure(s) attached.
- b) Bidders are advised to study all instructions, clarifications, terms, requirements, appendices/ Annexure and other information in this RFP document carefully. Submission of the bid / proposal shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.
- c) Failure to comply with the requirements as set out within the RFP and failure to submit the bid as detailed in the RFP may render the bid non-compliant and the Bid may be rejected.
- d) Bid with insufficient information to permit a thorough analysis may be rejected.
- e) LIC reserves the right to verify the validity of bid information, and to reject any bid where the same appears to be incorrect, inaccurate or inappropriate in LIC's estimation.
- f) Bids not conforming to the requirements of the terms and conditions may not be considered by LIC. However, LIC reserves the right, to waive/ modify any of the requirements of the bid, in, the best interests of LIC.
- g) Rejection of non-compliant bid:
- LIC reserves the right to reject any or all bids on the basis of any deviation(s).

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- Bids found with suppression of details, subjective, conditional offers, partial offers will be rejected. The decision of LIC in the evaluation of bids shall be final.

### **2.15 Bid Validity Period**

Bids shall remain valid for one year from the date of Online Reverse Auction, in Activity Schedule. LIC shall reject a bid as non-responsive if the bid is submitted with a shorter validity period.

In exceptional circumstances, LIC may solicit the Bidder's consent to an extension of the period of validity. The request and the response thereto shall be made in writing and the validity period will be suitably extended by the bidder. A Bidder may refuse the request unless it is the successful bidder who has been notified by LIC that its bid has been accepted. A Bidder granting the request will not be required nor permitted to modify its bid.

### **2.16 Late Bids**

Bids submitted after the date and time specified in the Activity Schedule will not be considered and will be rejected. LIC may, at its sole discretion change the date/time of submission and LIC's decision in this matter will be final.

### **2.17 Evaluation Process- Introduction**

The evaluation will be a two-stage process:-

- Stage 1 – Eligibility Criteria & Technical Proposal Evaluation
- Stage 2 – Commercial Evaluation

The evaluation of the various proposals will be undertaken to enable LIC to identify the best vendor for the Digital Insurance Solution for Onboarding of Customers:

- Ability to meet detailed Functional Requirements
- Ability to meet detailed Technical Requirements
- Implementation Capabilities
- Business Case & Total Cost

The eligibility and the evaluation criteria are to be fulfilled by the Bidder/System Integrator in their individual capacity except for those criteria where stated otherwise. Bidders experience will be considered if the same is from an acquired entity or derived from parent company, bidder in this case being the demerged entity, and supported with documentary evidence.

### **2.18 Stage 1 -Eligibility Criteria and Technical Bid Evaluation**

The Bidder needs to comply with all the Eligibility Criteria and Technical/Functional Requirements Specifications of this RFP. Non-compliance to any of the Eligibility Criteria and Technical/Functional Requirements Specifications of this RFP would result in outright rejection of the Bidder's proposal. The Bidder is expected to provide proof for each of the points for Eligibility Criteria and

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Technical/Functional Requirements Specifications of this RFP. The proof provided has to be in line with the details mentioned in Annexure VI–Conformity with Eligibility Criteria and Annexure VII – Conformity with Technical Requirements. Any credential detail mentioned in Annexure VI–Conformity with Eligibility Criteria & Annexure VII – Conformity with Technical Requirements and not accompanied by relevant proof / documents to the satisfaction of LIC may not be considered for evaluation. LIC may require the bidder to submit confirmations/clarifications on their submission.

All credential letters should be appropriately bound, labelled and segregated in the respective areas. There is no restriction on the number of credentials a Bidder can provide. The documentation furnished by the bidder will be examined prima facie to see if the technical skill-base and financial capacity and other bidder attributes claimed therein are consistent with the requirements of this project and meet the eligibility (pre-qualification) criteria and technical requirements as specified in this RFP.

The evaluation committee may at any stage ask bidder(s) for additional information, visit to bidders site and/or arrange discussions with their professional, technical faculties, clients to verify the claims made in bid documentation.

Proposals not complying with the requirements of the eligibility criteria will not be processed further.

The decision of LIC would be final and binding on all the Bidders to this document. LIC may accept or reject an offer without assigning any reason whatsoever.

**2.18.1 Eligibility Criteria**

Eligibility criteria evaluation will be based on submission of Annexure VI- Conformity with Eligibility criteria by the bidder and the documentary evidences provided in support of the same.

**2.18.2 Technical Bid Evaluation**

Bidder needs to meet the criteria as per Annexure VII - Conformity to Technical Requirements in their individual capacity unless stated otherwise. At the sole discretion and determination of LIC, LIC may add any other relevant criteria for evaluating the proposals received in response to this RFP. Such modifications shall be declared well in advance.

The bidder needs to achieve a cut – off score of 75 marks, with 60% marks mandatorily in each of the 3 criteria as mentioned below, in this evaluation stage to be qualified for commercial bid opening. Only those bidders who achieve the specified cut – off scores would be short-listed for Commercial Bid Evaluation.

The Technical Proposal will be evaluated for technical suitability and the criteria for evaluation of technical bids are as under:

<b>Technical Bid Evaluation (Cut-off 75 marks)</b>		
<b>Sl. No.</b>	<b>Criteria</b>	<b>Total Marks</b>



1	Bidder(s) will be called for technical presentation and proof of concept for live demonstration of the solution being proposed by them. Refer <b>Annexure - XVII: Binding Criteria for Technical Presentation for details.</b>	50
2	Conformity with technical requirements – Refer <b>Annexure - VII: Conformity with Technical Requirements. Marks scored as per Annexure – VII (Table B) will be normalized to obtain the score (rounded to 2 decimals) out of total 30 marks. Responses to Table B will be evaluated, only if the bidder has marked Yes in response to all the questions in Table A.</b>	30
3.	Existing two client implementations references – The bidder will be required to show case the live journeys implemented for insurance clients with a similar nature of work as required in the scope of work of this RFP, no of transactions handled by solution during 2022-23.	20

The decision of LIC in awarding of marks will be final, after seeing the live demonstration. LIC is not bound to give explanation for the same to the bidder

Eligibility and Technical Bid Evaluation will be based on:

- i. Conformity to Eligibility criteria - Annexure VI by the bidder;
- ii. Conformity to Technical /functional requirement specifications – Annexure VII;
- iii. Documentary evidence submitted by the bidder, wherever applicable / asked by LIC.
- iv. clarifications obtained from the bidder;
- v. references checked by LIC;
- vi. references to the analysts’ reports, benchmarks

### 2.19 Short Listing

All the bidders who qualify as per the Eligibility Criteria and Technical/Functional Requirements Specifications of this RFP will qualify for the commercial evaluation stage.

In the event only one Bidder qualifies, LIC retains the right to decide upon the final approach to be taken for Bidder short listing and the same may be different from the ones stated above. The decision



of LIC shall be final and binding in that regard. Any such modified approach shall be declared well in advance.

## **2.20 Stage 2 – Commercial Bid Evaluation Process**

### **2.20.1 Commercial Bid Evaluation Process**

- A) The Commercial Bids (indicative) is to be uploaded on the online platform along with the eligibility and technical bid.
- B) The Bidder has to specify both in figures & words for all prices quoted in Commercial Bid (indicative). The bidder should quote the prices for all the items as per Annexure XV – Indicative Commercial Bid Template. The commercial Bid details will need to be provided for all requirements of LIC to arrive at TCO (Total Cost of ownership) of the solution.
- C) Only those Bidders who qualify in Eligibility and Technical evaluation would be shortlisted for commercial evaluation via Reverse Auction conducted by LIC's Authorized e-Procurement service provider. The Commercial bids (indicative price) of technically short listed bidders will be opened by the Tender Opening Committee in the presence of bidders/ their authorized representatives who choose to attend. Thereafter, these bidders need to participate in online reverse auction for which web-based e-tender platform will be made available by LIC.
- D) Arithmetical errors will be rectified on the following basis:
- If there is a discrepancy between the total price quoted in the bid and the total price that is obtained by multiplying unit price and quantity, the unit price shall prevail. The total price will be corrected accordingly.
  - If there is discrepancy between words and figures, words will prevail.
- E) **NPV Rule:** While evaluating the tenders covering a longer period (i.e. more than one year), the quoted prices pertaining to maintenance in future years are to be discounted to the net present value (NPV) as appropriate for comparing the tenders on equitable basis.

The Net Present Value of the proposal is equal to the sum of the present values of all the cash flows associated with it. NPV is to be calculated on the annual cash outflows.

Discounting rate to be used: 10%

Standard software for example “Excel” can be used for the NPV computation. An indicative template is also provided purely for facilitating the bidder. Bidders must ensure the accuracy of the computation at their end for the calculations. The template provided is a facilitator only for the computation and the bidder is responsible for the computation as per the guidelines.

$r = 10\%$  i.e. 0.10

### **F) Price Variation Factor and H1 Elimination clause:**

When the number of Technically Qualified Bidders are more than five, the technically qualified H1 bidder (Bidder with the Highest Quoted Total Bid Price at NPV) will be disqualified and eliminated

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from participating in online reverse auction, if his bid value as per the submitted commercial bid (indicative) is higher by more than 40% as compared to the average of quoted prices of all technically qualified bidders for all items in aggregate.

- G) The total Bid Price for this clause will be all inclusive bid prices at Net Present Value (NPV) exclusive of all applicable taxes such as GST and any other applicable taxes etc.
- H) No price variation/adjustment or any other escalation will be entertained after the closing of Bids.
- I) **Any material deviation to the terms and conditions of the RFP document, to the scope of work and deliverables, SLAs will not be accepted. Proposals with such deviations may be rejected. LIC may provide the bidder an opportunity to unconditionally withdraw conditions, assumptions, deviations if it is in the interest of LIC.**

**2.20.2 Online Reverse Auction:**

The Indicative Commercial bid as per Annexure - XV shall be submitted in a separate sealed cover. After the opening of Commercial Bids of technically qualified bidders, Online Reverse Auction will be held.

- A) The Commercial Bids (indicative) of technically qualified bidders will be opened on the prescribed date in the presence of bidder representatives. Thereafter, the technically qualified bidders subject to provisions of Price Variation Factor and H1 Elimination clause (refer section 2.20.1 point F), are required to participate in online reverse auction for which web-based e-tender platform will be made available by LIC. The date, time, platform and process of online reverse auction will be communicated to the bidders by LIC.
- B) Price quoted by the Bidders at the end of online reverse auction will be taken as the final commercial quote for evaluation of that bidder.
- C) LIC shall conduct the “Online Reverse Auction Process” for the L1 Bid Price determination. During reverse auction, the participating bidders shall input only the total cost that they have to offer. This amount shall be arrived at by the bidders themselves off-line by using the formula mentioned in point E of section 2.20.1
- D) The bidder with lowest commercial bid at the close of online reverse auction will be declared as L1 bidder.
- E) The bidders are expected to broadly maintain the proportion of prices for various line items of Bill of Material, even when the total price has reduced in the auction. Any significant reduction in the cost of Expert Services /Professional Support/Training / OEM Services/Manpower deployment is not desired during reverse auction. LIC may require the bidder to justify and maintain reasonableness of cost of such items. LIC’s decision in this matter shall be final and binding.
- F) After the close of online reverse auction, the L1 bidder shall provide a commercial breakup of all the line items along with the working sheet to LIC within 3 days (excluding Saturdays, Sundays and Holidays under NI Act. As applicable in Maharashtra), failing which LIC reserves the right to reject the bid.

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- G) The commercial figure quoted will be an all-inclusive figure inclusive of out of pocket expenses, traveling, boarding, permits, lodging but excluding all applicable taxes such as GST.
- H) The bidder shall arrange the Digital certificates (at no cost to LIC) from a Certifying Agency notified by Comptroller of Certifying Authority (CCA) as per Information Technology Act, 2000 as amended from time to time.
- I) In case, only one bidder is technically qualified, no reverse auction will take place. However, LIC reserves the right to negotiate price with the lone bidder. The prices once finalized through online reverse auction or negotiation will be termed as the “approved prices”.
- J) LIC will determine the Start Price and other parameters for the Reverse Auction –
- On its own and / or
  - Evaluating the price band information available in the commercial bids (indicative) of the technically qualified bidders
  - Based on the lowest quote received in the commercial bids (indicative).

In case the successful bidder e.g. “PQR” fails to fulfil any of the obligations under the RFP within the timelines defined, LIC reserves the rights to cancel his selection and declare the bidder with rank 2 e.g. “XYZ” as successful bidder provided this bidder agrees to match the commercial bid of “PQR”.

**The final outcome of the bidding process will be published on LIC website.**

- The bid price shall be in Indian Rupees.
- Errors & Rectification: Arithmetical errors will be rectified on the following basis: —If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If there is a discrepancy between words and figures, the amount in words will prevail.
- The bidder would need to provide all costs in Annexure
- The Bidder shall not add any conditions / deviations in the commercial bid. Any such conditions / deviations may make the bid liable for disqualification.

## **2.21 Selection of Bidder**

### **2.21.1 Award Criteria**

2.21.1.1 Of all the bidders, who have qualified on eligibility criteria and subsequently on technical criteria, the bidder with the lowest quote (L1) via Online Reverse Auction will become the successful bidder.

2.21.1.2 The Bidder with the lowest quote via Online Reverse Auction shall be selected as the L1 and shall be called for further process leading to the award of the assignment.

2.21.1.3 In case the L1 fails to sign the agreement then LIC reserves the right to roll out the offer to the L2 and subsequent Bidders in the order of sequence at L1 Price.

2.21.1.4 LIC reserves the right to empanel other technically qualified Bidders at L1 Rate. However, the preference would be given to the L1 Bidder.

## **2.22 Right to Accept Any Proposal and To Reject Any or All Proposal(s)**

LIC reserves the right to accept or reject any proposal, and to annul the tendering process and reject all proposals at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for LIC's action.

## **2.23 Notification of Award**

LIC will notify the successful bidder(s) in writing, that their proposal has been accepted. In case the tendering process has not been completed within the stipulated period, LIC may like to request the bidders to extend the validity period of the bid. The bidder in turn has to confirm the acceptance for the offer made by LIC through mail or registered letter.

## **2.24 Issue of Purchase Order**

Post submission of Performance Guarantee by the successful bidder(s), Life Insurance Corporation of India will issue a purchase order in favour of successful bidder(s), incorporating references to this RFP, corrigendum, all clauses, pre-bid clarifications and the proposal of the bidder.

## **2.25 Non-Disclosure Agreement (NDA)**

The bidder shall submit, a duly notarized Non-Disclosure agreement on a stamp paper of Rs.500/- (Rupees five hundred only) as per the format given in Annexure – XIII duly signed by the Authorized Signatory of the Company.

## **2.26 LIC's right to vary requirement during the term of the contract.**

LIC reserves the right at the time of award of contract and during the term of the contract to vary the quantity of services specified in the RFP without any change in unit prices or other terms and conditions.

## **2.27 Contacting LIC**

No Bidder shall contact LIC or its employees, through any means of communications on any matter relating to its bid, from the time of the bid opening to the time the Contract is awarded. If the bidder wishes to bring additional information to the notice of LIC, it should do so through designated email-id as given in the Activity Schedule. Any effort by a Bidder to influence LIC in its decisions on bid evaluation, bid comparison or contract award may result in rejection of the bid.

### **2.28 Right to terminate the Process**

LIC reserves the right to cancel this RFP, to make a partial award, or to make no award if it determines that such action is in the best interest of the LIC.

- a) LIC may terminate the RFP process at any time without assigning any reasons whatsoever. LIC makes no commitments, express or implied, that this process will result in a business transaction with anyone.
- b) This RFP document does not constitute an offer by LIC. The bidder's response to this RFP may result into selection of bidder(s) after completion of selection process as detailed in this RFP document.
- c) LIC reserves the right to accept or reject any proposal, and to annul the RFP process and reject all proposals at any time, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders, of the grounds for its action.
- d) LIC may cancel any procurement under this RFP at any time without assigning any reasons whatsoever. Decision of LIC will be final in this matter.

### **2.29 Disqualifications**

LIC may at its sole discretion and at any time during the evaluation of Proposal, disqualify any Bidder, if the Bidder has:

- a) Made misleading or false representations in the forms, statements and/or attachments submitted in proof of the eligibility requirements;
- b) Exhibited a record of poor performance such as abandoning works, not properly completing the contractual obligations, inordinately delaying completion or financial failures, etc. in any project in the preceding three years;
- c) Submitted a proposal that is not accompanied by required documentation or is nonresponsive;
- d) Failed to provide clarifications related thereto, when sought;
- e) Submitted more than one Proposal;
- f) Been declared ineligible by the Government of India/State/UT Government/ PSUs for corrupt and fraudulent practices or blacklisted.
- g) Submitted a Proposal with price adjustment/variation provision.

### **2.30 Fraud and Corrupt Practices**

The Bidders and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the Selection Process. Notwithstanding anything to the contrary contained in this RFP, the Life Insurance Corporation of India shall reject a Proposal without being liable in any manner whatsoever to the Applicant, if it determines that the Bidder has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice (collectively the "Prohibited Practices") in the Selection Process. In such an event, the Life Insurance Corporation of India shall, without prejudice to its any other rights

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or remedies, forfeit and appropriate the PBG and bidder will be disqualified as per annexure-XIV, as the case may be, as genuine pre-estimated compensation and damages payable to the Life Insurance Corporation of India for, inter alia, time, cost and effort of the Life Insurance Corporation of India, in regard to this RFP, including consideration and evaluation of such bidder’s Proposal.

For the purposes of this Section, the following terms shall have the meaning hereinafter respectively assigned to them:

- a) “corrupt practice” means (i) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of any person connected with the Selection Process (for avoidance of doubt, offering of employment to or employing or engaging in any manner whatsoever, directly or indirectly, any official of the Life Insurance Corporation of India who is or has been associated in any manner, directly or indirectly with the Selection Process or has dealt with matters concerning the Agreement or arising there from, before or after the execution thereof, at any time prior to the expiry of one year from the date such official resigns or retires from or otherwise ceases to be in the service of the Life Insurance Corporation of India, shall be deemed to constitute influencing the actions of a person connected with the Selection Process); or (ii) save as provided herein, engaging in any manner whatsoever, whether during the Selection Process or after the execution of the Agreement, as the case may be, any person in respect of any matter relating to the Project or the Award or the Agreement, who at any time has been or is a legal, financial or technical adviser of the Life Insurance Corporation of India in relation to any matter concerning the Project;
- b) “fraudulent practice” means a misrepresentation or omission of facts or disclosure of Incomplete facts, in order to influence the Selection Process;
- c) “coercive practice” means impairing or harming or threatening to impair or harm, directly or indirectly, any person or property to influence any person’s participation or action in the Selection Process;
- d) “undesirable practice” means (i) establishing contact with any person connected with or employed or engaged by Life Insurance Corporation of India with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Selection Process; or (ii) having a conflict of Interest; and
- e) “Restrictive practice” means forming a cartel or arriving at any understanding or arrangement among bidders with the objective of restricting or manipulating a full and fair competition in the Selection Process.

### **3 Terms and Conditions**

The Terms & Conditions mentioned in this section will be applicable to the Selected Bidder(s) with whom LIC contracts as an outcome of this RFP process.

#### **3.1 Contract Period**

The duration of the Contract Period unless terminated in accordance with the contract or disqualifications as per Clause 2.28, shall be for a period of five years from the date of purchase order.

#### **3.2 Renegotiation of prices, price validity and Validity of the contract**

Initially the contract will be valid for a period of 5 years from the start date of Contract Period.

The prices quoted for Digital Insurance Solution for Onboarding of Customers as per specifications in this RFP should be valid until 5 years from start date of the contract period.

LIC reserves right to re-negotiate the prices during the contract period and extended period, if there is any change in rates in market.

The revision of charges, in such cases, will be applicable from the next billing cycle, after LIC has given approval for the same.

#### **3.3 Option to extend Contract Period**

- i. The Contract Period may be extended by LIC for further period(s), on the terms and conditions mutually agreed by both the parties, by giving 30 days' notice to Bidder(s) in writing.
- ii. Any extension exercised in accordance with the contract takes effect from the end of the then current Contract Period.

LIC reserves right to extend the validity of the contract with successful Bidder(s) subject to conditions that,

- a) Services of the successful Bidder(s) are satisfactory;
- b) Prices are re-negotiated as per prevailing market conditions.

#### **3.4 Services Location**

Bidder(s) should provide the services to any office of LIC at Mumbai or such locations as may be required by LIC and mutually agreed.

#### **3.5 General obligations**

The selected Bidder(s) will, at all times:

- i. Act reasonably in performing its obligations;
- ii. Diligently perform its respective obligations; and



- iii. Work together with LIC in a collaborative manner.

### **3.5.1 Obligations of the selected Bidder(s)**

Bidder(s) will supply the Services:

- i. With due skill and care and to the best of Bidder's knowledge and experience;
- ii. In accordance with relevant Indian industry standards, good industry practice and guidelines or where none apply, relevant international industry standards, best practice and guidelines;
- iii. Using the skilled Personnel;
- iv. In accordance with all applicable Laws;
- v. Bidder(s) will be obliged to work closely with LIC's staff, act within its own authority and abide by directives issued by LIC and undertake implementation activities;
- vi. Bidder(s) will abide by the job safety measures prevalent in India and will free LIC from all demands or responsibilities arising from accidents or loss of life, the cause of which is the Bidders' negligence. Bidder(s) will pay all indemnities arising from such incidents and will not hold LIC responsible or obligated;
- vii. Bidder(s) will be responsible for managing the activities of its personnel and will hold itself responsible for any misdemeanours;
- viii. In accordance with any reasonable directions given by LIC from time to time in relation to the Services;
- ix. So as to meet the Milestones and other project plan requirements, and where no Milestones or project plan requirements are specified, promptly and without delay.

### **3.5.2 Warranties**

Bidder(s) will have to represent and warrant that:

- i. It has the right to enter into the Contract resulting from this RFP;
- ii. It has all rights, title, licenses, interests and property necessary to lawfully perform the Services;
- iii. Its Personnel have the necessary experience, skill, knowledge and competence to perform the Services;
- iv. The Services provided will be complete, accurate and free from material faults; and
- v. It will not, nor will it suffer or permit any third party under its direction or control to negligently introduce into LIC's systems or any Deliverables any Harmful Code.

### **3.5.3 Access to LIC's premises**

LIC will provide the necessary access, to its premises, to the authorized person(s) of Bidder(s) as and when required and is deemed reasonable.



### **3.5.4 Conduct at LIC's premises**

The Selected Bidder(s) will, if using or accessing LIC's premises or facilities, comply with all reasonable directions and procedures relating to occupational health and safety and security in operation at those premises or facilities whether specifically drawn to the attention of Bidder(s) or as might reasonably be inferred from the circumstances.

### **3.5.5 Subcontracting**

Bidder(s) will not be allowed to subcontract without written consent of LIC.

### **3.5.6 Assignments**

Bidder(s) will not be allowed to assign, in whole or in part, its obligations under the Contract, to any entity without written consent of LIC.

## **3.6 Documentation**

### **3.6.1 Provision of Documentation**

Bidder(s) will provide LIC with the comprehensive and complete documentation as specified in the Scope of Work in the format and at the times specified in the Scope of Work.

### **3.6.2 Documentation requirements**

The Documentation must at the time of delivery:

- a. Be current and accurate;
- b. Adequately explain key terms and symbols; and
- c. Be in English.

## **3.7 Varying the Services**

### **3.7.1 Variations proposed by LIC**

LIC reserves the right to initiate any change in the scope of contract. Any change in the general scope will be informed to Bidder(s) in writing. If LIC wants to vary the Services:

- a) LIC will communicate the Bidder(s) in writing setting out the proposed variations;
- b) Within 15 days after receiving LIC's request or within another period mutually agreed, Bidder(s) must respond in writing to LIC specifying what impact those variations will have on:
  - a. the Scope; the Services or Deliverables, including any particular Deliverable;
  - b. Bidders' ability to perform its obligations under current Contract (including its ability to meet Milestones) and with respect to the change of scope proposed;
- c) Within 15 days after receiving the Bidders' response, or within another period mutually agreed, LIC will give Bidder(s) a written notice accepting or rejecting the response.

### **3.7.2 Effective date of variation**

Any variation in the Services will take effect from the date on which the parties execute a Change Order. In such a case, the contract will be amended to give effect to the Change Order.

### **3.7.3 Change Order**

If any such change causes an increase or decrease in the scope of, or the time required for, the Bidders' performance of any provisions under the Contract, an equitable adjustment shall be made in the scope or delivery schedule, or both, and the Contract shall accordingly be amended. Any claims by Bidder(s) for adjustment under this clause will be asserted within fifteen (15) days from the date of the Bidders' receipt of LIC's change order.

It should be understood that payment under this clause will be made only if Change orders are exercised, approved by LIC and delivered by the bidder.

### **3.7.4 Change Requests**

The following would constitute a Change request:

- a) Any work which has not been specifically mentioned in the scope of work of the RFP, the annexure and the pre-bid queries;
- b) Any changes in the deliverables post approval by LIC.

In such a case, the additional cost/effort estimated by the bidder and its impact would be discussed and finalized.

### **3.7.5 Contract Amendments**

No variation in or modification of the terms of the contract shall be made except by written amendment signed by both LIC and Bidder(s).

Any changes in law, taxes and policies shall be governed through the provision of clause 3.7.

## **3.8 Co-operation with Personnel and entities interacting with LIC**

Bidder(s), will, in the performance of the Services:

- a) Fully co-operate with LIC's Personnel and any other entity interacting with LIC; and
- b) Use its best efforts to coordinate its activities so as to support and facilitate, in LIC's best interests, the timely and efficient completion of all work and other activities to be performed for LIC by any person.

## **3.9 Monitoring progress**

### **3.9.1 Progress meetings**

Regular review meeting will be held between Bidder(s) and LIC to discuss any issues in relation to the provision of the Services. The frequency of such Progress meeting will be weekly during the implementation phase and monthly thereafter, unless other frequency is agreed to by LIC, in writing.

