

CORRIGENDUM – I

Following are the responses to pre-bid queries and relevant modifications in RFP for RFP Ref: LIC/CO/IT-SD/RFP/RPA/2023-24/01 dated 14.09.2023. The bidders to note that these responses/clarifications shall form an integral part of the above referred RFP and resulting contracts, if any.

Table 1: Response to queries received:

S.No.	RFP Document Reference(s) (Section and Page Number)	Clause (in brief) of RFP requiring clarification(s)	Query Raised by bidder	Response from LIC
1	Pg 39	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 NPV as mentioned in the RFP.	In the Since, the license bill of material is not definite, it is difficult to derive the TCO and hence challenging to quote in the reverse auction. We request LIC to specify the number of each license item required in part II, to derive at the final TCO.	Based on the scope of processes under Category-1 defined in RFP, the bidder is required to arrive at and specify the number of software licenses/bots/components for each line item in Commercial Annexure.
2	94	NOTE – a) Based on the Category-1, bidder needs to quote number of items in Part-II of indicative commercial annexure. Any short fall in components/number of items during project implementation has to be arranged by the bidder at no cost to LIC	This tender follows a reverse auction. Hence for fair and equal evaluation, we request LIC to define the minimum license Bill of material for category 1. Below is the indicative minimum license requirement, anything on top of this can be quoted in the column of additional license- 1. Control room * 2 2. Unattended bots * 4	Based on the scope of processes under Category-1 defined in RFP, the bidder is expected to specify the number of software licenses/bots/components for each line item in Commercial Annexure . Page 1 of 51

			<p>3. Attended bots * 2</p> <p>4. Bot creator/developer * 5</p> <p>5. Human in the loop users * 10</p> <p>6. Document automation (extraction/OCR) and document classifier for up to 100,000 pages</p> <p>7. Bot insights * 4</p> <p>8. Any other licenses (unit to be mentioned by bidders)</p> <p>9. Any other licenses (unit to be mentioned by bidders)</p> <p>10. Any other licenses (unit to be mentioned by bidders)</p>	
3	83	3.33 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	Commercial transaction being contemplated is based on licensing the product and not product sale. Hence, source code of the product as a part of this tender/deal cannot be provided.	Please refer Table 2 provided in Corrigendum -I
4	114	Bidder to provide LIC perpetual, irrevocable license for LIC Business and its Authorized Users to use the Software and Documentation for LIC at any and all locations where LIC business may be conducted	RPA industry provides yearly subscription license, please correct this to subscription instead of perpetual	Please refer Table 2 provided in Corrigendum -I

5	Pg. 94	<p>5.2.2 Additional Processes (Unidentified Processes) hereinafter referred as Category-2</p> <p>5.2.2.1 During the project tenure bidder shall identify, discover, assess processes and suggest the processes which are right candidate for automation. LIC will select additional processes for RPA implementation based on suggestions and recommendations received from bidder.</p>	<p>For category 2, please specify the number of FTEs / number of Users intended to benefit from Automation, what will be the number of pages of documents for extraction.</p>	<p>This information will be part of process discovery phase and will depend on complexity level and scope of process to be automated.</p>
6	Pg. 93	<p>5.2.1 Anomaly detection for Audit & Data Vigilance Module (Identified Process) hereinafter referred as Category-1</p> <p>The bidder shall be responsible for -</p> <p>5.2.1.1 Providing AI/ML enabled decision making solution for anomalies detection.</p>	<p>For category 1, please share the number of records or transactions in scope per year.</p> <p>Please share the nature and type of unique use cases</p>	<p>The total number of transactions per year can be considered as more than 10 Cr. However, the complete details will be shared with the qualified bidders.</p>
7	Pg 93	<p>5.2.1 Anomaly detection for Audit & Data Vigilance Module (Identified Process) hereinafter referred as Category-1</p> <p>The bidder shall be responsible for -</p> <p>5.2.1.1 Providing AI/ML enabled decision making solution for anomalies detection.</p>	<p>Is Gen AI on private cloud allowed?</p>	<p>It should be platform agnostic so that the solution could be deployed anywhere either on-premise, public/private/hybrid cloud or containerized platform</p>
8	Pg 93	<p>5.2.1 Anomaly detection for Audit & Data Vigilance Module (Identified</p>	<p>For category 1, do we need to provide the OCR solution?</p>	<p>OCR capabilities are not expected for the implementation of Category-1</p>

		<p>Process) hereinafter referred as Category-1</p> <p>The bidder shall be responsible for -</p> <p>5.2.1.1 Providing AI/ML enabled decision making solution for anomalies detection.</p>	<p>If not, then how will we get the data for anomaly detection?</p> <p>If yes, then please share the number of pages to be considered in a year for data extraction? How many fields should we consider?</p>	<p>processes.</p> <p>During the transaction, the data for Anomaly detection will be provided to the RPA solution from the application.</p>
9	Pg 93	<p>5.2.1 Anomaly detection for Audit & Data Vigilance Module (Identified Process) hereinafter referred as Category-1</p> <p>The bidder shall be responsible for -</p> <p>5.2.1.1 Providing AI/ML enabled decision making solution for anomalies detection.</p>	<p>Do LIC already have OCR solution?</p>	<p>OCR solution capability, as required in Category-2 process, need to be provisioned by vendor.</p>
10	Pg. 96	<p>The Proposed Solution should be DB Agnostic, OS Agnostic, user interface agnostic and should support all leading Databases like but not limited to ORACLE, Mysql, MS-SQL, Postgres etc.</p>	<p>The Database types mentioned are only for integration with and not applicable for the implementation of our proposed RPA solution. Please confirm if the understanding is correct.</p>	<p>Please be guided by RFP document.</p>
11	Pg. 93	<p>5.2.1 Anomaly detection for Audit & Data Vigilance Module (Identified Process) hereinafter referred as Category-1</p> <p>The bidder shall be responsible for -</p> <p>5.2.1.1 Providing AI/ML enabled decision making solution for anomalies detection.</p>	<p>Do LIC have an AI/ML solution? If yes, please share the details.</p>	<p>AI/ML solution capability, as required in the RFP need to be provisioned by vendor.</p>

12	Section 5.2.3.4 / Page 95	Scope of Work	For AI & ML capabilities bot will depend on SaaS based data models which are usually on cloud. Does the IT Policy dictate that the entire data learning model be on-Premise or can it be sourced from SaaS Based solutions connecting online	The proposed RPA solution should have the capability to be deployed on-premise/public/private/hybrid cloud. However, the implementation of entire RPA solution should be proposed by the bidder for only 'On-Premise' deployment in Private Cloud environment of LIC.
13	Annexure-26 TECHNICAL BID EVALUATION MATRIX Pg. No. 162	Number of RPA Projects implemented (each project Rs 1 crore or more)	The experience certificates of partner will suffice or they need to be of the bidder's?	Experience certificate of partner will not be considered.
14	Annexure 10 Commercial Bid	Section 4.3 Pg. No. 92 The data Tier of application is handled by Enterprise Database Solution (Mysql). App Tier (Business Logic Layer) is handled by Java and Cobol.	Which version of the standard is being used? Which compiler is being used?	The details will be shared at later stage with qualified bidders
15	Section 5.2.3.1 9) Pg. No. 96	Bots should be able to work in Desktop virtualized environment	What do you mean by Desktop virtualised environment?	Bots should be able to work in VDI environment
16	Section 2.12 q) Pg. No. 28	The contents of the soft copies submitted in the CD and the contents of the soft copies submitted on e-procurement site shall be exactly the same.	Can this be submitted in pen drive?	The details may be shared in pen drive and the bidder needs to ensure consistency of data submitted on e-procurement site and pen drive.
17	Section 5.2.3.2 6) Pg. No. 97	While discovering and assessing the processes, the bidder shall consider automation holistically that may include data reading new technologies	Can you please define the OCR capability requirement in terms of a. Pixel criteria b. Letter characteristics (Slope/ Spacing etc.,) c. Pressure characteristics d. Clusters of	This information will be part of process discovery phase in Category-2 and will depend on complexity level and scope of process to be automated. Please be

		such as Optical Character Recognition (OCR), Intelligent Character Recognition (ICR), Natural Language Processing (NLP), Natural Language Understanding (NLU), Natural Language Generating (NLG).	Handwritings expected e. Lexicon standards needed	guided by RFP document.
18	Page-94, Scope of work Point No.- 5.2.1.3	Deploying on-site team comprising of RPA Business Analyst (with 5 years experience), RPA Developers (with 3 years experience each), RPA Solution Architect (with 5 years experience), Data Scientist (with 3 years experience), Project Manager (minimum 5 years experience in this designation) and other relevant resources for implementation of all the processes mentioned in above section 5.2.1.1.	Please confirm the tenure of deployment of resources	Implementation team to be deployed till complete implementation of all the deliverables of Category-1 processes mentioned in RFP section 5.2.1.1.
19	Pg.-97 (5.2.3.4 Infrastructure)	The solution should have Disaster Recovery mechanism at DR site of RPA to ensure Business Continuity Plan	Please confirm DC & DR location	The details will be shared at later stage with successful bidder.
20	2.18.3 Page 37	Proof of Concept	What will be the scope and size for POC (anomaly detection or RPA)? What will be the success criteria? Will the similar POC be given to all the participants?	The details will be shared at later stage with qualified bidders.