### **3.9.2 Reporting**

Bidder(s) must provide LIC with reports in accordance with the Scope of Work.

### **3.10 Performance assessment**

#### **3.10.1 Assessment of Services**

Each element of the Services is subject to periodical assessment by LIC against the relevant Performance Criteria.

#### **3.10.2 Notice of non-compliant Services**

- a. If LIC considers that all or part of the Services does not meet the specifications, LIC will notify Bidder(s) within 7 Business Days of assessing the Services against the specifications.
- b. LIC will include reasons for the Services not meeting the specifications in the notice given under Clause (a).

#### **3.10.3 Rectification of non-compliant Services**

If LIC notifies Bidder(s) that all or part of the services does not meet the Performance Criteria, Bidder(s) will:

- a. Take all necessary steps to ensure that the services are promptly corrected;
- b. Give notice to LIC when the Services have been corrected; and
- c. Allow LIC to repeat the assessment of all or part of the Services against the specifications, within five Business Days or such other time as agreed mutually in writing.

### **3.11 Personnel**

#### **3.11.1 Use of Specified Personnel**

Bidder(s) will provide the Services or any part of the Services to which their particular experience relates, with the active involvement of, and using the skill of the Specified Personnel; and

Ensure that each of the **Specified** Personnel is aware of and complies with Bidders' obligations in providing the Services.

#### **3.11.2 Availability of personnel**

Where one or more of the Specified Personnel is or will become unable or unwilling to be involved in providing the Services, Bidder(s) will notify LIC immediately. Bidder(s) will:

- a. If requested by LIC, provide a replacement person of suitable ability and qualifications, having appropriate technical qualifications and experience equivalent to or more than the replaced person, at no additional charge and at the earliest opportunity; and
- b. Obtain LIC's written consent prior to appointing any such replacement person.

### **3.11.3 Replacement of Personnel**

LIC may at any time request Bidder(s) to remove from work any of the Specified Personnel. Bidder(s) must promptly arrange for the removal of such Personnel and provide replacement in accordance with the process outlined above in 4.11.2.

## **3.12 Intellectual Property Rights**

As part of this project bidder/service provider will use software/tool to deliver services. If the use of any such software by/for LIC infringes the intellectual property rights of any third person, bidder shall be primarily liable to indemnify LIC to the extent of direct damages against all claim, demands, cost, charges, expenses, award, compensation etc. arising out of the proceeding initiated by third party for such infringement, subject to the condition that the claim relates to Software provided/used by Bidder under this project.

### **3.12.1 Products and fixes**

All products and related solutions and fixes provided pursuant to this work order shall be licensed according to the terms of the license agreement packaged with or otherwise applicable to such product. Bidder would be responsible for arranging any licenses associated with products. "Product" means any computer code, web-based services, or materials comprising commercially released, pre-release or beta products (whether licensed for a fee or free of charge) and any derivatives of the foregoing which are made available to LIC which is published by product owner or its affiliates, or a third party. "Fixes" means product fixes that are either released generally (such as commercial product service packs) or that are provided to LIC when performing services (such as workarounds, patches, bug fixes, beta fixes and beta builds) and any derivatives of the foregoing.

### **3.12.2 Third Party Material**

Bidder(s) must have ownership or obtain all necessary copyright and other Intellectual Property Right permissions before making any Third Party Material available as Auxiliary Material for the purpose of performance of services under this RFP and resulting contract.

### **3.12.3 Rights in Bidder's Pre-existing IPR**

There shall be no assignment or transfer of any Bidder's pre-existing IPRs (including any amendments, modifications or enhancements thereto) pursuant to this Agreement.

### **3.12.4 IPR Warranty**

Bidder(s) will warrant that:

- i. The Warranted Materials and LIC's use of those Warranted Materials, will not infringe the Intellectual Property Rights of any person; and
- ii. It has the necessary rights to vest the Intellectual Property Rights and grant the licenses as provided in this clause 3.12.

### **3.12.5 Remedy for breach of warranty**

If someone claims, or LIC reasonably believes that someone is likely to claim, that all or part of the Warranted Materials infringe their Intellectual Property Rights, Bidder(s) will, in addition to the indemnity under clause 3.16 and to any other rights that LIC may have against it, promptly, at the Bidders' expense:

- i. Use its best efforts to secure the rights for LIC to continue to use the affected Warranted Materials free of any claim or liability for infringement; or
- ii. Replace or modify the affected Warranted Materials so that the Warranted Materials or the use of them does not infringe the Intellectual Property Rights of any other person without any degradation of the performance or quality of the affected Warranted Materials.
- iii. Bidder(s) will indemnify LIC against all third-party claims of infringement of patent, Intellectual Property Rights, IPR, trademark, copy right or industrial design rights arising from use of the Bidders' Solution or any part thereof throughout the Offices of LIC, including but not limited to the legal actions by any third party against LIC.

### **3.12.6 Patent Rights and other litigation costs**

In the event of any claim asserted by a third party of infringement of copyright, patent, trademark or industrial design rights arising from the use of the systems or any parts thereof with relation to the contract deliverables, in LIC's country, Bidder(s) will act expeditiously to extinguish such claim. If Bidder(s) fails to comply and LIC is required to pay compensation to a third party resulting from such infringement, Bidder(s) will be responsible for the compensation including all expenses (court costs and lawyer fees). LIC will give notice to Bidder(s) of such claim, if it is made, without delay as when received.

## **3.13 Moral Rights**

### **3.13.1 Obtaining consents**

To the extent permitted by applicable Laws and for the benefit of LIC, Bidder(s) will:

- i. give, where Bidder(s) is an individual; and
- ii. Use its best endeavours to ensure that each of the Personnel used by Bidder(s) in the production or creation of the Contract Material gives, genuine consent in writing, in a form acceptable to LIC, to the use of the Contract Material for the Specified Acts, even if such use would otherwise be an infringement of their Moral Rights.

### **3.13.2 Specified Acts**

In this clause, Specified Acts means:

- i. Falsely attributing the authorship of any Contract Material, or any content in the Contract Material (including without limitation literary, dramatic, artistic works and cinematograph films within the meaning of the Copyright Act, 1957);

- ii. Materially altering the style, format, colours, content or layout of the Contract Material and dealing in anyway with the altered Contract Material;
- iii. Reproducing, communicating, adapting, publishing or exhibiting any Contract Material; and
- iv. Adding any additional content or information to the Contract Material.

### 3.14 Terms of Payment to Bidder

1. No advance payment will be made on awarding the contract.
2. Items mentioned in indicative commercial bid

**a) Enterprise wide Unlimited Annual Subscription and technical support costs** - Payable quarterly in arrears against receipt of satisfactory service report from LIC's Project / Operation Manager. However, for the first year, the Annual Subscription and technical support costs will be payable after 90 days from Go-Live signoff from LIC.

**b) Implementation and Integration Cost (OTC) -**

- i. 30% of Implementation Cost plus applicable tax after Implementation, Customization & UAT Sign off in the form of Acceptance Form should be signed by both LIC's identified Project Manager & vendor representative.
- ii. 40% of Implementation Cost plus applicable tax after go-live sign off from LIC. Go Live Sign Off in the form of Acceptance Test should be signed by both LIC's identified Project Manager & vendor representative.
- iii. 30% of Implementation Cost plus applicable tax after Go-Live closure signoff from LIC. Go Live Closure Sign Off in the form of Final Acceptance Test should be signed by both LIC's identified Project Manager & bidder's representative.

**c) All inclusive Cloud subscription cost for UAT, Pre-prod and production environment** - All inclusive Cloud subscription cost includes the entire costs for hosting the proposed solution in public cloud with all the required resources. For year 1, for determining sizing of cloud infrastructure and all required resources, the estimate should be taken as 25 lac policies to be sold through the proposed solution. For the first year, the Annual Subscription and technical support costs will be payable after Go-Live closure signoff from LIC. Subsequently, it will be payable quarterly in advance, against receipt of satisfactory service report for the previous quarter from LIC's Project/ Operation Manager. The infrastructure should be scalable on demand, in case the number of policies sold crosses the given estimate. In such a scenario, the extra costs will be decided on a pro-rata basis in discussion with LIC. In case of any disputes in cost determination, LIC's decision will be final.

**d) Man days per year for need based change management driven customization and new insurance Product Integration-** Payable at the end of the quarter on actual man days utilization report (attendance signoff) sign by bidder's representative and recommendation from LIC's Project Manager. Efforts exceeding 500 man-days in a year, cost will be computed as amount quoted divide by 500 for each man-day.

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- e) Onsite Support Charges** – After successful completion of the implementation & integration phase, the bidder is liable to provide onsite support to LIC as & when required during the tenure of 5 years contract period. Cost is Payable at the end of each successful completion of service/support delivered with proof of deliverables duly sealed & signed by the concerned head where the service/support was delivered.
3. Bidder has to create a mechanism to generate Invoices on quarterly basis, based on which payments will be done, after due verification.
  4. Penalties, if any, will be deducted before release of the payment from the amount payable against the invoice submitted.
  5. The Bidder must accept the payment terms proposed by LIC. The commercial bid submitted by the Bidders must be in conformity with the payment terms proposed by LIC. Any deviation from the proposed payment terms would not be accepted. LIC shall have the right to withhold any payment due to the Bidder, in case of delays or defaults on the part of the Bidder. Such withholding of payment shall not amount to a default on the part of LIC. If any of the items / activities as mentioned in the price bid is not taken up by LIC during the course of the assignment, LIC will not pay the professional fees quoted by the Bidder in the price bid against such activity / item.
  6. No interest on deposits/PBG will be paid.
  7. Payment will be made on the actual usage and will not be solely dependent on the Bidders' MIS.
  8. If there is any discrepancy in Invoice or Bidders' MIS, LIC reserves the right to settle the bill on the basis of actual usage or invoice figure or MIS figure whichever is least and favourable for LIC.
  9. LIC reserves the right to temporarily withhold payment and impose penalty, if it is not satisfied with progress made during that period or if there is delay in activity timelines.
  10. LIC shall make payments in Indian Rupees (INR) on receipt of invoice, after deduction of penalties and applicable taxes at source from the agreed price to the selected Bidder.
  11. The address where invoices are to be submitted will conveyed to successful Bidder(s) after issuance of purchase order.
  12. Payment related objection must be raised in writing within 30 days from the date of release of payment. No such objection would be entertained beyond that period.
  13. Product/Software Prices shall be quoted all-inclusive of duties, levies etc. but exclusive of GST and other applicable taxes.
  14. The quoted price of Product/Software shall be uniformly applicable for delivery/performance to any part of the country and shall be inclusive of all other miscellaneous charges (i.e. including installation charges, any other applicable duties, whether state or central, packing, freight and forwarding, transit insurance, local transportation, manpower/labour charges, incidental charges such as traveling, lodging/boarding etc.)



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15. Vendor will be entirely responsible for upfront payment of all applicable taxes (wherever applicable) like Central / State levies, sales tax, excise duty, cesses, license fees, road permits, service tax, etc. in connection with delivery of products at site.
16. GST/Service-tax and Octroi/local entry tax/LBT wherever applicable, shall be mentioned in the Invoices submitted and shall be reimbursed as per actual on production of the original receipt in proof of having paid the said taxes on behalf of LIC. In case concrete evidence of having paid the appropriate taxes is not submitted along with the invoices to LIC, the vendor will not be eligible for any reimbursement on this count from LIC.
17. The vendor should not, under any circumstances, request for an increase in the prices once such prices are approved by LIC. No price variation relating to increases in Government levies/taxes/cess/customs duty & excise duty including any newly introduced taxes shall be permitted, except changes in GST.
18. It will be the responsibility of the vendor to take care of all the formalities connected with this project (wherever and whatever applicable) as per rules / tax laws / regulations / orders of any government/non- government/ regulatory authority in force etc.

**3.14.1 Obligation to pay**

LIC will pay to Bidder(s) for the deliverables & Services, subject to:

- a. The terms of this clause; and
- b. The deliverables & Services meeting the SLA.

**3.14.2 Liquidated Damages**

The Delivery & installation of the entire system consisting of software and services will be as per the **Schedule of Service Level Agreement** mentioned in this RFP; failure to do so will attract penalties. If, at any time during the performance of the Contract, Bidder(s) should encounter conditions impeding timely delivery of the systems and/or Services, Bidder(s) shall promptly notify LIC in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable, after receipt of Bidders’ notice, LIC shall evaluate the situation and may, at its discretion, extend the Bidders’ time for performance, with or without liquidated damages, in which case the extension shall be ratified by the parties by amendment of the Contract.

Bidder(s) will make all-out effort that all systems perform without defect or interruption. The completion of deliverables within the given timeframe is binding on Bidder(s). In the event of delay in meeting the deliverables for causes attributable to Bidder(s), LIC shall be entitled at its option to recover from Bidder(s), as liquidated damages, a sum of 0.5% of the contract value of the deliverable which suffered delay, for each completed week or part thereof by which the deliverable has been delayed, for the first 4 weeks of delay. Thereafter, the rate of penalty will be 1% of the contract value of the deliverable which suffered delay, for each completed week or part thereof by which the deliverable has been delayed, subject to a limit of **10%** of the contract value.

Except as interpreted/ provided in accordance with the laws of the Union of India, a delay by Bidder(s) in the performance of its delivery obligations shall render Bidder(s) liable to the imposition of liquidated damages pursuant to conditions of the contract unless an extension of time



is agreed upon pursuant to the conditions of the contract without the application of liquidated damages.

### **3.14.3 Incorrect invoices, under/over payment**

If an invoice is found to have been rendered incorrectly after payment, any under payment or overpayment will be recoverable by or from Bidder(s), as the case may be, and without limiting recourse to other available means, maybe offset against any amount subsequently due by LIC to Bidder(s) under the contract.

LIC is under no obligation to pay any amount in excess of the Charges mentioned in the Payment Schedule.

### **3.14.4 Ownership, Grant and delivery**

The bidder shall provide non-exclusive, non-transferable, enterprise wide unlimited annual subscriptions and technical support to LIC for the proposed solution to be provided as a part of this project. The subscriptions for the proposed solution should not be restricted to use case. LIC can use the solution at any of its overseas branches/offices and locations without restriction and use of software by service providers on behalf of LIC would be considered as use thereof by LIC and the software should be assignable / transferable to any successor entity of the LIC.

The subscription shall specifically include right

**A. To Use.** (i) to use the executable code version of the Solution and all Enhancements, Updates and New Versions made available from time to time solely for business operations of the LIC; (ii) to use the Program Documentation for purposes of installing or operating the Programs and supporting the use of the Software by the LIC; (iii) to use the technical Training Materials for purposes of supporting Users; (iv) to use the executable code version of the Software and all Enhancements, Updates and New Version made available from time to time for Test and Development, Training, Near DR, Disaster Recovery Site of the LIC.

**B. To Copy.** (i) to copy the Software that operates on server systems to support the users of the LIC; (ii) to make additional copies of the Program Material for archival, emergency back-up, testing, or disaster recovery purposes; and (iii) to copy the Program Documentation to support its Users.

**C. To work as interface.** (i) to work with other software applications of LIC as interface; (ii) to allow other application software applications at LIC to work as interfaces to the proposed solution. If such interfacing requires any modification or change to the proposed solution, such modification or change has to be carried out by the Bidder free of any additional charges or fees or expenses.

**D. The grant of subscriptions** by the Bidder herein shall be for processing the internal business of LIC and does not, without limitation, include the rights to reverse engineer, reverse compile or otherwise arrive at the source code of the Software nor does it include the rights to sell, lease, license, sublicense or otherwise transfer, convey or alienate the software for commercial consideration to any person.

Bidder is the Prime Bidder for purposes of all deliverables and services, with the single-point responsibility for the same.

### **3.15 Prices and Taxes**

#### **3.15.1 Prices**

Prices payable to Bidder(s) will be fixed as derived from the Final L1 quote via Online Reverse Auction.

#### **3.15.2 Escalation of Costs:**

Bidder(s) will in no circumstances be entitled to any escalation of costs for price of any material / items supplied or services tendered under the contract.

#### **3.15.3 Taxes and Duties**

Bidders will be entirely responsible for all taxes, duties, license fees, road permits, and transit insurance etc., incurred until delivery of the contracted services to LIC.

GST will be payable as per applicable rates decided by Govt. of India.

#### **3.15.4 Deduction of Taxes at Source**

LIC will deduct taxes from the amounts due and payable to Bidder(s), wherever applicable. LIC will provide Bidder(s) with the statement of any taxes deducted by LIC on payments under the contract. Bidder(s) agrees to reimburse and hold LIC harmless from any deficiency including penalties and interest relating to taxes including recovery of any tax retrospectively that are its responsibility under this clause. For purposes of the contract, taxes shall include taxes incurred on transactions between LIC and Bidder(s).

### **3.16 Indemnity**

**3.16.1** Subject to Clause 3.16.2 below, Bidder(s) will undertake to indemnify LIC from and against all claims (financial, legal and other). Losses on account of bodily injury, death or damage to tangible personal property of any person, corporation or other entity (including LIC) infringement of any law pertaining to intellectual property, patent, trademarks, copyrights, etc., any other claims from third party, corporation or other entity attributable to the Bidders' negligence or wilful default in performance or non-performance under the contract. If LIC promptly notifies Bidder(s) in writing of a third party claim against LIC that any Service provided by Bidder(s) infringes a copyright Patent or trade secret of any third party, Bidder(s) will defend such claim at its own expense and will pay any costs or damages that may be finally awarded against LIC. Bidder(s) will not indemnify LIC, however, if the claim of infringement is caused by:

- a) LIC's misuse or modification of the Service;
- b) LIC's failure to use corrections or enhancements made available by Bidder(s);
- c) LIC's use of the Service in combination with any product or information not owned or developed by Bidder(s);
- d) LIC's distribution, marketing or use of the Service for the benefit of third parties; or

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e) Information, direction, specification or materials provided by LIC or any third party contracted to it.

If any Service is or is likely to be held to be infringing, Bidder(s) will at their expense and option either:

- i. Procure the right for LIC to continue using it;
- ii. Replace it with a non-infringing equivalent; or
- iii. Modify it to make it non-infringing.

The foregoing remedies constitute LIC’s sole and exclusive remedies and Bidders’ entire liability with respect to infringement.

**3.16.2** The indemnities set out in Clause 3.16.1 shall be subject to the following conditions:

- i. LIC, as promptly as practicable, informs Bidder(s) in writing, of the claim or proceedings and provides all relevant evidence, documentary or otherwise;
- ii. LIC will, at the cost of Bidder(s), give Bidder(s) all reasonable assistance in the Defence of such claim including reasonable access to all relevant information, documentation and personnel provided that LIC may, at its sole cost and expense, reasonably participate, through its attorneys or otherwise, in such Defence;
- iii. if Bidder(s) does not assume full control over the Defence of a claim as provided in this Article, Bidder(s) may participate in such Defence at its sole cost and expense, and LIC will have the right to defend the claim in such manner as it may deem appropriate, and the cost and expense of LIC will be included in losses to be indemnified by Bidder(s);
- iv. LIC shall not prejudice, pay or accept any proceedings or claim, or compromise any proceedings or claim, without the written consent of Bidder(s);
- v. all settlements of claims subject to indemnification under this Clause will:
  - a) be entered into only with the consent of LIC, which consent will not be unreasonably withheld and include an unconditional release to the Indemnified Party from the claimant or plaintiff or all liability in respect of such claim; and
  - b) include any appropriate confidentiality agreement prohibiting disclosure of the terms of such settlement;
- vi. LIC will account to Bidder(s) for all awards, settlements, damages and costs (if any) finally awarded in favour of LIC which are to be paid to it in connection with any such claim or proceedings;
- vii. LIC will take steps that Bidder(s) may reasonably require to mitigate or reduce its loss as a result of such a claim or proceedings;
- viii. In the event that Bidder(s) is obligated to indemnify LIC pursuant to this Clause, Bidder(s) will, upon payment of such Indemnity in full, be subrogated to all rights and defences of LIC with respect to the claims to which such indemnification relates; and
- ix. If a Party makes a claim under the indemnity set out under Clause 3.16 above in respect of any particular Loss or Losses, then that Party shall not be entitled to make any further claim in respect of that Loss or Losses (including any claim for damages).

### **3.17 Liability**

Except in cases of criminal negligence or wilful misconduct and in the case of infringement of patent, IPR, trademark, copyright or industrial design rights arising from use of the Solution or any part thereof in any of the services supplied by Bidder(s) and used/consumed by LIC, the Bidder(s) shall not be liable to LIC, whether in contract, tort or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of Bidder(s) to pay liquidated damages to LIC and the aggregate liability of Bidder(s) to LIC, whether under the Contract, in tort or otherwise, shall not exceed the total Contract Price provided that this limitation shall not apply to the cost of repairing or replacing defective equipment. However it is expected that the bidder/bidder will take utmost care as to avoid any indirect or consequential loss of damage.

### **3.18 Insurance**

In connection with the provision of the services, Bidder(s) must have and maintain during the Contract Period, valid and enforceable insurance policies for:

- public liability;
- either professional indemnity or errors and omissions; and
- workers' compensation as required by law.

Bidder(s) will also maintain insurance for all the Deliverables including Hardware during the contract period with LIC.

### **3.19 Confidentiality and privacy**

#### **3.19.1 Confidential Information not to be disclosed**

Information relating to the examination, clarification, comparison and evaluation of the proposals submitted shall not be disclosed to any of the responding firms or their representatives or to any other person not officially concerned with such process until the selection process is over. The undue use by any responding firm of confidential information related to the process may result in rejection of its proposal.

Bidder(s) including but not limited to its personnel, its agents and Associates is bound by the conditions of the Non-Disclosure Agreement submitted by Bidder(s) in response to the RFP as per Annexure XIII - NDA.

During the execution of the project, the successful bidder will have access to confidential information of LIC such as servers, applications, network design, and architecture etc. The bidder shall use the same degree of care to maintain the confidentiality of the information as if the information is their own and shall not disclose at any point of time to any other person/third party the information so received. The bidder will:

- a) Use the information only for serving LIC's project and restrict disclosure of information solely

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to their authorized personnel on a need to know basis in order to accomplish the purpose stated in this RFP.

- b) Advise each such authorized personnel before he or she receives access to information, of the obligation of the bidder under this agreement and require such employee to honour these obligations.

The Bidder will treat as confidential all data and information about LIC, obtained while execution of his responsibilities, in strict confidence and will not reveal such information to any other party without the prior written approval of LIC.

The bidder and /or their personnel shall not either during the term or after expiration of this contract undertake any public communication press/media releases relating to the services, contract or the business or operation of LIC without the written consent of LIC.

Violation of NDA will lead to forfeiture of performance Bank guarantee and additionally will lead to termination of contract, legal action and blacklisting.

**3.19.2 Exceptions to obligations**

The obligations on the parties under this clause 3.19 will not be taken to have been breached to the extent that Confidential Information:

- i. is disclosed by a party to its Advisors or employees solely in order to comply with obligations, or to exercise rights, under the contract;
- ii. is disclosed to a party's internal management personnel, solely to enable effective management or auditing of Contract related activities;
- iii. is disclosed by LIC;
- iv. is disclosed by LIC, in response to a request by a House or a Committee of the Parliament/Assembly;
- v. is shared by LIC within LIC's organisation, or with another Agency, where this serves legitimate interests;
- vi. is authorized or required by law, including under the contract, to be disclosed;
- vii. is in the public domain otherwise than due to a breach of this clause 4.19;
- viii. Is lawfully known by the Recipient at the time of disclosure without any obligation to keep the same confidential; or
- ix. Is independently developed by the Recipient without use or reference to such Confidential Information.

**3.19.3 Obligations on disclosure**

Where a party discloses Confidential Information to another person:

Pursuant to clauses (i), (ii) or (v) of 3.19.2 above, the disclosing party must notify the receiving person

that the information is Confidential Information; and not provide the information unless the receiving person agrees to keep the information confidential;

Pursuant to clauses (iii) or (iv) of 3.19.2 above, the disclosing party must notify the receiving party that the information is Confidential Information.

#### **3.19.4 Additional confidential information**

The parties may agree in writing after the date of the contract that certain additional information is to constitute Confidential Information for the purposes of the contract.

Where the parties agree in writing after the date of the contract that certain additional information is to constitute Confidential Information for the purposes of the Contract, this documentation is incorporated into, and becomes part of the contract, on the date by which both parties have signed this documentation.

#### **3.19.5 Period of confidentiality**

The obligations under this clause 3.19 continue, notwithstanding the expiry or termination of the contract:

- i. Any item of information, for the contract period including any extension period and one year thereafter; and
- ii. In relation to any information which the parties agree in writing after the date of the contract is to constitute Confidential Information for the purposes of the contract, for the period agreed by the parties in writing in respect of that information.

### **3.20 Protection of personal information**

#### **3.20.1 Application of the clause**

This clause applies only where Bidder(s) deals with personal information when, and for the purpose of, providing Services under the contract.

#### **3.20.2 Obligations**

Bidder(s) acknowledges that it will use or disclose personal information obtained during the course of providing Services under the contract, only for the purposes of the contract.

### **3.21 Conflict of interest**

#### **3.21.1 Conflict of Interest**

- a) Bidder shall not have a conflict of interest that may affect the Selection Process. Any bidder found to have a conflict of Interest shall be disqualified. In the event of disqualification, the Life Insurance Corporation of India shall take action as per annexure-XII, as mutually agreed genuine pre-estimated compensation and damages payable to the Life Insurance Corporation of India for, inter alia, the time, cost and effort of the Life Insurance Corporation of India including consideration of such bidder's Proposal, without prejudice to any other right or remedy that may

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be available to the Life Insurance Corporation of India hereunder or otherwise.

- b) The Life Insurance Corporation of India requires that the Bidder provides professional, objective, and impartial advice and at all times hold the Life Insurance Corporation of India’s interests paramount, avoid conflict with other assignments or its own interests, and act without any consideration for future work. The Bidder shall not accept or engage in any assignment that would be in conflict with its prior or current obligations to other projects or contracts, or that may place it in a position of not being able to carry out the assignment in the best interests of the Life Insurance Corporation of India.
- c) Without limiting the generality of the above, bidder shall be deemed to have a conflict of Interest affecting the Selection Process, if:
- i. the Bidder, or Associates (or any constituent thereof) and any other Bidder, or Associate(or any constituent thereof) have common controlling shareholders or other ownership interest;
  - ii. such Bidder or its Associate receives or has received any direct or indirect subsidy or grant from any other Bidder or its Associate; or
  - iii. such Bidder has a relationship with another Bidder, directly or through common third parties, that puts them in a position to have access to each other’s information about, or to influence the Proposal of either or each of the other Bidder; or there is a conflict among this and other assignments of the Bidder (including its personnel and other members, if any) and any subsidiaries or entities controlled by such Bidder or having common controlling shareholders. The duties of the Bidder will depend on the circumstances of each case. While providing services to the Life Insurance Corporation of India for this particular assignment, the Bidder shall not take up any assignment that by its nature will result in conflict with the present assignment.

**3.21.2 Warranty that there is no conflict of interest**

Bidder(s) will warrant that, to the best of its knowledge after making diligent inquiry, at the date of issue of purchase order, no conflict of interest exists or is likely to arise in the performance of its obligations under the contract.

**3.21.3 Notification of a conflict of interest**

Bidder(s) shall make a disclosure to LIC as soon as any potential conflict comes to its notice but in no case later than 7 (seven) days and any breach of this obligation of disclosure shall be construed as Conflict of Interest. LIC shall, upon being notified by Bidder(s) under this Clause, decide whether it wishes to terminate his Services or otherwise, and convey its decision to Bidder(s) within a period not exceeding 15 (fifteen) working days.

**3.22 Security**

**3.22.1 Compliance with LIC requirements**

Bidder(s) will ensure that its Personnel comply with:



- i. All relevant security and other requirements specified in LIC's Information Security Policy, if the same has been made aware by LIC;
- ii. Any other security procedures or requirements notified, in writing, by LIC to Bidder(s). Bidder(s) must comply with such a security procedure or requirement, from the date specified in the notice, or if none is specified, within five Business Days of receipt of the notice.

### **3.22.2 Security clearance**

LIC may, from time to time, notify Bidder(s) of the level of security or access clearance applicable to the Bidders' Personnel, and the date from which, or the period during which, that clearance will be effective and Bidder(s) must comply with and ensure its Personnel act/s in accordance with that notice.

### **3.22.3 Removal of LIC Data**

Bidder(s) will not, and will ensure that its Personnel do not:

- i. Remove LIC Data or allow LIC Data to be removed from LIC's premises; or
- ii. Take LIC Data or allow LIC Data to be taken outside of office premises of LIC.

### **3.22.4 Compliance with LIC Information Security Policy**

Bidder(s) proposed solution will have to be compliant with LIC's Information Security Policies.

## **3.23 Books and records**

### **3.23.1 Bidder(s) to keep books and records**

Bidder(s) will:

- i. keep adequate books and records, in accordance with Indian Accounting Standards, in sufficient detail to enable the amounts payable by LIC under the contract to be determined;
- ii. Retain books and records as mandated by law and the same would be made available to LIC.

### **3.23.2 Costs**

Bidder(s) will bear its own costs of complying with clause 3.23.

## **3.24 Audit and access**

### **3.24.1 Right to conduct audits and Inspections**

LIC will have the right to inspect and test the applicable infrastructure and system of Bidder(s) at any time. Bidder(s) on demand from LIC shall carry out such tests in appropriate manner in the presence of LIC's representatives and free of charge to LIC. The Bidder will bear all costs of such inspections and tests.

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LIC or IRDA or Govt. Authority or a representative of LIC may conduct audits/ inspection relevant to the performance of the Bidders’ obligations under the contract. Audits/ Inspections may be conducted of:

- a) The Bidders’ operational practices and procedures as they relate to the Contract, including security procedures;
- b) The accuracy of the Bidders’ invoices and reports in relation to the provision of the Services under the Contract;
- c) The Bidders’ compliance with its confidentiality, privacy and security obligations under the Contract;
- d) Material (including books and records) in the possession of Bidder(s) relevant to the Services or Contract; and
- e) Any other matters determined by LIC/ IRDA/ Govt. Authority to be relevant to the Services or Contract
- f) Bidder(s) will make available all necessary and relevant records, facilities, access to the system and access to personnel for audit/inspection by LIC or any representative authorized by LIC.

**3.24.2 No reduction in responsibility**

The requirement for, and participation in, audits does not in any way reduce Bidders’ responsibility to perform its obligations in accordance with the Contract.

**3.24.3 Survival**

This clause applies for the Contract Period including any extension period or till the termination or expiry of the Contract.

**3.25 Force Majeure or Unforeseen events**

**3.25.1 Occurrence of unforeseen event**

LIC or Bidder(s) is excused from performing its obligations under the Contract to the extent it is prevented by circumstances beyond its reasonable control (other than lack of funds for any reason or any strike, lockout and labour disputes in respect of Bidder(s) only), including but not limited to acts of God, natural disasters, acts of war, riots, strikes outside that party's organisation and pandemics likely due to COVID 19 disease or any of its variants or any other disease.

**3.25.2 Notice of unforeseen event**

When the circumstances described in the contract arise or are reasonably perceived by the Affected Party as an imminent possibility, the Affected Party will give notice of those circumstances to the other party as soon as possible but within 7 days, identifying the effect they will have on its performance. An Affected Party will make all reasonable efforts to minimize the effects of such circumstances on the performance of the contract.

### **3.25.3 Termination**

If non-performance or diminished performance by the Affected Party due to the circumstances under the contract continues for a period of more than 30 (Thirty) consecutive days or other period as agreed, the other party may terminate the Contract immediately by giving the Affected Party written notice.

### **3.25.4 Consequences of termination**

If the Contract is terminated:

- i. Each party will bear its own costs and neither party will incur further liability to the other;
- ii. Where Bidder(s) is the Affected Party, it will be entitled to payment for Services Accepted or work performed prior to the date of intervention of the circumstances described in the contract.

## **3.26 Dispute Resolution**

### **3.26.1 Reconciliation Process**

If a dispute arises in relation to the conduct of the Contract (Dispute), a party must comply with this clause before starting arbitration or court proceedings (except proceedings for urgent interlocutory relief). After a party has sought or obtained any urgent interlocutory relief that party must follow this clause 3.26.

**Continuity of Performance:** In the event of a dispute between the Party and LIC, each party will continue to perform its obligations under this Agreement during the resolution of such dispute unless and until this Agreement is terminated in accordance with its terms.

### **3.26.2 Notification**

A party claiming a Dispute has arisen must give the other parties to the Dispute notice setting out details of the Dispute.

### **3.26.3 Parties to resolve Dispute**

During the 30 days after a notice is given under clause 3.26.2 (or longer period if the parties to the Dispute agree in writing), each party to the Dispute must use its reasonable efforts through a meeting of Senior Executive (or their nominees) to resolve the Dispute. If the parties cannot resolve the Dispute within that period, then, any such dispute or difference whatsoever arising between the parties to the contract out of or relating to the construction, meaning, scope, operation or effect of the contract or the validity of the breach thereof, shall be referred to a sole arbitrator to be appointed by mutual consent of both the parties herein. The arbitration proceedings shall be conducted in English language and the venue of the arbitration proceedings shall be Mumbai. The parties agree that the award passed by the arbitrator shall be final and binding upon the parties.

If the parties cannot agree on the appointment of the arbitrator within a period of one month from the notification by one party to the other of existence of such dispute, then the Arbitrator shall be

appointed by the Mumbai High Court. The provisions of the Arbitration and Conciliation Act, 1996 will be applicable and the award made thereunder shall be final and binding upon the parties hereto, subject to legal remedies available under the law. Such differences shall be deemed to be a submission to arbitration under the Indian Arbitration and Conciliation Act, 1996, or of any modifications, Rules or re-enactments thereof. The Arbitration proceedings will be held within the jurisdiction of Mumbai High Court. Any legal dispute will come under the sole jurisdiction of Mumbai High Court only.

No interest will accrue on any disputed amount during the course of arbitration proceedings.

#### **3.26.4 Confidentiality**

Any information or documents disclosed by a party under this clause 3.26:

- i. Must be kept confidential; and
- ii. May only be used to attempt to resolve the Dispute.

#### **3.26.5 Costs**

Each party to a Dispute must pay its own costs of complying with this clause 3.26. The parties to the Dispute must equally pay the costs of the arbitrator.

#### **3.26.6 Termination of process**

A party to the Dispute may terminate the dispute resolution process by giving notice to the other party after it has complied with the provision of this clause 3.26. Clauses 3.26.4 and 3.26.5 survive termination of the dispute resolution process.

#### **3.26.7 Breach of this clause**

If a party to the Dispute breaches provision of this clause 3.26, the other party does not have to comply with those clauses in relation to the Dispute.

### **3.27 Termination**

#### **3.27.1 Right to terminate**

If Bidder(s) fails to comply with the clause 3.10 for Performance Assessment and, if any part of the service does not meet the specifications on three or more occasions, LIC may (in addition to its other remedies) terminate the Contract immediately by giving Bidder(s) written notice of 30 days. Section 3.25.3 of the RFP, specifies about termination by affected party in case of non-performance or diminished performance.

#### **3.27.2 Termination and reduction for convenience**

- i. LIC may, at any time, by a prior written notice of 30 days, **terminate** the contract or reduce the scope of the Services.
- ii. On receipt of a notice of termination or reduction of scope of the services, Bidder(s) must stop work as specified in the notice; take all available steps to minimize loss resulting from that

- termination and to protect LIC Material and Contract Material; and continue to work on any part of the Services not affected by the notice.
- iii. If the contract is terminated under the contract, LIC is liable for payments only for Services rendered before the effective date of termination;
  - iv. If the scope of the Services is reduced, LIC's liability to pay the Service Charges or to provide LIC Material abates in accordance with the reduction in the scope of Services.
  - v. LIC is not liable to pay compensation under clause (iii) of 3.27.2 for an amount which would, in addition to any amounts paid or due, or becoming due, to Bidder(s) under the contract, exceed the total Service Charges payable under the contract. Bidder(s) is/are not entitled to compensation for loss of prospective profits.
  - vi. The systems that are complete and ready for delivery within 30 days after Bidder(s)'s receipt of notice of termination shall be accepted by LIC at the Contract terms and prices. For the remaining systems, LIC may choose to have any portion completed and delivered at the Contract terms and prices, and/or to cancel the remainder and pay to Bidder(s) an agreed amount for partially completed systems and for materials and parts previously procured by Bidder(s).

### **3.27.3 Termination by LIC for default**

Notwithstanding what has been stated in Clause (iii) of 3.27.2, LIC may, without prejudice to any other remedy for breach of contract, by written notice of default sent to Bidder(s), terminate the Contract in whole or part, if Bidder(s) fails to deliver any or all of the systems within the period(s) specified in Scope of Work of the RFP, or if Bidder(s) fails to perform any obligation(s) under the Contract.

In the event of LIC terminating the Contract in whole or in part, LIC may procure, upon such terms and in such manner as it deems appropriate, Systems or Services similar to those undelivered, and Bidder(s) shall be liable to LIC for any excess costs for such similar systems or Services. However, Bidder(s) shall continue the performance of the Contract to the extent not terminated.

### **3.27.4 Termination for Insolvency**

LIC may at any time terminate the Contract by giving written notice to Bidder(s), if Bidder(s) becomes bankrupt or otherwise insolvent. In this event, the termination will be without compensation to Bidder(s), provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to LIC.

In case of termination under this clause, LIC is liable to pay for all the services performed by Bidder(s) till the effective date of termination.

### **3.27.5 After termination**

On termination of the contract, Bidder(s) must:

- i. stop work on the Services;
- ii. deal with LIC Material as directed by LIC; and
- iii. return all of LIC's Confidential Information to LIC.

### **3.27.6 Survival**

The following clauses survive the termination and expiry of the contract:

- i. Clause 3.12 (Intellectual Property Rights);
- ii. Clause 3.16 (Indemnity);
- iii. Clause 3.18 (Insurance);
- iv. Clause 3.19 (Confidentiality and privacy);
- v. Clause 3.20 (Protection of personal information);
- vi. Clause 3.22 (Security);
- vii. Clause 3.24 (Audit and access);and
- viii. Clause 3.27.9 (Knowledge transfer).

### **3.27.7 Severability**

If for any reason whatever, any provision of this Contract is, or becomes invalid, illegal or unenforceable or is declared by any court of competent jurisdiction or any other instrumentality to be invalid, illegal or unenforceable, the validity, legality or enforceability of the remaining provisions shall not be affected in any manner, and the Parties shall negotiate in good faith with a view to agreeing to one or more provisions which may be substituted for such invalid, unenforceable or illegal provisions, as nearly as is practicable to such invalid, illegal or unenforceable provision. Failure to agree upon any such provisions shall not be subject to the dispute resolution procedure set forth under this Contract or otherwise.

### **3.27.8 Termination does not affect accrued rights**

Termination of the contract does not affect any accrued rights or remedies of a party.

### **3.27.9 Knowledge transfer**

Subject to any qualification or provision to the contrary in the Scope of Work, Bidder(s) must provide the following assistance to LIC on termination or expiration of the contract:

- i. Transferring or providing access to LIC to all information stored by whatever means held by Bidder(s) or under the control of Bidder(s) in connection with the contract; and
- ii. Making Bidders 'Personnel available for discussions with LIC as may be required. The time, length and subject of these discussions will be at the sole discretion of LIC, provided that any matter discussed is not considered to reveal any 'Commercial-in-Confidence' information of Bidder(s).

- iii. The Parties agree that duration of Knowledge transfer shall in no event exceed for more than 90 days.

### **3.28 Exit Management**

#### **3.28.1 Purpose**

- 3.28.1.1 This clause sets out the provisions which will apply on expiry or termination of the Contract, the Project Implementation, Operation and Management SLA.
- 3.28.1.2 In the case of termination of the Project Implementation and/or Operation and Management SLA, the Parties shall agree at that time whether, and if so during what period, the provisions of this clause shall apply.
- 3.28.1.3 The Parties shall ensure that the parties themselves as well as their respective associated entities carry out their respective obligations set out in this Exit Management clause.

#### **3.28.2 Transfer of Assets**

- 3.28.2.1 LIC shall be entitled to serve notice in writing on Bidder(s) at any time during the exit management period as detailed hereinabove requiring Bidder(s) and/or its sub- contractors to provide LIC with a complete and up to date list of the Assets within 30 days of such notice.
- 3.28.2.2 In case of contract being terminated by LIC, LIC reserves the right to ask Bidder(s) to continue running the project operations for a period of 6 months after termination orders are issued.

#### **3.28.3 Cooperation and Provision of Information**

- 3.28.3.1 During the exit management period:
- i. Bidder(s) will allow LIC or its nominated agency access to information reasonably required to define the then current mode of operation associated with the provision of the services to enable LIC to assess the existing services being delivered;
  - ii. promptly on reasonable request by LIC, Bidder(s) shall provide access to and copies of all information held or controlled by them which they have prepared or maintained in accordance with this agreement relating to any material aspect of the services (whether provided by Bidder(s) or sub-contractors appointed by Bidder(s)). LIC shall be entitled to copy of all such information. Such information shall include details pertaining to the services rendered and other performance data. Bidder(s) shall permit LIC to have reasonable access to its employees and facilities as reasonably required by LIC to understand the methods of delivery of the services employed by Bidder(s) and to assist appropriate knowledge transfer.

#### **3.28.4 Confidential Information, Security and Data**

- 3.28.4.1 Bidder(s) will, promptly on the commencement of the exit management period, supply to LIC or its nominated agency, the following:
- i. information relating to the current services rendered and customer and performance data relating to the performance including that of sub-contractors in relation to the services;



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- ii. documentation relating to the Project’s Intellectual Property Rights;
- iii. documentation relating to sub-contractors;
- iv. all current and updated data as is reasonably required for purposes of LIC transitioning the services to its Replacement Implementation Agency in a format acceptable to LIC or its nominated agency; .
- v. All other information (including but not limited to documents, records and agreements) relating to the services reasonably necessary to enable LIC, or its Replacement Implementation Agency to carry out due diligence in order to transition the provision of the Services to LIC.

3.28.4.2 Before the expiry of the exit management period, Bidder(s) shall deliver to LIC or its nominated agency all new or updated materials from the categories set out in 3.28 above and shall not retain any copies thereof.

3.28.4.3 Before the expiry of the exit management period, unless otherwise provided under the contract, LIC or its nominated agency shall deliver to Bidder(s), all forms of confidential information pertaining to Bidder(s), which is in the possession or control of LIC or its users.

**3.28.5 Employees**

Promptly on reasonable request at any time during the exit management period, Bidder(s) shall, subject to applicable laws, restraints and regulations (including in particular those relating to privacy) provide to LIC or its nominated agency, a list of all employees (with job titles) of Bidder(s) dedicated to providing the services at the commencement of the exit management period.

**3.28.6 Transfer of Certain Agreements**

On request by LIC or its nominated agency, Bidder(s) shall effect such assignments, transfers, licenses and sub-licenses as LIC may require in favor of LIC, or its Replacement Implementation Agency in relation to any equipment lease, maintenance or service provision agreement between Bidder(s) and third party lessors, Bidders, and which are related to the services and reasonably necessary for carrying out of replacement services by LIC or its nominated agency or its Replacement Implementation Agency.

### **3.28.7 Rights of Access to Premises**

- 3.28.7.1 At any time during the exit management period, Bidder(s) will be obliged to give reasonable rights of access to (or, in the case of located on a third party's premises, procure reasonable rights of access to) LIC or its nominated agency and/or any Replacement Implementation Agency.
- 3.28.7.2 Bidder(s) shall also give LIC or its nominated agency, or any Replacement Implementation Agency right of reasonable access to the Bidders' premises and shall procure for LIC or its nominated agency and any Replacement Implementation Agency rights of access to relevant third party premises during the exit management period and for such period of time following termination or expiry of the contract as is reasonably necessary to migrate the services to LIC or its nominated agency, or a Replacement Implementation Agency.

### **3.28.8 General Obligations of Bidder(s)**

- 3.28.8.1 Bidder(s) shall provide all such information as may reasonably be necessary to affect as seamless a handover as practicable in the circumstances to LIC or its nominated agency or its Replacement Implementation Agency, which Bidder(s) has in its possession or control at any time during the exit management period.
- 3.28.8.2 For the purposes of this, anything in the possession or control of Bidder(s), its associated entity, or sub-contractor is deemed to be in the possession or control of Bidder(s).
- 3.28.8.3 Bidder(s) shall commit adequate resources to comply with its obligations under this Exit Management Schedule.

### **3.28.9 Exit Management Plan**

- 3.28.9.1 Bidder(s) shall provide LIC or its nominated agency with a recommended exit management plan ("Exit Management Plan") which shall deal with at least the following aspects of exit management in relation to the as a whole and in relation to the Project Implementation, and the Operation and Management SLA.
- i. A detailed program of the transfer process that could be used in conjunction with a Replacement Implementation Agency including details of the means to be used to ensure continuing provision of the services throughout the transfer process or until the cessation of the services, and of the management structure to be used during the transfer;
  - ii. plans for the communication with such of Bidder(s)'s sub-contractors, staff, suppliers, customers and any related third party as are necessary to avoid any material detrimental impact on the LIC's operations as a result of undertaking the transfer;
- 3.28.9.2 (if applicable) proposed arrangements for the segregation of the Bidders' networks from the networks employed by LIC and identification of specific security tasks necessary at termination; Plans for provision of contingent support to LIC, and Replacement Implementation Agency for a reasonable period after transfer. The terms of payment as stated in the Terms of Payment Schedule include the costs of Bidder(s) complying with its obligations under this. In the event of termination or expiry of Contract, and Project Implementation, each Party shall comply with the Exit

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Management Plan. During the exit management period, Bidder(s) shall use its best efforts to deliver the services. Payments during the Exit Management period shall be made in accordance with the Terms of Payment Schedule. This Exit Management plan shall be furnished in writing to LIC within 90 days from the date of contract.

### **3.29 Notices and other communications**

Any notice given by one party to the other pursuant to the contract shall be sent to other party in writing.

#### **3.29.1 Service of notices**

A Notice must be:

- a) In writing, in English and signed by a person duly authorized by the sender party; and
- b) Hand delivered or sent by registered post to the recipient's address for Notices, as varied by any Notice given by the recipient to the sender.

#### **LIC's Address for notices:**

Executive Director (IT/SD)  
Life Insurance Corporation of India, Central Office,  
Information Technology -SD,  
South Wing - "Jeevan Seva Annexe",  
S.V. Road, Santa Cruz (W), Mumbai – 400054  
Email: [ed\\_itsd@licindia.com](mailto:ed_itsd@licindia.com)

#### **3.29.2 Effective on receipt**

A Notice given in accordance with the contract takes effect when it is taken to be received (or at a later time specified in it):

- i. If hand delivered, on delivery;
- ii. If sent by registered post, on the second Business Day after the date of posting (or on the seventh Business Day after the date of posting if posted to or from a place outside India).

### **3.30 Miscellaneous**

#### **3.30.1 Varying the Contract**

The contract may be varied only in writing signed by each party.

#### **3.30.2 Approvals and consents**

Except where the contract expressly states otherwise, a party may, in its discretion, give conditionally or unconditionally or withhold any approval or consent under the contract.

#### **3.30.3 Assignment and novation**

A party may only assign its rights or novate its rights and obligations under the contract with the

prior written consent of the other party.

#### **3.30.4 Further action**

Each party must do, at its own expense, everything reasonably necessary (including executing documents) to give full effect to the contract and any transaction contemplated by it.

#### **3.30.5 Waiver**

Waiver of any provision of or right under the contract:

- i. Must be in writing signed by the party entitled to the benefit of that provision or right; and
- ii. Is effective only to the extent set out in any written waiver.

#### **3.30.6 Relationship**

- i. The parties must not represent themselves, and must ensure that their officers, employees, and agents do not represent themselves, as being an officer, employee, partner or agent of the other party, or as otherwise able to bind or represent the other party.
- ii. The contract does not create a relationship of employment, agency or partnership between the parties.

#### **3.30.7 Announcements**

- i. Bidder(s) must, before making a public announcement in connection with the contract or any transaction contemplated by it, obtain LIC's written agreement to the announcement.
- ii. If Bidder(s) is required by law or a regulatory body to make a public announcement in connection with the contract or any transaction contemplated by the contract, Bidder(s) must, to the extent practicable, first consult with and take into account the reasonable requirements of LIC.

#### **3.30.8 Governing law and jurisdiction**

The contract shall be governed by and construed in accordance with the laws of India, without giving effect to conflict of law rules. Each party irrevocably and unconditionally submits to the non-exclusive jurisdiction of the courts of the jurisdiction specified in Clause 3.26 and hence, any legal dispute will come under the jurisdiction of Courts in Mumbai only.

#### **3.31 Performance Bank Guarantee**

The selected bidder(s) will provide a Performance Bank Guarantee, within 15 days from the Notification of award, for PBG amount equivalent to 10% of the contract value. The Performance Bank Guarantee should be as per the format given as Annexure – XV: Performance Bank Guarantee and should be executed by a Nationalized or Scheduled bank acceptable to LIC and having Branches in Mumbai.

Performance Guarantee should be valid for entire contract period. The selected bidder(s) shall be responsible for extending the validity date and claim period of the Performance Guarantee as

and when it is due on account of extension of contract period. In case the selected bidder(s) fails to submit performance guarantee within the time stipulated, LIC at its discretion, may cancel the notification placed on the selected bidder without giving any notice. The PBG will not carry any interest.

LIC shall invoke the performance guarantee in case the selected Bidder(s) fails to discharge its contractual obligations during the contract period or LIC incurs any loss due to Bidders' negligence in carrying out the project implementation as per the agreed terms & conditions, any legal action is taken against the bidder restricting its operations and any action taken by statutory, legal or regulatory authorities for any breach or lapses which are directly attributable to the bidder.

The PBG will be discharged by LIC and returned to the issuing Bank with intimation to the Bidder not later than 60 days following the date of completion of the Bidder's performance obligations including any warranty obligations under the contract.

### **3.31.1 Submission of PBG**

It is mandatory to submit PBG (Performance Bank Guarantee) as per the given format in Annexure XIV, after award of contract to the successful bidder. Non submission of PBG by the bidder shall make its BID null and void.

### **3.31.2 Conditions in which the PBG will revoke**

The PBG will revoke only on termination of contract.

### **3.31.3 Other Conditions**

The proceeds of the performance guarantee shall be payable to LIC as compensation for any loss resulting from the Bidders' failure to complete its obligations under the Contract.

The performance guarantee will be discharged by LIC and returned to the issuing Bank with intimation to Bidder(s) not later than 60 days following the date of completion of the Bidders' performance obligations including any warranty obligations under the contract.

In the event of any contract amendment, Bidder(s) shall, within seven days of receipt of such amendment, furnish the amendment to the Performance guarantee rendering the same valid for 60 days after the completion of performance obligations including warranty obligations from the completion of the amended Contract period.

## **3.32 Inspection and Tests**

The inspection of the systems shall be carried out to check whether the solution software is in conformity with the technical specifications and quantity attached to the contract. Bidder(s) will dispatch the systems to the designated office of LIC, after internal inspection and testing.

### **3.32.1 System Acceptance & Solution Acceptance**

System shall be deemed to have been accepted by LIC, subsequent to its commissioning, when all the activities as defined in the scope of work related to the acceptance of system have been

successfully executed and completed and a certificate from the duly authorized official of LIC, in writing, is obtained by Bidder(s). The date of acceptance of system will be the one stated in the Certificate from LIC. The entire System and components deployed should function continuously without any problem for 30 days as a pre-requisite for the Acceptance Certificate and Go-Live closure signoff by LIC, as required. Acceptance sign-off cannot be by email/fax or from officials not authorized for such purpose.