21	3.04 Page 55	Bidder(s) should provide the services to any office of LIC at Mumbai or such locations as may be decided by LIC.	Do we need to travel to DC/DR locations for deployment and support of the solution?	The servers at DC/DR locations will be accessible remotely from on-site support locations.
22	5.2.1 Page 93 & 94	Anomaly detection for Audit & Data Vigilance Module	Can you provide more clarity on the expected outcome for the anomaly detection for Audit & Data Vigilance Module? How should the results be presented to end-users?	The integration of the proposed solution with LIC's existing application to be suggested by the bidder in their implementation strategy.
23	5.2.1 Page 93 & 94	Anomaly detection for Audit & Data Vigilance Module	Could you specify any particular AI/ML model that you want to be implemented for anomaly detection, or is it up to the bidder to decide the most suitable model? What will be the timeframe on periodic refinement of the model, Model Monitoring, drift, data quality?	The bidder needs to propose the solution as per RFP requirements. The bidder also needs to refine the solution continuously and maintain the solution for the entire contract period.
24	5.2.1 Page 93 & 94	Anomaly detection for Audit & Data Vigilance Module	Will LIC provide access to all the necessary data and systems required for integrating the RPA solution? How the data is placed at source level, Number of sources, who is responsible to make the data available in Data Warehouse? Potential risks or impacts of anomalies in these processes	The required data will be made available for implementation of the solution. Granular details will be shared with successful bidder.
25	5.2.1 Page 93 & 94	Anomaly detection for Audit & Data Vigilance Module	Could you elaborate on the format and volume of historical data that will be provided for setting up the machine learning model and for training the model?	Bidder should propose the integration of historical data with the proposed solution considering the capabilities of existing data and applications.
26	5.2.1 Page 93 & 94	Anomaly detection for Audit & Data Vigilance Module	What kind of anomalies is the model expected to detect in each of the	Please be guided by RFP document

			mentioned processes/functions?	
27	5.2.1 Page 93 & 94	Anomaly detection for Audit & Data Vigilance Module	What is the expected level of accuracy for the anomaly detection model, and are there any other performance metrics that the model should meet?	The parameters and matrices will be decided by LIC after discussion with the successful vendor based on industry standard parameters. The optimization of the parameters/metrics will be a continuous process. Bidder needs to provide system generated report periodically to confirm adherence of these parameters
28	5.2.2.2 Page 95	d) Discussion and deliberation with LIC for finalization of draft proposal quotation with respect to implementation process like MAN days, timelines, cost, and roll out plan.	What will be the TAT to conclude the deliberation with LIC on the draft proposal shared for identified processes?	The same would be discussed and finalized with successful bidder.
29	5.2.2.2 Page 95	d) Discussion and deliberation with LIC for finalization of draft proposal quotation with respect to implementation process like MAN days, timelines, cost, and roll out plan.	Please share the number of verticals/functions/departments which may be targeted for discovery exercise. Any complexity Framework of the processes being discovered?	This information will be part of process discovery phase and will depend on complexity level and scope of process to be automated.
30	5.2.3.1 Page 96	14) For any RPA implementation rollback mechanism should be in place.	Please share more details on the rollback mechanism requirements.	Bidder should be ready with suitable roll back mechanism of any process implementation to handle adverse situation.
31	5.2.3.1 Solution Capability, Page number 96	The proposed RPA solution should create Rule-base bots and should provide trained bots to have	Would you want to have a solution that has pre-built AI/ML Models which can be finetuned using the historical data	The bidder needs to propose the solution as per RFP requirements.

		intelligence automation.	provided by LIC? This will make the use cases implemented through RPA solution (including anomaly detection) more effective.	
32	Section 2.9 Page 24	Exemption of Bid fee & EMD:-And also such bidders shall submit duly filled Bid Security Declaration form with the bid documents as per Annexure-13 format to get EMD exemption.	If certain Annexures like annexure 13 is Not Applicable to bidder , is it still required to be submitted with "Not Applicable " or it can be just omitted from submission documents	Only applicable annexure to be submitted by the bidder.
33	Section 2.11- Page 25	Consortiums or sub-contractor- However, this RFP permits the Bidder to deploy one or more partners with whom its relationship of the bidder pre-exists as on the date of bid submission subject to submission of Annexure-22 (Letter of Intent to perform as a Partner / Consultant).	Does this clause permit bidder to partner with more than 1 OEM with whom we have a pre-existing relationship. If YES - Will Annexure 22 need to signed and Submitted separately by multiple OEM's alongwith the bidder (eg -if 2 OEM's are involved - Annexure 22 needs to be submitted twice)	The bidder may be in partnership with more than 1 OEM. In such cases, multiple Annexure 22 need to be signed and submitted by OEMs alongwith the bid.
34	point i- Page 27	The Bidder should certify that the contents of the CD's are the same as that provided by way of hard copy/soft copy submitted. The format of the letter to be submitted is given in Annexure-24. In the event of a discrepancy, the softcopy of bids uploaded online would prevail.	We understand that this is an Online - e tender RFP - with online submission in soft copy -No CD is to be submitted. Only final shortlisted bidders will have to submit hard copyof RFP response , as and when requested by LIC authorities- Please correct our understanding if wrong	The successful bidder will have to submit hard copy/soft copy (CD/pen drive) of the bid response as and when demanded by LIC.
35	point s- Page 28	During scrutiny of technical bid, if any technical specification/s of any item is/	Please clarify in case LIC requests for revised bid/ fresh quotations of certain	In such scenarios, bidders will be intimated by LIC, accordingly.

		are changed by mutual consent to meet our requirement, all the Bidders will be informed of the same and <u>asked to submit fresh quotation for that/ those item/s if any, in a separate cover duly sealed and super-scribed "REVISED BID for RFP Ref: LIC/CO/IT-SD/RFP/RPA/2023-24/01, Dated: 14.09.2023.</u>	items due to certain clarifications - Does bidder have to submit the same in soft copy on line <u>OR in separate cover duly sealed and super-scribed "REVISED BID for RFP Ref: LIC/CO/IT-SD/RFP/RPA/2023-24/01, Dated: 14.09.2023.</u>	
36	Section 2.18.2 -page 36 point -d last bullet	The bidders need to make presentation of the technical proposals to evaluate its suitability for the assignment and a copy of presentation need to be submitted to LIC which will form an integral part of the RFP.	Does bidder need to submit the presentation alongwith technical bid submission, Or we can submit after Bid submission date but before the Technical Presentation date, since bid submission will have technical word proposal .	The bidder to submit technical presentation PDF alongwith technical bid submission as part of their technical proposal. The bidder will also be required to submit and present technical presentation before evaluation committee during technical evaluation process.
37	8. Software Licenses	Software product OEM will support and provide professional services for upgrade to the newer product versions during the duration of Support and Maintenance Services.	The professional services for upgrade/patches implementation will be done by onsite resource of bidder. Please clarify incase OEM resource is required.	The onsite support engineers should be an employee of the OEM or Vendor
38	Page No - 93 / Section no - 5	5.1 - Background and Project Objective	What are the other multiple systems or applications as mentioned in RFP?	The details will be shared with successful bidder.
39	Section 2.20.2 - N (Page 40)	Out of Pocket Expenses	What would be base location for project delivery? Pls confirm the number of cities/ locations the teams are expected to travel to estimate the OPE costs?	The location of project delivery would be Mumbai. LIC offices are spread across India. If the vendor team needs physical visit for any activity , vendor team may visit that location.

40	Section 2.20.2 - T (Page 40)	Warranty Period	Does the warranty period start from Year 2 (deployment of all processes) or post deployment for each process? Does it refer to OEM platform or the Process automated using the platform?	Please refer RFP section 2.30 and Annexure-15.
41	Section 5.2.5.1 - A	Timelines	Would Pilot rollout be applicable for only 1 process or for all the processes?	Pilot for Category-1 will be conducted for a process as decided by LIC.
42	Section 5.4.3	Role of Onsite Engineer	Would LIC provide systems/ laptops to Onsite Engineer for performing day-to-day tasks - Pls confirm	Bidder need to arrange their own device/system/tools required for development environment. LIC will provide system to onsite support engineers.
43	Eligibility Criteria/Annexure 8 / Point 4 Page No. 139.	The Bidder should have implemented minimum 3 projects Rs 1 crore each of similar nature on Turn-Key basis in last 5 financial (2018-2019,2019-2020,2020-2021, 2021-2022 and 2022-2023) years in India. At least one implementation should be for BFSI in India.	Kindly provide more clarity on projects of similar nature .	The implementation of RPA, anomaly detection, decision support system and other similar implementation in line with LIC's project scope and deliverables defined in RFP.
44	Scope 5.2.1.1	Providing AI/ML enabled decision making solution for anomalies detection	Can we propose open source tools?	Any tool proposed by the bidder should have enterprise support for LIC from OEM/authorized third party as part of the solution.
45	2.18.3	Proof of Concept	What will be the scope , duration, criteria of POC?	Document containing comprehensive POC details will be shared with