### **3.32.2 IPv6 Compliance**

The proposed solution covering all Hardware, Software, Operating System and other related software must be IPv6 compliant and must have capability to secure IPv6 networks and also secure against IPv6 networks. Compliance in this regard should be submitted along with the technical specifications in the technical bid documents. The solution complete in all respects, should be either IPV6 Compliant or should be IPV6 supported.

### **3.33 Support to be provided by LIC**

LIC will provide the following support, post the award of the contract to the successful bidder:

- a) Provide the information on current IT infrastructure already available;
- b) The aspirations / expectation of the system which is planned to be procured;
- c) Identify the project Champion to ensure complete involvement from start to the finish of the project;
- d) Setup meeting with stakeholders in the project; and
- e) Make available any earlier reports or information available with LIC that is relevant.
- f) Provide sitting space for 1 workstation at Mumbai with network connectivity. Bidder(s) is responsible for the Test and Development environment. Please note all the software development tools, desktops/laptops configuration is to be arranged by the bidders. LIC will only provide sitting space for Bidder(s) resources. LIC will provide the required hardware, power supply, air conditioning, rack space, network connection, Internet connection and necessary infrastructure to install servers in LIC Primary and DR site. Bidder has to provide requisite software other than RDBMS, for the proposed solution. In case any such software is required for which LIC is having the required licenses, the same will be provided to the bidder by LIC.”

### **3.34 Performance Assessment/Penalties**

Implementation/Progress of project shall be assessed on the basis of Section 6 - Project Timelines.

Penalties shall be applicable for non-adherence to the Project Timelines as defined in Section 7- Service Level Agreements.

Bidder will submit project plan and detailed timelines covering all the phases of all activities listed in the RFP to be completed within the mentioned project duration. This project plan and detailed

timelines should be submitted along with the consent to the purchase order issued by LIC after finalization of the bidding process.

### **3.35 Reference Dates**

Reference dates for activities etc. shall be as mentioned in respective clauses. If a reference date is not mentioned somewhere in this document, the date of RFP shall be taken as the reference date.

### **3.36 Undertaking for Restriction on Procurement due to National Security**

Bidder has to give undertaking as per office Memorandum F.No.6/18/2019-PPD dated 23.07.2020 issued by the Ministry of Finance, Department of Expenditure, Public Procurement Division inserting Rule 144 (xi) in GFRs 2017 which defines clauses regarding restrictions or procurement from a bidder of a country which shares a land border with India. The undertaking is to be submitted by the Bidder(s) as per Annexure-X.

### **3.37 Escrow Mechanism**

LIC and the bidder shall agree to appoint an escrow agent to provide escrow mechanism for the deposit of the source code for the software product supplied/procured by the bidder to LIC in order to protect its interests in an eventual situation. In case of a disagreement between LIC and the Vendor regarding appointment of an escrow agent, LIC shall appoint an escrow agent in its entire discretion which shall be final and binding on the bidder. LIC and the Vendor shall enter into a tripartite escrow agreement with the designated escrow agent, which will set out, inter alia, the events of the release of the source code and the obligations of the escrow agent. Costs for the Escrow will be borne by the bidder. As a part of the escrow arrangement, the final selected bidder is also expected to provide detailed code documentation



## 4 Scope of work

### 4.1 Introduction to Scope of work

The scope of work for this tender is to supply, install, implement, integrate, maintain and support the **DIGITAL INSURANCE SOLUTION FOR ONBOARDING OF CUSTOMERS IN LIFE INSURANCE CORPORATION OF INDIA**, as per the scope briefed in this RFP.

LIC will award the contract to the successful bidder and the bidder should provide for Supply, Installation, Implementation, Integration, Maintenance and Support of **DIGITAL INSURANCE SOLUTION FOR ONBOARDING OF CUSTOMERS**. Description of the envisaged scope is enumerated however LIC reserves its right to change the scope of work considering the size and variety of the requirements and the changing business conditions.

Considering the boundless scope of the solution, any service which forms a part of the scope though not explicitly mentioned in the scope of work, would form part of this RFP and the Bidder is expected to provide the same at no additional cost to LIC. The Bidder needs to take into account and explore all the possibilities of all services that would be required in the Scope and ensure the same is delivered to LIC. LIC will not accept any plea of the Bidder at a later date for omission of services on the pretext that the same was not explicitly mentioned in the RFP.

In future if the technology used is upgraded, the bidder's solution shall support those upgradations, at no additional cost. The solution should be cross functional & agnostic to all Operating systems, Browsers and Devices like Mobiles, Tablets, Desktop and Laptop etc. The proposed solution should be compatible with any Operating system browsers and Devices. **It should also be available as an 'application'**.

The solution should be hosted as Managed Services with entire responsibility of developing, running and maintaining the solution to be handled by the bidder. The bidder has to **define and design Business Blueprint and workflow for processes**.

The bidders who will be offering COTS (Commercial Off the Shelf) Product for the proposed solution, will have to customize the product to include all the features, functionalities and journeys as per the scope of this RFP, within the prescribed deadlines. The licensing costs for such products, if any, will have to be included, while quoting the total costs and cannot be demanded for separately, at a later date.

### 4.2 Detailed Scope of Work

The scope of work will involve the digital on-boarding of customers through

- Responsive web portal which should be user friendly based on user's behaviour and environment based on screen size, platform and orientation.
- Mobile app (Android and iOS)
- Social media platforms like WhatsApp

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- Third party platforms where the customer’s journey is initiated and rest of the journey is completed on LIC’s customer on-boarding platform.
- Third party platforms where the customer’s journey is completed and the same is integrated with LIC’s customer on-boarding platform via APIs.

The work will involve the development of a detailed end to end responsive web portal, mobile apps (Android and iOS) and APIs for facilitating on-boarding of customers through third party platforms and social media platforms like WhatsApp. The Corporation already has tied up with a WhatsApp bidder for providing WhatsApp based services. The requirements, product related details, underwriting related information and any such details which are available with LIC will be provided by LIC. The proposed solution has to be scalable, reliable and secure as per industry standards. The third party platforms referred to include but are not limited to digital platforms belonging to Govt regulated entities, IRDA, PFRDA banks, alternate channel partners, corporate agents, brokers, CRAs and any such concern with which LIC has to integrate its systems for facilitating customer on-boarding. The proposed solution has to be compliant with ISNP ( Insurance Self Network Platform ) regulatory guidelines and the necessary audit requirements of ISNP.

**Customer onboarding will be basically of the following modes:**

- Onboarding of customers directly by themselves.
- Onboarding of customer assisted by agents/sales intermediaries.
- Customer starts on-boarding journey on a third party platform and then completes the defined part of journey on LIC’s digital on-boarding platform. The third party can be an entity with which LIC has collaborated or has been mandated for carrying out insurance business. The third party includes but is not limited to corporate agents, banks, regulatory entities, insurance web aggregators, brokers, alternate channels, Govt. Portals and so on.
- Customer completes the on-boarding journey on a third party platform and the entire journey is integrated with LIC’s digital on-boarding platform via APIs. The third party can be an entity with which LIC has collaborated or has been mandated for carrying out insurance business. The third party includes but is not limited to corporate agents, banks, regulatory entities, insurance web aggregators, brokers, alternate channels, Govt. Portals and so on.
- Customer on-boarding journeys facilitated purely through API based integrations.

**4.2.1 Summarized Requirements of the Solution:**

**It will cover the following aspects which include but are not limited to:**

1. Customer on-boarding through capturing of PII (Personal Identifiable Information) which includes but not limited to name , mobile number, email , date of birth, address , income , employment profile and so on.
2. To develop and implement digital solution for the existing as well as future Life Insurance, Non-Life insurance and Health Insurance products of LIC.
3. Need analysis based on the customer's profile and product recommendation engine

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4. Premium quote generation and storing for future use with defined time validity
5. CKYC of customer - Integration with CERSAI. In case , LIC ties up with a CKYC solution provider, the proposed solution should integrate with LIC's CKYC solution provider for KYC of customer.
6. Aadhaar based eKYC of customer - Integration with Aadhaar
7. OVD (Officially valid document) based eKYC - where in the user uploads the documents and the information embedded in the document is captured through OCR/ICR, along with the document.
8. Online proposal form data capture for single as well as multiple proposals, simultaneously. Capturing data from physically filled documents, using OCR/ICR.
9. Offline proposal form filling with online submission – fillable PDF formats to be designed for proposal forms which can be filled offline and submitted online. Mobile Apps should have the provision to store data and files uploaded offline, in case of no connectivity or poor connectivity and then escalate the same to LIC's system, as and when connectivity is there.
10. Online filling of all New Business related annexures and forms required for completion of the policy.
11. Integration for Online payment by the users through UPI, Net Banking, Wallets, Cards, NEFT, CBDC (Central Bank Digital Currency in future). LIC already has tie-ups with payments aggregators for online payments, with which the solution needs to be integrated For NEFT/RTGS/CBDC/UPI/IMPS, the API based integration with banks/any other entity to facilitate such payments, will be required. The proposed solution should be able to integrate with wallet based payments of sales intermediaries of LIC.
12. On-boarding of sales force personnel.
13. Payment reconciliation systems along with the dashboard for the same, for the payments received for customer on-boarding.
14. Provision for copying data from previous policies or/and simultaneous proposals.
15. Uploading of documents and images by the customers required for policy completion.
16. Integration with cloud based object storage solutions for uploading, storing and retrieval of objects which includes but not limited to files, documents, images, and media and so on.
17. Online underwriting rule engine for all LIC products
18. On-boarding processes to be facilitated on WhatsApp business solutions platform using APIs.
19. On-boarding processes to be integrated third party platform/portal/apps. The third party includes but is not limited to corporate agents, banks, regulatory entities, insurance web aggregators, brokers, alternate channels, Govt. Portals and so on.
20. Integration with Pre Issuance Video Verification service provider.
21. Integration with Medical Service Providers (MSPs) using API, for facilitation of end-to-end medical tests related procedures required for the customer.
22. Integration of end-to-end customer on-boarding process with Omni-channel communication media - SMS, email, WhatsApp, Voice calls. LIC already have tie-ups with bidders for providing SMS, email, WhatsApp services and the proposed solution has to integrate with the same.
23. Integration with LIC's core software solution and other software systems of LIC as per requirements.

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24. Integration with LIC's Document Management system for document management
25. Provision for LICs authorized users for verifying, checking, doing quality control, acceptance, rejection for uploaded documents, putting remarks, along with provision to view , edit the data entered by the customers/sales intermediaries.
26. MHR portal for MHR authorities.
27. Communication of underwriting requirements through Omni-channel mechanisms (SMS/Email/WhatsApp/Voice Calls)
28. Requirements module for uploading of requirements.
29. Integration with eSign service provider for e-signing of documents
30. Integration with credit information companies for financial underwriting.
31. Integration with APIs and services of Govt. entities, banks, insurance bodies, IRDAI, PFRDA, CRAs and any other organization, which will be required during digital on-boarding journey. These include but are not limited to APIs like – PAN verification, Digilocker, Medical Service Provider APIs, APIs provided by CRAs and so on.
32. Helpdesk ticketing system for the users. This system should facilitate ticketing through online registration on portal/mobile app, SMS, email, WhatsApp, voice call etc.
33. Integration with AI(artificial intelligence) supported underwriting framework
34. Sending notifications to the users for different scenarios through.
35. Development of dashboard/MIS, pertaining to activities on LIC's digital on-boarding platform.
36. Online tracker for the users to track the cases realtime.
37. The on-boarding platform should have in-built intelligence to track the on-boarding journey and should be able to analyse the issues faced during the journey and provide analytical insights for the same.
38. Lead management. Using the customer demographic data, the platform should be able reach the customer and capture the interest and provide qualified lead to the authorized seller.
39. Recommendation of hardware, software and other architectural components required for implementation of the proposed solution.
40. Maintenance of the proposed solution throughout the period of the contract and ensuring the solution's availability, uptime and reliability as per the business continuity requirements of LIC. Providing access to authorized LIC personnel to the production set up.
41. Implementation and maintenance of UAT and pre-production setup for the proposed solution throughout the period of contract. Providing access to authorized LIC personnel to the UAT and pre-production set up.
42. Designing, developing and maintaining a secure authentication system for the users of the proposed solution. This secure authentication system should be compatible to be integrated with LIC's Active Directory solution and LIC's 2FA authentication solution. The secure authentication systems should facilitate logins through secure passwords, time valid tokens, OTPs, biometric mechanisms and so on. The secure authentication system should be as per latest industry stands and should be audit compliant.
43. Compliance with annual and periodical audits related to the customer's on-boarding platform. The scope of audit compliance covers the compliance related to the audit conducted by external auditors /internal auditors /ISMS /ISNP audit and any other audit which will be

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required for adherence to regulatory and security compliance, as required by LIC/Govt. depts./Govt. agencies/regulatory bodies like IRDA, RBI, PFRDA, SEBI and so on. Any audit point which relates to the work undertaken by the bidder for the proposed solution and comes under the scope of audit, will have to be complied by the bidder.

44. The proposed solution would have to be strictly in compliance with Information Security Policies of LIC. Before Go-live, the proposed solution will be evaluated for information security aspects like Vulnerability Assessment, Configuration Audit, Penetrative Testing, Application security and so on. The bidder would have to ensure compliance to the findings of security audit by third party auditors appointed by LIC or by LIC's information security team.
45. Statutory and regulatory statements generation for Intermediaries and LIC.
46. Latest user interface and user experience techniques to be used for engagement of the target users using gamification and behavioural tracking.
47. Generation of documents based on the data captured during on-boarding process.
48. Provision for the users to take photos, crop the same and upload.
49. Integration of the on-boarding platform with LIC's call centre solution.
50. Co-browsing solutions need to be integrated with the proposed solution to assist customers during their on-boarding journey.
51. Integration with regulatory bodies/Govt. depts. /other agencies APIs, as per the solutions requirements from time to time.
52. Customised Dashboard for LIC officials and sales intermediaries with drilldown to lowest level in hierarchy.
53. Insurance Product feature setting and customisation according to sales intermediaries category using an Admin Dashboard.
54. Co-branding according to sales intermediaries category.
55. Multi-lingual support for the proposed solution, for the languages as per Schedule 8 of the Indian constitution.
56. Documentation and user guide for the above mentioned solution.
57. 24 x 7 maintenance and support of the proposed solution.
58. Knowledge transfer of the entire proposed solution to LIC.
59. Helpdesk to be provided by the bidder for prompt response and resolution of issues, with deployment of bidder's personnel onsite location, as decided by LIC.
60. Designing & Building seamless journey to enable LIC's sales intermediaries to complete insurance selling process in Straight-Through-Process (STP) or Assisted or DIY journeys as needed.
61. Solution must have configurable panels for DIY (Do it yourself by business teams for the product features, rates, parameters and rules configurations and any other such provisions where DIY is required).
62. Solution should be able to integrate with LIC's ChatBot - VoiceBot Journey. Digital Online Assistant (AIBot/Chat & Voice) for the Customer Journey both Self Journey and Agents Assisted journey.
63. Recommendation, development, installation, implementation, integration, support and maintenance of the end-to-end infrastructure of the proposed solution which includes but is



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not limited to hardware, database, application servers, and any other such component which is important for seamless functioning of the proposed solution.

64. Migration of the existing data of the LIC’s existing digital customer on-boarding platforms, to the new database system, proposed by the bidder.
65. The proposed solution will have to be hosted on public cloud. The proposed solution should have the capability to be hosted on both On-Premise and Cloud Solution. LIC reserves the right to move the solution to be hosted on LIC’s own premises as well as LIC’s private cloud also. The bidder will be required to supply, install, implement and maintain the necessary infrastructure/ provision for facilitating the seamless connectivity of the proposed solution hosted on public cloud with LIC’s software systems hosted within LIC’s internal network.
66. Training to the users and LIC officials on the proposed solution. This will be a continuous process based on the addition, modification, removal of features in the proposed solution.

#### **4.2.2 Lead Management**

1. Developing Lead Management system for managing customer journey and integrating it with LIC’s systems.
2. The Lead Management System shall have provision to integrate with SMS, Missed Call, WhatsApp platform, Contact Centre, e-lobby kiosk, lead from any data model etc. for capturing the leads.
3. Customer level and lead level visibility to LIC staff and the sales intermediaries to assist customers in completing sales journey.
4. Bulk lead upload, allocation and distribution.
5. The solution shall have the feature to store each step of the Do-it-yourself (DIY) journey of the customers on IB/MB for tracking complete customer journey for each visit initiated to buy insurance products. These steps include visit to home page, login, customers providing mobile numbers, completing the proposal form, dropped at payment page etc.
6. Journey drop-off management across channels. Capturing drop offs in online buying journeys and option to generate exhaustive reports for lead building for follow-ups and sales closure.
7. Provision to send SMS and e-mail to the customer at the time of the journey drop-off with link to resume the journey from the drop point.
8. Assigning each drop case on the DIY journey with unique lead ID and pushing the lead to LIC officials and sales intermediaries for follow-up and closure.
9. Multiple channels of communication with the customers – WhatsApp, SMS and Email and so on. Option to send bulk SMS’s, Email and WhatsApp in single click based on various campaign or automatic trigger.
10. All communication done with the customer to be logged for future references and can be accessed centrally at one place.

#### **4.2.3 Agent Virtual Office**

The solution should enable a virtual office for agents, development officers, senior business associates, CLIA’s, Chief Organisers/ LIC Associates, sales partners with which LIC has tied up for business procurement, authorized officials of LIC and any other entity whom LIC’s decides to

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extend the usage of this virtual office. The facilities/features to be extended using the virtual office will include but not limited to :

1. On-boarding of customers and lead generation
2. Need Analysis and Product recommendation
3. Agents training module
4. Product related information , sales brochures
5. Marketing content - videos, pdfs, ppts, digital content etc.
6. Customized micro-site for agents
7. Post Sales analysis
8. Business targets tracking..
9. Multi-lingual support
10. Reaching out to customers through Omni-channel communication (SMS/Email/WhatsApp)
11. Campaign management and content sharing
12. Sales Diary
13. Customized MIS and dashboard
14. Lead management.
15. Activity tracker for the proposals and customers canvassed by the agents.
16. Policy status, proposal status and other policy services related inquiry
17. Pay-outs/commissions/notifications of commission payments.
18. Proposal deposit collection.
19. Greetings to customers on specific occasions.
20. Integration with LIC's agents related APIs and services.
21. Integration with Agents onboarding.
22. Tracking the business activities of supervised agents/ sales personnel.
23. Provision in app to integrate with calls/SMS messages /WhatsApp on their phones.

**4.2.4 Customer 360 Degree View**

1. The Solution shall facilitate LIC in having 360 Degree view of the customer with linking of the insurance business with customer id of the customer.
2. The policy shall be linked to the Customer ID of the customer. In case of new customer, the new Customer ID has to be updated.

**4.2.5 User Management / MIS / Reporting / Dashboarding / Returns**

The Solution should have the following functionalities:

1. User Management Module – Login/Password Management, Assigning Rights and Access privileges.
2. Reports for the customers.



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3. Collection Report for the users (Date range wise, hierarchy wise etc.)
4. Graphical Dashboards at all levels – Sales intermediary / Branch / division / zone /
5. Dashboards shall be exhaustive with details as under:
  - Sales intermediary wise
  - Product wise
  - Zone / Division / Branch /
  - Premium / Income wise
  - Campaign Dashboards
  - Data analytics
6. Generation of reports with option to categorize customer’s basis pre-defined rules.
7. Business reports.
8. Transaction report by payment methods, success rates channel wise.
9. Customer retention report by month and product.
10. Conversion report by lead source, product. Assisted vs unassisted sales.
11. Drop rates report by product. Third part analytics tools to be used (e.g. - Google Analytics)
12. Provision to send automated reports periodically based on pre-existing rules & configuration
13. Capability to get “Ready to Generate” IRDAI Reports as per the prescribed format.
14. Adhoc reports based on demand from LIC / regulator / Government of India.

**4.2.6 Workflow and Document Management System**

The bidder shall bring its own Document Management system (DMS). DMS shall provide the following functionalities:

- a) Logging, routing and tracking customer request documents electronically
- b) Ability to store and retrieve documents
- c) Referral tracking
- d) Integration with scheduling
- e) Document workflow, storage and retrieval

The solution should have provision to integrate with LIC’s existing Document Management System.

### **4.3 Different Modes of Onboarding journeys for customers and agents**

#### **4.3.1 Onboarding journey of the customer (DIRECT):**

The following is a brief description of the journey of customers who want to purchase LIC products online, directly themselves, without the involvement of sales intermediaries. Based on the evolving requirements, steps can be added /modified/reduced in future.

1. The customer logs on to LIC's web portal /mobile app of the proposed solution. He/she can be a new customer /existing customer of LIC. Alternatively the customer can be redirected from a third party portal/app, who has tied up with LIC or authorized by LIC for business procurement.
2. The customer keys in the mobile no. There will be additional options to key in the customer-id/previous policy number /PAN/email-id /any other parameter etc. The parameters keyed in will be used to fetch the details (names, DOB, gender, income related details and so on) of existing customers whose records are already present in LIC. In case of new customers, they will be allowed to key in the details (name, DOB, gender, income related details and so on).
3. Need analysis of the customer will be carried out. The customer can also navigate through different products of LIC.
4. Based on the need analysis, product recommendation engine selects and displays suitable products to the customers. The customer can also select a product, other than that suggested by need analysis.
5. Premium calculation cum Quote generation, for product/multiple products, based on the inputs provided by the customer. Saving the quotes for future for a defined time period. Whenever the customer logs in again, the saved quotes will be displayed to the customer.
6. Customer is displayed a list of all documents to be uploaded/requirements to be met for completing the online purchase of policy/policies.
7. Facilitation of CKYC of the customer. In case, CKYC id is not available for the customer, Aadhaar based eKYC or OVD based eKYC will be done.
8. Provision should be there that if a customer is buying a basket of products/multiple policies in a single instance, single CKYC/eKYC will be done for all the cases in one go and will not be repeated for each case separately.
9. Online proposal data filling by the customer.
10. Provision should be there that if a customer is buying a basket of products/multiple policies in a single instance, the data filled by the customer should reflect across all cases.
11. The data filling activity will encompass the activities related to data filled for proposal form, annexures and any other requirements which is mandatory for buying the product(s), selected by the customer.
12. The customer will be prompted to upload the required documents.
13. The uploaded documents have to be later on made available for QC checking by the users authorized by LIC, who can accept/reject with remarks. On rejection, a message is communicated to the customer for re-upload. A portal for LIC authorized users to check/edit the data, documents, give remarks needs to be given.
14. The data is fed into an online rule engine for underwriting the proposal, which gives decision output on the basis of data. The underwriting rule engine will be configured all the underwriting rules, product validations and other regulations, as required.

15. Customers will be provided the facility to make the payment through online payment gateway aggregator, NEFT/RTGS/UPI integrated with bank(s) platform, CBDC (Central Bank Digital Currency as and when it becomes effective) etc. Customers will be having a provision to make additional payments also later on, in case; any extra amount is to be paid for completion of policy. Post payment, payment receipts need to be communicated to the customer.
16. Customers will have the provision to digitally sign the documents, using e-sign (using API of eSign service provider) or can verify the documents based on insurer generated OTP.
17. The proposed solution needs to be integrated via APIs with different entities – PAN related, rating firms (CRISIL, CARE and so on) and any other agency, with which LIC has tied up and data needs to be fetched during underwriting.
18. In case of medical test requirements, the details of medical tests need to be communicated to the customer. The customer should have the facility to choose the diagnostic centre and date for medical tests. For this purpose, the proposed solution needs to be integrated with MSPs systems via APIs.
19. In case of medical test requirements, the customer details need to be registered with the MSPs for conducting medical tests, using APIs. On completion of medical tests, the MSPs should be able to post back the details and status of medical tests. In case, the customer declines/postpones/any other issue, the MSP should post back the status details to LIC.
20. The data filled /generated in the above mentioned steps, along with documents generated and uploaded are made available to LIC's authorized users for further processing.
21. The data filled /generated in the above mentioned steps are merged with LIC's core software systems.
22. On completion of the proposal, the policy bond, payment receipts and other documents are sent to the customer via SMS/Email/WhatsApp, along with copies to agents, supervisors and concerned LIC officers, wherever applicable.
23. At any step, if the customer seeks assistance or is stuck due to any issues, provision will be there to immediately notify the same to LIC's support officials, who can then contact the customer and assist them through co-browsing facilities.
24. Customers, who have left their journey midway, will be contacted with voice calls/SMS/email/WhatsApp, to assist them to complete their journey.
25. Customers will have the provision to raise a ticket during their journey. The tickets raised will be escalated to LIC's support officials for resolution.
26. Customers should be able to start with a partially completed journey, if it was left midway during an earlier instance.
27. Customer should be able to view/track the quotes generated, status of proposals submitted.

#### **4.3.2 Onboarding journey of the customer (Agent/Sales intermediary assisted):**

The following is a brief description of the journey of customers who will be canvassed by agents/sales intermediaries and the entire process will be completed online in a paperless digital way. Based on the evolving requirements, steps can be added/modified/reduced /re-ordered in future. The agent assisted journey should be equipped with co-browsing facilities, where in the agent and the customer can observe each step of the journey (excluding those which are strictly meant for agent/customers)

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1. The agent/sales intermediary logs on to LIC's web portal /mobile app of the proposed solution. Provision has to be made for single sign-on integration with LIC's sales partners and regulatory bodies and any other entity with which LIC ties up for business procurement which include but not limited to banks, corporate agents, brokers and so on. Alternatively, the sales intermediary can complete certain part of the journey on their respective platforms and then should be redirected to proposed solution for completing the remaining part of the journey.
2. Provision has to be made that data related to leads, customers, payments etc. required for customer on-boarding flowing from LIC's sales partners / sales intermediaries can get recorded in the proposed solution using APIs.
3. The agent/sales intermediary will have access to the following features which includes but is not limited to – on-boarding of customers and lead generation , online proposal registration and completion, tools for need Analysis and product recommendation , products related information , sales brochures, marketing content - videos, PPTS, digital content etc, tracking of business targets category wise, post sales analysis , sales diary, , actionable customized MIS, communication to customers through Omni-channel mechanism (SMS/Email/WhatsApp etc.), proposal tracker, dashboard of pending/in-process/completed activities and so on.
4. The agent/sales intermediary while canvassing the customer, explains the customer about different products of LIC.
5. The need analysis tools helps the agent/sales intermediary to zero-in on the products matching the customer's profile based on his date of birth, gender, income related details and other criteria. Based on the need analysis, product recommendation engine selects and displays suitable products to the customers. The customer can also select product/products, other than that suggested by need analysis.
6. Premium calculation cum Quote generation facility will be given to agents for single product/multiple products, based on the inputs provided by the customer. The quotes can be saved for future use for a defined time period. Whenever the agent/sales intermediary logs in again, the saved quotes will be displayed to him/her.
7. The customer can be a new customer /existing customer of LIC. The customer finalizes the quote /product selection.
8. The agent/sales intermediary keys in the mobile no of customer. There will be additional options to key in the customer-id/previous policy number /PAN /email-id /any other parameter etc. The parameters keyed in will be used to fetch the details (name, DOB, gender, income related details and so on) of existing customers whose records are already present in LIC. In case of new customers, the agents will be allowed to key in the details (name, DOB, gender, income related details and so on).
9. A list of all documents to be uploaded/requirements to be met for completing the online purchase of policy/policies is displayed.
10. Facilitation of CKYC of the customer. In case, CKYC id is not available for the customer, Aadhaar based eKYC or OVD based eKYC will be done. The agent/sales intermediary will be given the facility to send the customer a link, through which the customer can himself complete the CKYC /Aadhaar based eKYC or OVD based eKYC process. This will be useful where the customer is at a distant location from the agent.
11. Provision should be there that if a customer is buying a basket of products/multiple policies in a single instance, single CKYC/eKYC will be done for all the cases in one go and will not be repeated for each case separately.

12. Online proposal data filling by the agent.
13. Provision should be there that if a customer is buying a basket of products/multiple policies in a single instance, the data filled by the agent/sales intermediary should reflect across all cases.
14. The data filling activity will encompass the activities related to data filled for proposal form, annexures and any other requirements which is mandatory for buying the product(s), selected by the customer.
15. The agent/sales intermediary will have the provision to fill the Agents' Confidential report (ACR). The agent/sales intermediary can digitally sign the ACR using e-sign OR verify it using insurer issued OTP or can upload his scanned signature to be embedded on the ACR, at defined places.
16. The data is fed into an online rule engine for underwriting the proposal, which gives decision output on the basis of data. The underwriting rule engine will be configured all the underwriting rules, product validations and other regulations, as required.
17. The proposed solution needs to be integrated via APIs with different entities – PAN related, rating firms (CRISIL, CARE and so on) and any other agency, with which LIC has tied up and data needs to be fetched during underwriting.
18. Once the agent/sales intermediary completes the data filling related activity, verification cum confirmation link will be sent to the customer using SMS/Email/WhatsApp.
19. Once the customer clicks on the link, he/she will be prompted to upload the required documents.
20. After uploading the documents, the customer will be able to see the data filled by the agent/sales intermediary along with the uploaded documents, make corrections if required and give his/her final consent to the proposal /basket of proposals.
21. The uploaded documents have to be later on made available for QC checking by the users authorized by LIC, who can accept/reject with remarks. On rejection, a message is communicated to the customer for re-upload. A portal for LIC authorized users to check/edit the data, documents, give remarks needs to be given.
22. In case of corrections made by the customer, the data is again fed into an online rule engine for underwriting the proposal, which gives decision output on the basis of data. The underwriting rule engine will be configured all the underwriting rules, product validations and other regulations, as required.
23. After verification, Customers will be provided the facility to make the payment through online payment gateway aggregator, NEFT/RTGS/UPI integrated with bank(s) platform, CBDC (Central Bank Digital Currency as and when it becomes effective) etc. Customers will be having a provision to make additional payments also later on, in case; any extra amount is to be paid for completion of policy. Post payment, payment receipts need to be communicated to the customer.
24. Customers will have the provision to digitally sign the documents, using e-sign (using API of eSign service provider) or can verify the documents based on insurer generated OTP or can upload his/her scanned signature to be affixed in the defined places.
25. In case of medical test requirements, the details of medical tests need to be communicated to the customer. The customer should have the facility to choose the diagnostic centre and date for medical tests. For this purpose, the proposed solution needs to be integrated with MSPs systems via APIs.

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26. In case of medical test requirements, the customer details need to be registered with the MSPs for conducting medical tests, using APIs. On completion of medical tests, the MSPs should be able to post back the details and status of medical tests. In case, the customer declines/postpones/any other issue, the MSP should post back the status details to LIC.
27. In case of moral hazard report requirement by designated MHR authorities of LIC, the MHR portal will have the provision for online filling and submission of MHR, along with the facility to view the list of pending /completed MHRs.
28. The data filled /generated in the above mentioned steps, along with documents generated and uploaded are made available to LIC’s authorized users for further processing.
29. The data filled /generated in the above mentioned steps are merged with LIC’s core software systems.
30. On completion of the proposal, the policy bond, payment receipts and other documents are sent to the customer via SMS/Email/WhatsApp, along with copies to agents, supervisors and concerned LIC officers, wherever applicable.
31. At any step, if the agent/customer seeks assistance or is stuck due to any issues, provision will be there to immediately notify the same to LIC’s support officials, who can then contact the agent/customer and assist them through co-browsing facilities.
32. Cases where the journey was left midway will have a provision to restart the journey to complete the remaining part.
33. The agent/customers will have the provision to raise a ticket during their journey. The tickets raised will be escalated to LIC’s support officials for resolution.
34. Customer should be able to view/track the quotes generated, status of their proposals submitted/payments made and so on.

### **4.3.3 Onboarding journey of customer based on WhatsApp**

On-Boarding journey of customer based on WhatsApp will be done through engaging the customer in a two way conversation. Interactive chat sessions can be used for various Q&A’s , based on which various activities can be done conveniently like sharing of plan/product information, customer identification, quote generation, lead generation, CKYC completion, filling proposal form, uploading of photos, signature or documents, providing other relevant information about the product being purchased, digitally signing the document, etc.

WhatsApp will be used for customer identification in case of both direct customer and customer through intermediary. The agent assisted journey should be equipped with co-browsing facilities, where in the agent and the customer can observe each step of the journey (excluding those which are strictly meant for agent/customers). Based on the customers mobile number it can be identified whether the customer existing or new. Based on the evolving requirements, steps can be added/modified/reduced/re-ordered in future.

#### **4.3.3.1 For Direct Customer journey:**

1. Customer can start with either sending ‘Hi’ to LIC’s WhatsApp number or by clicking the link received through a message which will send ‘Hi’ to LIC’s WhatsApp number or by scanning certain QR code which will send ‘Hi’ to LIC’s WhatsApp number.



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2. There can be additional conversation messages where customer will be asked to key-in the customer-id/ previous policy number / PAN / email-id /any other parameter etc based on which whether customer is existing or new can be identified.
3. The parameters keyed-in by customer will be used to fetch the details (name, DOB, gender, income related details and so on) of existing customers whose records are already present in LIC. In case of new customers, they will be allowed to key in the details (name, DOB, gender, income related details and so on) and fresh customer-id can be generated which can be communicated to customer.
4. Once the customer is identified, customer can either buy the product from navigating between various products suggested by LIC after need analysis is done using data provided by him/her or could select the product of his/her choice from the list of products offered by LIC.
5. Further based on the various premium inputs provided by customer using interactive conversation, premium quote and benefit illustration will be generated. The quotes will be saved for future use and the lead generation for the same will be done.
6. Customer can continue its product buying journey at the same time or in the near future using the same lead after due authentication either by means of OTP or some other mechanism.
7. Next step is completing eKYC of the customer. Customer can provide CKYC ID and his/her data will be fetched from CKYC records. Alternatively if CKYC ID is not available, customer can choose Aadhaar based eKYC or OVD based eKYC. Customer can select any one from the given option and provision will be given complete eKYC using the web link or by sending the document in the same conversational chat. The proposed solution should extract the data and images from the document sent/ uploaded.
8. Further the proposal data can be filled using the interactive two way chat session or using a deep link shared with customer. Customers may be prompted to respond to the various 'YES or NO' formatted questions. If any explanation is required for any question, deep link can be shared to provide the relevant information.
9. Customers will be provided with the payment link .Provision for will be provided for deep linking with the existing payment apps on the customer mobile or through payment gateway aggregator, NEFT/RTGS/UPI integrated with bank(s) platform, CBDC (Central Bank Digital Currency as and when it becomes effective) etc. Post payment, payment receipts need to be communicated to the customer.
10. Uploading the various required documents for policy issuance will be done through WhatsApp. Provision to facilitate the uploading of documents can be done through WhatsApp using interactive two way chat session or through providing deep link over WhatsApp.
11. Customers will have the provision to digitally sign the documents, using e-sign (using API of eSign service provider) or can verify the documents based on insurer generated OTP over SMS or can upload his/her scanned signature to be affixed in the defined places. Provision to be provided to key-in and verify the OTP generated through WhatsApp Chat Services.
12. WhatsApp can be used to capture the pre policy video verification and select the Diagnostic Center for pre policy medical test to be conducted.



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13. On completion of the proposal, the policy bond, payment receipts and other documents are sent to the customer via SMS/Email/WhatsApp, along with copies to concerned LIC offices, wherever applicable.
14. At any step during the journey, if the customer seeks assistance or is stuck due to any issues, provision will be there to immediately notify the same to LIC’s support officials, who can then contact the customer and assist them through co-browsing facilities.
15. The customers will have the provision to raise a ticket during their journey. The tickets raised will be escalated to LIC’s support officials for resolution.

**4.3.3.2. For Intermediary assisted journey:**

1. The sales intermediary can begin the journey by saying ‘Hi’ to LIC’s WhatsApp number or by clicking the link received through a message which will send ‘Hi’ to LIC’s WhatsApp number or by scanning certain QR code which will send ‘Hi’ to LIC’s WhatsApp number. The authentication for the intermediary will happen post which the journey can be continued.
2. Intermediary can simply key-in mobile number of customer. Using additional messages agent can key-in additional parameter like customer-id/ previous policy number / PAN / email-id /any other parameter etc based on which whether customer is existing or new can be identified.
3. The parameters keyed-in by intermediary will be used to fetch the details (name, DOB, gender, income related details and so on) of existing customers whose records are already present in LIC. In case of new customers, they will be allowed to key-in the details (name, DOB, gender, income related details and so on) and fresh customer-id can be generated which can be communicated to customer and intermediary.
4. Once the customer is identified, agent can either buy the product for customer from navigating between various products suggested by LIC after need analysis is done using previously and fresh captured data or could select the product from the list of products offered by LIC that intermediary wants to sell.
5. Further based on the various premium inputs provided by agent for the particular customer using interactive conversation, premium quote and benefit illustration will be generated. The quotes will be saved for future use and the lead generation for the same will be done
6. Next step is completing eKYC of the customer. Agent can provide CKYC ID of customer and his/her data will be fetched from CKYC records. Alternatively if CKYC ID is not available, agent could choose Aadhaar based eKYC or OVD based eKYC of the customer. Agent can select any one from the given option and provision will be given to upload the eKYC document using the web link or by sending the document in the same conversational chat. The proposed solution should extract the data and images from the document sent/ uploaded. This will be useful where the customer is at a distant location from the agent.
7. Further the proposal data can be filled using the interactive two way chat session or using a deep link shared on intermediary’s mobile number. Intermediary may be prompted to respond to the various ‘YES or NO’ formatted questions. If any explanation is required for any question, deep link can be shared to provide the relevant information.

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8. Customers will be provided with the payment link. Provision for will be provided for deep linking with the existing payment apps on the customer mobile or through payment gateway aggregator, NEFT/RTGS/UPI integrated with bank(s) platform, CBDC (Central Bank Digital Currency as and when it becomes effective) etc. Post payment, payment receipts need to be communicated to the intermediary and customer.
9. Uploading the various required documents for policy issuance will be done through WhatsApp. Provision to facilitate the uploading of documents can be done through WhatsApp using interactive two way chat session or through providing deep link over WhatsApp.
10. Users/Customers will have the provision to digitally sign the documents, using e-sign (using API of eSign service provider) or can verify the documents based on insurer generated OTP over SMS or can upload his/her scanned signature to be affixed in the defined places. Provision to be provided to key-in and verify the OTP generated through WhatsApp Chat Services.
11. On completion of the proposal, the policy bond, payment receipts and other documents are sent to the customer via SMS/Email/WhatsApp, along with copies to concerned LIC offices, wherever applicable.
12. The agent/customers will have the provision to raise a ticket during their journey. The tickets raised will be escalated to LIC's support officials for resolution.

It should be noted that the journeys through mobile app/web portal/WhatsApp can overlap i.e. the journey can be started on mobile app/web portal/WhatsApp and then the user/customer should be able to continue the journey using web portal/WhatsApp/ mobile app.

**4.3.4 Agents onboarding Journey:**

The on-boarding of agents will consist of the following features which include but not limited to :

1. Capturing of agency leads, where in the officials of LIC/sales intermediaries authorized by LIC can capture the agency lead online or the persons, desiring to be agents, themselves can enrol online .
2. Provision for CKYC of the prospective agents, along with uploading of all necessary OVDs (Officially valid documents) required for agency enrolment. Provision to be made for capturing of data from uploaded using OCR/ICR.
3. Provisions for LIC officials, sales intermediaries authorized by LIC to update the training requirements, examination enrolment and any other such activities required for agency enrolment.
4. Integration with examination agencies using APIs , SFTPs and other services for exchange of examination related data and files and payment of required fees, wherever applicable.
5. Integration with LICs core software systems for completion of agency enrolment and allotment of agency codes.
6. Integration with regulatory bodies, wherever required , for agents on-boarding process.

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7. Provisions for LIC’s sales partners to upload their sales intermediaries details via APIs, File transfer mechanisms to LIC’s systems.
8. Integration with communications systems of LIC (SMS, Email, WhatsApp) to exchange information among LIC officials, LIC’s sales intermediaries and prospective agents.
9. MIS and reporting related provisions, as defined by LIC, for the entire process of on-boarding of agents.

**4.4 Training:**

The Bidder will be responsible for training the users and LIC officials as per the following criteria:

1. Training to LIC officials in the areas of implementation, integration, operations, management, error handling, system administration, etc. will be provided from time to time post deployment of any new products, modules, features, functionalities or upgradation in the system.
2. Training to selected LIC officials in the areas of platform usage, report generation, debugging, management, etc.
3. Bidder has to organize the trainings virtually in batches as per the date, time, virtual mode decided by LIC post implementation of the platform.
4. The successful Bidder should deliver to LIC one physical copy and one electronic copy of documentation for each of the deliverables (user guide) to enable the users of the proposed solution to use and understand the operations of the deliverables.
5. Bidder shall also prepare and provide self-learning demonstrative Training videos and presentations for the users to understand the proposed solution, its processes, journeys and features.
6. Bidder shall also prepare and supply Frequently Asked Questions (FAQs) for usage by customers, sales intermediaries and LIC officials for the proposed solution, its processes, journeys and features.
7. Bidder will have to facilitate – Train the Trainer – program for selected LIC officials.

## 5 **Implementation Procedure**

The project will be implemented in following manner and it will also form part of scope of work to be submitted by successful bidder.

### **5.1 Plan for Project Implementation:**

- a. The selected Bidder should develop the detailed implementation architecture for the Digital Insurance Solution for Onboarding of Customers. It should include the following details:
- b. Hardware Specifications to be installed in LIC for carrying out the above project scope
- c. Software Specifications to be installed in LIC for carrying out the above project scope
- d. Detailed report to be submitted regarding design of database, design of process, deployment, testing & Roll-out
- e. The Implementation plan comprises of the following:
  - i. Project Implementation plan (Graphical representation as well as details)
  - ii. Project Team Composition
  - iii. Escalation Matrix
  - iv. Integration with our existing database and other applications
- f. The Bidder shall nominate a project manager at Mumbai who shall be responsible for the entire execution and implementation of this project. The Bidder shall specify the name of project manager in the bid. He will be a single point of contact for LIC for any problem related to services procured under this RFP
- g. Documentation: The bidder shall provide detailed documentation for the proposed solution and should submit updated documentation related to changes made at every instance of such changes in the application and integration parameters.
- h. Bidder shall supply detailed "As Installed Drawings" after the completion of the project. This will also include a Printout of important configuration settings.

### **5.2 Final Acceptance Testing**

After development of the proposed solution, all the features specified in the scope of work/ expected deliverables should be tested and acceptance obtained from LIC as per Annexure XVI. For need based change management request also, testing of expected deliverables has to be done and acceptance obtained from LIC as per Annexure XVI

### **5.3 Business Continuity Plan**

Bidder should have a clearly defined BCP (Business Continuity Plan). In case the bidder does not have ready business continuity plan, he should undertake to implement business continuity plan within 90 BCP days from the date of purchase order.

## 6 Project Timelines

The bidder/s will be required to provide all necessary assistance to ensure successful implementation of the project from the time of engagement. All the services, components and their associated functionalities mentioned in the RFP are expected to be delivered as per the timelines mentioned in time schedule for delivery and installation.

Time schedule for delivery and installation: -

Sl. No.	Activity	Delivery Schedule
1.	Submission of the project blueprint and project implementation plan	Within 21 days from the date of Purchase Order
2.	i. Development, UAT and GO LIVE of the entire Digital Insurance Solution for onboarding of customers in LIC as detailed in this RFP.	Within 161 days from the date of Purchase Order
3.	Need Based change request.	To be decided by LIC, change request wise.

## 7 Service Level Agreement (SLA)

Successful Bidder(s) will have to agree to SLA and penalty clauses as given below. It will form part of the contract.

**The availability of Digital Insurance Solution for Onboarding of Customers will form the basis of The Service Level Agreement. Any deviation from the standards as mentioned below will attract penalty.**

### A) Penalties for down time of Solution:

LIC requires the uptime of 99% of the complete solution to be calculated on monthly basis. Any degradation from the agreed uptime shall invite penalties from the bills of respective months, as under:

Availability of Digital Insurance Solution for Onboarding of Customers	Penalty Charges on monthly basis
>98% and <99%	Rs. 5,000 per working hour or part thereof
>96% and <= 98%	Rs. 10,000 per working hour or part thereof
>90% and <= 96%	Rs. 15,000 per working hour or part thereof
For each percentage point drop below 90%	Rs. 15,000 per working hour or part thereof + Rs. 15,000 for each 1 percentage point or less drop in a availability below 90% subject to maximum of Rs 15,00,000
Solution failure leading to complete disruption of the services on continuous basis for more than 48 hours in a month	100% of amount equal to one-third of the quarterly pay-out of the subscription charges.
Absence of on-site support	Absence beyond 1 day in a month will be deducted on proportionate basis.

If the downtime is attributable to LIC's side, no penalty will be levied, for that period

### B) Penalties for delay in GO-Live of solution:

In case bidder is not able to implement the proposed solution within stipulated period, a penalty of Rs.10, 000/- per day subject to a maximum of implementation charges will be imposed. If the delay is attributable to LIC's side, no penalty will be levied, for that period.

### C) The penalty so calculated will either be adjusted with the payments or will be separately realized from the bidder.

**SLA Monitoring Tool:** Bidder should provide SLA Monitoring tool. The SLA Monitoring tool should be capable of providing all the SLA Reports and monitoring, as required in the RFP. It should be capable of providing SLA measurement for all the components being delivered by the bidder.

## **8 Infrastructure Specifications**

It is the Bidders' responsibility to design, architect and perform sizing of the required infrastructure (Hardware, Software, Operating system, Database) for the Digital Insurance Solution for Onboarding of Customers to fully comply with the SLA defined in this RFP. The database solution has to be finalized by the bidder, which should have relational database capabilities to manage the scale of the proposed solution.

The proposed solution along with the database should be sized for Active- Passive cluster at DC & Active-Passive cluster at DRC so that the solution and infrastructure can fall back on each other. DC - DR replication should be available as part of the solution so that in case of switch over the complete solution should seamlessly work

LIC is not responsible for any assumption made by the Bidder with respect to the sizing. In the event the sizing proposed by the Bidder does not meet the performance / service levels of LIC, the Bidder will at their cost carry out the necessary upgrades / replacements. LIC has the right to deduct / recover from the bidder the required additional expenses which Bank may incur on account of such upgrades / replacements.

There shall be no dependency or any assumption on part of the Bidder that he can share or make use of existing software or hardware, except for the following:

1. Operating system - RHEL (ver.7.0 or above)
2. Application server Jboss (ver. 7.0)
3. Any software required in the solution for which LIC is already having the required licenses
4. My SQL database (ver. 8.0)



## **9 Roles and responsibilities**

The following presents the roles and responsibilities along with the deliverables of LIC and the successful bidder during the envisaged phases comprising conceptualization, development, implementation/ support and exit phase.

### **9.1 Role of LIC**

1. LIC shall provide the required hardware infrastructure, the network connectivity, servers, security related infrastructure, database, servers for hosting the applications and any software for which LIC is having the required licenses along with adequate space, air conditioning, lighting, and electricity.
2. LIC shall provide sitting place for 1 workstation or for such numbers as agreed jointly with the bidder during the project implementation stage. However, bidder is required to ensure proper laptops with software tools and other requirements for their team members.
3. LIC shall deploy project co-ordinator, to ensure:-
  - Availability of review of the existing applications.
  - Meetings with appropriate persons to ensure SRS of the Digital Insurance Solution for Onboarding of Customers with all the custom applications
  - Conduct review meetings, on daily schedule to ensure project progress according to the targeted mile stones.
4. To provide integration APIs/Services and modifications in back-end applications, which are required to be integrated with the Portal.
5. Review of the security measures and documents.
6. Review completeness of SRS, Design, Coding, manuals documents and suggest changes to make it more complete and user friendly.
7. Review delivery & installation of all supplied hardware & software.
8. Perform end user testing (UAT), to see that all requirements are being correctly met.

### **9.2 Role of bidder**

1. To design, develop, implement, maintain and support the Digital Insurance Solution for Onboarding of Customers as per the requirements and scope of work and other features mentioned in this RFP.
2. It is the Bidders' responsibility to design, architect and perform sizing of the required infrastructure (Hardware and Software) to fully comply with the proposed solution. Bidder needs to ensure that all the components including but not limited to software licenses, software tools, should also be provisioned according to the requirement, scope of work and services of the solution, except for those which will be provided by LIC. If the bidder has not provisioned some components as part of solution, the bidder will have to provide the same to meet the solution requirements at no additional cost and time implications to the LIC. LIC will be providing the required hardware related infrastructure and any such software for which it already has the required licenses.
3. After award of contract, the bidder needs to deploy a project team and a project manager to manage the project at LIC.
4. Deploy onsite project and development team with required resources and tools for deploying the customised middleware application.

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5. To do the system study for development of custom application and to prepare the SRS.
6. To develop, test and deploy need based change requests, as per the timelines decided by LIC.
7. To deploy the Digital Insurance Solution Application for Onboarding of Customers, and get the User Application Testing (UAT) done, along with LIC. The test reports have to be provided to LIC.
8. To provide onsite solution monitoring (during working office hours), offsite solution monitoring and troubleshooting (24x7), software maintenance, enhancements and modifications, as required from time to time.
9. To conduct training and knowledge transfer with system overview and solution walkthrough.
10. Bidder has to size the hardware and software, for the initial deployment and for subsequent growth, and has to provide additional software, tools etc. required to meet the growth in usage, at no additional cost to LIC.
11. The systems installed shall be subject to different audits as required by LIC and the regulatory bodies and the Bidder(s) will be responsible for necessary compliance.
12. **Project Team:** Bidder(s) has/have to deploy an appropriate Project Team at LIC Central Office, Mumbai (Vile Parle Office) as per the requirements.
13. **Substitution of Project Team Members:** During the assignment, the substitution of key staff identified for the assignment will not be allowed unless such substitution becomes unavoidable to overcome the undue delay or that such changes are critical to meet the obligation. In such circumstances, Bidder(s) can do so only with the concurrence of LIC by providing other staff of same level of qualifications and expertise. If LIC is not satisfied with the substitution, LIC reserves the right to terminate the contract and recover whatever payments made by LIC to Bidder(s) during the course of this assignment besides claiming an amount, equal to the contract value as liquidated damages. However, LIC reserves the right to insist Bidder(s) to replace any team member with another (with the qualifications and expertise as required by the LIC) during the course of assignment.

## **10 Office Structure and NB Figures and Inforce policies of LIC of India**

### **Office Structure of LIC**

LIC has a hierarchical structure of offices. The Central Office is located at Mumbai. There are 8 Zonal offices and there are 113 Divisional Offices under the control of these eight Zonal Offices. These 113 Divisional Offices control 2048 branch offices, Satellite offices and Mini offices. In addition, LIC has in house training centres, namely, the Management Development Centre at Mumbai, Zonal Training Centres at Zonal headquarters, Divisional training centres at all divisional headquarters and Sales Training Centres at selected divisional headquarters. In addition to this there are other offices like Audit centres, Legal cell, SDC, at all India level.

### **New Business Figures and Number of Inforce Policies**

For FY 22-23, LIC sold more than 2 crores policies. Currently LIC has around 28 crores plus Inforce policies.