				qualified bidders.
46	3.37 - 89	Payment Terms & Conditions- 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	What if the delay is from LIC side for the data or other requirements to complete those timelines ?	LIC shall exclude periods of time when the delay is not attributable to the Bidder. However, the onus will be on Bidder for proving that delay is not attributable to him.
47	5.0 - 94	Additional Processes (Unidentified Processes) hereinafter referred as Category-2	In case if Category - 2 is to be operated in T&M model, we will be sharing the rate card matrix for the processes to be automated as per the complexity of the processes discovered for category -2? Is this assumption correct?	Please refer RFP section 5.2.2.2
48	5.0 - 94	Additional Processes (Unidentified Processes) hereinafter referred as Category-2	The commercials for Category - 2 is to be shared in Man Months? Is this assumption correct?	Please refer Revised Annexure-10 (Vesrion-1)
49	5.2.2.2 - 95	e) Submission of final proposal quotation to LIC for issuance of Purchase Order.	Do we need to share the separate commercial proposal for Category - 2?	Please refer RFP section 5.2.2.2 For implementation of Category-2.
50	5.2.2.2 - 95	e) Submission of final proposal quotation to LIC for issuance of Purchase Order.	If Yes, do we need to share the separate proposal for Category - 2 after final list of processes identified in Process Discovery activity?	Please refer RFP section 5.2.2.2 For implementation of Category-2.
51	5.2.2.3 - 95	LIC will issue Purchase Order for implementation and roll out of discovered processes which are defined in final proposal quotation.	Will the PO for the Category - 2 be issued separately?	Please refer RFP section 5.2.2.2 For implementation of Category-2.
52	5.2.3.2 - 96	Process Identification and Discovery	What are the timelines by which Process Discovery and filtering of list of to-be	This information will be part of process discovery phase and will depend on

			automated processes needs to be completed?	complexity level and scope of process to be automated.
53	5.4.4 - 111	Penalties regarding onsite L3 support engineers	On what conditions is it going to be applicable ?	Please be guided by RFP document
54	5.0 - 93	Scope of work and Deliverables:	Category 1 processes are going to be fixed bid and Category 2 processes are going to be on T&M basis. Is this understanding correct ?	Please be guided by RFP document
55	5.2.3.5 Pg. No. 98	Development	Development shall be offshore or at LIC premises	All activities to be conducted from LIC premises. However, LIC may its discretion allow offshore for development.
56	Annexure-8 - 139	Eligibility Criteria- point 4 The Bidder should have implemented minimum 3 projects Rs 1 crore each of similar nature on Turn-Key basis in last 5 financial (2018-2019,2019-2020,2020-2021, 2021-2022 and 2022-2023) years in India. At least one implementation should be for BFSI in India.	This Eligibility Criteria is to be fulfilled collectively for both - Category -1 and Category -2? Is this understanding correct?	The bidder who satisfies the Eligibility Criteria will be shortlisted for further process as per RFP.
57	5.2.1.3 - 94	Deploying on-site team - Deploying on-site team comprising of RPA Business Analyst (with 5 years experience), RPA Developers (with 3 years experience each), RPA Solution Architect (with 5 years experience), Data Scientist (with 3 years experience), Project Manager (minimum 5 years experience in this designation) and other relevant	Is this requirement applicable for category 2 processes also?	Please be guided by RFP document

		resources for implementation of all the processes mentioned in above section 5.2.1.1		
58	6.2(Point 11), 114	Project Team: Bidder has to deploy an appropriate Project Team at LIC Central Office, Mumbai as per the requirements.	Can the team deployed work in hybrid model (Onsite and Virtually)?	Please be guided by RFP document
59	5.2.4 - 102	Training and Knowledge transfer	For developer training, is does not comprise of hands on training and will be limited to processes understanding of the already developed processes. is this assumption correct?	It includes hands on training also
60	5.2.4 - 102	Training and Knowledge transfer	What will be contents and details of the training?	Training contents and details will be approved by LIC after discussion on the training proposal of the vendor. Training materials to be provided by the vendor.
61	5.2.3.9	Security Aspects and Compliance	Who will provide the hardware for hosting RPA solution?	LIC will provide VMs in its existing HCI infrastructure.
62	Annexure - 116 -167	Annexure	Hand filling of some of the annexures and supporting documents to be submitted as part of technical bid may be done?	Filling by electronic method is preferred.
63	2.18.2 - 36	Technical Bid Evaluation - Bidder may be called to give a presentation and demonstration to the Evaluation Committee	In case if there is presentation to be given, what will be the duration, mode(Virtual/In person) and on which date will be the presentation?	This is part of technical bid evaluation process. Bidders will be intimated accordingly and the necessary information will be shared with bidders well in advance by LIC.
64	5.2.1.1 - 93	Providing AI/ML enabled decision making solution for anomalies detection	Would request you to please confirm if rule-based anomaly detection is also envisaged? How many ML models can be assumed as part of the scope ?	Both Rule-based and AI/ML based model depending upon the business requirements of LIC will be required. The bidder needs to propose the most suitable rules/models as per the RFP requirements.

65	5.2.1.1 - 93	Providing AI/ML enabled decision making solution for anomalies detection	1 - Would request you to please confirm the count and type of data sources for anomalies detection 2 - Would the input data include both structured and unstructured data ? 3 - If unstructured data is to be considered, could you please confirm the different types ?	The required data will be made available for implementation of the solution. Granular details will be shared with successful bidder.
66	5.2.1.1 - 93	Providing AI/ML enabled decision making solution for anomalies detection	1 - Would request you to please confirm the envisaged workflow once an anomaly has been identified 2 - Are we envisaging an UI based workflow for anomaly remediation ?	The bidder needs to propose the solution as per RFP requirements
67	5.2.1.1 - 93	Providing AI/ML enabled decision making solution for anomalies detection	Would request you to please confirm if building dashboards are envisaged as part of the scope. If yes, please specify the count of dashboards	The bidder needs to propose the dashboards as per RFP requirements
68	5.2.1.1 - 93	Providing AI/ML enabled decision making solution for anomalies detection	Would request you to please confirm if any downstream integration is envisaged as part of the scope	The integration of the proposed solution with LIC's existing application to be suggested by the bidder in their implementation strategy.
69	5.2.1.1 - 93	Providing AI/ML enabled decision making solution for anomalies detection. The following processes/functions not limited to may be considered for anomaly detection	Would request you to share some examples of anomalies for processes / functions	Please be guided by RFP document
70	2.12 Instructions for Bid Submission Pg. No. 26	The bid will be treated as legally void and will be rejected if: 1) Bid is not signed by the duly authorized person; or 2) Bid submitted is unsigned or partially unsigned; or 3) Bid is not signed by authorised	Can the document be signed digitally on first page as digital signature encrypts the entire document when signed	Yes, the single document can be signed digitally on first or last page as digital signature, however the submitted Annexure should be signed (physically or digitally) individually at the appropriate place of annexure.

		signatory on all pages and not stamped; or 4) An image of signature found pasted on pages instead of wet signature		
71	3.37 Pg. No. 89	(2) 2) Penalties, if any, will be deducted before release of the payment from the amount payable against the invoice submitted.	Can you please define SLA for Penalties	Please refer RFP section 5.2.6 Service Level Agreement (SLA)
72	5.2.1.1 (a to f) Pg. No. 93	Claims Payments b) Loans & Advanced Payments c) Commission Payments d) Premium Calculation e) Bonus Calculation & Bonus Payments f) Recovery of Late fee/extra charges/deductions/Interest charges etc. at the time of Payments. g) Excess and Wrong Payments h) Miscellaneous payments i) Any other processes/functions as decided by LIC	LIC to share the expected outcomes for the attached process along with process walkthrough, exceptions and any documentation related to the identified processes	The details shall be shared with successful bidder.
73	5.2.2.4 Pg. No. 95	The bidder needs to complete the implementation of processes within the timelines as defined in final proposal quotation.	Is hypercare a part of the implementation scope	Please be guided by RFP document.
74	5.2.3.4 Pg. No. 97	Infrastructure	Please provide details of the existing Infrastructure available	Virtualized environment using X86 hardware with full flash SSD storage, DDR4 RAM and 3.0 Ghz /2.3 Ghz processor hosted on Nutnix HCI across multiple colocation sites.
75	5.2.3.7 Pg. No. 98	UAT/Testing	LIC to provide the required test data	Data required from LIC's application will be provided by LIC.

76	Generic	During process discovery and due diligence phase	For complexity calculations, will there be any process walkthrough or SOP document shared with us ?	This information will be part of process discovery phase and will depend on complexity level and scope of process to be automated. Please be guided by RFP document.
77	Generic	Anomaly detection for Audit & Data Vigilance Module (Identified Process). Providing AI/ML enabled decision making solution for anomalies detection.	Is it correct to assume the product portfolio in scope consists of all the products currently offered by LIC and those products currently withdrawn but serviced by LIC?	Anomaly detection covers all products serviced by LIC.
78	2.13 Documents Required for Online Bid Submission (ETender) Page 29 of 168	10 -Submission X -Annexure-10 Indicative Commercial Bid without Cost with Technical bid (Page 29 of 168) 19 - Submission XIX -Annexure-10 Indicative Commercial Bid with Cost (Page 30 of 168)	Please clarify if there are two separate commercial bids (with cost and without cost). Which are the separate annexures for the same?	Annexure-10 is to be submitted, one without cost and one with cost.
79	5.2.3.4 Infrastructure (Page 97 of 168) 5.2.3.4	Infrastructure, clause 3	Bidder shall provide only RPA software. All other software needed like MS Excel, MS outlook etc will be provided by LIC. Please confirm	LIC will provide only RHEL and Mysql licenses if required. All other software components/licenses/support to be provided by the bidder. Installation and managing all software components will be the responsibility of the bidder.
80	Commercial Bid Annexure-10	Commercial Bid Annexure-10	What is the difference between RPA Solution Development cost and Implementation Cost? Does implementation means rollout to other locations?	Please be guided by RFP document
81	Annexure - 10	Part-II	Pls specify the license quantity/ BoQ line item wise for which commercials are to be submitted as we do not have details of the process complexity, TAT, volumetrics etc to evaluate the number of licenses for now	Based on the scope of processes under Category-1 defined in RFP, the bidder is expected to specify the number of software licenses/bots for each line item.

82	Annexure - 10	Rate-card	Sr. No. 6 - L2 Engineer Cost per Day. Pls elaborated and ask and expectation of this role like it has been specified in RFP for L3 Engineer	During implementation of processes under Category-2 resources should be provisioned as available in the Rate-card based on requirements.
83	Annexure - 10	All worksheets	Where do we mention the OPE and other administrative costs?	All expenses should be part of line items available in Annexure-10.
84	Technical Bid Annexure 9	The UAT/testing environment should be scalable as per LIC's requirement.	Kindly elaborate on the scalability aspect	The UAT/testing environment of RPA solution should have capability to scale and enhance based on number of processes and complexity level of processes to be automated. The solution should be designed keeping this into mind.
85	Annexure 26 - Annexure-26 TECHNICAL BID EVALUATION MATRIX 1) Pg. No. 162	Number of RPA Projects implemented (each project Rs 1 crore or more)	Kindly provide more clarity on RPA projects .	The implementation of RPA, anomaly detection, decision support system and other similar implementation in line with LIC's project scope and deliverables defined in RFP.
86	Technical Bid - Annexure-9 Line 26	The proposed solution should have the capabilities to mine social media information and should be able to provide sentiment analysis.	Can you please elaborate on this requirement - what are the expected results of the data mining and sentiment analysis ?	The proposed should have the capability asked as per RFP. However, implementation will depend on requirements during process discovery.
87	Annexure 9 - Line 20	The proposed RPA solution should provide AI/ML technologies to build intelligent automation	Do you want the RPA solution to use the Generative AI capabilities provided by various providers for Automations? To achieve this, would you provide access to plain internet to leverage the Generative AI capabilities using inbuilt connectors?	The proposed should have the capability asked as per RFP. However, implementation will depend on requirements during process discovery.
88	Annexure 9 - Line 37	d) Documentation of each and every stage, right from process discovery, current process details, developing, testing to implementation and finally	Do you want the testing also to be a part of the platform so that you can have a faster Rollouts?	The bidder needs to propose the suitable solution to meet the RFP requirements.

		roll out of process automation.		
89	Annexure 9 - Line 39	f) While discovering and assessing the processes, the bidder shall consider automation holistically that may include data reading new technologies such as Optical Character Recognition (OCR), Intelligent Character Recognition (ICR), Natural Language Processing (NLP), Natural Language Understanding (NLU), Natural Language Generating (NLG).	Would you also want to have Out-of-the-Box connectors to leverage Generative AI Capabilities of various models, so that the solution can be more effective for both Category-1 and Category-2 use cases that will be implemented?	The proposed solution should have the capability asked as per RFP. However, implementation will depend on requirements during process discovery.
90	Annexure 9 - Line 52	a) Creating and managing Development environment for RPA Processes in LIC. b) Create and design workflow, create and design process as per business flow/requirements for automation of process. c) Implementation of Secure Code and SDLC Processes for Development. d) As per LIC's requirement the development environment should be able to integrate with any of LIC's Development tools and software. Maintaining the RPA code at LIC's premises.	Do you intend to have the automations and workflows developed for you to be maintained on-premise and support DevOps practices so that they can be released to production sooner?	All activities to be conducted from LIC premises
91	Annexure 9 - Line 55	a) Creating and maintaining of RPA components repository. b) Build , release and deployment mechanism for RPA components. c) Identify RPA components for repository, building, releasing and deploying RPA components. d) Create and Implement a complete	Do you want the product to support DevOps practices so that they can be released to production sooner?	Please be guided by RFP document

		pipe line for repository, build, release and deployment of RPA components.		
92	Annexure 9 - Integration Aspects	<p>2) The RPA solution should be integrated with following applications/systems- The list of application integrations includes but not limited to following:</p> <ul style="list-style-type: none"> a. Messaging solution Integrations (TIBCO) b. Portal Integrations c. Mobile Application Integrations d. EDMS Integrations e. CADW Integrations f. MIS Integrations g. 2FA Integrations h. Email and SMS Integration i. PAM solution Integrations j. Antivirus solution Integrations (LIC is presently using TrendMicro) k. SIEM Solution (LIC is presently using ArcSight) l. Backup Solution (Commvault) m. Physical Load Balancer n. DR Automation and BCP Solution (Perpetuity) o. Operation and Management Software (Microfocus OB/Microfocus SM/Microfocus OO) p. DNS Solution q. NTP Solution r. NAS Solution s. Any other integration as and when required 	Do you want the solution to have pre-built connectors for the list mentioned so that custom work of development can be eliminated, faster, stable and error-free implementation and roll-outs?	Please be guided by RFP document

93	Annexure 9 - Security and Compliance - line 67	The solution should adhere to the security policies set up by LIC from time to time.	Please let us know a gist of what are your security policies	There are standard Information and cyber security guidelines/policies laid down by the insurance regulator for insurers which are available in public domain also. However, the LIC's security policies shall be shared with successful bidder.
94	Annexure 9 - Security and Compliance - line 68	Bidder is required to ensure compliance of proposed RPA Solution to CA, VA, PT, IS Audit, IRDA Audit, LIC's Information Security Policy and other regulatory requirements as laid by regulators and to resolve vulnerability assessment/penetration test/Application Audit Observation points.	Do you want the solution to: (i) log critical activities, including administrative changes, data actions, access attempts, and security events so that you have a robust Security monitoring and incident response system which is compliant and also helps in audits? (ii) Support encryption at rest and in transit so that you can protect data from unauthorized access? (iii) support locked screen execution of automation to achieve Unattended execution of tasks, Security and Reduced power consumption? (iv) create logs for capture and usage across the platform to meet the compliance needs for Audits? (v) support role-based access control (RBAC) to Improve security, Reduce administrative overhead and Increased Flexibility? (vi) support fine-grained authorization to have access controls to sensitive data and resources?	Please be guided by RFP document
95	Annexure 9 -Other Specifications - line	The bidder will be required to submit detailed technical architecture of	Please provide us the high level overview of your existing architecture so that a	Physical Infrastructure Overview The primary infrastructure is hosted in

	75	proposed RPA solution.	robust architecture for RPA solution can be proposed in that context.	multiple sites across India along with multiple DR sites capability.
96	page 47 -point -8	Bidder shall provide maintenance support for Solution over the entire period of contract as per the terms and conditions specified in the RFP.	Maintenance support for solution by bidder and AMC/ATS from OEM is required for 5 years duration. Please confirm	Please be guided by RFP document
97	page 55 -point -3.1	Contract Period -Unless terminated in accordance with the terms and conditions of this RFP, the duration of the Contract Period will be Five years between LIC and the selected Bidder.	Does the Category 2 have any specific start date within 5 year term . Can it in parallel with category -1 or is there a mandate to start Category only after Category-1. Resource loading, effort and commercials will differ accordingly hence please confirm.	Each process under the Category-2 will have individual timelines as part of process discovery. The category-2 may be parallel with category-1.
98	page 114 -point -8 - ii	Software License-Bidder to provide LIC perpetual, irrevocable license for LIC Business and its Authorized Users to use the Software and Documentation for <u>LIC at any and all locations where LIC business may be conducted</u>	LIC to specify all locations and number of users from where solution will be used . Actual Volumetrics of licenses from LIC will help bidder estimate the LIC requirement as per LIC.	LIC users are spread across India. However, actual number of users for the solution may be arrived at during process discovery phase.
99	Page 101 -point - 5.2.3.10 point-1	The bidder shall require providing on-site support team with relevant skills for monitoring, troubleshooting, technical, functional, operational support and maintenance during the period of contract.	LIC to specify the support window (9/5 or 24/5 or 24/7) , Kindly specific SLA if any , and who will be responsible for the tools for managing the incidents.	Please be guided by RFP document
100	Page 93 -section - 5.2.1.1	Providing AI/ML enabled decision making solution for anomalies detection. The following processes/functions not limited to may be considered for anomaly detection)	To train machine learning models for Anomaly detection, it requires labeled data. Can LIC provides labeled historical data for each functions?	Data as available with LIC will be provided in raw form. It's the responsibility of the vendor to process the data.
101	Page 96 -section - 5.2.3.1 point 6	6) Development of bots/processes with low-code and no-code model, create	No code/Low Code do have limitations with model fine tuning. Can bidder suggest	The bidder needs to propose the suitable solution to meet the RFP