**EXECUTIVE DIRECTOR (IT/SD)**

## **11 Annexures**

List of Annexures attached along with this document

Annexure – I: Bid Response Covering Letter on Bidder's Company Letter-head

Annexure – II: Bidder Organization Details

Annexure – III: Client Reference Format (Format for each of the 3 or more client references)

Annexure – IV: Service Support Details/Escalation Matrix

Annexure – V: Template for Pre-Bid Queries

Annexure – VI: Conformity with Eligibility Criteria

Annexure – VII: Conformity with Technical Requirements

Annexure – VIII: Remittance Details

Annexure – IX: Format for Declaration of Litigations /Blacklist

Annexure – X: Undertaking for Restriction on Procurement due to National Security (Declaration Pertaining to Land Border Clause)

Annexure – XI: Pre Contract Integrity Pact

Annexure – XII: Bid Securing Declaration Form

Annexure – XIII: Non-Disclosure Agreement

Annexure – XIV: Performance Bank Guarantee

Annexure – XV: Indicative Commercial Bid Template

Annexure – XVI: Format for Final Acceptance Report

Annexure – XVII: Binding Criteria for Technical Presentation

Annexure – XVIII: Information and Instruction to the Bidders for using ONLINE ELECTRONIC TENDERING SYSTEM (e-TS)

Annexure – XIX: Information Security Certificate

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**Annexure – I : Bid Response Covering Letter on Bidder's Company Letter-head**

**REQUEST FOR PROPOSAL FOR DIGITAL INSURANCE SOLUTION FOR ONBOARDING OF CUSTOMERS IN LIFE INSURANCE CORPORATION OF INDIA**

[Ref: LIC/CO-ITSD/ITPROJECTS/2023/DIGITAL\_ONBOARDING/RFP dated: 28.06.2023]

To,

Executive Director (IT/SD)  
Life Insurance Corporation of India,  
Central Office, Information Technology SD Department,  
South Wing - "Jeevan Seva Annexe",  
S.V.Road, Santa Cruz (W), Mumbai – 400054

Sir/Madam,

**Reg.: REQUEST FOR PROPOSAL FOR DIGITAL INSURANCE SOLUTION FOR ONBOARDING OF CUSTOMERS IN LIFE INSURANCE CORPORATION OF INDIA**

Having examined the referenced tender document, Documents, the receipt of which is here by duly acknowledged, we, the undersigned, on behalf of < name of the company >, offer to work as service provider offering Digital Insurance Solution for onboarding of customers in conformity with the referenced RFP and at the L 1 prices discovered through commercial bid evaluation via online reverse auction and is made part of the bid.

We undertake, If our Bid is accepted, offer to work as service provider offering Digital Insurance Solution for onboarding of customers to LIC in accordance with the scope, specifications and delivery schedule specified in the RFP.

If our Bid is accepted, we will obtain the guarantee of a scheduled Bank for the due performance of the Contract, as per the RFP.

We agree to abide by the Bid and the rates quoted herein for the contract/order awarded by LIC up to five years period from date of contract/Service Level Agreement, which will remain binding upon us.

We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act, 1988".

We understand that LIC is not bound to accept any Bid that may be received.

We also certify that we have not been blacklisted by LIC, any PSU, any Bank/IBA/RBI/IRDAI, Government of India, State Government and its subsidiaries during the last five years.

Dated this..... day of..... 2022(*Signature*) (Name) (In the capacity of)  
at .....

Duly authorized to sign Bid for and on behalf of

.....

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**Annexure – II: Bidder Organization Details**

**REQUEST FOR PROPOSAL FOR DIGITAL INSURANCE SOLUTION FOR ONBOARDING OF CUSTOMERS IN LIFE INSURANCE CORPORATION OF INDIA**

[Ref: LIC/CO-ITSD/ITPROJECTS/2023/DIGITAL\_ONBOARDING/RFP dated: 28.06.2023]

Details filled in this form must be accompanied by sufficient documentary evidence, in order to facilitate LIC to verify the correctness of the information.

#	Item	Details	
<b>1.General Details</b>			
1.1	Name of Company	[Name of Company] [Type of Company]	
1.2	Registered Address		
1.3	Telephone, mobile, Website and email		
1.4	Constitution of the Company		
1.5	Brief business activities		
1.6	Details of ownership		
1.7	Holding company or parent company		
1.8	Key persons with contact details		
1.9	Name and designation of the Authorized Signatory to make commitments to LIC		
1.10	Email address & Mobile no. of Authorized Signatory		
1.11	Date of Incorporation in India, commencement of Business & Years in the line of Business	[Date of Incorporation] [Commencement of business] [No of years in the business]	
1.12	GST Number		
1.13	PAN		
1.14	Brief description of facilities of the organization for undertaking the services		
<b>2.Financial Details</b>			
2.1	Annual Turnover	Year <table border="1" style="display: inline-table; vertical-align: middle;"><tr><td>Total Turnover (Rs.)</td></tr></table>	Total Turnover (Rs.)
Total Turnover (Rs.)			

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		2020-2021	
		2021-2022	
		2022-2023	
<b>2.2</b>	Annual Profit / Loss	Year	Profit / Loss (Rs.)
		2020-2021	
		2021-2022	
		2022-2023	
<b>4. Operational Details</b>			
<b>3.1</b>	Names of companies to whom the Bidder provides Digital Insurance Solution Application for Onboarding of Customers.		
<b>3.2</b>	Whether blacklisted for deficiency in services by any Public Sector unit / Central government department / State Government department in the past and if so, the year:		

We are here by submitting our **REQUEST FOR PROPOSAL FOR DIGITAL INSURANCE SOLUTION FOR ONBOARDING OF CUSTOMERS IN LIFE INSURANCE CORPORATION OF INDIA**. We understand, you are not bound to accept any Proposal you receive.

We fully understand and agree to comply that on verification, if any of the information provided here is found to be misleading the short listing process or unduly favours our company in the short listing process, name of our firm/company will liable to be dismissed from the selection process or termination of the contract during the project.

We hereby declare that our proposal submitted in response to this RFP is made in good faith and the information contained is true and correct to the best of our knowledge and belief.

For and on behalf of: \_\_\_\_\_ (Bidder)

Authorized Signatory of the bidder

Name:

Designation:

Office Seal or digital signature:

Place:

Date:



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**Annexure – III: Client Reference Format(Format for each of the 3 or more client references)**

**REQUEST FOR PROPOSAL FOR DIGITAL INSURANCE SOLUTION FOR ONBOARDING OF CUSTOMERS IN LIFE INSURANCE CORPORATION OF INDIA**

[Ref: LIC/CO-ITSD/ITPROJECTS/2023/DIGITAL\_ONBOARDING/RFP dated: 28.06.2023]

Documentary evidence like Purchase Orders, Copies of the Service Contracts or Work Completion certificates from the client organization confirming the details of the Digital insurance solution services for onboarding of customers offered, to be submitted with following details:

The documentary evidence submitted should reflect the contract start date during the last 3 financial years (2020-2021, 2021-2022 and 2022-2023).

LIC reserves the right to verify with such clients while evaluating the Eligibility Bid.

<b>Citation No.:</b>	<b>Name of Client:</b>
----------------------	------------------------

<b>Details</b>	<b>Required Information</b>
Name of the Client	
Contact person of the Client with Name, Designation, Tel. No., Fax No., Address, Email-id & Mobile no.	
Documentary evidence submitted	
Role of the bidder	
Contract valid from	
Contract valid upto	
No. of years of tie up	
Name of the Solution deployed at Client location	
No. of Client Applications integrated with Digital Insurance Solution Application for Onboarding of Customers	
Integration types adopted for client applications	
Details of Hardware configurations & Software used at the Client end.	

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Brief details about the Solution architecture, Data Flow, Work-flow implemented in Digital Insurance Solution Application for Onboarding of Customers	
---	--

For and on behalf of: \_\_\_\_\_ (Bidder)

Authorized Signatory of the bidder

Name:

Designation:

Office Seal or digital signature:

Place:

Date:

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**Annexure – IV: Service Support Details/Escalation Matrix**

**REQUEST FOR PROPOSAL FOR DIGITAL INSURANCE SOLUTION FOR ONBOARDING OF CUSTOMERS IN LIFE INSURANCE CORPORATION OF INDIA**

[Ref: LIC/CO-ITSD/ITPROJECTS/2023/DIGITAL\_ONBOARDING/RFP dated: 28.06.2023]

Sr. No.	Name & Designation of the Official	PostalAddress, Telephone &Fax No.	Email-id	Mobile number

For and on behalf of: \_\_\_\_\_ (Bidder)

Authorized Signatory

Name:

Designation:

Office Seal or digital signature:

Place:

Date:

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**Annexure – V: Template for Pre-Bid Queries**

**REQUEST FOR PROPOSAL FOR DIGITAL INSURANCE SOLUTION FOR ONBOARDING OF CUSTOMERS IN LIFE INSURANCE CORPORATION OF INDIA**

[Ref: LIC/CO-ITSD/ITPROJECTS/2023/DIGITAL\_ONBOARDING/RFP dated: 28.06.2023]

#	RFP Document Reference(s) (Section & Page Number)	Clause (in brief) of RFP requiring clarification(s)	Brief details/ Query in reference to the clause

**Annexure – VI: Conformity with Eligibility Criteria**

**REQUEST FOR PROPOSAL FOR DIGITAL INSURANCE SOLUTION FOR ONBOARDING OF CUSTOMERS IN LIFE INSURANCE CORPORATION OF INDIA**

[Ref: LIC/CO-ITSD/ITPROJECTS/2023/DIGITAL\_ONBOARDING/RFP dated: 28.06.2023]

	Particulars	Supporting Documents to be attached	Compliance YES/NO	Details of documents submitted (with page numbers as per bid document)
1.	<p>Bidder should be :</p> <p>Incorporated as a private limited company ( as defined in the Companies Act, 2013)</p> <p>Or</p> <p>Registered as a partnership firm (registered under the Partnership Act, 1932)</p> <p>Or</p> <p>A limited liability partnership (under the Limited Liability Partnership Act, 2008) in India</p> <p>Or</p> <p>Micro, Small and Medium Enterprises (MSME) units and MSME Start-ups as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME) or are registered with the Central Purchase Organisation or the concerned Ministry or Department</p> <p>Or</p> <p>Start-up company recognised from the Ministry of Commerce and Industry(Department of Industrial Policy and Promotion)</p>	<p>The copy of certificate of Incorporation issued by the registrar of the Companies</p> <p>Copy of Certificate of Commencement of Business. As per the Companies (Amendment) Ordinance 2018, there is a requirement for all the companies registered on or after 2 November 2018 to file a certificate of commencement of business</p> <p>Copies of Memorandum of Association</p> <p>Copies of Articles of Association</p> <p>Shareholding pattern</p> <p>PAN, TAN, GSTIN Certificate and any other tax related document if applicable is required to be submitted along with the eligibility bid.</p> <p>For Statutory body/Government undertakings, proof of ownership by authorized personnel only.</p>		

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	<p>Or</p> <p>Central or State Government Organization or PSU</p> <p>And</p> <p>Should have been in operation for at least three years as on date of RFP.</p>			
2.	The bidder shall submit undertaking regarding non-usage of LIC data in any form without permission from LIC.	Duly notarized undertaking in this regard to be submitted		
3.	Bidder must have minimum average turnover of Rs. 10 Crores in the last three financial years (2020-2021, 2021-2022 and 2022-2023) and should also have made profit (before tax) in at least two of the three previous financial years (2020-2021, 2021-2022 and 2022-2023).	<p>Copies of Audited Financial statements to be enclosed.</p> <p>Please enclose a certificate confirming above figures from statutory auditors of company if, separate final accounts are not available.</p>		
4.	The bidder should have positive net worth in each of the last three financial years (2020-2021, 2021-2022 and 2022-2023). The net worth of the bidder should not have eroded by more than 30% in the last 3 years.	CA certificate or Documentary evidence to the satisfaction of LIC, to prove positive net worth during last three financial years (2020-2021, 2021-2022 and 2022-2023).		
5.	The Bidder should not be blacklisted by any Government / Government of India/State/UT Government/ PSUs / Banks in India during the previous 3 financial years.	Certificate from Authorised Signatory of the bidder.		
6.	The solution should be in compliance with the guidelines issued by regulatory / Govt. bodies like IRDAI, RBI etc.	Self-declaration should be submitted by the bidder.		
7.	<p>Bidder should not have any litigation against LIC or any organizations which may materially impact the bidders' responsibility to implement the scope of this RFP.</p> <p>Bidders should not be under</p>	Undertaking signed by the Authorized Signatory of the bidder as per Annexure X		

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	debarment/blacklist period for breach of contract/fraud/corrupt practices by any Public Sector Undertaking /State or Central Government or their agencies/departments on the date of submission of bid for this RFP.			
8.	The service provider should ensure that there are no legal proceedings /inquiries /investigations have been commenced /pending /threatened against service provider by any statutory or regulatory or investigative agencies or any other for which performance under the contract will get adversely affected /may get affected.	Self-declaration to this effect on the company’s letterhead should be submitted.		
9.	The bidder should have registered GSTIN	Copy of GST registration certificate.		
10.	Bidder must be original software developer / OEM for the proposed solution.	Self-declaration to this effect on the company’s letterhead should be submitted		
11.	The bidder must have implemented (Go-Live) the proposed or similar digital insurance solution in at least 2 (Two) Insurance Companies/ Banks/BFSI/Big Corporates in India in the last three years preceding the date of this RFP.	Purchase Order / Work Order / Invoice or letter from the Client on his letterhead. Reference of each of the PO should contain the information like Name, address of the Organisation, contact person, mail IDs etc.		
12.	Bidder should have experience of minimum three years in providing Digital Life Insurance Solutions in India.	Copy of PO and/or Certificate of completion of work. The bidder should also submit user acceptance report.		
13.	The Bidder should have executed one order for digital insurance solution of similar nature with minimum of Rs. 1.5 Crores, for any PSUs / Banks / Insurance / Financial Institutions (BFSI)/TSP (technology service providers)/Government Departments in India. Bidders should have requisite Purchase Orders at the time of RFP.	Details to be submitted in Annexure-III along with the documentary evidence like copy of the purchase order(s), work order or certificate from the customers etc.		

\* All copies of the documents should be attested by the authorised signatory of the bidder with company seal.



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\*\* If audited figures for Financial Year 2022-2023 are not available, then Provisional figures certified by CA can be submitted.

For and on behalf of: \_\_\_\_\_ (Bidder)

Authorized Signatory of the bidder

Name:

Designation:

Office Seal or digital signature:

Place:

Date:

**Annexure – VII: Conformity with Technical Requirements**

**REQUEST FOR PROPOSAL FOR DIGITAL INSURANCE SOLUTION FOR ONBOARDING OF CUSTOMERS IN LIFE INSURANCE CORPORATION OF INDIA**

**[Ref: LIC/CO-ITSD/ITPROJECTS/2023/DIGITAL\_ONBOARDING/RFP dated: 28.06.2023]**

1. Bidders would be considered as technically compliant only if response is YES against all the points mentioned under MANDATORY REQUIREMENTS (TABLE A).
2. In case, the bidder(s) have marked NO as response to Questions in TABLE A (Mandatory requirements), the bidder will not qualify through Stage 1 as per Section 2.18 of this RFP. The subsequent responses of the bidder(s) towards conformity with Technical Requirements (Table B) will only be evaluated, if the response is YES against all the points mentioned under MANDATORY REQUIREMENTS (Table A).
3. Bidders to provide response for Application Readiness Questionnaire, Application configurability Questionnaire, Technical Compliance Questionnaire, Integration capability Questionnaire, Infrastructure Capability Questionnaire as per the below legend (Question no. 1 to 48) (TABLE B)
  - Requirement available as part of solution (RA) – 2 marks
  - Requirement will be provided as customization (RC) – 1.5 marks
  - Requirement is feasible and to be developed (RD) – 1 mark
4. Bidder to provide response from the options provided only for Speed to market Questionnaire (Question no 49 to 50 ) (TABLE B)
5. Bidders are required to submit required documents, wherever applicable. LIC may ask for supporting documents in support of the technical submission.
6. Please note that the total marks for questions no 3 to 56 in RD column should not be greater than 6. It may also be noted that the total marks in RC column should not be greater than 9. It may also be noted that “Response of Bidder under RC and RD criteria” should not impact overall business module of LIC for the purpose of this RFP. Please note that LIC’s decision will be final in technical evaluation of the bids.
7. The Bidder has to give technical presentation to the Technical Evaluation committee as part of the Evaluation Process and present their capability. References can be given from already live projects and partnerships.
8. Incomplete or vague details to any of the below questions may attract negative technical scores. The details may be provided on separate sheets and page number of the relevant section may be quoted.

**Table A**

Sl. No.	Description of Requirement	Supporting Documents to be attached	Response	Comments by bidder (if any)
<b>A.</b>	<b>MANDATORY REQUIREMENTS</b>		(YES/NO)	
1.	Whether Bidder agrees to Supply, Install, Design, Develop, Implement, Integrate, Maintain the Digital Insurance Solution in Life Insurance Corporation of India, end to end.	Submission of the Solution details with the solution components and itemized compliance to the requirement.		
2.	Whether Bidder agrees to show a demo/ Technical Presentation / Proof of Concept of the proposed solution as per the Scope of Work and other terms and conditions defined in the RFP and as per the schedule decided by LIC?	Firm to demonstrate the journey of their solution.		
3.	Whether the bidder agrees to provide all infra and licenses required for the Supply, Installation, Design, Development, Implementation, Integration, Maintenance and Support of the proposed solution during the period of contract. The solution will be available to LIC in SaaS model.			
4.	Whether the bidder agrees that the proposed solution will perform under the regulation/ recommendation of the regulatory authorities such as CERTIN, IRDAI, RBI, PFRDA and so on?			
5.	Whether the bidder will address all issues security related threat / vulnerabilities notified to LIC by regulatory authorities such as CERTIN, IRDAI, RBI, PFRDA and so on and fixed / resolve them to the satisfaction of LIC / these institutions?			

**Table B**

Sl. No.	Description of Requirement	Response	Comments by bidder (if any)
<b>A.</b>	<b>Application Readiness Questionnaire</b>	(RA/RC/RD)	
1.	Does the bidder's solution have end to end insurance sales journey configured for all insurance product types – life, non-life and health products?		
2.	Does the bidder's solution offers single stop solution for new customer on-boarding, Insurance Product listing, Premium Calculation, proposal data submission, document upload, proposal status tracking, sales of insurance products through STP (Straight Through Processing) or non STP (requires manual underwriting) for different segment of customers ?		
3.	Does the bidder's solution have capability to handle suitability analysis and BI as per IRDA defined guidelines?		
4.	Does the bidder's solution has the capability to integrate with EKYC, CKYC options and similar KYC options integrated as Regulatory guidelines as updated from time to time?		
5.	Does the bidder's solution has the capability to integrate with credit bureau systems/ APIs for financial underwriting?		
6.	Does bidder's solution have workflows for handling requirements post application submission to handle quality check and underwriting counter offer requirements?		
7.	Does the bidder's solution is integrated with DMS solution to handle all documents related requirements viz. upload, download, view, delete, reuse?		
8.	Does the bidder's solution has module for capturing online e-NACH / Auto Debit mandates for pre OR post policy issuance		

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	available?		
9.	Does the bidder solution has capability to handle multiple proposals from a customer simultaneously in a single go, without the customer needing to fill different proposal forms again and again.		
10.	Does the bidder's solution has the capability of logging successful and unsuccessful authentication attempts/events and shall support various two factor authentication mechanisms like OTP, Biometric, IRIS Scan, Face ID, PKI etc?		
11.	Does bidder's solution provide module for Lead management?		
12.	Does bidder's solution have analytics capability and ready dashboard with reporting components like graphs, charts, etc. wherein a user can drill down to region, branch and user level?		
13.	Whether bidder's solution is equipped for Pre-sales tools for lead generation and partners/customer engagement through <b>gamification</b> ?		
14.	Does bidder's solution have ready MIS, real time reports, reconciliation data files which will be available on demand or can be run as per predefined schedule, as per the needs and specifications of the LIC?		
15.	Does bidder's solution have analytics capability for easy <b>prospecting</b> or whether the application can run pre-approved proposals campaigns?		
16.	Does bidder's solution come with admin console for sales intermediaries and master admin console for insurer to track all activities from quotation to issuance?		

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17.	Does bidder’s solution come with easy link generation option to run campaigns or redirect to any stage in application, Drop off management?		
18.	Does the bidder’s solution shall provide an Omni - channel experience to customers / users with excellent User Interface (UI) and User Experience (UX)?		
19.	Does the bidder’s solution has inbuilt capabilities of agents’ virtual office?		
20.	Can the bidder’s solution provide multilingual support?		
21.	Does the bidder’s solution supports agents onboarding as defined in the scope of work of this RFP?		
22.	Does the bidder’s solution have plug and play capability to integrate with LIC’s and third party APIs?		
23.	Does the bidder’s solution support customer onboarding journey integrated with WhatsApp?		
24.	Bidder’s solution shall have provision for date freeze / month extension provision for application submission during month-ends		
25.	Bidder’s solution shall have provision for Resuming Journey from where user left/dropped earlier i.e. journey drop off management with notifications to the users?		
26.	Bidder’s solution shall have provision for generating reports for IRDAI compliance reporting, for internal auditors.		
27.	Dynamic Marketing / Banner’s for DIY platforms and Content Management for publishing content (Reading material) for various digital mediums (Web-Platform / Android / iOS)		
28.	Bidder’s solution shall provide Need analysis and Product Recommendation Engine based on customer related inputs and leads?		

29.	<p>Bidder's solution should provide Dashboards and Reports based on the following</p> <ul style="list-style-type: none"> <li>• Real time data on dashboards across the organization.</li> <li>• Need-to-know based access control for customer data privacy.</li> <li>• Separate views for product, operations and customer support teams.</li> <li>• Slice and dice data based on business type, business channels, insurer, and product.</li> <li>• View sales mix by region, channel, insurer, product, new vs renewal, etc.</li> <li>• Campaign specific reporting to manage R&amp;R campaigns</li> <li>• Custom-create reports and MIS with automated daily updates via email</li> <li>• Sales dashboards with hierarchal access and trickle down capability</li> <li>• Leads dashboard with auto-saved links based on lead journey</li> </ul>		
<b>C.</b>	<b>Application Configurability Questionnaire</b>	<b>(RA/RC/RD)</b>	
30.	Can bidder's solution integrate with payment gateways, wallets of sales intermediaries and APIs of banks and financial institutions for facilitating payments?		
31.	Can bidder's solution integrate with co-browsing solutions?		
32.	Does the bidder's solution have insurance product configuration engine to configure product and benefit illustration, Suitability Matrix?		
33.	Does bidder's solution have capability to configure multiple types of proposal forms and attach them to relevant products as per LIC requirements?		
34.	Bidder's solution should be software based, should be OS/application server/ platform agnostic and not dependent on any proprietary hardware. The system should be able to work on industry standard server machines as processing power and should not require anyone particular proprietary hardware as compulsion.		



D.	Technical Compliance Questionnaire	(RA/RC/RD)	
35.	The bidder's solution should provide High Availability with a minimum uptime time of 99 % with response time of 1 second supporting expected TPS (Transaction Processing System).		
36.	Does bidder's solution support on premises private cloud or public cloud or both the deployments?		
37.	Can bidder's solution handle a load of 20000+ concurrent users?		
38.	Does bidder's solution come with mobile (Android and iOS) and responsive web interface compatibility as well?		
39.	Is confidential data encrypted during storage using internationally accepted hashing algorithms such as MD5/ SHA-2 or higher etc. and support standard algorithms like AES?		
40.	Is bidder's application in compliance with OWASP (Open Web Application Security Project) identified Vulnerability Assessment & Penetration Testing (VAPT) standards?		
41.	The bidder's solution built using the platform should handle web application security threats like Cross- site scripting, SQL injection flaws, Malicious file execution, Information leakage, Improper error handling, Broken authentication and session management, Insecure Cryptographic storage, Failure to restrict URL access etc.		
42.	Whether proper log generation, storage, management and analysis happen for the Technology Solution Provider application?		
E.	Integration Capability Questionnaire	(RA/RC/RD)	
43.	Has the bidder's solution integrated with legacy core insurance systems to facilitate customer onboarding journey?		

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44.	Does the bidder’s solution has integrated underwriting rule engine with capabilities to configure new underwriting rules with DIY features?				
45.	Does the bidder’s solution has cross platform capability to interface with various internal / external systems using APIs viz. REST API / SOAP based APIs, with data formats JSON, XML, ISO 8583 etc.				
46.	Bidder’s solution should provide Data transfer through buffer or API based mechanism.				
<b>F.</b>	<b>Infrastructure Capability Questionnaire</b>	<b>(RA/RC/RD)</b>			
47.	Does the proposed database technology OEM have 24x7 service support on the web and on phone and through VPN?				
48.	The Bidder should have the capability to provide both On-Premise and Cloud Solution.				
<b>G.</b>	<b>Speed to market Questionnaire</b>	<b>2 Marks</b>	<b>1.5 Marks</b>	<b>1 Mark</b>	
49.	How quickly can the bidder’s proposed solution configure a new product and benefit illustration for end to end online sales journey?	Within 3 days	3 days - 5 days	5 days - 7 days	
50.	How fast change in existing product features or underwriting rules can be configured	Within 2 days	3 days - 5 days	5 days - 7 days	

For and on behalf of: \_\_\_\_\_ (Bidder)

Authorized Signatory of the bidder

Name:

Designation:

Office Seal or digital signature:

Place:

Date:

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**Annexure – VIII: Remittance Details**

**REQUEST FOR PROPOSAL FOR DIGITAL INSURANCE SOLUTION FOR ONBOARDING OF CUSTOMERS IN LIFE INSURANCE CORPORATION OF INDIA**

[Ref: LIC/CO-ITSD/ITPROJECTS/2023/DIGITAL\_ONBOARDING/RFP dated: 28.06.2023]

**LIC Bank Account Details:**

BANK NAME	UNION BANK OF INDIA [ERSTWHILE COPRORATION BANK]
BANK ADDRESS	UNIT 4C, GROUND FLOOR, MITTAL COURT PREMISE, OPPOSITE OF VIDHAN BHAVAN, NARIMAN POINT-MUMBAI.
TITLE OF BANK ACCOUNT	LIFE INSURANCE CORPORATION OF INDIA,CENTRAL OFFICE
BANK ACCOUNT NUMBER	510101006085031
IFS CODE	UBIN0902217

**Details to be shared with LIC after remittance:**

Remittance	Amount	Date of remittance	UTR number
Bid Fee	₹ 10000/-		
GST	₹ 1800/-		
Total	₹ 11800/-		

I state that the above mentioned information and the relevant annexures and enclosures are true and correct.