		and configure bots/process through drag and drop model.	and build a customized Model with Machine Learning/Deep learning algorithms for better accuracy and Model control?	requirements
102	Annexure - 9, Solution Capability, SL No. 7	Bots created should have capabilities get trained/learned based on AI/ML algorithms e.g Supervised learning, Unsupervised learning and Reinforcement learning. The bots developed may be unattended & attended depending upon the business requirements and complexity level of processes and decided by LIC	Does this refer to bot being able to execute AI / ML capabilities for executing a task or is LIC looking at bot creation based on Process Mining and Task Mining capabilities to create a bot based on learning (supervised and unsupervised) from log data. Or is this referring to creation of AI / ML models	The proposed should have the capability asked as per RFP. However, implementation will depend on requirements during process discovery.
103	Annexure - 9, Solution Capability, SL No. 12	The RPA solution provided should run bots concurrently. A bot should be able to perform multiple tasks and processes.	Whether multiple bot runners should run on a single VM/desktop on same OS user?	The bidder needs to propose the suitable solution to meet the RFP requirements.
104	Annexure - 9, RPA-AI/ML, SL No. 2	The solution should provide predictive analytics	Predictive analytics is a vast subject in itself and may not get address fully in RPA functionality and would request LIC to provide use case for the same so that appropriate technology/solution can be proposed by the bidder	The proposed should have the capability asked as per RFP. However, implementation will depend on requirements during process discovery.
105	Annexure - 9, RPA-AI/ML, SL No. 3	The solution should provide cognitive analytics	Cognitive analytics is a vast subject in itself and may not get address fully in RPA functionality and would request LIC to provide use case for the same so that appropriate technology/solution can be proposed.	The proposed should have the capability asked as per RFP. However, implementation will depend on requirements during process discovery.
106	Annexure - 9, RPA-AI/ML, SL No. 4	The proposed solution should have fraud detection capabilities.	Fraud detection refers to a Business Rule Engine which is beyond RPA functionality. Please clarify if such capabilities need to be factored in addition to RPA as part of the	The proposed solution should have the capability asked as per RFP. However, implementation will depend on requirements during process discovery.

			proposed solution	
107	Annexure - 9, RPA-AI/ML, SL No. 7	The proposed solution should have the capabilities to mine social media information and should be able to provide sentiment analysis .	Kindly provide the use cases relevant to LIC on AI.	The proposed solution should have the capability asked as per RFP. However, implementation will depend on requirements during process discovery.
108	Annexure - 9, RPA-AI/ML, SL No. 8	The proposed solution should use Machine Learning tools to teach systems to automatically handle all exception processing.	Kindly provide the use cases relevant to LIC on Machine Learning.	The proposed solution should have the capability asked as per RFP. However, implementation will depend on requirements during process discovery.
109	Annexure - 9, RPA-AI/ML, SL No. 9	The proposed solution should use deep learning techniques to self-identify and repair process bottlenecks and improve efficiency.	Kindly provide the use cases relevant to LIC on Deep Learning.	The proposed solution should have the capability asked as per RFP. However, implementation will depend on requirements during process discovery.
110	Annexure - 9, RPA-AI/ML, SL No. 10	The solution should be able to analyze structured and unstructured data to develop a knowledge base and formulate predictions based on that data.	Kindly provide the use cases relevant to LIC on AI.	The proposed solution should have the capability asked as per RFP. However, implementation will depend on requirements during process discovery.
111	Annexure - 9, RPA-AI/ML, SL No. 11	The solution should be able to extract/read the data using OCR and ICR technologies.	Kindly provide the use cases relevant to LIC on ICR.	The proposed solution should have the capability asked as per RFP. However, implementation will depend on requirements during process discovery.
112	Annexure - 9, RPA-AI/ML, SL No. 12	The solution should have the capabilities to enable the automation using Natural Language Processing (NLP), Natural Language Understanding (NLU),Natural Language Generating (NLG)	Kindly provide the use cases relevant to LIC on AI.	The proposed solution should have the capability asked as per RFP. However, implementation will depend on requirements during process discovery.
113	93	5.2.1 Anomaly detection for Audit & Data Vigilance Module (Identified Process) hereinafter referred as Category-1	Whether cloud based solution can be proposed.	The proposed RPA solution should have the capability to be deployed on-premise/public/private/hybrid cloud. However, the implementation of entire

		The bidder shall be responsible for - 5.2.1.1 Providing AI/ML enabled decision making solution for anomalies detection.		RPA solution should be proposed by the bidder for only 'On-Premise' deployment in Private Cloud environment of LIC.
114	5.2.3.4 - 97	Infrastructure	Who will be responsible for server RTO/RPO and application uptime in case of regular operations as well as DC-DR switchover?	The RPA vendor will be responsible for server and application uptime except in case of failure of Hardware/network provided by LIC.
115	Annexure-8	Eligibility Criteria	Can relaxation be considered in number of project references?	Please be guided by RFP document.
116	Annexure-8	Eligibility Criteria	Can relaxation be considered in pre turnover/ net worth?	Please be guided by RFP document.
117	Annexure-8	Eligibility Criteria	Can relaxation be considered in number of technically skilled employees?	Please be guided by RFP document.
118	Annexure-8	Eligibility Criteria	Can Global project references be considered?	Please be guided by RFP document.
119	3.37, 5	Payment Terms & Conditions/ Payment Milestones	Can modifications be considered in payment milestones/payment schedule etc.?	Please be guided by RFP document.
120	Annexure-8	Eligibility Criteria	Can bidder be registered under Limited Liability Partnership Act 2008?	Please be guided by RFP document.

Table 2: Revision of RFP Clauses

S.No.	RFP Document Reference(s) (Section and Page Number)	Clause (in brief) of RFP	Revised Clause in RFP LIC
1	Pg. 83	<p>3.33 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</p>	<p>3.33 Escrow Mechanism LIC and the bidder shall agree to appoint an escrow agent to provide escrow mechanism for the deposit of the source code if any developed and customized the products to the requirements of LIC by the bidder for the software product supplied/procured by the bidder to LIC in order to protect its interests in an eventual situation</p>
2	Pg. 114	<p>Bidder to provide LIC perpetual, irrevocable license for LIC Business and its Authorized Users to use the Software and Documentation for LIC at any and all locations where LIC business may be conducted</p>	<p>Bidder to provide LIC perpetual license/subscription based license for LIC Business and its Authorized Users to use the Software and Documentation for LIC at any and all locations where LIC business may be conducted</p>
3	Pg. 93	<p>5.2.1.1 Providing AI/ML enabled decision making solution for anomalies detection. The following processes/functions not limited to may be considered for anomaly detection-</p> <ul style="list-style-type: none"> a) Claims Payments b) Loans & Advanced Payments c) Commission Payments d) Premium Calculation e) Bonus Calculation & Bonus Payments f) Recovery of Late fee/extra charges/deductions/Interest charges etc. at the time of Payments. g) Excess and Wrong Payments h) Miscellaneous payment i) Any other processes/functions as decided by LIC 	<p>5.2.1.1 Providing AI/ML enabled decision making solution for anomalies detection including excess & wrong payments. The following processes/functions not limited to may be considered for anomaly detection-</p> <ul style="list-style-type: none"> a) Claims Payments b) Loans & Surrender Payments c) Commission Payments d) Premium Calculation e) Bonus Calculation & Bonus Payments f) Recovery of Late fee/extra charges/deductions/Interest charges etc. at the time of Payments.

4	5.2.3.1 Page 96	8) Providing performance of bots to the satisfaction of LIC.	Providing performance of bots to the satisfaction of LIC. The KPIs to be considered to measure the operational performance of bots include- Bot availability, Bot utilization, Bot success rate, Bot error rate, Bot downtime, Bot break-fix frequency, Time to fix bot error, Time reduction in process after automation, Increased Accuracy after automation, Improved Compliance after automation.
5	Section (iv), 2.8.2 Earnest Money Deposit (EMD)	The EMD submitted by the bidder may be forfeited in full or part , as decided by LIC, if either: a) In the case of a successful Bidder, the bidder qualifies and backs out of the L1 quotes or if the Bidder fails- i) To sign the Contract; ii) To furnish Non-Disclosure Agreement (NDA) as per LIC's format (Annexure-6). iii) To furnish unconditional and irrevocable LIC Guarantee towards the Performance Guarantee as mentioned in this RFP or b) The hard copies of the item specifications (commercial) are not submitted or are not readable is submitted c) The technical or commercial bid format is found to be without password or with different password. d) In case the bidder is found to be indulging in Fraudulent and Corrupt practices as defined in the relevant Clause mentioned in this RFP. e) The Bidder withdraws or amends its Bid during the period of Bid validity; or f) The Bidder makes any written statement or encloses any form which turns out to be False /incorrect at any time prior to signing of Contract; or Bidder does not respond to requests for clarification of its Proposal. g) Bidder fails to provide required information during	The EMD submitted by the bidder may be forfeited in full or part , as decided by LIC, if either: a) In the case of a successful Bidder, the bidder qualifies and backs out of the L1 quotes or if the Bidder fails- i) To sign the Contract; ii) To furnish Non-Disclosure Agreement (NDA) as per LIC's format (Annexure-6). iii) To furnish unconditional and irrevocable LIC Guarantee towards the Performance Guarantee as mentioned in this RFP or b) The hard copies of the item specifications (commercial) are not submitted or are not readable is submitted c) In case the bidder is found to be indulging in Fraudulent and Corrupt practices as defined in the relevant Clause mentioned in this RFP. d) The Bidder withdraws or amends its Bid during the period of Bid validity; or e) The Bidder makes any written statement or encloses any form which turns out to be False /incorrect at any time prior to signing of Contract; or Bidder does not respond to requests for clarification of its Proposal. f) Bidder fails to provide required information during the evaluation process or is found to nonresponsive. g) In the case of a successful Bidder being identified, the successful Bidder withdraws its offer or if the bidder fails to sign the Contract. h) The soft copies of the item specifications (commercials)

		<p>the evaluation process or is found to nonresponsive.</p> <p>h) In the case of a successful Bidder being identified, the successful Bidder withdraws its offer or if the bidder fails to sign the Contract.</p> <p>i) The soft copies of the item specifications (commercials) are not submitted or not readable.</p>	are not submitted or not readable.
6	Exemption of Bid fee & EMD/ Section 2.9/ Page no. 24	<p>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/EMD exemptions. Certificate/ Memorandum should be valid as on due date / extended due date for Bid submission or/and bid documents 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/EMD. 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. And also such bidders shall submit duly filled Bid Security Declaration form with the bid documents as per Annexure-13 format to get EMD exemption.</p>	<p>Micro, Small & Medium Enterprises (MSME) units and MSME Start-ups are exempted from payment of bid fee/EMD, 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/EMD exemptions. Certificate/ Memorandum should be valid as on due date / extended due date for Bid submission or/and bid documents 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/EMD. 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. And also such bidders shall submit duly filled Bid Security Declaration form with the bid documents as per Annexure-13 format to get EMD exemption.</p>
7	2.17 Evaluation	Stage 1 – Eligibility Criteria & Technical Proposal	Stage 1 – Eligibility Criteria+ Technical Proposal Evaluation

	Process	Evaluation/POC	and POC
8	2.18	2.18 Stage 1 – Eligibility Criteria & Technical Proposal Evaluation/POC	2.18 Stage 1 – Eligibility Criteria+ Technical Proposal Evaluation and POC
9	2.19 Short Listing	All the bidders who qualify as per the Eligibility Criteria and Technical bid evaluation/POC will qualify for the commercial evaluation stage.	All the bidders who qualify as per the Eligibility Criteria and Technical bid evaluation and POC will qualify for the commercial evaluation stage.
10	2.20.1 Commercial Bid Evaluation Process	C) Only those Bidders who qualify in Eligibility and Technical evaluation/POC 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.	C) Only those Bidders who qualify in Eligibility criteria and Technical evaluation and POC criteria 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.
11	Indicative commercial Bid Submission	The Indicative commercial bid should be submitted as per Annexure – 10. The bidder is required to quote the rates for Part-I, Part-II, Part-III and Rate-Card. The Indicative commercial Annexure – 10 is to be uploaded online as part of indicative commercial bid.	The Indicative commercial bid should be submitted as per Annexure – 10. The bidder is required to quote the rates for Part-I, Part-II and Rate-Card. The Indicative commercial Annexure – 10 is to be uploaded online as part of indicative commercial bid.
12	Online Reverse Auction	The bidder would need to provide all costs in Annexure-10 of Commercial bid details for Part-I, Part-II, Part-III and Rate-Card. The cost summary from these will flow into the Summary sheet of Annexure-10 of Commercial bid details	The bidder would need to provide all costs in Annexure-10 of Commercial bid details for Part-I, Part-II and Rate-Card. The cost summary from these will flow into the Summary sheet of Annexure-10 of Commercial bid details
13	5.2.3.14 Page 102 Exit from RPA Solution	If LIC decides to switch to another RPA solution or to discontinue the RPA Solution, the following should be ensured by the bidder - Exit from RPA Solution -	If LIC decides to switch to another RPA solution or to discontinue the RPA Solution, the following should be ensured by the bidder without any cost to LIC:

		Facilitate migration of all available RPA solution/components/data/bots/processes/logs/audit trails to new system.	a. Handover the Document/customized code/logs to LIC. b. Necessary knowledge transfer should be done by bidder. c. Decommissioning the existing RPA solution.																											
14	6.2 Roles & Responsibilities of bidder	8. To provide onsite solution monitoring (during working office hours), offsite solution monitoring and troubleshooting, software maintenance, enhancements and modifications, as required from time to time.	8. To provide onsite solution monitoring (during working office hours), troubleshooting, software maintenance, enhancements and modifications, as required from time to time.																											
15	5.2.5.1 Timelines, Payment Schedule, Penalties for Category-1	C) Payment Schedule- Payment for the Successful Completion of above Milestones will be paid as per the below Table: <table border="1"> <thead> <tr> <th>Status of Milestones RPA Software/bots</th> <th>License Fees</th> <th>Implementation Charges</th> </tr> </thead> <tbody> <tr> <td>Completion of M1</td> <td>60%</td> <td>20%</td> </tr> <tr> <td>Completion of M2</td> <td>20%</td> <td>60%</td> </tr> <tr> <td>Completion of M3</td> <td>10%</td> <td>10%</td> </tr> <tr> <td>Completion of M4</td> <td>10%</td> <td>10%</td> </tr> </tbody> </table>	Status of Milestones RPA Software/bots	License Fees	Implementation Charges	Completion of M1	60%	20%	Completion of M2	20%	60%	Completion of M3	10%	10%	Completion of M4	10%	10%	C) Payment Schedule- Payment for the Successful Completion of above Milestones will be paid as per the below Table: <table border="1"> <thead> <tr> <th>Status of Milestones RPA Software/bots</th> <th>License Fees</th> <th>Implementation Charges</th> </tr> </thead> <tbody> <tr> <td>Completion of M1</td> <td>60%</td> <td>20%</td> </tr> <tr> <td>Completion of M2</td> <td>20%</td> <td>60%</td> </tr> <tr> <td>Completion of M3</td> <td>20%</td> <td>20%</td> </tr> </tbody> </table>	Status of Milestones RPA Software/bots	License Fees	Implementation Charges	Completion of M1	60%	20%	Completion of M2	20%	60%	Completion of M3	20%	20%
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16	Annexure 18	MAF	MAF Revised Version-1																											
17	Annexure 9	Technical Annexure	Annexure-9-Revised (Version-1)																											
18	Annexure 10	Commercial Annexure	Annexure-10-Revised (Version-1)																											
19	Annexure 26	TECHNICAL BID EVALUATION MATRIX	TECHNICAL BID EVALUATION MATRIX (Revised version-1)																											

20	Annexure 27	Format for References (Against Annexure-26)	Format for References (Against Annexure-26) (Revised Version-1)
21	5.2.1.1 Support and Maintenance	<p>1) The bidder shall require providing on-site support team with relevant skills for monitoring, troubleshooting, technical, functional, operational support and maintenance during the period of contract.</p> <p>2) The bidder needs to appoint an experienced Project Manager during the period of contract.</p> <p>3) The bidder should provide maintenance support directly or through OEM, follow up for which will be done by bidder.</p> <p>4) The bidder needs to Install, Design, Develop, Test, Deploy, Implement, Integrate, and Support and Maintain the entire RPA solution end to end during the period of contract.</p>	<p>1) The bidder shall require providing on-site support team with relevant skills for monitoring, troubleshooting, technical, functional, operational support and maintenance during the period of contract.</p> <p>2) The bidder needs to appoint an experienced Project Manager during the period of contract.</p> <p>3) The bidder should provide maintenance support directly or through OEM, follow up for which will be done by bidder.</p> <p>4) The bidder needs to Install, Design, Develop, Test, Deploy, Implement, Integrate, and Support and Maintain the entire RPA solution end to end during the period of contract.</p> <p>5) The bidder will be required to modify the implemented solution based on requirements arising due to changes/additions to LIC's products/processes.</p>
22	5.3 Appointment of Onsite Engineers at Central Office SDC, Mumbai	2) The working hours of L3 Engineer will be 10 am to 6 PM. LIC reserves the right to change the shift hours, in case of any requirement.	2) The working hours of L3 Engineer will be 10 am to 6 PM. LIC reserves the right to change the shift hours, in case of any requirement. Also LIC can ask for additional resources at the same rate provided by the bidder , if required by LIC
23	Annexure 8	Eligibility Criteria	Annexure-8-Revised (Version-1)
24	Annexure 16	Information Security Certificate	Annexure-16-Revised (Version-1)