For and on behalf of: \_\_\_\_\_ (Bidder)

Authorized Signatory of the bidder

Name:

Designation:

Office Seal or digital signature:

Place:

Date:

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**Annexure – IX: Format for Declaration of Litigations/Blacklist**

**REQUEST FOR PROPOSAL FOR DIGITAL INSURANCE SOLUTION FOR ONBOARDING OF CUSTOMERS IN LIFE INSURANCE CORPORATION OF INDIA**

[Ref: LIC/CO-ITSD/ITPROJECTS/2023/DIGITAL\_ONBOARDING/RFP dated: 28.06.2023]

<b>Eligibility Criteria</b>	Bidder should not have any litigation against LIC or any other organizations which may materially impact the bidders' responsibility to implement the scope of this RFP
	Bidders should not be under debarment/blacklist period for breach of contract/fraud/corrupt practices by any Public Sector Undertaking /State or Central Government or their agencies/departments on the date of submission of bid for this RFP.

(A) Details of Litigation(s)the Bidder is currently involved in, or has been involved in for the last three years:

1. Party in dispute with :

2. Year of initiation of dispute:

3. Detailed description of dispute:

4. Resolution /Arrangement arrived at ( if concluded ) :

(B) Under debarment/blacklist period for breach of contract/fraud/corrupt practices by any Public Sector Undertaking /State or Central Government or their agencies/departments on the date of submission of bid for this RFP.

**YES /NO**

For and on behalf of: \_\_\_\_\_ (Bidder)

Authorized Signatory of the bidder

Name:

Designation:

Office Seal or digital signature:

Place:

Date:

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**Annexure – X: Undertaking for Restriction on Procurement due to National Security (Declaration Pertaining to Land Border Clause)**

**REQUEST FOR PROPOSAL FOR DIGITAL INSURANCE SOLUTION FOR ONBOARDING OF CUSTOMERS IN LIFE INSURANCE CORPORATION OF INDIA**

[Ref: LIC/CO-ITSD/ITPROJECTS/2023/DIGITAL\_ONBOARDING/RFP dated: 28.06.2023]

*(This Certificate should be submitted on the letterhead of the bidder duly signed by an authorized signatory)*

Date:

To,

Executive Director (ITSD)  
Life Insurance Corporation of India  
Central Office, Information Technology -SD,  
Third Floor, South Wing - Jeevan Seva Annexe,  
S.V. Road, Santa Cruz (W),  
Mumbai - 400054

Dear Sir/Madam,

**Subject: REQUEST FOR PROPOSAL FOR DIGITAL INSURANCE SOLUTION FOR ONBOARDING OF CUSTOMERS IN LIFE INSURANCE CORPORATION OF INDIA**

**ITSD/ITPROJECTS/2023/DIGITAL\_ONBOARDING/RFP dated: 28.06.2023]**

1. I have read Office Memorandum F.No.6/18/2019-PPD dated 23.07.2020 issued by the Ministry of Finance, Department of Expenditure, Public Procurement Division inserting Rule 144 (xi) in GFRs 2017 which defines clauses regarding restrictions or procurement from a bidder of a country which shares a land border with India.

2. I certify that Bidder is not from such a country or, if from such a country, has been registered with the competent authority. I certify that this bidder fulfills all requirements in this regard and is eligible to be considered. [Where applicable, evidence of valid registration by the competent authority shall be attached.]”

Yours faithfully,

For and on behalf of: \_\_\_\_\_ (Bidder)

Authorized Signatory of the bidder

Name:

Designation:

Office Seal or digital signature:

Place:

Date:

**Annexure – XI: Pre Contract Integrity Pact**

**REQUEST FOR PROPOSAL FOR DIGITAL INSURANCE SOLUTION FOR ONBOARDING OF CUSTOMERS IN LIFE INSURANCE CORPORATION OF INDIA**

[Ref: LIC/CO-ITSD/ITPROJECTS/2023/DIGITAL\_ONBOARDING/RFP dated: 28.06.2023]

**PRE-CONTRACT INTEGRITY PACT**

General:

This pre-bid pre-contract Agreement (hereinafter called the Integrity Pact) is made on..... day of the month of .....2020, between, on one hand, the Life Insurance Corporation of India (hereinafter referred to as “LIC”) a statutory Corporation established under section 3 of Life Insurance Corporation Act 1956 (XXXI of 1956) and having its corporate office at “Yogakshema” Jeevan Bima Marg, Mumbai 400021. (here in after called the “BUYER” which expression shall mean and include, unless the context otherwise requires, his successors in office assigns) of the First part. And M/s

.....represented by Shri..... (Hereinafter called the “BIDDER /SELLER/SERVICE PROVIDER” which expression shall mean and include, unless the context otherwise requires, his successors and permitted assigns) of the Second part.

WHEREAS the BUYER proposes to procure ..... (Name of the Stores/Equipment/Item/Service) and the BIDDER/Seller/Service Provider is willing to offer/has offered the stores/services and WHEREAS the BIDDER/Seller/Service Provider is a private company/public company/Government undertaking/partnership/registered export agency, constituted in accordance with the relevant law in the matter and the BUYER is performing its function under LIC Act 1956.

NOW, THEREFORE,

To avoid all forms of corruption by following a system that is fair, transparent and free from any influence/prejudiced dealings prior to, during and subsequent to the currency of the contract to be entered into with a view to:-

Enabling the BUYER to obtain the desired said stores/ equipment/ item/service at a competitive price in conformity with the defined specifications by avoiding the high cost and the distortionary impact of corruption on public procurement, and Enabling BIDDERS/Sellers/Service Providers to abstain from bribing or indulging in any corrupt practice in order to secure the contract by providing assurance to them that their competitors will also abstain from bribing and other corrupt practices and the BUYER will commit to prevent corruption, in any form, by its officials by following transparent procedures.

The parties hereto hereby agree to enter into this Integrity Pact and agree as follows:-

**1. Commitments of the BUYER**

Bidder

Executive Director (ITSD)

**Information Technology/SD – Central Office, ‘Yogakshema’, Jeevan Bima Marg, P. B. No. 19953, Mumbai - 400021**

- 1.1 The BUYER undertakes that no official of the BUYER, connected directly or indirectly with the contract, will demand, take a promise for or accept, directly or through intermediaries, any bribe, consideration, gift, reward, favor or any material or immaterial benefit or any other advantage from the BIDDER, either themselves or for any person, organization or third party related to the contract in exchange for an advantage in the bidding process, bid evaluation, contracting on implementation process related to the contract.
- 1.2 The BUYER will, during the pre-contract stage/evaluation stage, treat all BIDDERS alike and will provide to all BIDDERS the same information and will not provide any such information to any particular BIDDER which could afford an advantage to that particular BIDDER in comparison to other BIDDERS.
- 1.3 All the officials of the BUYER will report to the “Chief Vigilance Officer” of the Buyer any attempted or completed breaches of the above commitments as well as any substantial suspicion of such a breach.
2. In case any such preceding misconduct on the part of such official(s) is reported by the BIDDER to the BUYER with full and verifiable facts and the same is prima facie found to be correct by the BUYER, necessary disciplinary proceedings, or any other action as deemed fit, including criminal proceedings may be initiated by the BUYER and such a person shall be debarred from further dealings related to the contract process. In such a case while an enquiry is being conducted by the BUYER the proceedings under the contract would not be stalled.

**Commitments of BIDDERS**

3. The BIDDER commits itself to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of its bid or during any pre-contract or post-contract stage in order to secure the contract or in furtherance to secure it and in particular commit itself to the following:-
  - 3.1 The BIDDER will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favor, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER, connected directly or indirectly with the bidding process, or to any person, organization or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.
  - 3.2 The BIDDER further undertakes that it has not given, offered or promised to give, directly or indirectly any bribe, gift, consideration, reward, favor, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER or otherwise in procuring the Contract or forbearing to do or having done any act in relation to the obtaining or execution of the contract of any other contract with the government for showing or forbearing to show favor or disfavor to any person in relation to the contract of any other contract with the Government.
  - 3.3 Foreign BIDDERS shall disclose the name and address of their Indian agents and representatives in India, and Indian BIDDERS shall disclose their foreign BUYERS or associates.

Bidder

Executive Director (ITSD)



**Information Technology/SD – Central Office, ‘Yogakshema’, Jeevan Bima Marg, P. B. No. 19953, Mumbai - 400021**

- 3.4 BIDDERS shall disclose the payments to be made by them to their agents/brokers or any other intermediary, in connection with this bid/contract.
- 3.5 The BIDDER further confirms and declares to the BUYER that the BIDDER is the original manufacturer/ integrator/authorized agent of the stores/equipment/items and has not engaged any individual or firm or company whether Indian or foreign to intercede, facilitate or in any way to recommend to the BUYER or any of its functionaries, whether officially or unofficially to the award of the contract to the BIDDER, nor has any amount been paid, promised or intended to be paid to any such individual, firm or company in respect of any such intercession, facilitation or recommendation.
- 3.6 The BIDDER, either while presenting the bid or during pre-contract negotiations or before signing the contract, shall disclose any payments he has made, is committed to or intends to make to agents, brokers or any other intermediaries, including officials of the BUYER or their family members, if any, in connection with the contract and the details of services agreed upon for such payments.
- 3.7 The Bidder will not enter with other Bidders into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelization in the bidding process.
- 3.8 The BIDDER will not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.
- 3.9 The BIDDER/Contractor will not commit any offence under the relevant Indian Penal Code (IPC)/Prevention of corruption (PC) act. Further, the bidder will not use improperly, for purposes of competition or personal gain, pass on to others, any information provided by the BUYER as part of the business relationship, regarding plans, technical proposals and business details, including information contained in any electronic data carrier. The BIDDER also undertakes to exercise due and adequate care lest any such information is divulged.
- 3.10 The BIDDER commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.
- 3.11 The BIDDER shall not instigate or cause to instigate any third person to commit any of the actions mentioned above.
- 3.12 If the Bidder or any of the key personnel of the bidder, actively involved in the project is a relative of any of the actively involved personnel of the Buyer, the same should be disclosed. The term ‘relative’ for this purpose would be as defined in section 2(77) of the Companies Act, 2013.
- 3.13 The BIDDER shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employee or the BUYER.
- 3.14 The Bidder(s)/Contractor(s) who have signed the Integrity Pact shall not approach the Courts while representing the matter to IEMs and shall wait for their decision in the matter.

Bidder

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#### 4. Previous Transgression

- 4.1 The BIDDER declares that no previous transgression occurred in the last three years immediately before signing of this Integrity Pact, with any other company in any country in respect of any corrupt practices envisaged hereunder or with any Public Sector Enterprise in India or any Government Department in India that could justify; BIDDER's exclusion from the tender process.
- 4.2 The BIDDER agrees that if it makes an incorrect statement on this subject, or committed a transgression through a violation of any of the clauses of the commitments of bidder, BIDDER can be disqualified from the tender process or the contract, if already awarded, can be terminated for such reason.

#### 5. Sanctions for Violations:

- 5.1 Any breach of the aforesaid provisions by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER) shall entitle the BUYER to take all or any one of the following actions, wherever required:-
- (i) To immediately call off the pre contract negotiations without assigning any reason or giving any; compensation to the BIDDER. However, the proceedings with the other BIDDER(s) would continue.
  - (ii) The Earnest Money Deposit (in pre-contract stage) and/or Security Deposit/ Performance Bond (after the contract is signed) shall stand forfeited either fully or partially, as decided by the BUYER and the BUYER shall not be required to assign any reason therefore.
  - (iii) To immediately cancel the contract, if already signed, without giving any compensation to the BIDDER.
  - (iv) To encash the advance bank guarantee and performance bond/warranty bond, if furnished by the BIDDER, in order to recover the payments, already made by the BUYER, along with interest.
  - (v) To cancel all or any other contracts with the BIDDER. The BIDDER shall be liable to pay compensation for any loss or damage to the BUYER resulting from such cancellation/recession and the BUYER shall be entitled to deduct the amount so payable from the money(s) due to the BIDDER.
  - (vi) To debar the BIDDER from participating in the future bidding processes of LIC for a minimum period of five years which may be further extended at the discretion of the BUYER.
  - (vii) To recover all sums paid in violation of this Pact by BIDDER(s) to any middleman or agent or broker with a view to securing the contract.
  - (viii) Forfeiture of Performance Bond in case of a decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this pact.

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- 5.2 The BUYER will be entitled to take all or any of the actions mentioned at para 5.1(i) to (viii) of this pact also on the Commission by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER), of an offence as defined in chapter IX of the Indian Penal Code, 1860 or Prevention of Corruption Act, 1988 or any other statute enacted for prevention of corruption.
- 5.3 The decision of the BUYER to the effect that a breach of the provisions of this pact has been committed by the BIDDER shall be final and conclusive on the BIDDER. However, the BIDDER can approach the Independent Monitor(s) appointed for the purposes this Pact.

**6. Independent Monitors:**

- 6.1 The BUYER has appointed (hereinafter referred to as Monitors) for this Pact in consultation with the Central Vigilance Commission.

Name address of the Monitor(s):

1. Shri Rajni Kant Mishra, IPS (Retd.) Ex. Director General in BSF, B-1801, Amrapali Sapphire Sector-45, Noida Pin-201303 Email address: rkm592002@yahoo.co.in
  2. Shri Arun Chandra Verma, IPS (Retd.) Flat No. C-1204, C Tower, Amrapali, Platinum Complex, Sector-119, Noida Email address: acverma1@gmail.com
- 6.2 The task of the Monitors shall be to review independently and objectively, whether and to what extent the parties comply with the obligations under this Pact.
- 6.3 The Monitors shall not be subject to instructions by the representatives of the parties and perform their functions neutrally and independently. It will be obligatory for him to treat the information & documents of the Bidder as confidential.
- 6.4 Both the parties accept that the Monitors have the right to access all the documents relating to the project/procurement, including minutes of meetings.
- 6.5 As soon as the Monitor notices, or has reason to believe, a violation of this pact, he will so inform the Executive Director (E&OS), LIC.
- 6.6 The BIDDER(s) accepts that the Monitor has the right to access without restriction to all Project documentation of the BUYER including that provided by the BIDDER. The BIDDER will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The same is applicable to Subcontractors. The Monitor shall be under contractual obligation to treat the information and documents of the BIDDER/Subcontractor(s) with confidentiality. The Monitor has also signed declarations on ‘Non-Disclosure of Confidential Information’ and of ‘Absence of Conflict of Interest’. In case of any conflict of interest arising at a later date, the IEM shall inform Chairman, LIC and recuse himself/herself from that case.

Bidder

Executive Director (ITSD)

**Information Technology/SD – Central Office, 'Yogakshema', Jeevan Bima Marg, P. B. No. 19953, Mumbai - 400021**

- 6.7 The BUYER will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the parties. The parties will offer to the Monitor the option to participate in such meetings.
- 6.8 The Monitor will submit a written report to the Chairman, LIC within 8 to 10 weeks from the date of reference or intimation to him by the BUYER /BIDDER and, should the occasion arise, submit proposals for correcting problematic situations.
- 6.9 If the Monitor has reported to the Chairman, LIC, a substantiated suspicion of an offence under relevant IPC/ PC Act, and the Chairman LICI has not, within the reasonable time taken visible action to proceed against such offence or reported it to the Chief Vigilance Officer, the Monitor may also transmit this information directly to the Central Vigilance Commissioner.

**7. Facilitation of Investigation:**

In case of any allegation of violation of any provisions of this pact or payment of commission, the BUYER or its agencies shall be entitled to examine all the documents including the Books of Accounts of the BIDDER. The BIDDER shall provide necessary information and documents in English and shall extend all possible help of the purpose of such examination/inspection.

**8. Law and Place of Jurisdiction:**

This Pact is subject to Indian Law. The place of performance and jurisdiction is the seat of the BUYER.

**9. Other Legal Actions:**

The actions stipulated in this Integrity Pact are without prejudice to any other legal action that may follow in accordance with the provisions of the extent law in force relating to any civil or criminal proceedings.

If the Contractor is a partnership or a consortium, this agreement must be signed by all partners or consortium members. Changes and supplements as well as termination notices need to be made in writing.

**10. Validity:**

- 10.1 The validity of this Integrity Pact shall be from date of its signing and extend up to 12 months after the last payment under the contract. In case BIDDER is unsuccessful, this Integrity Pact shall expire after six months from the date of the signing of the contract.
- 10.2 Should one or several provisions of this Pact turn out to be invalid; the remainder of this pact shall remain valid. In this case, the parties will strive to come to an agreement to their original intentions.

Bidder

Executive Director (ITSD)

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11. The parties hereby sign this Integrity Pact at.....on.....

Bidder

Executive Director (ITSD)

BUYER

Bidder

Executive Director (IT-SD)  
Life Insurance Corporation of India

CEO

Witness

Witness

1.

1.

2.

2.

(Note: Bidder/Seller/Service Provider/Stores/equipment/item/service Bidding process/ bid evaluation/process of availing services.

All pages must be signed and numbered.

Appropriate word may be used where ever applicable without altering the purpose /desired intention of the clause.)

Information Technology/SD – Central Office, 'Yogakshema', Jeevan Bima Marg, P. B. No. 19953, Mumbai - 400021

**Annexure – XII: Bid Securing Declaration Form**

**REQUEST FOR PROPOSAL FOR DIGITAL INSURANCE SOLUTION FOR ONBOARDING OF CUSTOMERS IN LIFE INSURANCE CORPORATION OF INDIA**

[Ref: LIC/CO-ITSD/ITPROJECTS/2023/DIGITAL\_ONBOARDING/RFP dated: 28.06.2023]

*(To be submitted on Company/Organization Letterhead)*

Date: \_\_\_\_\_

To,

Executive Director (ITSD)  
Life Insurance Corporation of India  
Central Office, Information Technology - SD,  
Third Floor, South Wing - Jeevan Seva Annexe,  
S.V. Road, Santa Cruz (W),  
Mumbai – 400054

Dear Sir/Madam,

We the undersigned, declare that:

We understand that, according to LIC's conditions, bids must be supported by a Bid Securing Declaration.

We accept that we may be disqualified from bidding for any contract with you for a period of five years from the date of notification if we are in a breach of any obligation under the bid conditions, because we

a) have withdrawn/modified/amended, impairs or derogates from the tender, our Bid during the period of bid validity specified in the form of Bid; or

b) having been notified of the acceptance of our Bid by the purchaser during the period of bid validity (i) fail or refuse to execute the contract, if required, or (ii) fail or refuse to furnish the Performance Security, in accordance with the Instructions to Bidders.

We understand this Bid Securing Declaration shall cease to be valid if we are not the successful Bidder, upon the earlier of (i) the receipt of your notification of the name of the successful Bidder; or (ii) thirty days after the expiration of the validity of the Bid.

Dated on \_\_\_\_\_ day of \_\_\_\_\_ (insert date of signing)

Yours faithfully,

For and on behalf of: \_\_\_\_\_ (Bidder)

Authorized Signatory of the bidder

Name:

Designation:

Office Seal or digital signature:

Place:

Date:

**Annexure – XIII: Non-Disclosure Agreement**

**REQUEST FOR PROPOSAL FOR DIGITAL INSURANCE SOLUTION FOR ONBOARDING OF CUSTOMERS IN LIFE INSURANCE CORPORATION OF INDIA**

[Ref: LIC/CO-ITSD/ITPROJECTS/2023/DIGITAL\_ONBOARDING/RFP dated: 28.06.2023]

*(No deviations in wordings permitted)*

*(To be executed over Rs.500 Stamp/Franked paper & notarized)*

This Non-disclosure Agreement (“NDA”) is made and entered into this \_\_\_ day of \_\_\_\_\_ in the year Two Thousand and Twenty Three (2023) at \_\_\_\_\_

BY AND BETWEEN

Life Insurance Corporation of India, with registered office at Central Office, ‘Yogakshema’, J B Marg, Mumbai 400 021, hereinafter referred to as “LIC”

AND

<Company Name> a company incorporated under the laws of Indian Companies Act, 1956 and having its principal place of business at

< Company Name & Address> shall be referred to herein as a “Respondent”.

LIC and the Respondent shall individually be referred to as “Party” and collectively referred to as “Parties”.

WHEREAS, the Respondent is aware that while responding to LIC’s Request For Proposal (RFP) **Ref: LIC/CO-ITSD/ITPROJECTS/2023/DIGITAL\_ONBOARDING/RFP dated: 28.06.2023**, the Respondent may be gathering information on LIC’s Business/Operations, certain proprietary information such as Technically and commercially detailed information regarding the respective products & service offerings, Organization, decision processes, technical infrastructure, working processes and delegation of responsibilities, project management and planning methods, reports, plans and status including but not limited to technical manuals, specifications, product features, customer list, specializations, documents, financial statements and business/development plans etc., (“Proprietary Information”) indicated as confidential by LIC and made available to the Respondent while responding to the RFP, is privileged and strictly confidential to and /or proprietary of LIC.

WHEREAS, Respondent agrees to receive the Proprietary Information or other information from LIC and treat all such information as confidential information and to safeguard LIC’s confidential information, property, information systems, network, databases and other data.

NOW, THEREFORE, in consideration of the recitals set forth above and the covenants set forth herein, the Respondent agrees that:

Respondent agrees to hold all Confidential Information received from LIC in confidence. Respondent will use such Confidential Information only for the purpose of developing the Response to the said RFP; restrict disclosure of such Confidential Information to its employees and employees of its affiliated or partner companies with a need to know and inform such employees of the obligations assumed herein. Respondent will not disclose such Confidential Information to any third party without the prior written approval of LIC.



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The Confidential Information means information which may be in any form including but not limited to oral, written or printed information or Information in electronic form, data, studies, consultants reports, trade secrets, proformas and other financial and trade/commercial information, computer models and programs, contracts, plant designs and configurations, plant performance data or other material of any kind or nature in whatever form. Wherever, information is given orally, within 48 hours, the receiving party should receive the information in writing along with the confidentiality statement from the other party.

Without the prior written consent of LIC or except as otherwise provided herein, the Respondent will not:

- Distribute or disclose to any other person any of the Confidential Information;
- Permit any other person to have access to the Confidential Information;
- Use the Confidential Information for any purpose other than the Permitted Use; or disclose to any other person

That discussions, investigations or negotiations are taking place concerning a possible transaction between the Parties, or the terms, conditions, status or other facts regarding a possible transaction between the Parties, or that Respondent has received Confidential Information from LIC. Notwithstanding the above, Respondent may disclose the Confidential Information, and portions thereof to its directors, officers, employees and representatives of its advisors (collectively, "Representatives") who need to know such Confidential Information for the purpose of evaluating a possible transaction between the Parties. It is understood that the Respondent will inform their respective Representatives of the confidential nature of the Confidential Information and will require its Representatives to be bound by this Agreement and not to disclose the Confidential Information to any other person.

The Respondent agrees to be responsible for any breach of this Agreement by its Representatives.

Respondent agrees to protect the Confidential Information received from LIC with the same degree of care as it normally exercises to protect its own proprietary information of a similar nature. Respondent agrees to promptly inform LIC of any unauthorized disclosure of LIC's Confidential Information.

The Respondent shall ensure that in no case its employees or representative uses any USB or connectivity device in the hardware systems of LIC without the permission from LIC.

The Respondent shall ensure that their employees will not disclose any information of LIC even after they cease to be the employees of the Respondent. The Respondent shall ensure this by its own internal agreements.

Confidential Information does not include information that Respondent can reasonably prove, falls within any of the following:

- Information that either is legally in either party's possession or publicly available to either party prior to the disclosure of such information hereunder;
- Information that, subsequent to its disclosure hereunder, becomes publicly available to either party without any violation of this Agreement by either party;
- Information that becomes legally available to either party on a non-confidential basis from any third party, the disclosure of which to either party does not, to either party's knowledge, violate any contractual or legal obligation such third party has to either party with respect to such information ;
- Information that is independently acquired or developed by either party which can be evidenced by written records; or information that is explicitly approved for release by written authorization of LIC.

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In the event that Respondent is required by law in any judicial or governmental proceeding to disclose any Confidential Information, the Respondent will give LIC prompt written notice of such request so that LIC may seek a protective order or appropriate remedy. If, in the absence of a protective order, Respondent determines, upon the advice of counsel, that it is required to disclose such Confidential Information, it may disclose such Confidential Information only to the extent compelled to do so; provided, however, that the Respondent gives LIC written notice of the portion of Confidential Information to be disclosed as far in advance of the disclosure as is practicable and uses its best efforts, at its own expense, to obtain assurances that confidential treatment will be accorded to such Confidential Information.

No license expressed or implied in the Confidential Information is granted to Respondent other than to use the information in the manner as is permitted in RFP or by LIC.

Respondent agrees that Confidential Information is and shall at all times remain the property of LIC. Respondent acknowledges that the Confidential Information is confidential and material to the interests, business and affairs of LIC and that the disclosure thereof (other than as permitted under this Agreement) would be detrimental to the interests, business and affairs of LIC. No use of such Confidential Information is permitted except as otherwise provided herein and no grant under any of the party's intellectual property rights is hereby given or intended, including any license (implied or otherwise). All information shall remain the property of LIC and shall be returned upon written request or upon the Respondent's determination that it no longer has a need for such information. Use of such property or licenses without the permission of LIC is strictly prohibited and the respondent will ensure that any of its employees or representatives does not violate this condition, and even in the case when they cease to have any relationship with respondent.

No license to the Respondent, under any trade secret or any other intellectual property right, is either granted or implied by the disclosure of information to the Respondent. None of the information which may be disclosed or exchanged by LIC shall constitute any representation, warranty, assurance, guarantee, or inducement by Respondent to LIC of any kind, and in particular, with respect to the non-infringement of trademarks, patents, copyrights, mask work rights, or any other intellectual property rights, or other rights of third persons or of LIC.

There are no warranties expressed or implied by this Agreement. Without limiting the foregoing, neither LIC makes any representations nor extends any warranties, express or implied, as to the adequacy or accuracy of Confidential Proprietary Information or any other information or data related thereto, or with respect to the use thereof by Respondent.

Neither this NDA nor the disclosure or receipt of information from LIC to the Respondent, shall constitute or imply any promise or intention to pursue any business opportunity described in the Confidential Information or make any purchase of products or services by LIC or its affiliated companies or any commitment by LIC or its affiliated companies with respect to the present or future transaction between the parties.

Respondent shall not modify or erase the logos, trademarks etc., of LIC or any third party present on the Confidential Information. The Respondent shall not use or display the logos, trademarks etc., of LIC in any advertisement, press etc., without the prior written consent of LIC.

Upon the request of LIC, the Respondent, will within 7 days of receipt of such request, return or destroy all Confidential Information and any notes, correspondence, analyses, documents or other records containing Confidential Information, including all copies thereof, then in the possession of Respondent or its

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Representatives and shall certify the fact of having destroyed the Confidential Information in writing to LIC. Such return, however, does not abrogate the continuing obligations of Respondent under this Agreement.

Respondent agrees and acknowledges that monetary damages would not be a sufficient remedy for a breach of this Agreement and that LIC shall be entitled to specific performance or any other injunctive relief as a remedy in equity for any such breach of this Agreement. Any remedy shall not be deemed to be exclusive or all-inclusive and shall be in addition to any and all other remedies which may be available to LIC in law or equity.

Confidential Information provided to the Respondent does not and is not intended to represent an inducement by LIC or a commitment by LIC to enter into any business relationship with the Respondent or with any other entity. If the parties desire to pursue business opportunities, the parties will execute a separate written agreement to govern such business relationship.

Respondent agrees that all of its obligations undertaken herein as the Respondent shall survive and continue for the period of the existence of this NDA and a period of three years thereafter regardless of any prior termination of this NDA.

This NDA constitutes the entire understanding between the Parties hereto as to the information and merges all prior discussions between them relating thereto.

No amendment or modification of this NDA shall be valid or binding on the Parties unless made in writing and signed on behalf of each of the Parties by their respective authorized officers or representatives.

The Respondent understands and agrees that no failure or delay by LIC in exercising any right, power or privilege hereunder shall operate as a waiver thereof, nor shall any single or partial exercise thereof preclude any other or further exercise thereof or the exercise of any right, power or privilege hereunder.

The Respondent herein agrees and undertakes to indemnify and hold LIC harmless from any loss, damage, claims, liabilities, charges, costs, or expense (including reasonable attorneys' fees), that may arise or be caused or result from or be paid/incurred/suffered or caused to be paid/incurred/suffered by reason of any breach, failure, delay, impropriety or irregularity on its part to honor, observe, adhere to, abide by or comply with any of the terms and conditions of this Agreement.

This Agreement shall be governed and construed in accordance with the laws of India.

In the event that any of the provisions of this Agreement shall be held by a court or other tribunal of competent jurisdiction to be unenforceable, the remaining portions hereof shall remain in full force and effect.

Respondent agrees not to assign this Agreement or any interest herein without express prior written consent of LIC.

Nothing in this agreement and no action taken by the Respondent pursuant to this agreement shall constitute, or be deemed to constitute, a partnership, association, joint venture or other co-operative entity or arrangement. This Agreement is entered into by the Parties on a Principal-to-Principal basis and no other meaning can be assigned in interpreting any of the terms contained herein.

Any dispute or claim arising out of or in connection herewith, or the breach, termination or invalidity thereof, shall be settled by arbitration in accordance with the provisions of Procedure of the Indian Arbitration & Conciliation Act, 1996. The arbitration tribunal shall be composed of a sole arbitrator, and

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the Parties shall appoint such arbitrator with mutual consent. The place of arbitration shall be Mumbai, India and the arbitration proceedings shall take place in the English language.

IN WITNESS WHEREOF, the Respondent has caused this Agreement to be executed as of the date set forth above.

This NDA will be valid for a period of \_\_\_\_\_(Contract Period).

For and on behalf of <Respondent Company><Address of Respondent>

Authorized Signatory of the bidder

Name:

Designation:

Office Seal or digital signature:

Place:

Date:

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**Annexure – XIV: Performance Bank Guarantee**

**REQUEST FOR PROPOSAL FOR DIGITAL INSURANCE SOLUTION FOR ONBOARDING OF CUSTOMERS IN LIFE INSURANCE CORPORATION OF INDIA**

[Ref: LIC/CO-ITSD/ITPROJECTS/2023/DIGITAL\_ONBOARDING/RFP dated: 28.06.2023]

This Deed of unconditional and irrevocable Guarantee executed by the \_\_\_\_\_ (Bank name) a Scheduled Bank within the meaning of the Reserve Bank of India Act and carrying out banking business including guarantee business at Mumbai and other places having its head office at \_\_\_\_\_ (hereinafter referred to as “the Bank”) in favour of Life Insurance Corporation of India, formed under section III of LIC Act, 1956 (hereinafter referred to as “the Corporation”) having its Information Technology Dept. of Central Office at the 2<sup>nd</sup> floor, JeevanSevaAnnexe, S. V. Road, Santa Cruz (W), Mumbai 400 054, for PBG amount not exceeding <10% of the contract value (in figures and words)> at the request of (Bidder Name & Address) \_\_\_\_\_ (hereinafter referred to as the “Bidder”).

This unconditional and irrevocable Guarantee is issued subject to the condition that the liability of the Bank under this Guarantee is limited to a maximum of <10% of the contract value (in figures and words)> and the Guarantee shall remain in force upto \_\_\_\_\_ date (valid for a period of \_\_\_\_\_) and cannot be invoked, otherwise than by a written demand or claim under this guarantee served on the Bank on or before \_\_\_\_\_ (Date) by the Corporation.

And whereas \_\_\_\_\_ (Bidders name) having its head office at \_\_\_\_\_ (address), is participating in the RFP Ref: **LIC/CO-ITSD/ITPROJECTS/2023/DIGITAL\_ONBOARDING/RFP dated: 28.06.2023** for “Request for Proposal for Digital Insurance Solution for Onboarding of Customers in Life Insurance Corporation of India” and subsequent modifications issued on \_\_\_\_\_.

And whereas the Bank \_\_\_\_\_ (name and address) has agreed to give on behalf of the Bidder a Guarantee towards Performance Bank Guarantee (PBG).

Therefore, we hereby affirm that we Guarantee and are responsible to you on behalf of the Bidder, up to a total amount of Supply, Installation, Design, Development, Implementation, Integration, Maintenance and we undertake to pay you, upon your first written demand declaring the Bidder to be in default as per the terms and conditions of the RFP Ref: **LIC/CO-ITSD/ITPROJECTS/2023/DIGITAL\_ONBOARDING/RFP dated: 28.06.2023** for “Request for Proposal for Digital Insurance Solution for Onboarding of Customers in Life Insurance Corporation of India” and without cavil or argument, any sum or sums as specified by you within the limit of <10% of the contract value (in figures and words)> as aforesaid, without your need to prove or to show grounds or reasons for your demand of the sum specified therein. This unconditional and irrevocable Guarantee shall not be affected by any change in the Constitution of the Bank.

**NOTWITHSTANDING ANYTHING CONTAINED HEREIN:**

1. The Bank hereby covenants and declares that the guarantee hereby given is an irrevocable one and shall not be revoked by a Notice or otherwise.





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**Annexure – XV: Indicative Commercial Bid Template**

**REQUEST FOR PROPOSAL FOR DIGITAL INSURANCE SOLUTION FOR ONBOARDING OF CUSTOMERS IN LIFE INSURANCE CORPORATION OF INDIA**

[Ref: LIC/CO-ITSD/ITPROJECTS/2023/DIGITAL\_ONBOARDING/RFP dated: 28.06.2023]

Name of the Bidder: \_\_\_\_\_

(Amount in INR ())

SI No.	Items	OTC(One Time Cost)	Y1	Y2	Y3	Y4	Y5	Total
			AMT	AMT	AMT	AMT	AMT	AMT
a	Enterprise wide Unlimited Annual Subscription and technical support Costs*	X	0.00	0.00	0.00	0.00	0.00	0.00
b	One Time Implementation and integration Cost	0.00	X	X	X	X	X	0.00
c.	All inclusive Cloud subscription cost for UAT, Pre-prod and production environment. Production environment to be considered high availability and secure architecture.**	X	0.00	0.00	0.00	0.00	0.00	0.00
d.	500 man days per year for additional need based change management driven customization and new insurance Product Integration.***	X	0.00	0.00	0.00	0.00	0.00	0.00
e.	Onsite support Charges (One resource with minimum 3 years of relevant experience and expertise) ****	X	0.00	0.00	0.00	0.00	0.00	0.00
Total Cost of Ownership for the period of 5 years								

We abide by the following terms and conditions:

- \*Enterprise wide unlimited annual subscription and technical support refers to unlimited annual subscriptions and technical support for the proposed solution for LIC of India, with its offices in India and foreign offices, subsidiaries and joint ventures, wherein LIC has ownership of more than 50% of voting securities or the power to direct the management and policies of such Subsidiaries and Joint Ventures.
- \*\* All inclusive Cloud subscription cost includes the entire costs for hosting the proposed solution in public cloud with all the required resources. For year 1, for determining sizing of cloud infrastructure and all required resources, the estimate should be taken as 25 lac policies to be sold through the proposed solution. The infrastructure should be scalable on demand, in case the number of policies sold crosses the given estimate. In such a scenario, the extra costs will be decided on a revised sizing requirement in discussion with LIC. In case of any disputes in cost determination, LIC’s decision will be final.
- \*\*\*For need based change management driven customizations and new insurance product integrations, 500 Man days is indicative initial requirement. Payment of Charges will be based on actual



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consumption of man days as per discretion of LIC. The invoice for any need based change management request is to be duly approved by LIC in writing and the customization services shall consist of any such services which are beyond the Project scope and conditions mentioned in this RFP under Section 4 - Scope of work. It is re-emphasised again that considering the boundless scope of the solution, any service which forms a part of the project scope though not explicitly mentioned in the scope of work, would form part of this RFP and the Bidder is expected to provide the same at no additional cost to LIC. The Bidder needs to take into account and explore all the possibilities of all services that would be required in the Scope and ensure the same is delivered to LIC. LIC will not accept any plea of the Bidder at a later date for omission of services on the pretext that the same was not explicitly mentioned in the RFP. Hence any need based change request will have to be approved by LIC in writing. The bidder on its own, uni-laterally, cannot claim any services provided, as falling under need based change management and hence cannot raise the bill for the same.

- d. \*\*\*\*Onsite Support Charges – After successful completion of the implementation, the bidder is liable to provide 1 onsite support to LIC during the tenure of 5 years contract period. Cost is Payable on quarterly basis at the end of each successful completion of service/support delivered with proof of deliverables and after the same is approved by LIC.
- e. All the commercial value quoted should be in Indian Rupees. LIC will deduct applicable TDS, if any, as per the law of the land.
- f. Price quoted is inclusive of 5 year warranty, for the proposed solution.
- g. The prices are inclusive of all taxes, duties, levies etc. except GST.
- h. Further, we confirm that we will abide by all the terms and conditions mentioned in the RFP document.
- i. For each of the above items provided the bidder is required to provide the cost for every row item where the bidder has considered the cost in BOM.
- j. The bidder needs to clearly indicate if there are any recurring costs included in the above bid and quantify the same. In the absence of this, the bidder would need to provide the same without any charge. Bidder should make no changes to the quantity.
- k. If the cost for any line item is indicated as zero / blank then it will be assumed by LIC that the said item is provided to LIC without any cost.
- l. All Deliverables to be supplied as per RFP requirements provided in the tender.
- m. There will be no price escalation for during the contract period and any extension thereof. Bid submitted with an adjustable price quotation will be treated as non-responsive and will be rejected.
- n. After successful completion of the implementation & integration, the bidder is liable to provide onsite support to LIC as & when required during the tenure of 5 years contract period.
- o. All Quoted Commercial Values should comprise of values rounded upto nearest integer without any decimal places.
- p. All deliverables to be supplied as per tender requirements provided in the tender.
- q. All prices should be in Indian Rupee (INR) only. Bank will deduct applicable TDS, if any, as per the law of the land.
- r. Commercial quote signed is final.

I state that the above mentioned information and the relevant annexures and enclosures are true and correct and we will abide by all the terms and conditions mentioned in the RFP document. [Ref: LIC/CO-ITSD/ITPROJECTS/2023/DIGITAL\_ON-BOARDING/RFP dated: 28.06.2023]



भारतीय जीवन बीमा निगम  
LIFE INSURANCE CORPORATION OF INDIA

**Information Technology/SD – Central Office, 'Yogakshema', Jeevan Bima Marg, P. B. No. 19953, Mumbai - 400021**

For and on behalf of: \_\_\_\_\_ (Bidder)

Authorized Signatory of the bidder

Name:

Designation:

Office Seal or digital signature:

Place:

Date:

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**Annexure – XVI: Format for Final Acceptance Report**

**REQUEST FOR PROPOSAL FOR DIGITAL INSURANCE SOLUTION FOR ONBOARDING OF CUSTOMERS IN LIFE INSURANCE CORPORATION OF INDIA**

[Ref: LIC/CO-ITSD/ITPROJECTS/2023/DIGITAL\_ONBOARDING/RFP dated: 28.06.2023]

*(To be submitted on Company/Organization Letterhead)*

Sr. No.	Details of Scope of Work	Response by Bidder	LIC Comments
1.	Whether application is installed successfully and is working successfully?		
2.	Whether Test of user authentication is successful?		
3.	Whether hierarchy of users to the satisfaction of LIC is created?		
4.	Whether users can create groups of recipients as per hierarchy		
5.	Whether all the functionalities as mentioned in Scope of Work of RFP including integration are working?		
6.	Training of LIC officials		
7.	Testing of MIS reports		
8.	Whether documentation regarding solution architecture, integration with LIC applications, data structures, administration user guide, user guide etc. has been provided?		

Remarks :

Signature	Project Manager- Bidder	From LIC of India
Name		
Designation		
Date		

**Annexure - XVII: Binding Criteria for Technical Presentation**

**REQUEST FOR PROPOSAL FOR DIGITAL INSURANCE SOLUTION FOR ONBOARDING OF CUSTOMERS IN LIFE INSURANCE CORPORATION OF INDIA**

[Ref: LIC/CO-ITSD/ITPROJECTS/2023/DIGITAL\_ONBOARDING/RFP dated: 28.06.2023]

- At least one senior representative from bidder's organization should be present in the technical presentations.
- The technical presentation has to be a Proof of Concept (POC) live working demonstration of the proposed solution. Any slide based presentation, without live working demonstration will not be considered for evaluation. The slide based presentation can only be shown only along with live working demonstration. Complete soft copies of the presentation materials and screenshots of the live demo of the solution proposed by the bidder should be shared with LIC before the presentation.
- Bidder must show the capability in Proof of Concept (POC) technical presentation for RA marked items in Annexure – VII (Table B).
- Bidders must strictly adhere to the time slots provided to them for the technical presentation, allowing ample time and scope for question-answers.
- Focus of the presentation should be on the specifics of the approach / methodology being proposed for LIC.
- Both technical and administrative aspects of the project should be given suitable coverage.
- All aspects of scope of work in the RFP should be covered in the presentation.
- All RFP requirements that are not covered by the proposed plan, or not adhered to, should be clearly brought out in the technical presentation, along with reasons / justification on why they will not be covered.
- Any assumption, if taken in the response to RFP document should be clearly brought out in the technical presentation, along with the justification.

LIC's evaluation and scoring on all aspects including technical presentation are final and non-negotiable.

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**Annexure - XVIII: Information and Instruction to the Bidders for using ONLINE ELECTRONIC TENDERING SYSTEM (e-TS)**

**REQUEST FOR PROPOSAL FOR DIGITAL INSURANCE SOLUTION FOR ONBOARDING OF CUSTOMERS IN LIFE INSURANCE CORPORATION OF INDIA**

[Ref: LIC/CO-ITSD/ITPROJECTS/2023/DIGITAL\_ONBOARDING/RFP dated: 28.06.2023]

Special Conditions & instructions for using online Electronic Tendering System (eTS) through portal (website) <http://www.tenderwizard.com/LIC> adopted by Life Insurance Corporation of India (LIC), Central Office, Mumbai as given in the subsequent pages will over-rule the conditions stated in the Bid documents, wherever relevant and applicable.

- **Registration of the Contractors/Bidders:** All the Contractors intending to participate in the Bids floated online using Electronic Tendering System (e-TS) are required to get registered on the e-Tender Portal (website) <http://www.tenderwizard.com/LIC>

After successful Registration on the above mentioned portal, the bidder will get a User ID and Password to access the website.

- **Viewing of Online Tenders:** The contractors/bidders can view tenders floated on online Electronic Tendering System (e-TS) hereinafter referred as “e-Tendering System” through portal (website) at <http://www.tenderwizard.com/LIC>. They can view the details like Tender Notice, Terms and Conditions, drawing (if any) and any other information. To download through, they need to login on to the above portal and can download the tender documents of an e-Tender.

- **Key Dates:** The contractors/bidders can view the Online Scheduled dates of e-tendering System (time schedule) hereinafter referred as “Key Dates” for all the tenders floated using the online electronic tendering system on above mentioned portal (website) <http://www.tenderwizard.com/LIC>

The bidders are strictly advised to follow dates and time as mentioned in Key Dates of a particular Bid/tender. The date and time will be binding on all the bidders. The bidders are required to complete the stage within the stipulated time as per the schedule (Key Dates) to continue their participation in the Bid/tender. All online activities are time tracked and the system enforces time locks that ensure that no activity or transaction can take place outside the start and end dates and time of the stage as defined.

The bidder should ensure that the status of a particular stage should be shown as “Completed” before the expiry date and time of that particular stage and they should possess a copy of receipt of completion of each stage to be performed from their end which should match with the status with their offer on online portal. It will be the sole responsibility of the bidder if the status of a particular stage is “Pending” till the expiry date and time of that stage and he is not able to proceed further in the e-Tendering process. The Key dates are subject to change in case of any corrigendum /amendment in schedule due to any reason stated by the Department.

**Obtaining a Digital Certificate and its Usage:**

- On e - Tendering System, the bids should be Encrypted and Signed electronically with a Digital Signature Certificate (DSC) to establish the identity of the bidder on online Portal. The Digital Signature Certificate (DSC) has two keys i.e. Public Key and Private Key. The Public Key is used to Encrypt (code) the data and Private Key is used to decrypt (decode) the data. The Encryption means

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conversion of normal text into coded language whereas decryption means conversion of coded language into normal text. These Digital Signature Certificates (DSCs) are issued by an approved Certifying Authority, by the Controller of Certifying Authorities (CCA India), Government of India.

- The contractors may obtain Class III digital certificate from any Certifying Authority or Sub-certifying Authority authorized by the Controller of Certifying Authorities on the portal <http://cca.gov.in>. or may obtain information and application format and documents required for issue of digital certificate from our Service Provider for Electronic Tendering System (ETS):

E-Tender helpdesk	
<b>Address</b>	#24, Sudha Complex, 03rd Stage, 04th Block, Basaveshwaranagara, Bangalore – 560079.
<b>email</b>	dscprocessingunit@yahoo.com

Help Desk Contact Details:
Mobile: 9686115304/9686115323
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- The Bid (Online Offer) for a particular e - Tender may be submitted only using the Digital Signature Certificate (DSC), which is used to Encrypt (codified) the data and sign the Hash (Impression of your data) during the stage of Bid Preparation and Hash submission. In case, during the process of a particular e-Tender, the user loses his Digital Certificate (i.e. due to virus attack, hardware problem, operating system problem), he may not be able to submit the bid online. Hence, the users are advised to keep their Digital Signature Certificates in safe custody.
- In case of online Electronic Tendering, if the Digital Certificate issued to the authorized user of a firm is used for signing and submitting an online bid, it will be considered equivalent to a no-objection certificate/power of attorney to that User. The firm has to authorize a specific individual via an authorization certificate signed by all partners to use the Digital Certificate as per Indian Information Technology Act 2000 and its amendments. Unless the certificates are revoked, it will be assumed to represent adequate authority of the user to bid on behalf of agency for LIC of India, Central Office, Mumbai as per Information Technology Act 2000 and its amendments. The Digital Signature of this authorized user will be binding on the firm. It shall be the responsibility of management /partners of the registered firms to inform the certifying authority or Sub Certifying Authority; in case of change of authorized user and that a fresh digital certificate is procured and issued an “Authorization Certificate for the new user. The procedure for application of a Digital Certificate will remain the same for the new user.

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- The same procedure holds true for the authorized users in a private/Public limited company. In this case, the authorization certificate will have to be signed by the directors of the company.
- Bidders participating in e-tendering shall check his/her validity of Digital Signature Certificate before bidding in the specific work floated online at the e-Tendering Portal (website) through <http://www.tenderwizard.com/LIC>.

**Submission of Tender Fees:**

- The Contractors have to submit requisite amount as mentioned in the particular e-Tender (against the Tender fee) in favour of the “Life Insurance Corporation of India” online and the UTR details to be mentioned in the submission .
- If the tenders are cancelled or recalled on any grounds, the tender document fees will not be refunded to the agency.

**Tender Download:**

- The Eligible Bidders can download the Tender Document online from above e - Tendering Portal <http://www.tenderwizard.com/LIC> before the Tender closing date & time mentioned in the e-Tender floated.

**Submission of online bids:**

- The bidders are required to prepare their bids on online e-Tendering Portal as mentioned above. During bid preparation, the bidders have to send their Public Key of DSC hence they are advised to procure DSCs at earliest to participate in the e-Tender. They are required to upload the scan copies of Demand Draft for Tender Document Fees and Earnest Money Deposit. Also, bidders are required to scan and upload any other documents related to their credentials and submit wherever asked online. The bidders have to prepare their commercial bid online during in this stage only and seal (Encrypt) and digital sign the online bid with their Digital Signature Certificates. The Bidders should take note of any corrigendum being issued on the web portal on a regular basis. They should view and note down or take a printout the Bid Hash submitted and ensure that it matches during “Re-Encryption of Bids” stage. The bidders will not be able to change their technical details and offer (rates) after expiry of due date and time on online portal.
- **Generation of Super Hash:** After the time of submission of Bid Seal (Hash) by the Contractors/Bidders has lapsed, the bid round will be closed and a "Digitally signed tender Super-Hash" will be generated by concerned LIC Department official. This is equivalent to sealing the tender box.
- **Re-Encryption of Bids:** Once the Generation of Super Hash stage is completed the Contractors/bidders have to decrypt their bids as they are in encrypted mode by their DSC and re-encrypt with Department user's Public Key which will be included in the e-Tender. During this process they need use their DSC for decryption of Bids and signing of Bid Hash once again for security. The electronic bids of only those Contractors/bidders who have submitted their bid seals (hashes) within the stipulated time, as per the tender time schedule (Key Dates), will be accepted by the system. A Contractor who does not submit his bid seal (hash) within the stipulated



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time will not be allowed to submit his bid (Re-Encryption). This stage could be considered as transfer of control to LIC Department user.

- Pre-bid discussion with all applicants as per key dates to clarify doubts of potential bidders in respect of this RFP. Any prospective bidder may, in writing seek clarification in respect of the bidding documents, However, last date of submitting clarification request shall be 2 (two) days before the schedule Pre-bid meeting

**Opening of Tender (Electronic offers):**

**(a) Eligibility and Technical Bid shall be opened on the mentioned dates.**

**(b) The date of opening of Commercial Bid and online reverse auction shall be intimated to the Eligible Bidders, who qualify stage 1 as defined in section 2.18 of this RFP.**

**Annexure – XIX: Information Security Certificate**

**REQUEST FOR PROPOSAL FOR DIGITAL INSURANCE SOLUTION FOR ONBOARDING OF CUSTOMERS IN LIFE INSURANCE CORPORATION OF INDIA**

[Ref: LIC/CO-ITSD/ITPROJECTS/2023/DIGITAL\_ONBOARDING/RFP dated: 28.06.2023]

*(To be submitted on Letterhead of the bidder)*

This is to certify that:

1. Hardware and the software/future upgrades being offered do not contain any kind of malicious code such as Viruses, Trojan, Spyware that would:
  - a) Obstruct the desired and the designed function of hardware.
  - b) Cause physical damage to the user or their equipment during the usage of the equipment.
  - c) Tap the information regarding network, users and information stored on the network of the LIC or in its CORE Insurance Platform or otherwise.
  - d) Culminate into software attack, cyber-attack, theft of intellectual property rights, identity theft, theft of equipment or information, sabotage & information extortion;
2. We undertake to be liable in case of any loss that may be caused to the Purchaser due to the breach of any of the aforesaid assurances & representations and also for any physical damage, loss of information, loss of reputation and those relating to copyright and Intellectual Property Rights (IPRs), caused due to activation of any such malicious code in the hardware / software supplied.
3. We shall make sure that the sensitive data (such as password, financial information, biometric information, personal information etc.) shared by LIC will be kept within the geographical boundaries of India and the usage of such data at all times be governed by IT Act Provisions and personal data protection guidelines.

For and on behalf of: \_\_\_\_\_ (Bidder)

Authorized Signatory of the bidder

Name:

Designation:

Office Seal or digital signature:

Place:

Date:

**End of Document**