25	Activity Schedule- Bid Submission Date and Time	Bid Document Download End Date: 13.10.2023 02:00 PM Bid Submission End Date: 13.10.2023 up to 03.00 PM (Upload of Documents on the e-Tender Platform)	Bid Document Download End Date: 25.10.2023 02:00 PM Bid Submission End Date: 25.10.2023 up to 03.00 PM (Upload of Documents on the e-Tender Platform)
26	Activity Schedule- Eligibility & Technical Bid opening date/time/venue	Bid opening Date and time: 13.10.2023 03.30 PM The Eligibility & Technical Bids will be opened by the Tender opening committee of LIC in the virtual presence of the bidders' representatives who choose to attend. The meeting link would be shared to the bidders who request the same through mail ID as mentioned "Mail-Id for correspondence".	Bid opening Date and time: 25.10.2023 03.30 PM The Eligibility & Technical Bids will be opened by the Tender opening committee of LIC in the virtual presence of the bidders' representatives who choose to attend. The meeting link would be shared to the bidders who request the same through mail ID as mentioned "Mail-Id for correspondence".

For queries falling in following categories, bidders to kindly refer and be guided by RFP document, Annexure and Corrigendum :

- 1. Queries pertaining to confirmation**
- 2. Queries already available in RFP**
- 3. Requests pertaining to change of clauses not acceptable at our end**
- 4. Queries not relevant to current scope of RFP**

Annexure-16: Information Security Certificate

(Revised Version-1)

RFP Ref: LIC/CO/IT-SD/RFP/RPA/2023-24/01

Date: DD/MM/YYYY

Request for Proposal for Implementation of Robotic Process Automation in Life Insurance Corporation of India

(To be submitted on Letterhead of the bidder)

This is to certify that:

1. The RPA solution 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 RPA implementation.
 - b) Tap the information regarding network, users and information stored on the network of LIC or in its CORE Insurance Platform or otherwise.
 - c) 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 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 & Signature:

Designation:

Office Seal:

Place:

Date:

Annexure-18: Manufacturer's Authorization Form (MAF)

(Revised Version-1)

RFP Ref: LIC/CO/IT-SD/RFP/RPA/2023-24/01

Date: DD/MM/YYYY

Re: Request for Proposal for Implementation of Robotic Process Automation in Life Insurance Corporation of India

Date:

To

Executive Director (IT/SD)

Life Insurance Corporation of India, Central Office, Mumbai.

Dear Sir/ Madam,

Request for Proposal for Implementation of Robotic Process Automation in Life Insurance Corporation of India

We, M/s _____ who are established and reputed manufacturers of _____ having factories/Depot at _____ and technical assistance center at _____ (India Location) do hereby authorize M/s _____ (Name and address of bidder) to offer their quotation, negotiate and conclude the contract with you against the above invitation for the Bid.

We, the undersigned OEM, having read and examined in details all the bidding documents in respect of above mentioned RFP, in respect to product(s) offered /supplied by us and as a gesture towards our commitment for continued support for our product(s) / solution do hereby declare as under;

We hereby extend our commitment/ standard guarantee and comprehensive warranty as per terms and conditions of the above referred RFP.

We also extend our back to back service support as per terms and conditions of the RFP to M/s_____ (Name of Bidder) for a period of five years from the date of procurement.

List of software components along with level of support is as under.

SI No	Software Component	License Type(Perpetual/Subscription/Enterprise) *Provide exact type of license	Level of Support with details (e.g. Mission Critical/Business critical/24*7/Platinum/Gold etc)

(Add rows if required.)

We confirm and undertake that the proposed solution and components in respect of product(s) offered/supplied by us are technically validated, compatible and certified for fitness for purpose and LIC's technical and functional requirements.

Dated at _____ this _____ day of _____ 202

Signature of the Authorized Signatory

Name:

Designation:

Name & Address of the company:

Seal of the Company:

Annexure-26 TECHNICAL BID EVALUATION MATRIX

(Revised version-1)

RFP Ref: LIC/CO/IT-SD/RFP/RPA/2023-24/01

Date: DD/MM/YYYY

Request for Proposal for Implementation of Robotic Process Automation in Life Insurance Corporation of India

Bids will be evaluated based on Technical bid evaluation criteria.

Stage A: Mandatory Technical Compliance.

It is mandatory for the bidder to compliance YES against all the technical specifications mentioned in Technical Annexure-9 to become eligible for stage B Technical Scoring.

Stage B: Technical Scoring (Only for those bidders qualifying Stage A).

Sl. No.	Evaluation Parameter	Maximum Marks	Details of Marks Calculation	Attachments/Necessary Documentary Evidence Proofs (to the satisfaction of LIC)
PART-A: Bidder				
1	Number of RPA Projects implemented (each project Rs 1 crore or more) by the bidder	15	>5 (15 marks) 3-5 (10 marks)	Details should be given in Annexure-27 along with the copies of Purchase Orders and document/certificate/letter/mail from customers confirming implementation. Multiple Purchase Orders

			3 (08 marks)	from the same customer can be clubbed.
2	Number of BFSI References , implemented by the bidder	07	>3 (07 marks) 2-3 (05 marks) 1 (03 marks)	Details should be given in Annexure-27 along with the copies of document/ certificate/letter/mail from customers confirming the implementation.
3	Experience of bidder in RPA solution implementation	05	>5 years (05 marks) >=3 years (03 marks)	Documentary evidence showing bidder has implemented RPA for number of years
4	Whether bidder has implemented RPA project in any Life Insurance company?	03	Yes- 03 No- 0	Details should be given in Annexure-27 along with the copies of document/ certificate/letter/mail from customers confirming the implementation.
5	Total Number of Skilled Employees / Resources of the bidder (in India) on Robotic Process Automation solution available for similar nature of project requirements	10	55+ (10 marks) 41-55 (07 marks) 25-40 (05 marks)	Certificate from Head (HR) or company secretary or designated official of the bidder for number of technically qualified professionals on RPA employed by the bidder.
PART-B: Solution/OEM				
6	Number of BFSI References , implemented for the proposed Solution/OEM	07	>3 (07 marks) 2-3 (05 marks)	Details should be given in Annexure-27 along with the copies of document/ certificate/letter/mail from customers confirming the implementation.

			1 (03 marks)	
7	The implementation of the proposed Solution/OEM successfully running for number of years.	05	>5 years (05 marks) >=3 years (03 marks)	Documentary evidence showing RPA solution was implemented prior to number of years.
8	Whether the proposed Solution/OEM is implemented in any Life Insurance company?	03	Yes- 03 No- 0	Details should be given in Annexure-27 along with the copies of document/ certificate/letter/mail from customers confirming the implementation.
9	Number of bots successfully running for the proposed solution/OEM at a customer	05	>500 (05 marks) >=200 (03 marks)	Details should be given in Annexure-27 along with the copies of document/ certificate/letter/mail from customers confirming the implementation.
PART-C: Other details				
10	Compliance to all the Technical Specifications stated in Technical Annexure (Annexure-9) of RFP.	20	Complied to all Points – 20 marks Not Complied to all the Points – 0 marks	Technical Annexure (Annexure-9) submitted by Bidder. [The proposed solution should comply with all the specifications stated in Technical Annexure Annexure-9 to qualify for technical bid evaluation]
11	Technical Presentation & Product Demo- 1. Presentation based on the understanding of LIC's RFP requirements. The extent to which the plan for the implementation of the solution conforms	20	4 marks for each point.	Relevant Reference Documents

	<p>to the requirements mentioned in the RFP.</p> <p>2. Bidders' approach for formation of the Automation Solution/setup for LIC in terms of value delivery and Market leading technology differentiation capability.</p> <p>3. Methodology/Approach proposed for accomplishing the project, including integration and customization.</p> <p>4. Activities/tasks, project planning & implementation, resource planning, efforts estimate etc.</p> <p>5. Demonstration of on any one of the use cases that has been successfully implemented in any BFSI sector preferably in Life Insurance sector.</p>			
	Total	100	Qualifying Marks is 70	

Note-References/PO/Work order dates to be >= 01.04.2018 and must be verifiable.

Note: Technical Score will be based on the documentary evidences submitted by the bidder. LIC reserves the right to verify the submissions.

- a) Eligible Shortlisted Bidders will be evaluated based on the Technical Scoring Criteria stated above. Only bidders scoring 70 or more will be considered to have qualified in the technical evaluation and shortlisted for further evaluation subject to provision stated below at clause (d).
- b) In case there is only one or two bidders having technical score of 70 or more, LIC at its sole discretion may consider the bidder/s with next highest technical score and qualify such Bidder/s so as to select upto three Bidders on the basis of the top 3 scores, subject to clause (d) below provided such bidders score 60 or more.

- c) In case, none of the participating Bidders qualify on technical criteria of cut-off score of 70, then LIC , at its sole discretion, may qualify up-to three Bidders on the basis of the top 3 scores subject to clause (d) below provided such bidders score 60 or more.
- d) During technical evaluation scoring, LIC may consider eligible proposals in such a manner so as to get at least two participating OEMs representation for further evaluation. To enable this LIC may consider proposals securing score above 60 in such a manner that at least two participating OEMs get the opportunity for further evaluation. .
Example: OEM1 – Bidder1 (score 75), Bidder2 (69), Bidder 3 (68), Bidder4 (65), Bidder5 (60).
OEM2 – Bidder6 (68), Bidder7 (50).
OEM3 - Bidder8 (65).
In the above scenario, as per the provision, bidders with score of 68 and above will be taken up for further evaluation and demonstration i.e. Bidder1, Bidder2, Bidder3, Bidder6 will qualify for further evaluation.
- e) If in LIC’s opinion the Bidder could not present or demonstrate the proposed solution as described in the proposal or the proposed solution does not meet LIC’s functional and technical requirement, then LIC may at its discretion reject the proposal of the bidder or not consider the proposal of the bidders securing marks below the cut off marks by way of relaxation as mentioned above.
- f) LIC reserves the right to call for any clarification, reference verifications, supporting documentary evidences from any / all bidder(s) during the evaluation of the bids. Such clarifications should be submitted only in writing. No other correspondence on bids will be entertained. LIC reserves the right to refer analysts’ reports, benchmarks, specs/information available in public domain. LIC reserve the right to validate the claims/submission from the public domain / analysts’ reports.
- g) LIC, at its discretion, will go through a process of technical evaluation and normalization of the bids to the extent possible and feasible, to ensure that Bidders are more or less on the same technical ground, appliance specifications, feature and capabilities. LIC will refer to the product specification sheets, licenses offered, analyst reports and recommendations, SI/OEM’s inputs/presentation for the conduct of normalisation of bid process.

After the normalization process, if LIC’s technical evaluation team feels that any or all of the bids needs to be normalized and that such normalization has a bearing on the price bids, LIC may at its discretion ask any or all the technically short-listed Bidders, meeting the minimum level of eligibility and technical score to resubmit incrementally or totally the technical and indicative commercial bids once again for scrutiny. LIC can repeat this normalization process at every stage of technical submission or till LIC is satisfied. LIC in the process of normalisation may seek the eligible bidders to

revise the appliance technical specifications, features, capabilities, and licenses which may result in revision in the appliance version/model/licenses to meet the revised technical requirements.

By responding to this RFP, the Bidders have agreed that they have no reservation or objection to the normalization process and all the bidders shortlisted for technical proposal evaluation will agree to participate in the normalization process and extend their cooperation to LIC during this process. The bidders, by submitting the response to this RFP, agree to the process and conditions of the normalization process. The normalization exercise will be applicable to the bidders scoring the minimum technical cut-off score.

Annexure-27 Format for References (Against Annexure-26)

(Revised Version-1)

RFP Ref: LIC/CO/IT-SD/RFP/RPA/2023-24/01

Date: DD/MM/YYYY

Request for Proposal for Implementation of Robotic Process Automation in Life Insurance Corporation of India

M/s (Bidder's Name)

Bidders are required to provide details of relevant implementation in the format given below:

Important: Use separate sheet for each citation.

Sl. No	Particulars	Details
1	OEMContact Person name OEM Contact Mobile and Email	
2	Citation Serial Number	e.g. 1 of 5; 2 of 5 etc....
3	Name of Project	
4	Name of the System Integrator for the Assignment	
5	Name of Client (Referenceable)	

6	Is the Client BFSI		
7	Address of Client		
8	Client Contact Person Name and Mobile/Tel No		
9	POs Value		
10	Project Start and End Dates	From :	To:
11	Outcome of the project : Whether completed or ongoing		
12	If ongoing: Which of the assignment has been accomplished? Which are in pipeline and ongoing. (e.g. Setup Completed, Under Implementation etc)		
13	Brief narrative description of Project		

14	How Assignments is relevant to current project (Similar Nature of Work).	
15	Nature of Workload Information	
	(i) Number of BOTS implemented	
	(ii) Number of Processes automated	
16 Attach PO/work orders/ Relevant Documents		
17 Highlight the information which is relevant for LIC Project and needs consideration.		

Authorized Signature with seal (In full and initials):

Name and Title of Signatory:

Name of Bidder:

Address:

Date:

Annexure-16: Information Security Certificate

(Revised Version-1)

RFP Ref: LIC/CO/IT-SD/RFP/RPA/2023-24/01

Date: DD/MM/YYYY

Request for Proposal for Implementation of Robotic Process Automation in Life Insurance Corporation of India

(To be submitted on Letterhead of the bidder)

This is to certify that:

1. The RPA solution software/future upgrades being offered do not contain any kind of malicious codesuch as Viruses, Trojan, Spyware that would:
 - a) Obstruct the desired and the designed function of RPA implementation.
 - b) Tap the information regarding network, users and information stored on the network of LIC or in its CORE Insurance Platform or otherwise.
 - c) 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 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 & Signature:

Designation:

Office Seal:

Place:

Date:

Annexure-8: Eligibility Criteria

(Revised Version-1)

RFP Ref: LIC/CO/IT-SD/RFP/RPA/2023-24/01

Date: DD/MM/YYYY

Request for Proposal for Implementation of Robotic Process Automation in Life Insurance Corporation of India

S.N.	Particulars	Supporting Documents to be attached	Compliance YES/NO	Details of documents submitted (with page numbers as per bid document)
1	The Bidder should be as on the date of submission of this bid, a registered Corporate in India, registered under the Company's Act 1956 and also under G.S.T., having presence across the country and should submit the GST registration for the State where their respective registered office and/ or billing offices are situated.	Annexure-4 along with 1. Certificate of Incorporation issued by Registrar of Companies along with 2. Copies of Memorandum of Association 3. Copies of Articles of Association 4. PAN, TAN, GSTIN Certificate and any other tax related document if applicable is required to be submitted along with the eligibility bid 5. In case the bidder appoints Service Partner(s), Annexure-22 for each Partner should be submitted.		

2.	Bidder must have minimum annual turnover of Rs. 50 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).	Details should be submitted in Annexure-3 along with Copy of audited balance sheet of the financial years. Certificate from Chartered Accountant stating Turnover, Net worth and Profit/Loss for last three financial years should be submitted.		
3.	The bidder should have positive networth in each of the last three financial years (2020-2021, 2021-2022 and 2022-2023).	Certificate from Chartered Accountant stating Turnover, Net worth and Profit/Loss for last three financial years should be submitted.		
4.	The Bidder should have implemented minimum 3 projects Rs 1 crore each of similar nature on Turn-Key basis in last 5 financial (2018-2019, 2019-2020, 2020-2021, 2021-2022 and 2022-2023) years in India. At least one implementation should be for BFSI in India.	Details should be given in Part-A and B of Annexure-5 along with the attested copies of Purchase Orders and Certificate/letter/mail from customers should be submitted. Multiple Purchase Orders from the same customer can be clubbed. The purchase orders if submitted should be attested by the Authorised Signatory or else a Certificate with the details duly signed by Authorized Signatory.		
5.	The Bidder should be in a business of RPA solution implementation services in India for at least last 3 years. The bidder should not be an insurance company or its subsidiary.	Certificate of Incorporation and documentary evidence showing bidder is in this business in India for at least last 3 years.		
6.	The Bidder should not be blacklisted by any Government / Government of India/State/UT Government/ PSUs / as on date of bid submission.	Undertaking signed by the Authorized Signatory of the bidder as per Annexure -14		

7.	Bidder should not have any litigation against LIC or any organizations which may materially impact the bidder's responsibility to implement the scope of this RFP.	Undertaking signed by the Authorized Signatory of the bidder as per Annexure -14		
8.	The bidder should submit an Authorization for the signatory nominated for signing of all the documents submitted in this RFP.	Power of Attorney or the copy of Board resolution appointing the authorized signatory as per Annexure-4		
9.	A letter of authorization (MAF) from OEM(s) specifying that in case authorized representative is not able to provide support/ upgrade during contract period, OEM shall provide the same product or the components to the authorized representative.	To be submitted Manufacturer's Authorization Form (MAF) as per Annexure-18		
10	Bidder/Partner should have at least 50 technically skilled personnel in the proposed RPA solution in its roll.	Certificate from Head (HR) or company secretary or designated official of the bidder for number of technically qualified professionals under RPA technologies employed by the bidder.		
11	The bidder should have ISO 27001 certification	Copies of valid ISO certifications should be submitted. The certifications should be duly attested by the Authorized Signatory of the company. The certificates should be valid as on the date of publishing of the RFP.		

Note: All copies of the documents/certificates/proformas should be signed/attested by the authorised signatory of the bidder with company seal.

For and on behalf of: _____(Bidder)

Authorized Signatory of the bidder

Name & Sign:

Designation:

Office Seal

Place:

Date: