INVITATION FOR REQUEST FOR PROPOSAL FOR DEVELOPMENT OF NEXTGEN NEW BUSINESS PLATFORM FOR LIFE INSURANCE CORPORATION OF INDIA

E – TENDER

[Ref: LIC/CO/IT/DT/2025/RFP/DIVE/01 Dated: 17.11.2025]

Life Insurance Corporation of India,
Central Office, Information Technology/Digital Transformation,
Ground Floor, "Jeevan Seva",
S.V. Road, Santa Cruz (W), Mumbai – 400054

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1 Section I: Request for Proposal Letter (RFPL)

1.1.1 Request for Proposal Letter (RFPL)

Life Insurance Corporation of India (hereinafter referred to as 'LIC' and 'the Procuring Organisation' respectively), a statutory corporation established under section 3 of Life Insurance Corporation Act 1956 (Act 31 of 1956) and having its Central Office at "Yogakshema", Jeevan Bima Marg, Mumbai–400021, invites proposals (hereinafter referred as 'the Proposal(s)') exclusively from the Bidders for entering into a contract for the development of a NextGen New Business Platform Solution at LIC (hereinafter referred to as 'the Services'), using the selection method as specified in TIS. This Request for Proposal (RFP Document, reference number, **LIC/CO/IT/DT/2025/RFP/DIVE/01 dated 17.11.2025** (hereinafter referred to as 'the RFP Document'), gives further details.

1.2 The RFP Document

1.2.1 Bidders must read the complete 'RFP Document'.

This RFP, an integral part of the RFP Document, serves the limited purpose of invitation and does not purport to contain all relevant details for submitting Bids, including the Type of BOQ/Contract and Selection Method to evaluate RFP. Any generic reference to RFP shall also imply a reference to TIS as well. However, Bidders must go through the complete RFP Document for details before submission of their Bids.

1.2.2 Availability of the RFP Document

The RFP Document shall be published on tender page of https://licindia.in and TenderWizard portal for download from the date and time of the start of availability till the deadline for availability as mentioned in TIS. Unless otherwise stipulated in TIS, the downloaded RFP Document is free of cost. Any query/clarification regarding downloading RFP Documents and uploading Bids on the TenderWizard portal may be addressed to **digitrans.bid@licindia.com** on any working day prior to the closing of business hours on the deadline/last date.

1.2.3 Clarifications

A Bidder may seek any clarification of the RFP Document as per the format defined in Format 3: Template for Pre-Bid Conference Queries at email **digitrans.bid@licindia.com** before the date and time stipulated in TIS. This deadline shall not be extended in case of any intervening holidays. No other means of submission of queries shall be entertained.

1.3 Evaluation and Scoring Criteria in this RFP

The evaluation and scoring criteria are prescribed in this RFP document section V.

1.4 Purchase Policies of the Government

1.4.1 Relaxation in Prior Turnover and Experience to Startups

1. Relaxation in prior turnover and experience will be provided to Micro, Small and Medium Enterprises (MSME) units and MSME Start-ups (as defined in MSE Procurement Policy issued by Ministry of Micro, Small and Medium Enterprises) or Startups (as defined by the Department for Promotion of Industry and Internal Trade). Unless otherwise stipulated in the TIS, relaxation/purchase preferences shall not be duplicated during the evaluation of the RFP.

As per Government of India guidelines, MSMEs are exempted from payment of the Earnest Money Deposit (EMD), subject to submission of valid supporting documents such as Udyam Registration Certificate or NSIC Certificate at the time of bid submission.

2. Central Government policies restrict the participation of entities from
    a. Certain countries sharing land borders with India and
    b. Countries that restrict the participation of Bidders from India.

1.5 Pre-Bid Conference:

If indicated in TIS, Bidders are requested to attend a Pre-Bid conference to clarify the RFP's technical requirements and commercial conditions at the time, date, and place mentioned therein.

1.6 Submission of Bids:

1. Bids must be uploaded by the submission deadline mentioned in TIS. If the office happens to be closed on that date, this deadline shall not be extended.
2. **Integrity Pact:** If indicated in the TIS, all Bidders shall have to sign the Pre-Contract Integrity Pact with LIC as per ‘Form T-10: Integrity Pact’.

As per CVC Circular No 04/06/23 having Ref. No.015/VGL/091 dated 14.06.2023 of Revised Standard Operating Procedure (SOP) under clause No 2.1 2.02/2.04. "Integrity pact in respect of a particular contract, would be operative from the stage of invitation of bids till the final completion of the contract. Any violation of Integrity Pact would entail disqualification of the bidders and exclusion from future business dealings, as per the existing provisions of GFR, 2017, PC Act, 1988 and other Financial rules/ Guidelines etc. as may be applicable to the organization concerned."

In such cases, Bids without a signed Integrity Pact shall be rejected.

1.7 Bid Opening

Bids received shall be opened online on or after the specified date and time in TIS. If the office is closed on the specified date of opening of the Bids, the opening shall be done on the next working day at the same time.

Note: For further details, please refer to the appended TIS and the complete RFP Document.

1.8 Appendix to RFP: Tender Information Summary (TIS)

Tender Information Summary (TIS)			
1.0 Basic Tender Details			
Tender Title/Name of Assignment	INVITATION FOR REQUEST FOR PROPOSAL FOR DEVELOPMENT OF NEXTGEN NEW BUSINESS PLATFORM FOR LIFE INSURANCE CORPORATION OF INDIA		
Tender Reference Number	LIC/CO/IT/DT/2025/RFP/DIVE/01		
Tender Type	**RFP - Open Tender**	Tender Category	**Services**
No. of Covers	**Technical & Commercial**	Product Category	**Services**
Selection Method	**QCBS followed by ORA (Online Reverse Auction)**		
Organisation	**Life Insurance Corporation of India**	Procuring Entity	**Life Insurance Corporation of India**
Authority on whose behalf RFP is invited	**Life Insurance Corporation of India**	Through the	**Executive Director (IT/Digital Transformation)**

Tender Information Summary (TIS)			
Tender Inviting Authority (TIA)	**Executive Director (IT/ Digital Transformation)**	Address	**Life Insurance Corporation of India, Central Office, Information Technology/Digital Transformation, Ground Floor, "Jeevan Seva", S.V. Road, Santa Cruz (W), Mumbai – 400054**
2.0 Critical Dates (ITB-clauses 2.6, 2.7; 2.8; 2.9, and 2.10)			
For the schedule of dates for the Pre-Bid Conference, if any, please refer to Section 5.0 below			
Published Date	**Monday, 17.11.2025**	Bid Validity (Days from the date of Bid Opening) – ITB-clause 8.3	**180 days**
Document Download Start Date & Time	**Monday, 17.11.2025 from 05:30 PM**	Document Download End Date & Time	**Tuesday, 23.12.2025 till 3:25 PM**
Clarification Start Date & Time	**Monday, 17.11.2025 from 05:30 PM**	Clarification End Date & Time	**Thursday, 27.11.2025, 05:30 PM**
Bid Submission Start Date & Time	**Monday, 17.11.2025 from 05:30 PM**	Bid Submission Closing Date & Time	**Tuesday, 23.12.2025 till 3:30 PM**
Bid Opening (techno-commercial Proposal) Date & Time		**Tuesday, 23.12.2025 tat 4:00 PM (ONLINE)**	
Technical Bid Presentation/Customers Testimonials	**Will be intimated separately through email**	Bid Opening (Financial Bid) Date & Time	**Will be intimated separately through email**

Tender Information Summary (TIS)	
3.0 Terms of Reference (ITB - Section IV)	
Consignee/State:	**Maharashtra**
Period of Contract	Unless terminated in accordance with the terms and conditions of this RFP, the duration of the Contract Period will be for 5 years from the date of signing of contract between LIC and the selected Bidder. The contract period may be extended for a period mutually agreed between LIC and the selected Bidder. The software licenses/subscription warranty from the OEM will be for a duration of 5 years.
Service Details & Location of Service	New Business Solution services at **Mumbai** or any such locations in India as required by LIC
4.0 Obtaining the RFP Document and clarifications (ITB – Clause 2.6)	
TenderWizard helpdesk **LIC helpdesk**	**e-Mail: dscprocessingunit@yahoo.com** ✓ sushant.sp@antaressystems.com : +91 9731468511 ✓ lokesh.hr@antaressystems.com : +91 9686115304 **digitrans.bid@licindia.com**
Cost of RFP Document (INR)	**Nil**
Office/Contact Person/email for clarifications	1. Hemant Kr. Mourya, Asstt Secretary, Digital Transformation Project, Contact : 022-61875603, Email: digitrans.bid@licindia.com 2. Vikrant Dogra, AO, Digital Transformation Project, Contact : 022-61875606, Email: digitrans.bid@licindia.com
5.0 Pre-Bid Conference (ITB - Clause 2.7)	
Is a Pre-Bid Conference proposed to be held?	**Yes**
Place, time, and date of the Pre-Bid Conference	**25.11.2025 (Tuesday)** **Time :11.00 AM** **Venue: Ground Floor, IT/DT, Digital Transformation Project Office - DIVE Room, Central Office, LIC of India, Jeevan Seva Building, Santacruz(W), Mumbai-400054**
Place, time, and date before which Written queries for the Pre-Bid	**27.11.2025 (Thursday) by 05:30 PM** **Through email** (digitrans.bid@licindia.com **) in**

Tender Information Summary (TIS)			
conference must be received	**prescribed Format 3 only**		
Place, time, and date before which registration of participants for the Pre-Bid conference must be received	**24.11.2025 (Monday) by 05:30 PM** **Through email (digitrans.bid@licindia.com) in prescribed Format 2 only**		
6.0 Preparation and Submission and Opening of Bids (ITB-clauses 2.8, 2.9 and 2.10)			
Bid to be addressed to	**Executive Director (IT/Digital Transformation)**		
Instructions for Online Bid Submission	**https://www.TenderWizard.com/LIC**		
Language of Submission	**English**	Bid Validity	**180 days**
Bid Opening Place	Online		
7.0 Documents relating to Bid Security (ITB-clause 2.8.4) and Performance Security (ITB-clause 2.13.1.2)			
Bid Processing Fee	NIL		
Bid Security (EMD) Amount in INR	2 Crores	Is Bid Securing Declaration permitted in lieu of Bid Security	No
Performance Security	**5% of Order/Contract value**	Bid/Performance Security to be addressed/in favour of	**Life Insurance Corporation of India**
Form of Bid/Performance Security	**Bank Guarantee from any of the Nationalised/Reputed Scheduled Bank**		

2 Section II: Instructions to Bidders (ITB)

2.1 The RFP Document

2.1.1 Basic Tender Details

This 'RFP Document' Document (hereinafter referred to as 'the RFP Document') details the terms and conditions for entering a contract for development of a **NextGen New Business Platform For LIC India** (hereinafter called 'the Services') described in Section IV: Terms of Reference (TOR). The 'Services' may include incidental Goods, Works, and other Services if so indicated. In this RFP Document, any generic reference to 'Services' shall be deemed to include such incidental Goods, Works, and other Services. Bids are invited exclusively from the Bidders shortlisted (hereinafter called 'the Bidders') in the preceding RFP process (please see TIS for reference).

2.1.2 Interpretations, Definitions, Abbreviations and Document Conventions

Section III: General Conditions of Contract (GCC), details tenets of interpretation (GCC clause 3.1.1), definitions (GCC clause 3.1.2), document conventions (GCC clause 3.1.3) and abbreviations (GCC clause 3.1.4), which shall also apply to the rest of the RFP Document.

2.1.3 Overview of Contents

1. The Sections, Forms and Formats comprising this RFP Document are described in clauses 2.1.4, 2.1.4.7 and 2.1.5 below. Financial Bid on the TenderWizard is also a part of this RFP Document. Any generic reference to RFP Document shall also imply a reference to any/all the sections, Forms, Formats and the BOQ file or other files that comprise this RFP Document.
2. Bidders must submit the Bid in the Forms/Formats mentioned in ITB- clauses 2.1.4.7 and 2.1.5 below (as relevant).

2.1.4 Sections of the RFP Document

2.1.4.1 Sections of the RFP Document

The RFP Document contains the following sections, which are described in subsequent sub-clauses:

1. Section I: Request for Proposal Letter (RFPL) and its Appendix: Tender Information Summary (TIS)
2. Section II: Instructions to Bidders (ITB)
3. Section III: General Conditions of Contract (GCC)
4. Section IV: Terms of Reference (TOR)

5. Section V: Evaluation/Scoring Criteria

2.1.4.2 Section I: Request for Proposal Letter (RFPL) and its Appendix: Tender Information Summary (TIS)

Section I – Request for Proposal Letter (RFPL) and its Appendix – Tender Information Summary (TIS) provides a synopsis of information relevant for a Bidder to decide on participating in the RFP. Bidders must fill up ‘Form T-7: Terms and Conditions - Compliance’ regarding any proposed deviations from this Section.

2.1.4.3 Section II: Instructions to Bidders (ITB)

Section II: “Instructions to Bidders” (ITB) provides the relevant information as well as instructions to assist the Bidders in preparing their bids. It also includes the mode and procedure adopted for receipt/opening, evaluation of Bids, and contract award. Bidders must fill up ‘Form T-7: Terms and Conditions - Compliance’ regarding any proposed deviations from these Sections.

2.1.4.4 Section III: General Conditions of Contract (GCC)

Section III – General Conditions of Contract (GCC) describe the conditions governing the resulting contract. In case of any conflict, the provisions of GCC shall prevail over those in ITB. Bidders must fill up ‘Form T-7: Terms and Conditions - Compliance’ regarding any proposed deviations from terms and conditions in these Sections.

2.1.4.5 Section IV: Terms of Reference (TOR)

Section IV: Terms of Reference (TOR) describes the background, purpose/objectives, description/scope, deliverables/outcomes, timelines, Procuring Entity’s inputs and counterpart personnel, statutory requirements of Services required etc. Bidders must fill up ‘Form T-2: Comments and Suggestions on Terms of Reference, Counterpart Staff, and Facilities to be provided by LIC’ regarding these Sections.

2.1.4.6 Section V: Evaluation/Scoring Criteria

1. Section V – Evaluation/Scoring Criteria stipulates the scoring scheme for evaluating various technical criteria. These may cover scoring of criteria relating to the Bidder’s experience, technical presentation and proposed solution, experience of Key Experts etc. It may also lay down a minimum technical score to qualify for the next stage of Financial Evaluation. In a specific evaluation scheme, instead of a scheme of scoring, a scheme may be laid down to evaluate criteria on a pass/fail basis.

2. Bidders must fill the following forms as per mentioned annexures regarding this Section:
    a. Form T-2: Comments and Suggestions on Terms of Reference, Counterpart Staff, and Inputs to be Provided by LIC

b. Form T-3: Description of Approach and Methodology in Responding to the Terms of Reference

c. Form T- 4: Client Reference Format

d. Form T-5: Key Experts' Curriculum Vitae (CV)

2.1.4.7 Forms (To be filled, digitally signed, and uploaded by Bidders)

Please refer to ITB – clause 2.1.4 above to relate the following forms to the corresponding Sections.

1. **Technical Bid:**

a. Form T-1: Bid Form – (Covering Letter)

b. Form T-1A: Bidder's Commercial Information

c. Form T-1B: Bidder's Profile Format

d. Form T-1C: Bidder's Eligibility Criteria as per the RFP

e. Annexure-I: Blacklisting

f. Form T-2: Comments and Suggestions on the Terms of Reference, Counterpart Staff, and Facilities to be provided by LIC

g. Form T-3: Description of Approach and Methodology in Responding to the Terms of Reference

h. Form T-4: Client Reference Format

i. Form T-5: Key Expert Curriculum Vitae (CV)

j. Form T-7: Terms and Conditions – Compliance

k. Form T-8: Checklist for Bidders. The bidder must also upload the Checklist to confirm that he has complied with all the instructions in the RFP Document and that nothing is inadvertently left out. This checklist is only for general guidance, is not comprehensive, and does not absolve the Bidder from complying with all the requirements stipulated elsewhere in the RFP Document.

l. Form T-9: Bank Guarantee Format for Earnest Money Deposit

m. Form T-10: Integrity Pact

n. Form T-11: Land Border Declaration

o. Form T-12: Non-Disclosure Agreement

p. Form T-13: Manufacturer's Authorization Forms (MAF)

q. Form T-14: Checklist for consumption of OEM Tools/Core & Other Enterprise Systems

r. Form T-15: Format for Efforts Estimation and Functional Coverage

s. Annexure-II: Mandatory 'Information Security Requirements' Criteria (to be signed and submitted by the bidder)

t. Format 4: Self Declaration

u. Any other format/ Form considered relevant by the Bidder.

Note: Hard copy of the entire Technical-Bid document (which is uploaded online by Bidder) shall be submitted physically to LIC at the address of the Tender Inviting Authority (TIA) duly stamped, signed, and spirally bound within 48 hours of the closing of bid-submission date/time.

2. **Financial Bid**

The financial Bid is to be submitted as Form T-6: Commercial Bid and in a separate file available on the TenderWizard portal.

2.1.5 Other Formats

1. Format 1: Contract Form (Required after Letter of Award)

   Annexure A: Bank Guarantee Format for Performance Security
2. Format 2: Authorization to Attend Pre-Bid Conference. (To be filled up, if required, by Bidder)
3. Format 3: Pre-Bid Conference Query
4. Format 4: Self Declaration
5. Format 5: Bank Details for EMD/Bid Processing Fee

2.2 Procuring Entity - Rights and Disclaimers

2.2.1 Procuring Entity

Bids are to be addressed to the Executive Director (IT/Digital Transformation), Life Insurance Corporation of India.

2.2.2 Moral Rights

2.2.2.1 Obtaining consents

To the extent permitted by applicable Laws and for the benefit of LIC, the Vendor will use its best endeavors to ensure that each of the Personnel used by the Vendor 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.

2.2.2.2 Specified Acts

In this clause, Specified Acts means:

1. 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)
2. Materially altering the style, format, colors, content, or layout of the Contract Material and dealing in any way with the altered Contract Material.
3. Reproducing, communicating, adapting, publishing, or exhibiting any Contract Material
4. Adding any additional content or information to the Contract Material.

2.2.3 Right to Intellectual Property and confidentiality

1. The RFP Document and associated correspondence are subject to copyright laws and shall always remain the property of LIC and must not be shared with third parties or reproduced, whether in whole or part, without LIC's prior written consent.
2. However, Bidders may share these to prepare and submit their Bids with their employees or holding Company after obtaining an undertaking of confidentiality like that imposed on the Bidder.
3. This condition shall also apply to Bidders who do not submit a Bid after downloading it or are not awarded a contract.
4. The obligation of the Bidders under sub-clauses above, however, shall not apply to information that:
    a. now or hereafter is or enters the public domain through no fault of Bidder.
    b. is legally possessed by Bidder at the relevant time and was not previously obtained, directly or indirectly, from LIC; or
    c. otherwise, lawfully becomes available to Bidder from a third party with no obligation of confidentiality.
    d. is disclosed by a party to its advisers or employees solely in order to comply with obligations, or to exercise rights, under the contract.
    e. is disclosed to a party's internal management personnel, solely to enable effective management or auditing of Contract related activities.
    f. is disclosed by LIC.
    g. is disclosed by LIC, in response to a request by a House or a Committee of the Parliament/Assembly.
    h. is independently developed by the Recipient without use or reference to such Confidential Information

5. The provisions of this clause shall survive completion or termination for whatever reason of the Procurement Process or the contract.

2.2.4 Right to Reject any or all Bids

LIC reserves its right to accept or reject any or all Bids, abandon/cancel, modify the Procurement Process, and issue another RFP for the same or similar Services before the award of the contract. It would have no liability to the affected Bidder(s) or any obligation to inform them of the grounds for such action(s).

LIC reserves the right to make a single award of contract under this RFP to one Bidder only or parts of it to any Bidder

LIC reserves the right, at any time prior to or after award, to modify, exclude, or remove any specific modules, components, or functionalities from the scope if, at LIC's sole discretion, such items do not meet LIC's technical and/or commercial requirements.

LIC reserves the right to introduce a Proof of Concept (PoC) as part of the technical evaluation if required during the bidder finalization process. Bidders may be required to demonstrate their proposed solution and technical capabilities through a time-bound, production-grade prototype aligned with defined use cases and evaluation parameters which will be detailed later.

LIC reserves the right to procure systems and software directly from the OEMs or through their authorised partners if LIC determines that such action is in the best interest of the LIC.

LIC reserves the right during technical and commercial evaluation or at the time of award of contract and during the term of the contract to vary the quantity of services and goods specified in the RFP without any change in unit prices or other terms and conditions. LIC, at all times, reserves the right to modify, include or exclude procurement of products under consideration, or source the systems from multiple service providers if it is to LIC's advantage to do so.

LIC reserves the right to shift/divert the equipment to other locations from where they are. In such cases, the warranty / AMC shall continue to be in force at the new location and the supplier has to continue to extend his support for the same at the new location.

2.2.5 Disclaimers

2.2.5.1 Regarding the Purpose of the RFP Document

The RFP Document is neither an agreement nor an offer to the prospective Bidder(s) or any other party. The purpose of the RFP Document is to provide the Bidder(s) with information to assist them in participation in this Procurement Process.

2.2.6 Regarding Documents/guidelines

The RFP Document, ensuing communications, and Contracts shall determine the legal and commercial relationship between the Bidders and LIC. No other LIC's document/guidelines/Manuals, including its Procurement Manual (for internal and official use of its officers), notwithstanding any mention thereof in the RFP Document, shall have any locus-standi in such a relationship. Therefore, such documents/guidelines/Manuals shall not be admissible in legal or dispute resolution or grievance redressal proceedings.

2.2.6.1 Regarding Information Provided

Information contained in the RFP Document or subsequently provided to the Bidder(s) is on the terms and conditions set out in the RFP Document or subject to which that was provided. Similar terms apply to information provided verbally, in the documentary, or any other form, directly or indirectly, by LIC, its employees, or associated agencies.

2.2.6.2 Regarding RFP Document:

1. The RFP Document does not purport to contain all the information Bidder(s) may require. It may not address the needs of all Bidders. They should conduct due diligence, investigation, and analysis, check the information's accuracy, reliability, and completeness, and obtain independent advice from appropriate sources. Information provided in the RFP Document to the Bidder(s) is on various matters, some of which may depend upon interpreting the law. The information given is not an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. LIC, its employees and other associated agencies accept no responsibility for the accuracy or otherwise for any interpretation or opinion on law expressed herein.
2. LIC, its employees and other associated agencies make no representation or warranty for the accuracy, adequacy, correctness, completeness or reliability of any assessment, assumption, statement, or information in the RFP Document. They have no legal liability, whether resulting from negligence or otherwise, for any loss, damages, cost, or expense arising from/incurred/suffered, howsoever caused, to any person, including any Bidder, on such account.
3. The information contained in this RFP is subject to update, expansion, revision and amendment prior to the last day of submission of the bids at the sole discretion of the Purchaser. In case any major revisions to this RFP are made by the Purchaser within seven days preceding the last date of submission of the Proposals, the Purchaser may, at its discretion, provide reasonable additional time to the Bidders to respond to this RFP. Neither the Purchaser nor any of its officers, employees nor any advisors nor consultants undertakes to provide any Bidder with access to any additional information or to update the information in this RFP. The Bidders in their own interest are requested to check the website regularly to know the updates.
4. Subject to any law to the contrary and to the maximum extent permitted by law, LIC

and its Directors, Officers, employees , agents disclaim all liability from any loss or damage suffered by any person acting or refraining from acting because of any information including forecasts, statements, estimates,or projections contained in this RFP document and any addendum/corrigendum to it or conduct ancillary to it whether or not the loss or damage arised in connection with any omission, default, lack of care or misrepresentation on the part of LIC or any of its officers, employees or agents. All information processed by the Bidder during solution deployment and maintenance belongs to LIC. By having the responsibility to maintain the infrastructure, the Bidder does not acquire implicit access right to the information or right to redistribute the information.

2.3 Bidders – Participation in this RFP process

2.3.1 Eligibility to Participate

1. **Continued Eligibility**
   a. The Bidder must meet the eligibility criteria prescribed in the RFP document including restrictions on Bidders from specified countries as of the date of this Bid submission and should continue to meet these till the award of the contract. Bidders shall be required to declare continued fulfillment of Eligibility Criteria in Form T-1 Bid Form (Covering Letter). Bidders must provide evidence of their continued eligibility to LIC if requested.

   b. Furthermore, it is the Bidder's responsibility to ensure that its Experts, service providers, suppliers and/or their employees similarly continue to meet such eligibility criteria.

2. **Change in Structure or Associations**
   a. **Changes in Structure:** Any intimation of change in the structure, formation, eligibility, or qualifications of a Bidder after submission of bid will not be permitted.

   b. **Association among Bidders** No consortium/association bidding is allowed. LIC will not consider joint or collaborative bids that require a contract with more than one prime Bidder. Bidders need to fulfill all the eligibility criteria and technical evaluation criteria in its individual capacity unless mentioned otherwise.

   c. Any such changes shall be submitted for approval to LIC no later than 14 days after publishing the RFP document. Such approval shall be denied if (i) a Bidder proposes to associate with an ineligible Bidder or, in case of an ineligible joint venture, any of its members (ii) because of the change, the Bidder no longer substantially meets the eligibility criteria outlined in Section 5.1, or (iii) if, in the opinion of LIC, a substantial reduction in competition may result.

3. **Participation in only one Bid:** The shortlisted Bidder shall not participate in more than one Bid in this RFP Process. Participation in any capacity by a Bidder in more than one

Bid shall result in the disqualification of all Bids in which he is a party.

4. **Sub-contracting:** Subject to the conditions listed in this RFP and herewith, the Bidder may propose to use subcontractor(s) to make a complete offer to perform all services.

   Any prospective subcontractor that is not a wholly owned subsidiary of the Bidder will be subject to conditions specified in this clause. The conditions for proposing to use subcontractors include, but are not limited to, the following:

   a. Prior to any communication or distribution of LIC's confidential information to the potential subcontractor, the Bidder must provide LIC with the name of the potential subcontractor in advance and in writing. The Bidder will also provide contact information for the potential subcontractor. Bidder must obtain prior written approval of LIC before providing any confidential information of LIC to a potential subcontractor or another entity.

   b. If selected, the selected Bidder will be the prime Bidder for services provided to LIC by approved subcontractors. The Bidder and all the subcontractors shall be jointly and severally responsible for performance of the solution.

   c. The Bidder will be ultimately responsible for the provision/deficiency of all services, including subcontractor's compliance with the service levels and all other obligations and conditions enumerated in this RFP and the awarded Contract, if any.

   d. Subcontractor's costs will be included within the Bidder's pricing and invoicing and LIC shall in any way not be obligated or liable to pay to the approved sub-contractors any remuneration or monetary compensation of any kind.

No subcontract under the contract shall relieve the Bidder of the responsibility for ensuring that the requested services are provided and the provisions of the Non-Disclosure Agreement are adhered to. Bidders planning to subcontract all or a portion of the work to be performed must identify the proposed sub-contractors sufficiently in advance to ensure timely delivery of services.

The Bidder may only submit one bid as a prime Bidder. If the Bidder submits more than one bid, LIC may reject one or more of the submissions. This requirement does not limit a subcontractor's ability to collaborate with one or more Bidders submitting bids.

2.3.2 Conflict of Interest

The Bidder must provide professional, objective, and impartial advice, always holding the Procuring Organization's interest's paramount, and shall not try to get benefits beyond the legitimate payments and credentials in the contract. He should strictly avoid conflicts with other assignments or their corporate interests. Bidders must disclose to LIC in Form T-1 'Bid Form (Covering Letter)' any actual or potential conflict that impacts its capacity to serve the best interest of the Procuring Organization. Bidder should not have any litigation which may jeopardize or materially impact the bidders' ability to perform its obligations under the proposed assignment. Failure to disclose such situations shall be treated as a violation of the Code of Integrity (ITB Clause 2.14) and shall attract penalties mentioned therein. Bids found to have a conflict of interest shall be rejected as nonresponsive. Without limitation on the generality of the preceding, a Bidder in this Procurement Process shall be considered to have a conflict of interest if the Bidder:

1. Conflicting Associations:
    a. directly or indirectly controls, is controlled by or is under common control with another Bidder; or
    b. receives or has received any direct or indirect subsidy/financial stake from another Bidder; or
    c. has the same correspondence address or same legal representative/agent as another Bidder for purposes of this Bid; or
    d. has a relationship with another Bidder, directly or through common third parties, that puts it in a position to have access to information about or influence the Bid of another Bidder or influence the decisions of LIC regarding this Procurement Process; or
2. Unfair Competitive Advantage and Conflicting Activities: had (or any of its Affiliates) been engaged by LIC to provide goods, works, or services for a project, shall be disqualified from providing required scope of services resulting from or directly related to those goods, works, or services. Conversely, a firm (or any of its Affiliates) hired to provide required scope of services for the preparation or implementation of a project shall be disqualified from subsequently providing goods, works or services resulting from or directly related to the required scope of services for such preparation or implementation.
3. Conflicting Assignments: would (including its Experts and Sub-Bidders or any of its Affiliates) be or are providing required scope of services in another assignment for the same or another Procuring Entity that, by its nature, may conflict with this assignment.
4. Commissions and Gratuities: The Bidder shall disclose any commissions or fees that may have been paid or are to be paid to agents, representatives, or commission agents concerning the selection process or execution and performance of the resulting Contract. The information disclosed must include the name and address of the agent, representative, or commission agent, the amount and currency, and the purpose of the commission or fee.
5. Conflicting Relationships: has close business/family relationship with a staff of the Procuring Organization who are/would be directly/indirectly involved in any of the following activities:
    a. preparation of the RFP document or TOR of the Procurement Process
    b. evaluation of Bids or award of Contract, or

c. implementation/supervision of the resulting Contract

6. Notification of a conflict of interest: The Bidder shall make a disclosure to LIC as soon as any potential conflict comes to their 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 the Bidder under this Clause, decide whether it wishes to terminate this Services or otherwise, and convey its decision to the Bidder within a period not exceeding 15 (fifteen) days.

2.4 The Terms of Reference (TOR) and Form of Contract

2.4.1 Facilities to be provided by LIC

All inputs, relevant project data, and reports required for preparing the Bidder's Bid shall be included in the TOR. Unless otherwise stipulated in the TOR, utilities or facilities (e.g., Rooms, Furniture, Transport, Access to IT Services etc.) shall NOT be provided by LIC to the Bidder.

2.4.2 Forms of BOQ/Contract and Selection Methods

Evaluation of Bids and the resulting Contract shall be based on the form of BOQ/Contract and the Selection method applicable for the RFP, as elaborated in Section ITB-Clause 2.11 and 2.12 below.

2.4.3 Lumpsum form of BOQ/Contract

This is a Lumpsum form of BOQ/Contract, the Payments shall be linked to outputs (deliverables) such as reports, drawings, bills of quantities, bidding documents, or software programs.

2.4.4 Selection Method

1. The selection method applicable in this RFP shall be Quality and Cost Basis Selection (QCBS) followed by Online Reverse Auction (ORA).
2. Please refer to ITB Clause – 2.11 for details.

2.4.5 Inputs of Key Experts

Bidder shall not propose alternative Key Experts. Only one CV shall be submitted for each Key Expert position separately. Failure to comply with this requirement shall make the Bid non-responsive.

LIC may indicate in the RFP Document the estimated number of Key Experts and other roles as per the indicative scope of services LIC is seeking from this RFP. This estimate is indicative, and the Bidders should base their bid on their own estimates. However, if the Bidder has a strong justification (to be recorded in the Bid) to include lesser time input of Key Experts than that indicated in the TOR, it shall be treated as a deviation and dealt with as per ITB -Clause 2.11.1.2.

2.5 Bid Prices, Taxes and Duties

2.5.1 Prices

2.5.1.1 Competitive and Independent Prices

1. The prices should be arrived at independently, without restricting competition, any consultation, communication, or agreement with any other Bidder or competitor relating to:
    a. those prices; or
    b. the intention to submit an offer; or
    c. the methods or factors used to calculate the prices offered.
2. The prices should not be knowingly disclosed by the Bidder, directly or indirectly, to any other Bidder or competitor before the Financial Bid opening unless otherwise required by law.

2.5.1.2 Price Components

Bidder shall indicate in the Price Schedule prices/rates against all the specified roles. Indicative pod structures will be provided based on which the total commercial bid will be considered.

2.5.1.3 Price Schedule

1. Bidders are to upload only the downloaded BOQ (in excel format) after entering the relevant fields without any alteration/deletion/modification of other portions of the excel sheet. All the columns in the price schedule should be filled up as required. If any column does not apply to a Bidder, he should clarify the same.
2. Bidders shall fill in rates other than zero value in the specified cells without leaving them blank.
3. The quoted price/rate card shall be considered to include all relevant financial implications, including inter-alia the scope of the Services to be delivered and the incidental goods/works to be supplied, location of the Bidder, site(s) of the delivery of Services, terms of delivery, extant rules and regulations relating to taxes, duties, customs, transportation, environment, labour, Mining & Forest of the Bidder's country and in India.

2.5.1.4 Provisions of GST

1. Break up of different price elements, i.e., as per GST Act, shall be indicated separately, along with its associated HSN code and GST rate.
2. While quoting the basic rate, the Bidder should offset the input credit available as per the GST Act.

3. Please refer to ITB-Clause 2.5.2 for further details.

2.5.1.5 Currencies of Bid and Payment

The Bidder's currency of Bid and payment shall be quoted entirely in Indian Rupees. All payments shall be made in Indian Rupees only.

2.5.1.6 Non-compliance

Tenders, where prices are quoted in any other way, shall be rejected as non-responsive.

2.5.1.7 Firm Price

Prices/rate-card quoted by the Bidder shall remain fixed during the currency of the contract and not subject to variation on any account.

2.5.1.8 Price Variation Clause:

No variation on rate card shall be allowed under this RFP including any extensions.

2.5.2 Taxes

The Bidder is responsible for meeting all tax liabilities arising from the Contract.

2.5.2.1 GST Registration Status:

1. All the Bidders should ensure that they are GST compliant and that their quoted tax structure/rates areas per GST Act/Rules. Bidders should be registered under GST and furnish a GSTIN number and GST Registration Certificate in their offer unless they are specifically exempted from registration under a specific notification/circular/section/rule issued by statutory authorities.
2. **GST Registration Number (15-digit GSTIN).** If the Bidder has multiple business verticals in a state and has separate registration for each vertical, the GSTIN of each vertical concerned with the service delivery shall be quoted. If the services provided are from multiple states, the Bidder should mention GST registration numbers for each state separately.
3. **Composition scheme:** If the Bidder has opted for a composition levy under Section 10 of CGST, he should declare the fact while bidding along with GSTIN and GST registration certificate.
4. **Exemption from Registration:** If a Bidder is not liable to take GST registration, i.e., having turnover below threshold, he shall submit undertaking/indemnification against tax liability. Bidder claiming exemption in this respect shall submit a valid certificate from practicing Chartered Accountant (CA)/Cost Accountant with Unique Document Identification Number (UDIN) to the effect that Bidder fulfils all conditions prescribed in notification exempting him from registration. Such Bidder/dealer shall not charge any GST and/or GST Cess in the bill/invoice. In such case, applicable GST shall be

deposited under Reverse Charge Mechanism (RCM) or otherwise as per GST Act by LIC directly to concerned authorities. The bidder should note that his offer would be loaded with the payable GST under the RCM. Further, the Bidder should notify and submit to LIC within 15 days of becoming liable for registration under GST.

2.5.2.2 HSN Code and GST Rate:

1. If provided in this RFP Document, the HSN (Harmonized System of Nomenclature) code shall be only indicative. It shall be the responsibility of the Bidder to ensure that they quote the exact HSN Code and corresponding GST rate for each activity of the Services being offered by them.
    a. As per the GST Act, the Bid and contract must show the GST Tax Rates (and GST Cess if applicable) and GST Amount explicitly and separately from the Bid/contract price (exclusive of GST).
    b. If the price is stated to be inclusive of GST, the Bidder must declare the current applicable rate included in the price. Bidders should quote 'GST' if payable extra on the total basic rate of each service and quote GST in '%' inclusive of cess.
2. **Applicability to Imported Goods/Services:** If imported into India, the supply of commodities, services, or both shall be considered as supply under inter-state commerce/trade and shall attract integrated tax (IGST). The IGST rate and GST cess shall be applicable on the 'Custom Assessable Value' plus the 'Basic Customs duty Customs duty applicable thereon'.

2.5.3 Payments

2.5.3.1 General

Payment will be made as per the payment terms mentioned in this RFP.

2.5.3.2 No Advance Payments

LIC shall make no advance payment of any type (Mobilization, secured advances, etc.).

2.6 Downloading the RFP Document; Corrigenda and Clarifications

2.6.1 Downloading the RFP Document

The RFP document can be downloaded as per the details given in RFPL clause 1.2.2.

2.6.2 Corrigenda/Addenda to RFP Document

1. Before the deadline for submitting Bids, LIC may update, amend, modify, or supplement the information, assessment or assumptions contained in the RFP Document by issuing corrigenda and addenda. The corrigenda and addenda shall be published in the same manner as the original RFP Document. Without any liability or obligation, the Portal may send

intimation of such corrigenda/addenda to Bidders who have downloaded the document under their login. However, the Bidders must check the TenderWizard Portal for any corrigenda/addenda. Any corrigendum or addendum thus issued shall be considered a part of the RFP Document.

2. To give reasonable time to the prospective Bidders to take such corrigendum/addendum into account in preparing their Bids, LIC may suitably extend the deadline for the Bid submission as necessary. After LIC makes such modifications, any Bidder who has submitted his Bid in response to the original invitation shall have the opportunity to either withdraw his Bid or re-submit his Bid superseding the original Bid within the extended time of submission as per ITB-clause 2.9.4.1 below.
3. LIC may extend the deadline for the RFP submission by issuing an amendment. In this case, all rights and obligations of LIC and the bidders previously subject to the original deadline shall then be subject to the new deadline for the RFP submission.

2.6.3 Clarification of the RFP Document

As detailed in RFPL, a Bidder requiring any clarification regarding the RFP Document may seek clarification at email digitrans.bid@licindia.com. The query and clarification shall be shared with all Bidders on the portal without disclosing its source. If a modification of the RFP document is warranted due to such clarification, an addendum/corrigendum shall be issued as per ITB-Clause 2.6.2 above.

2.7 Pre-Bid Conference

1. If a Pre-Bid conference is stipulated in the TIS, prospective Bidders interested in participating in this tender may attend a Pre-Bid conference to clarify the techno- commercial conditions of the RFP at the venue, date and time specified therein. Only 2 representatives per bidder will be allowed to attend the meetings/events related to this RFP.
2. Participation is not mandatory: However, if a Bidder chooses not to (or fails to) participate in the Pre-Bid conference or does not submit a written query, it shall be assumed that they have no issues regarding the techno-commercial conditions.
3. The date and time by which the written queries for the Pre-Bid as per Format 3: “Pre-Bid Conference Query” must reach the authority and the last date for registration for participation in the Pre-Bid conference is also mentioned in the TIS.
4. Delegates participating in the Pre-Bid conference must provide a photo identity and an authorization letter as per Format 2: "Authorization to attend a Pre-Bid Conference" from their Company/principals; else, they shall not be allowed to participate. The Pre-Bid conference may also be held online at the discretion of LIC.
5. After the Pre-Bid Conference, Minutes of the Pre-Bid conference shall be published on TenderWizard portal. If required, a clarification letter and corrigendum to RFP Document shall be issued, containing amendments to various provisions of the RFP Document. As per ITB-clause 2.6.2 above, to give reasonable time to the prospective Bidders to consider such

clarifications in preparing their Bids, LIC may suitably extend, as necessary, the deadline for the Bid submission.

2.8 Preparation of Bids

2.8.1 The Bid

2.8.1.1 Language of the Bid

The Bid submitted by the Bidder and all subsequent correspondence and documents relating to the Bid exchanged between the Bidder and LIC shall be written in English. However, the language of any printed literature furnished by the Bidder in connection with its Bid may be written in any other language provided a certified translation accompanies it in the Bid language. For purposes of interpretation of the Bid, translation in the language of the Bid shall prevail.

2.8.1.2 Acquaintance with Local Conditions and Factors

At his own cost, responsibility, and risk, the Bidder is encouraged to visit, examine, and familiarize himself with the local conditions and factors. The Bidder acknowledges that before the submission of the Bid, he has, after a complete and careful examination, made an independent evaluation of the local conditions, infrastructure, logistics, communications, legal, environmental, and any other conditions or factors which would have any effect on the performance of the contract. Bidders shall be responsible for compliance with Rules, Regulations, Laws and Acts in force from time to time at relevant places. On such matters, LIC shall have no responsibility and not entertain any request from the Bidders.

2.8.1.3 Cost of preparation and submission of Bids

The Bidder(s) shall bear all direct or consequential costs, losses and expenditures associated with or relating to the preparation, submission, and subsequent processing of their Bids, including but not limited to preparation, copying, postage, delivery fees, expenses associated with any submission of samples, demonstrations, or presentations which LIC may require, or any other costs incurred in connection with or relating to their Bids. All such costs, losses and expenses shall remain with the Bidder(s), and LIC shall not be liable in any manner whatsoever for the same or any other costs, losses and expenses incurred by a Bidder(s) for participation in the Procurement Process, regardless of the conduct or outcome of the Procurement Process.

2.8.1.4 Interpretation of Provisions of the RFP Document

The RFP document's provisions must be interpreted in the context in which these appear. Any interpretation of these provisions far removed from such context, contrived, or between-the-lines interpretation is unacceptable.

2.8.1.5 Alternate Bids are not allowed.

Conditional offers, alternative offers, and multiple Bids by a Bidder shall not be considered. The Portal shall permit only one Bid to be uploaded.

2.8.2 Documents comprising the Bid.

2.8.2.1 Techno-commercial Bid/Cover

"Technical Bid" shall include inter-alia the scanned copies of duly signed or digitally signed copies of forms as per ITB-Clause 2.1.4.7 and 2.1.5 in pdf format. The Technical Bid shall not include any financial information. A Technical Bid containing material financial information shall be declared non-responsive.

2.8.2.2 Financial Bid/Cover

"Financial Bid" shall comprise the Price Schedule. It should be filled considering all financially relevant details, including Taxes and Duties, as per ITB-clause 2.5.2. It shall include all details as mentioned in Section V Evaluation/ Scoring Criteria, Clause 5.3. No additional technical details which have not been brought out in the Technical Bid shall be brought out in the Financial Bid. A Financial Bid containing material Technical Information not disclosed in the Technical Bid shall be declared non- responsive.

2.8.3 Bid Validity

1. Bids shall remain valid for a period of not less than 180 days from the deadline for the Bid submission stipulated in TIS. A Bid valid for a shorter period shall be rejected as nonresponsive.
2. In case the day up to which the Bids are to remain valid falls on/subsequently declared a holiday or closed day for LIC, the Bid validity shall automatically be deemed to be extended up to the next working day.
3. In exceptional circumstances, before the expiry of the original time limit, LIC may request the Bidders to extend the validity period for a specified additional period. The request and the Bidders' responses shall be made in writing or electronically.
    a. The Bidder has the right to refuse to extend the validity of its Bid, in which case such Bid shall no longer be valid.
    b. If the Bidder agrees to extend the validity of its Bid, it shall be done without any change in the original Bid and with the confirmation of the availability of the Key Experts.
    c. If any Key Experts become unavailable for the extended validity period, the Bidder shall seek permission to substitute another Key Expert. The Bidder shall provide adequate written justification and evidence to LIC with the substitution request. In such case, a substitute Key Expert shall have equal or better qualifications and

experience than the originally proposed one. The technical evaluation score, however, shall remain based on the evaluation of the CV of the original Key Expert.

d. If the Bidder fails to provide a substitute Key Expert with equal or better qualifications, or if the provided reasons for the replacement or justification are unacceptable to LIC, such Bid shall be rejected.

2.8.4 Bid Security - Related Documents

1. **EMD/BSD as Bid Security:** The Bidder shall provide Bid Security as Earnest Money Deposit (EMD) for the amount shown in the TIS. EMD exemption will be given for Micro, Small, and Medium Enterprises (MSME) units and MSME Start-ups (as defined in MSE Procurement Policy issued by Ministry of Micro,Small and Medium Enterprises) or Startups (as defined by the Department for Promotion of Industry and Internal Trade. Bidders should submit relevant MSME/NSIC certificate for claiming exemption for EMD.
2. **Modalities of EMD**: The earnest money shall be denominated in Indian Rupees. Wherever relevant, it shall be in favor of the Account specified in TIS and shall be furnished as unconditional and irrevocable Bank Guarantee from/confirmed by any of the Nationalised/Reputed Scheduled banks in India in the format specified in Form T-9 valid for forty-five days beyond the validity of the Bid.
3. **Forfeiture of EMD:** EMD shall be forfeited if the Bidder breaches any of the following obligations under the RFP:
    a. withdraws or amends his Bid or impairs or derogates from the Bid in any respect within the period of validity of its Bid; or
    b. after having been notified within the period of Bid validity of the acceptance of his Bid by LIC:
        i. refuses to or fails to submit the original documents for scrutiny or the required Performance Security within the stipulated time as per the RFP document's conditions.
        ii. fails or refuses to sign the contract.
    c. The bidder is found to be indulging in Fraudulent and Corrupt practices as mentioned in the RFP
    d. The bidder makes any written statement or encloses any form which turns out to be False/Incorrect at any time prior to signing of the contract
    e. Bidder doesn’t respond to requests for clarification of its Proposal
    f. Bidder fails to provide required information during the evaluation process or is found to be non-responsive

    Bids submitted without EMD or EMD not submitted conforming to above criteria, will be treated as non-responsive and will be summarily rejected by LIC
4. **Return of EMD:** Unsuccessful Bidders’ EMD shall be returned to them without any interest not later than thirty days after the conclusion of the RFP process. Successful

Bidder's EMD shall be returned without any interest after receipt of Bank Guarantee for performance security from them.

2.9 Signing and Uploading Bids

2.9.1 Relationship between Bidder and TenderWizard Portal

LIC is neither a party nor a principal in the relationship between the Bidder and the organization hosting the TenderWizard (hereinafter called the Portal). Bidders must comply with the rules, regulations, procedures, and implied conditions/agreements of the TenderWizard, including registration, compatible Digital Signature Certificate (DSC) etc. Bidders shall settle clarifications and disputes, if any, regarding the Portal directly with them. In case of conflict between provisions of the Portal with the RFP Document, provisions of the Portal shall prevail. Bidders may study the resources provided by the Portal for Bidders.

2.9.2 Signing of Bid

The individual signing/digitally signing the Bid or any other connected documents should submit an authenticated copy of the document(s), which authorizes the signatory to commit and submit Bids on behalf of the Bidder along with Form T-1: Bid Form (Covering Letter).

2.9.3 Submission/uploading of Bids

2.9.3.1 Submission/Uploading to the Portal

Further to details mentioned in RFPL clause 1.6:

1. Bids must be uploaded on the TenderWizard mentioned in the TIS until the deadline for the Bid submission as notified therein. If the office happens to be closed on the deadline to submit the Bid as specified above, this deadline shall not be extended. No manual Bids shall be made available or accepted for submission. Bids submitted through modalities other than those stipulated in TIS shall be liable to be rejected as nonresponsive.
2. In the case of downloaded documents, the Bidder must not make any changes to the contents of the documents while uploading, except for filling in the required information– otherwise, the Bid shall be rejected as nonresponsive. Uploaded Pdf documents should not be password protected. Bidders should ensure the clarity/legibility of the scanned documents uploaded by them.
3. The date and time of the TenderWizard server clock (also displayed on the dashboard of the bidders) shall be the reference time for deciding the closing time of the Bid submission. Bidders are advised to ensure they submit their Bid within the deadline of submission, taking the server clock as a reference, failing which the portal shall not accept the Bid. No request on the account that the server clock was not showing the correct time and that a particular bidder could not submit their Bid because of this shall be entertained. Failure or defects on the internet or heavy traffic at the server shall not be accepted as a reason for a complaint.

LIC shall not be responsible for any failure, malfunction or breakdown of the electronic system used during the e-Tender process.

4. Only one copy of the Bid can be uploaded, and the Bidder shall digitally sign all statements, documents, and certificates uploaded by him, owning sole and complete responsibility for their correctness/authenticity as per the IT Act 2000 as amended from time to time.
5. Unless otherwise instructed in the RFP Document, the bidder need not sign or upload the Sections in ITB-clause 2.1.4 above while uploading his Bid. However, they must declare in his Bid Form (Form T-1: Bid Form) that they have read, understood, complied with, and stand bound by all requirements of these sections. Originals of the following documents shall be submitted to LIC, and acknowledgement be obtained before the bid submission deadline at the venue mentioned in TIS.
    a. Bank Guarantee for Earnest Money Deposit instrument
    b. Non-Disclosure Agreement (NDA)
    c. Pre-Contract Integrity Pact
6. Failure to do so is likely to result in the bid being rejected. If the office is closed on the deadline for such physical submission, the physical submission deadline shall stand extended to the next working day at the same time and venue.
7. LIC reserves its right to call for verification, at any stage of evaluation, especially from the successful Bidder(s) before the issue of a Letter of Award (LoA), originals of uploaded scanned copies of documents uploaded in the RFP stage. If a bidder fails at that stage to provide such originals or, in case of substantive discrepancies in such documents, it shall be construed as a breach of the Code of Integrity (see clause 2.14 below). Such RFP Bids shall be liable to be rejected as non-responsive and other punitive actions for such a breach.
8. Regarding the protected Price Schedule the Bidder shall only enter his name in the space provided in the specified location. Bidder shall type rates in the figure only in the rate column of respective service(s) without any blank cell or Zero values in the rate column, without any alteration/deletion/modification of other portions of the excel sheet. If space is inadequate, the Bidder may upload additional documents under "Additional Documents" in the "Bid Cover Content."
9. All Bids uploaded by the Bidder to the portal shall get automatically encrypted. The encrypted Bid can only be decrypted/opened by the authorised persons on or after the due date and time. The Bidder should ensure the correctness of the Bid before uploading and take a printout of the system-generated submission summary to confirm the successful Bid upload.
10. Hard copy of the entire Technical-Bid document (which is uploaded online by Bidder) shall be submitted physically to LIC at the address of the Tender Inviting Authority (TIA) duly stamped, signed and spirally bound within 48 hours of the closed of bid-submission date/time. In case of any discrepancy/variations between documents (online and physical), the online submissions shall prevail.

2.9.3.2 Implied acceptance of procedures by Bidders

Submission of Bid in response to the RFP Document is deemed to be acceptance of the procedures and conditions of e-Procurement and the RFP Document.

2.9.4 Modification, Resubmission and Withdrawal of Bids

2.9.4.1 Modification & Resubmission

Once submitted in e-Procurement, the Bidder cannot view or modify his Bid since it is locked by encryption. However, resubmission of the Bid by the Bidders for any number of times superseding earlier Bid(s) before the submission date and time is allowed. Resubmission of a Bid shall require uploading all documents, including the financial Bid, afresh. The system shall consider only the last Bid submitted.

2.9.4.2 Withdrawal

1. The Bidder may withdraw his Bid before the Bid submission deadline, and it shall be marked as withdrawn and shall not get opened during the Bid opening.
2. No Bid should be withdrawn after the Bid submission deadline and before the Bid validity period expires. If a Bidder withdraws the Bid during this period, LIC shall be within its right to forfeit the Bid Security (or enforce the Bid Securing Declaration, if it was allowed in lieu of Bid Security), in addition to other punitive actions provided in the RFP Document for such misdemeanors as per clause 2.8.4 above.
3. Any bidder shortlisted and invited to participate in the RFP but is not in a position to provide services due to major modifications in the scope or terms and conditions, is allowed to withdraw from the bidding proceedings before submission of RFP bid without forfeiting his Earnest Money Deposit (EMD), by declaring his intention to withdraw from procurement proceedings with adequate justification. The decision of the LIC in the matter shall be final.

2.10 Bid Opening

The Bids shall be opened on or after the date & time of the opening stipulated in TIS. Bids cannot be opened before the specified date & time, even by the Tender Inviting Officer, the Procurement Officer, or the Publisher. If the specified date of Bid opening falls on or is subsequently declared a holiday or closed day for LIC, the Bids shall be opened at the appointed time on the next working day.

2.11 Evaluation of Bids and Award of Contract

2.11.1 General norms

2.11.1.1 Evaluation is based only on declared criteria.

1. The evaluation shall be based upon scrutiny and examination of all relevant data and details submitted by the Bidder in its/his Bid and other allied information deemed

appropriate by LIC. Evaluation of Bids shall be based only on the criteria/conditions included in the RFP Document. The Selection Method to be used for evaluation and the Type of Contract (Price Structure) is mentioned in the TIS.

2. The determination shall not consider the qualifications of other firms, such as the bidder's subsidiaries, parent entities, affiliates, or any other firm(s) different from the bidder.
3. Information relating to the evaluation of RFPs and evaluation results shall not be disclosed to any participant or any other person not officially concerned with such process until the notification of shortlisting is made in accordance with clause 2.13.1 below.

2.11.1.2 Deviations/Reservations/Omissions - Substantive or Minor

1. During the evaluation of Bids, the following definitions apply:
    a. “Deviation” is a departure from the requirements specified in the RFP Document.
    b. “Reservation” is the setting of limiting conditions or withholding from complete acceptance of the requirements specified in the RFP Document; and
    c. “Omission” is failing to submit part, or all of the information or documentation required in the RFP Document
2. A deviation/reservation/omission from the requirements of the RFP Document shall be considered a substantive deviation as per the following norm, and the rest shall be considered a Minor deviation:
    a. which affects in any substantive way the scope, quality, or performance standards of the Services;
    b. which limits in any substantive way, inconsistent with the RFP Document, LIC's rights, or the Bidder's obligations under the contract; or
    c. Whose rectification would unfairly affect the competitive position of other Bidders presenting substantively responsive Bids.
3. The decision of LIC shall be final in this regard. Bids with substantive deviations shall be rejected as nonresponsive.
4. Variations, deviations, and other offered benefits (Techno-commercial or Financial) above the scope/quantum of Services stipulated in the RFP Document shall not influence evaluation Bids. If the Bid is otherwise successful, such benefits shall be availed by LIC, which would become part of the contract.
5. LIC reserves the right to accept or reject Bids with minor deviations. Wherever necessary, LIC shall convey its observation as per ITB-clause 2.11.1.3 below on such ‘minor’ issues to the Bidder by registered/speed post/electronically etc., asking Bidder to respond by a specified date. If the Bidder does not reply by the specified date or gives

an evasive reply without clarifying the point at issue in clear terms, that Bid shall be liable to be rejected as nonresponsive.

2.11.1.3 Clarification of Bids and shortfall documents

1. During the evaluation of Techno commercial or Financial Bids, LIC may, at its discretion, but without any obligation to do so, ask the Bidder to clarify its Bid by a specified date. The bidder should answer the clarification within that specified date (or, if not specified, 7 days from receiving such a request). The request for clarification shall be submitted in writing or electronically, and no change in prices or substance of the Bid shall be sought, offered, or permitted that may grant any undue advantage to such Bidder. Any clarification submitted by a Bidder regarding its Bid that is not in response to a request by the Purchasing Entity shall not be considered.
2. LIC reserves its right to, but without any obligation to do so, seek any shortfall information/documents only in case of historical documents which pre-existed at the time of the Bid Opening, and which have not undergone change since then and do not grant any undue advantage to any Bidder. There is a provision on the portal for requesting Short-fall documents from the Bidders. The system allows taking the shortfall documents from bidders only once after the technical Bid opening.
3. If the bidder fails to provide satisfactory clarification and/or missing information within the stipulated time-period, its RFP-bid shall be evaluated based on available information and documents.

2.11.1.4 Contacting LIC during the evaluation

From Bid submission to awarding of the contract, no Bidder shall contact LIC on any matter relating to the submitted Bid. If a Bidder needs to contact LIC for any reason relating to this tender and/or its Bid, it should do so only in writing or electronically. Any effort by a Bidder to influence LIC during the processing of Bids, evaluation, Bid comparison or award decisions shall be construed as a violation of the Code of Integrity, and the Bid shall be liable to be rejected as nonresponsive in addition to other punitive actions for violation of Code of Integrity as per the RFP Document.

2.11.2 Evaluation of Bids

2.11.2.1 Preliminary Examination of Bids - Determining Responsiveness

A substantively responsive Bid is complete and conforms to the RFP Document's essential terms, conditions, and requirements without substantive deviation, reservation, or omission. Bids with substantive techno-commercial deviations or other essential aspects of the RFP shall be rejected as nonresponsive. Only substantively responsive Bids shall be considered for further evaluation. LIC reserves its right to consider and allow minor deviations in technical and Commercial Conditions. Following are some of the crucial aspects for which a Bid shall be rejected as non-responsive:

1. The Bid is not in the prescribed format or is not submitted as per the stipulations in the RFP Document.
2. Failure to provide and/or comply with the required information, instructions etc., incorporated in the RFP Document or evasive information/reply against any such stipulations.
3. Required Bid Security (EMD) has not been provided before the closing date/time of bid- submission.
4. Bidder no longer complies with the eligibility criteria.
5. The Services offered are not eligible as per the provision of this tender.
6. The Bid validity is shorter than the required period.
7. The Bid departs from the essential requirements stipulated in the bidding document.
8. Non-submission or submission of illegible scanned copies of stipulated documents/declarations
9. Furnishing wrong and/or misguiding data, statement(s) etc. In such a situation, besides rejecting the Bid as nonresponsive, it is liable to attract other punitive actions under relevant provisions of the RFP Document for violating the Code of Integrity.

2.11.2.2 The evaluation process

Unless otherwise stated, only the techno-commercial Bids shall be opened on the stipulated date of opening of Bids. After that, the techno-commercial evaluation shall ascertain whether these Bids meet the requirements of the Terms of Reference, Technical Criteria and Minimum Score. Subsequent opening of financial Bids and financial evaluation shall be done only of Bids declared successful in techno-commercial evaluation. The evaluators of the Technical Bids shall have no access to the Financial Bids until the technical evaluation results are declared, and financial Bids are opened.

2.11.3 Techno-commercial Evaluation

2.11.3.1 Evaluation of Technical Bids/Score

1. LIC shall evaluate the technical Bid and assign scores as per the scheme of criteria and sub- criteria as laid down in 'Section V: Evaluation/Scoring Criteria'. This determination shall, inter- alia, consider the Bidder's (i) Bidder's Experience relevant to the Scope of work; ii) Technical presentation and proposed solution; iii) Quality of Team iv) Client References
2. If it is established that any Key Expert nominated in the Bidder's Bid was included in the Bid without his/her confirmation, such Bid shall be disqualified and rejected for further evaluation and shall be treated as a violation of the Code of Integrity and would be liable for penalties thereunder.
3. All Key Experts (including the Team Lead) must meet the minimum requirements specified in Section 5.3.1.3 Quality of Team. If any Key Expert fails to meet these

minimum requirements, his score shall be evaluated as Nil. If any Key Expert or Team Lead of the successful bidder scores less than the specified percentage of the maximum score (or 50%, if not so specified), LIC shall be entitled to ask for a better replacement before the negotiations as per ITB-Clause 2.12 below.

2.11.3.2 Evaluation of Conformity to Commercial and Other Clauses

Bidders must comply with all the Commercial and other clauses of the RFP Document as per submissions in Form T-7: 'Terms and Conditions – Compliance'. LIC shall also evaluate the commercial conditions quoted by the Bidder to confirm that all essential terms and conditions stipulated in the RFP Document have been accepted without substantive omissions/reservations/exceptions/deviation by the Bidder. Deviations from or objections or reservations to critical provisions such as those concerning (but not limited to) Governing laws and Jurisdiction (Section III - GCC clause 3.3), Bidder's Obligations and Restrictions of its Rights (Section III - GCC clause 3.5), Performance Bond/Security (Section III - GCC clause 3.5.8), Force Majeure (Section III - GCC clause 3.9.6), Taxes & Duties (Section III - GCC clause 3.10.2), and Code of Integrity in Public Procurement Misdemeanors and Penalties (Section III - GCC clause 3.13) shall be deemed to be a substantive deviation and treated as unresponsive as per clause 2. 11.1.2 (3) above.

2.11.3.3 Evaluation of Techno-commercially Suitable Bidders and Opening of Financial Bids

Each responsive Bid shall be given a technical score applying the evaluation criteria, sub-criteria, and scoring system specified in **Section V: Evaluation/Scoring Criteria**. The technical score **carries a total of 100 marks**. Bidders scoring more than **70 marks** in the Technical Evaluation shall be considered techno-commercially suitable. The list of such techno-commercially suitable Bidders shall be declared on the Portal. LIC shall notify all Bidders whether their Bid was found responsive/non-responsive to the RFP and whether they met the minimum qualifying technical score. Financial Bids of successful Bidders only shall be opened online. The financial Bids of unsuccessful Bidders (scoring less than 70 marks) shall remain encrypted and unopened. LIC, at its discretion, retains the right to reduce the qualifying marks for each evaluation stage, if it deems fit.

2.11.4 Financial Bids Evaluation and Ranking of Bids

2.11.4.1 Financial Bids Evaluation

1. Financial Bids of all Techno-commercially suitable Bids are evaluated based on the selection method declared in the RFP Document and ranked accordingly. The total outgo (excluding GST) will be considered for this evaluation.
2. GST will be payable as per Government guidelines.
3. Financial bid shall be opened only for technically qualified bidders who score 70% and above (pre-normalized).

4. The commercial bid evaluation will be in two stages:
   a. Opening of the Indicative Commercial Bid submitted by the Bidders and calculation of QCBS score based on technical and commercial score.
   b. Online Reverse Auction among the top 2 bidders based on QCBS score.
5. The eligible Bidders will be informed about the ―Business Rules and the details of the ORA.
6. The L1 rate will be discovered after Online Reverse Auction (ORA).
7. **Correction of Errors/adjustments:**
   a. **Loading for Deviations:** Unless announced beforehand, the quoted price shall not be loaded based on deviations in commercial conditions. If it is so declared, such loading of a financial Bid shall be done as per the relevant provisions.
   b. **Discrepancies between Technical and Financial Bid:**
      i. Activities and items described in the Technical Bid but not priced in the Financial Bid shall be assumed to be included in the prices of other activities or items, and no corrections are made to the Financial Bid.
      ii. The Bidder is deemed to have included all prices in the Financial Bid, so neither arithmetical corrections nor price adjustments shall be made.
   c. **Discounts and Rebates:** If any Bidder offers conditional discounts/rebates in their Bid or suo-motu discounts and rebates after the Bid Opening (techno-commercial or financial), such rebates/discounts shall not be considered for ranking the offer. But if such a Bidder gets selected as per the selection method, without discounts/rebates, such discounts/rebates shall be availed and incorporated in the contracts.
8. **Ambiguous Financial Bid:** If the financial Bid is ambiguous and leads to two equally valid total price amounts, it shall be rejected as nonresponsive.
9. **Quality and Cost-Based Selection (QCBS):** The total score will be calculated by weighing the technical and financial scores and adding them to obtain a combined QCBS (Technical cum Financial) score, as explained in the sub-clauses below. The Bid obtaining the highest total combined score in evaluating quality and cost will be ranked as HC-1, followed by the Bids securing lesser marks as HC-2, HC-3 etc. If two or more bids have the same highest score in the final ranking, the bid with a higher financial score will be HC-1.
   a. Under the combined quality-cum-cost based system (QCBS), the Technical Bid evaluation, shall be allotted weightage of 70% (T) while the Financial-Bid evaluation shall be allotted the weightage of 30% (P). The Technical-bid scores and Financial-bid scores shall be normalized as per the respective weightages (called as Relative score).
   b. The Technical Bids are given an absolute technical score (Ta out of max 100 marks) based on the evaluation criteria in Section V: Evaluation/Scoring Criteria.

The absolute technical score comprises of 100 marks. However, to normalize this w.r.t. Financial Score Sf below, a relative Technical Score (St) based on their relative ranking shall be calculated. The highest evaluated absolute Technical Score (Ta- max) is assigned the maximum relative Technical Score (St) with weightage 70(Seventy). The formula for determining the relative Technical scores (St) of all other Bids is as follows:

$$St = 70 \times Ta/Ta\text{-}max,$$

in which "Ta-max" is the highest evaluated absolute Technical Score (out of 100 marks), "St" is the relative Technical score calculated, and "Ta" is the absolute Technical Score (out of 100 marks) of the Bid under consideration. This normalization would avoid any unintended magnification of weightage to the Financial score due to different scales of Technical Scores and Financial Scores.

c. The Financial Bids are given cost-score based on the relative ranking of prices, with the lowest evaluated Financial Bid (Fm) being assigned the maximum financial score (Sf) with weightage 30 (Thirty). The formula for determining the financial scores (Sf) of all other Bids is as follows:

$$Sf = 30 \times Fm/F,$$

in which "Fm" is the price of the lowest offer, "Sf" is the financial score calculated, and "F" is the price of the Bid under consideration.

d. The weights given to the Technical (T) and Financial (P) Bids are specified above: T (the weight given to the Technical Bid) is 70%, and

P (the weight given to the Financial Bid) is 30% (with T + P = 100%)

e. Bids would be ranked according to their combined QCBS (weighted technical, St and financial, Sf) scores as follows:

$$S = (St + Sf)$$

in which "S" is the combined QCBS score, "St" is the relative technical score calculated as per sub-clause b) above and "Sf" is the financial score calculated as per sub-clause c) above. All scores shall be calculated rounded up to two decimal places only.

f. The detailed methodology is described below:

i. There are four bidders A, B and C, D.

ii. Technical score will be arrived at treating the marks of the bidder scoring the highest marks (A) in technical evaluation as 70 (maximum).

iii. Weighted Technical score for other bidders (B, C, D etc.) will be computed using the formula Marks of B/Marks of highest scorer A * 70 and so on.

iv. Similarly, Commercial Score of all technically qualified bidders will be arrived at by taking the cost quoted by lowest bidder i.e., the lowest quote from all technically qualified bidders as 30 (maximum).

v. Weighted Commercial score for other bidders will be calculated using the formula: Weighted Commercial Score = Cost of Lowest bidder/Cost quoted by bidder * 30.

vi. A Combined score will be arrived at, taking into account (i.e. adding) both weighted scores of Technical Bid evaluation and the Financial Bid evaluation.

Sr. No	Bidder	Technical Evaluation marks	Total Cost of Ownership in INR	Weighted Technical Score (T)	Weighted Commercial Score (P)	Combined Score (HC = T+P) (out of 100)
1.	A	90	40	(90/90) *70 = 70.00	(20/40) *30 = 15.00	70.00 + 15.00 = 85.00
2.	B	80	30	(80/90) *70 = 62.22	(20/30) *30 = 20.00	62.22 + 20.00 = 82.22
3.	C	70	20	(70/90) *70 = 54.44	(20/20) *30 = 30.00	54.44 + 30.00 = 84.44
4.	D	80	25	(80/90)*70= 62.22	(20/25)*30= 24.00	62.22 + 24.00 = 86.22

In the above example,

i. Based on the Total Cost (TC) declared by the Bidders during the commercial bid evaluation, and further Combined and Final Evaluation using QCBS the Bidders will be categorized as HC1, HC2, HC3, HC4 etc. (In the ascending order, i.e. HC1 being the Bidder with the highest combined score, followed by HC2 with the next highest combined score and so on.)

ii. In this case Bidder D with the highest combined score of 86.22 becomes the bidder HC1., followed by Bidder A who becomes HC2 with a combined score of 85 and so on.

iii. Bidders HC1 and HC2 will then take part in the Online Reverse Auction to determine the L1 Vendor.

2.11.5 Normalization of Bids

LIC may, at its sole discretion, decide to seek more information from the Bidders in order to normalize the Bids. However, Bidders will be notified separately if such normalization exercise is resorted to.

Normalization will be done to the extent possible and feasible to ensure that Bidders are meeting the requirements of the RFP to the extent possible and that the interest of LIC is protected. LIC reserves the right to normalize any or all of the technical bids. If such normalization has a bearing on the price, LIC may at its discretion ask the bidders eligible for technical evaluation to submit the technical and commercial bids once again for scrutiny.

The submissions can be requested by LIC in the following two manners:

1. Incremental technical bid and/or incremental price submissions in part of the requested clarifications by LIC

   (or)

2. Revised technical and/or price submissions of the part or whole Bid

The process of normalization may be iterative till such time LIC is satisfied with the response of the Bidders.

Post the normalization process in case any Bidder has not quoted for any of the components, the response would be deemed to conclude that the unquoted components required for meeting the functional and technical requirements including the service levels specified in this RFP have been included in the total fixed cost in the commercial bid in prescribed format.

The Bidder by participating in this tender agrees to the normalization process being followed adopted by LIC and has no reservation on the process adopted. In the event the Bidder has any query on the normalization process the same may be raised by the Bidder as part of the pre-bid queries.

LIC can repeat this normalization process at every stage of Technical bid submission or the Commercial evaluation till LIC is satisfied. The Bidders agree that they have no reservation or objection to the normalization process and all the Bidders will, by responding to this RFP, agree to participate in the normalization process and extend their co-operation to LIC during this process.

The Bidders, by submitting the response to this RFP, agree to the process and conditions of the normalization process.

This clause is applicable for only those items where the Bidder has quoted inadequately in terms of quantity or description or sizing, in such cases the bidder will provide the additional quantities at the same rates quoted in the price bid.

This clause is not applicable for items where the Bidder has missed out quantities or scope items, in such cases the bidder will have to make good such items or scope at no additional cost to LIC.

2.12 Contract Negotiation

2.12.1 Invitation to Negotiate

The negotiations shall be held at the date and address announced after the selection of the successful Bidder with their representative(s), who must have written power of attorney to negotiate and sign a contract on behalf of the Bidder. During the negotiations, it shall be ensured that no undue advantage accrues to the Bidder and that nothing shall vitiate the basis on which he has been declared successful. The minutes of negotiations shall be signed by LIC and the Bidder's authorized representative.

2.12.2 Verification of Original Documents

Before issuing a Letter of Award (LoA) to the successful Bidder(s), LIC may, at its discretion, ask the Bidder to present the originals of all such documents whose scanned copies were submitted online during shortlisting process and this RFP process. If so decided, the photocopies of such self- certified documents shall be verified and signed by the competent officer and kept in the records as part of the contract agreement. If the Bidder fails to provide such originals or in case of substantive discrepancies found in such documents, it shall be construed as a violation of the Code of Integrity. Such Bid shall be liable to be rejected as nonresponsive in addition to other punitive actions in the Code of Integrity.

2.12.3 Availability of Key Experts

As a pre-requisite to the negotiations, the invited Bidder shall confirm the availability of all Key Experts included in the Bid. Failure to confirm the Key Experts' availability may result in the Bidder's Bid being declared non-responsive and LIC proceeding to negotiate the Contract with the next-ranked responsive Bidder.

Notwithstanding the above, the substitution of Key Experts at the negotiations may be considered if due solely to circumstances outside the reasonable control of and not foreseeable by the Bidder, including but not limited to death or medical incapacity. In such case, the Bidder shall offer a substitute Key Expert within the period specified in the invitation letter to negotiate the Contract, who shall have equivalent or better qualifications and experience than the original candidate.

As per ITB-Clause 2.11.3 and 2.11.4, LIC reserves its right to seek during negotiations the replacement of the Team Leader/other Key Experts who score below the minimum score if specified.

2.12.4 Technical Negotiations

The negotiations include discussions of the Terms of Reference (TORs), the proposed methodology, LIC's inputs, the special conditions of the Contract, and finalizing the 'Terms of Reference' part of the Contract. These discussions shall not substantially alter the original scope of services under the TOR or the terms of the contract lest the quality of the final product, its price, or the initial evaluation be vitiated.

2.12.5 Financial Negotiations

2.12.5.1 General

1. The Financial negotiations include clarifying the Bidder's tax liability and how it should be reflected in the Contract.
2. Lump-Sum form of BOQ: The selection method includes cost as a factor in the evaluation, the total price stated in the Financial Bid shall not be negotiated.

2.12.6 Conclusion of Negotiations

The negotiations are concluded with a review of the finalized draft Contract, which shall be initialed by LIC and the Bidder's authorized representative.

If the negotiations fail, LIC shall inform the Bidder in writing of all pending issues and disagreements and provide a final opportunity for the Bidder to respond. If disagreement persists, LIC shall declare the Bid non-responsive, informing the Bidder of the reasons for doing so. LIC shall invite the next-ranked responsive Bidder to negotiate a Contract. Once LIC commences negotiations with the next-ranked Bidder, LIC shall not reopen the earlier negotiations.

2.13 Award of Contract

2.13.1 Letter of Award (Acceptance - LoA) and Signing of Contract

2.13.1.1 Letter of Award (LoA)

After 10 days from the conclusion of negotiations (in line with ITB-Clause 2.14 below), the Bidders whose Bids have been accepted shall be notified of the award by LIC before the expiration of the Bid validity period by written or electronic means. This notification (hereinafter and in the Conditions of Contract called the "Letter of Award - LoA") shall state the sum (hereinafter and in the contract called the "Contract Price") that LIC shall pay the Bidders in consideration of delivery of Services. The Letter of Award (LoA) shall constitute the legal formation of the contract, subject only to the furnishing of performance security as per the provisions of the sub-clause below. LIC, at its discretion, may directly issue the contract subject only to the furnishing of performance security, skipping the issue of LoA.

2.13.1.2 Performance Security

1. The notified Bidders who submits the Performance Bank Guarantee will enter into the contract for the execution of this project with LIC. The contract will incorporate all clauses of the RFP, all clarifications and the response, of the successful bidder, to the RFP. LIC reserves the right to incorporate standard contract provisions and the contract shall at all times be compliant to:
   a. Provision of the CVC and GoI on procurements
   b. General Financial Rules 2017 for contract management: https://doe.gov.in/sites/default/files/GFR2017_0.pdf

   These provisions may include such things as the normal day-to-day relationships with the Bidder, but may not substantially alter the requirements of this RFP.
2. Within the number of days stipulated in ITB (or 21 days if not specified) of receipt of the Letter of Award (LoA, or the contract if LoA has been skipped), performance Security as per details in GCC-3.5.8 shall be submitted by the Bidders to LIC.
3. If the Bidders, having been called upon by LIC to furnish Performance Security, fails to do so within the specified period, it shall be lawful for LIC at its discretion to annul the award and forfeit EMD (or enforce Bid Securing Declaration if it was permitted to be submitted in lieu of Bid Security), besides taking any other administrative punitive action like 'Removal from List of Registered Suppliers' etc.

2.13.1.3 Signing of Contract

1. **Publication of Results:** LIC shall send to each techno-commercially suitable bidders the Notification of Intention to Award the Contract to the Selected Bidder. The Notification of Intention to Award shall contain, at a minimum, the following information:
   a. the name and address of the Bidder with whom LIC successfully negotiated a contract;
   b. the contract price of the Selected Bid;
   c. the names of all Bidders included in the short list for RFP, indicating those that submitted Bids;
   d. the final combined scores and the final ranking of the Bidders
   e. the name and address of the Selected Bidder(s) receiving the contract(s) shall be published on the website of LIC.
2. **After the award notification,** LIC shall share a copy of the Contract Agreement (as per Format 1: Contract Form along with sub-formats) to successful Bidders for review. The Bidders may point out to LIC, in writing/electronically, any anomalies noticed in the contract within seven days of receipt. The Contract Agreement shall be executed within

21 days after the date of issue of the Letter of Acceptance and after submission and verification of the Performance Security.

3. The successful Bidders shall return the original copy of the contract, duly signed, and dated, within seven days from the date of receipt of the contract, to LIC by registered/speed post or by a suitable digital means.

2.14 Code of Integrity in Public Procurement, Misdemeanors and Penalties

Procuring authorities, Bidders, suppliers, contractors, and bidders should observe the highest standard of integrity and not indulge in prohibited practices or other misdemeanors, either directly or indirectly, at any stage during the Procurement Process or the execution of resultant contracts. GCC clause 3.13(including the penalties prescribed therein) shall be considered part of this clause of ITB (even though it is not being reproduced here for brevity) and shall apply mutatis mutandis during the pre-award Procurement Process.

2.15 Grievance Redressal/Complaint Procedure

1. The bidder has the right to submit a complaint or seek de-briefing regarding the rejection of his Bid, in writing or electronically, within 10 days of the declaration of techno-commercial or financial evaluation results. The complaint shall be addressed to the Head of Procurement.
2. Within 5 working days of receipt of the complaint, the Tender Inviting Officer shall acknowledge the receipt in writing to the complainant, indicating that it has been received, and the response shall be sent in due course after a detailed examination.
3. The Tender Inviting Officer shall convey the final decision to the complainant within 15 days of receiving the complaint. No response shall be given regarding the confidential process of evaluating Bids and awarding the contract before the award is notified, although the complaint shall be kept in view during such process. However, no response shall be given regarding the following topics explicitly excluded from such complaint process:
    a. Only a Bidder who has participated in the procurement process, i.e., pre-qualification, Bidder registration or bidding, as the case may be, can make such representation.
    b. Only a directly affected Bidder can represent in this regard.
    c. If a technical Bid has been evaluated before the opening of the financial Bid, an application for review concerning the financial Bid may be filed only by a Bidder whose technical Bid is found to be acceptable.
4. No third-party information (RFPs, evaluation results) can be sought or included in the response.
5. The following decisions of LIC shall not be subject to review:
    a. Determination of the need for procurement.

b. Complaints against Terms of Reference except under the premise that they are either vague or too specific to limit competition

c. Selection of the mode of procurement or bidding system;

d. Choice of the selection procedure.

e. Provisions limiting the participation of Bidders in the Procurement Process, in terms of policies of the Government

f. Provisions regarding purchase preferences to specific categories of Bidders in terms of policies of the Central Government

g. Cancellation of the Procurement Process except where it is intended to subsequently re-tender the same Services.

3 Section III: General Conditions of Contract(GCC)

3.1 General

3.1.1 Tenets of Interpretation

Unless where the context requires otherwise, throughout the contract:

1. The headings of these conditions shall not affect the interpretation or construction thereof.
2. Writing or written includes matter either whole or in part, in digital communications, manuscript, typewritten, lithographed, cyclostyled, photographed, or printed under or over signature or seal or digitally acceptable authentication, as the case may be.
3. Words in the singular include the plural and vice-versa.
4. Words importing the masculine gender shall be taken to include other genders, and words importing persons shall include any company, association, or body of individuals, whether incorporated or not.
5. Terms and expressions not herein defined shall have the meanings assigned to them in the contract Act, 1872 (as amended) or the Sale of Goods Act, 1930 (as amended) or the General Clauses Act, 1897 (as amended) or of INCOTERMS, (current edition published by the International Chamber of Commerce, Paris) or General Financial Rules, 2017 as the case may be.
6. Any reference to ‘Services’ shall also be deemed to include the incidental Works/Goods.
7. Any reference to any legal Act, Government Policies or orders shall be deemed to include all amendments to such instruments, from time to time, to date.
8. GCC clause 3.5.12 (Book Examination clause) shall not apply unless invoked explicitly in the contract.

3.1.2 Definitions

In the contract, unless the context otherwise requires:

1. “Acceptance of Tender” means the letter/fax/e-mail or any memorandum communicating to the bidder about the acceptance of this tender
2. “Accounting Year” means 1st April to 31st March
3. “Agent” means person/broker/entity/intermediary etc. procuring insurance business on behalf of LIC
4. “Agreement” means 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 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

5. "Allied Firm" are all business entities that are within the 'controlling ownership interest' (ownership of or entitlement to more than twenty-five percent of the company's shares or capital or profits) or 'control'(including the right to appoint a majority of the directors or to control the management or policy decisions including by virtue of their shareholding or management rights or shareholder agreements or voting agreements) of the principal firm acting alone or together or through one or more juridical persons. All successor firms or assigns of the principal firm shall be considered allied firms
6. "Authorized Signatory of the bidder" means the person authorized by the company's Board/Managing Director/Director through a proper authorization to represent the company for purpose of this bid submission and finalization
7. "BFSI" means Banking, Financial Services and Insurance companies that provide a range of such products/services
8. "Bid" (including the term 'tender', 'offer', 'quotation' or 'bid' in specific contexts) means an offer to supply goods, services or execution of works made as per the terms and conditions set out in a document inviting such offers
9. "Bidder" (as a participant in a Procurement Process - including the term 'contractor', 'bidder', 'tenderer', participant' or 'service provider' in specific contexts) means any person or firm or company, every artificial juridical person not falling in any of the descriptions of Bidders stated hereinbefore, including any agency branch or office controlled by such person, participating in a Procurement Process
10. "Bidder" (as a contract holder - including the terms 'Supplier' or 'Service Provider' or 'Contractor' or 'Firm' or 'Vendor' or 'Successful Bidder' or "Selected Bidder" in specific contexts) means the person, firm, company with whom the contract is entered into and shall be deemed to include the Bidder's successors (approved by LIC), agents, Sub-bidder, representatives, heirs, executors, and administrators as the case may be unless excluded by the terms of the contract
11. "Bill of Quantities" (including the term Price Schedule or BOQ) means the priced and completed Bill of Quantities forming part of the Bid
12. "Business Day" shall be construed as a day excluding Saturdays and Sundays of a month and public holidays declared under the Negotiable Instruments Act, 1881 by concerned State Governments or Central Government of India
13. "Commercial Bank" means a bank, defined as a Nationalised/ Reputed Scheduled bank under section 2(e) of the Reserve Bank of India Act, 1934
14. "Contract" (including the terms 'Purchase Order' or 'Supply Order' or 'Withdrawal Order' or 'Work Order' or 'Consultancy Contract' or 'Contract for Services', 'rate contract' or 'framework contract' or 'Letter of Award – LoA' (letter or memorandum communicating to the Bidder the acceptance of his Bid) or 'Agreement' or a 'repeat order' accepted/acted upon by the Bidder in specific contexts), means a formal legal agreement in writing relating to the subject matter of procurement, entered into between LIC and the Bidder on mutually

acceptable terms and conditions and which are in compliance with all the relevant provisions of the laws of the country

15. “Contract Value” means the value of lowest commercial bid made by the successful Bidder during online reverse auction.
16. “Contract Manager” means (as distinct from Team Leader of the Bidder) the Procurement Officer or any other officer or a third-party agency who has been assigned the authority to take all actions on behalf of LIC during the execution of the contract by the Bidder
17. “Date of acceptance” shall be the date, 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 Bidder. The date of acceptance of system will be the one stated in the Certificate issued in writing from LIC and duly signed by an authorized official of LIC
18. “Day”, “Month”, and “Year” shall mean respectively calendar day, month or year (unless reference to financial year is apparent from the context)
19. “Default Notice” means the written notice of Default of the Agreement issued by one Party to the other in terms hereof
20. “Effective Date” means the date on which this Contract comes into force and effect as per the Contract
21. “Experts” means, collectively, Key Experts, Non-Key Experts, or any other personnel of the Bidder to perform the Services or any part thereof under the Contract
22. "Goods" (including the terms ‘Stores’, and ‘Material(s)’ in specific contexts) includes all articles, materials, commodities, livestock, medicines, furniture, fixtures, raw material, consumables, spare parts, instruments, machinery, equipment, industrial plant, vehicles, aircraft, ships, railway rolling stock assemblies, sub-assemblies, accessories, a group of machines comprising an integrated production process or such other categories of goods or intangible, products like technology transfer, licenses, patents or other intellectual properties (but excludes books, publications, periodicals, etc., for a library), in specific contexts, procured or otherwise acquired by a Procuring Entity. Any reference to Goods shall be deemed to include small work or some services that are incidental or consequential to the supply of such goods
23. “Government" means the Central Government or a State Government, as the case may be and includes agencies and Public Sector Enterprises under it in specific contexts
24. “HC1 Bidder” means Bidder with HC1 quote/value (Highest combined score);
25. “HC1 quote” means Highest score calculated through combined and final (techno commercial) evaluation using QCBS
26. “Intellectual Property Rights” (IPR) means the intellectual property owner's rights concerning possession/exploitation of such property by others of tangible or intangible intellectual property, including rights to Patents, Copyrights, Trademarks, Industrial Designs, Geographical indications (GI)

27. “Key Expert(s)” means an individual professional (usually identified by name) whose skills, qualifications, knowledge, and experience are critical to the performance of the Services under the Contract and whose Curricula Vitae (CV) was considered in the technical evaluation of the Bidder’s Bid
28. “Law” 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
29. “LIC/Corporation” means without limitation the “Life Insurance Corporation of India “(LIC), a statutory Corporation established under section 3 of Life Insurance Corporation Act, 1956, (Act 31 of 1956) having its Central Office at “Yogakshema”, Jeevan Bima Marg, Mumbai 400 021
30. “Non-Key Expert(s)” means an individual professional (usually not identified by name) provided by the Bidder or its Sub-bidders to perform the Services or any part thereof under the Contract
31. “Parties”: The parties to the contract are the "Bidder" and the “LIC”, as defined in GCC clause 3.2.4
32. “Performance Security” (includes the terms ‘Security Deposit’ or ‘Performance Bond’ ‘Performance Bank Guarantee’ or other specified financial instruments in specific contexts) means a monetary guarantee to be furnished by the successful Bidder or Contractor in the form prescribed for the due performance of the contract
33. “Personnel” means Professional and support staff deployed by the Bidder on the project to meet the requirements of this RFP within the timelines mentioned herein. The details of all such personnel will have to be shared in the Personnel Deployment Plan
34. “Procurement” (in the context of Public/Government ‘procurement’ or ‘Purchase’, or ‘Acquisition’ including an award of Public-Private Partnership projects, in specific contexts) means the acquisition of Goods/Services/works or a combination thereof by way of purchase, lease, license or otherwise, either using public funds or any other source of funds (e.g. grant, loans, gifts, private investment etc.) by a Procuring Entity, whether directly or through an agency with which a contract for procurement is entered into, but does not include any acquisition without consideration. The term “procure”/“procured” or “purchase”/“purchased” shall be construed accordingly
35. “Procuring Entity” means LIC, the entity in The Procuring Organization procuring Goods, Works, or Services
36. “Procurement Officer” means the officer signing the Letter of Award (LoA) and/or the contract on behalf of LIC
37. “Procurement Process” (or “Tender”; “RFP”; “Tender Enquiry” in specific contexts): ‘Procurement Process’ is the whole process from the publishing of the RFP Document to the resultant award of the contract. ‘RFP Document’ means the document (including all its sections, appendices, forms, formats, etc.) published by LIC to invite Bids in a Procurement Process. The RFP Document and Procurement Process may be generically and

interchangeably referred to as “Bid Document”, “Tender" or " Tender Enquiry, " which would be clear from context without ambiguity

38. “Requirements” means the Capability, Characteristic, Attribute or Quality of systems as per the schedules, details, description, and statement of technical data, performance characteristics, standards (Indian as well as International) as applicable, specified and implicitly necessitated as per this RFP
39. “RFP” means this Request for Proposal LIC/CO/IT/DT/2025/RFP/DIVE/01 dated 17.11.2025, inclusive of any clarifications/corrigenda/addenda to this RFP that may be issued by LIC
40. “Services and Deliverables” means the activities to be performed by the Bidder under this Contract, as described in Form T-3 thereto.
41. “Signed” means ink signed or digitally signed with a valid Digital Signature as per IT Act 2000 (amended from time to time). It also includes stamped, except in the case of a Letter of Award or amendment thereof
42. “Specifications” means all the functional, technical, operational, performance or other characteristics required of a Product or Service as mentioned in the RFP document or any of the Appendix or clarifications to the RFP document
43. “Sub-bidder” means a person or corporate body with an agreement with the Bidder to carry out a specific part of the ‘Services’ while the Bidder remains solely liable for the execution of the Contract
44. “Successful Bidder” means The L1 Bidder to whom LIC notifies the award of contract bidder after combined and final evaluation using QCBS and ORA.
45. “Terms of Reference” 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
46. “UAT” means User Acceptance Testing – The software will be tested for functionality by panel of users to ensure it can handle required tasks in real-world scenarios according to the specifications
47. “Variation” means an instruction given by LIC, which varies the scope, quantum or performance standards of the Service performed
48. “Works” refer to any activity involving construction, fabrication, repair, overhaul, renovation, decoration, installation, erection, excavation, dredging, and so on, which make use of a combination of one or more engineering designs, architectural design, material and technology, labour, machinery, and equipment.

3.1.3 Document Conventions

All words and phrases defined in GCC clause 3.1.2 are written as ‘Capitalised words’ and shall have the defined meaning. The rest of the words shall be as per grammar, inter-alia ‘Services’ shall indicate the definition given in the GCC, while ‘services’ shall have the usual dictionary meaning.

3.1.4 Abbreviations

Abbreviation	Description
AITC	Appendix to Instructions To Bidders
BOQ	Bill of Quantities
BSD	Bid Securing Declaration
CV	Curriculum Vitae
EMD	Earnest Money Deposit (Monetary guarantee to be furnished by a Bidder along with its Bid)
EoD	End of Day
FTE	Full-Time Employee (on Bidder's payroll)
FBS	Fixed Budget Selection
GCC	General Conditions of Contract
GST	Goods and Services Tax
GSTIN	GST Identification Number
GTE	Global Tender Enquiry (International Competitive Bidding)
HSN	Harmonized System of Nomenclature
IEM	Independent External Monitor
INR	Indian National Rupee(s)
IPR	Intellectual Property Rights
ITB	Instructions To Bidders
JV/C	Joint Venture/Consortium
LCS	Least Cost Selection
LoA	Letter of Award (Acceptance)
ORA	Online Reverse Auction
PBG	Performance Bank Guarantee/Performance Security
QCBS	Quality and Cost-Based Selection
RFP	Request for Proposal
RFPL	Request for Proposal Letter
SCC	Special Conditions of Contract
TIA	Tender Inviting Authority
TIS	Tender Information Summary
TOR	Terms of Reference

3.2 The Contract

3.2.1 Language of Contract

The contract and all subsequent correspondence documents, during its execution, between the selected bidder and LIC shall be written in the Language (hereinafter called the contract's language) as stipulated in the Contract (or, if not so specified, in English). However, the language of any printed literature furnished by a Bidder may be written in any other language provided a certified translation accompanies the same in the contract's language. For purposes of interpretation, translation in the contract's language shall prevail.

3.2.2 The Entire Agreement

This Contract and its documents (referred to in GCC clause 3.2.5 below) constitute the entire agreement between LIC and the selected bidder and supersede all other communications, negotiations, and agreements (whether written or oral) of the Parties made before the date of this Contract. No agent or representative of either Party has the authority to make, and the Parties shall not be bound by or be liable for, any statement, representation, promise or agreement not outlined in this Contract.

3.2.3 Severability

If any provision or condition of this Contract is prohibited or rendered invalid, illegal, or unenforceable, or is declared void by any court of competent jurisdiction or any other instrumentality to be invalid, illegal, or unenforceable, such prohibition, invalidity or unenforceability shall not affect the validity or enforceability of the Contract or any of its other provisions and conditions.

3.2.4 Relationship between Parties

1. The parties to the contract are the selected bidder and LIC, as stated in the contract.
2. Nothing contained herein shall be construed as establishing a relationship in the nature of master and servant or principal and agent between LIC and the selected bidder. The Bidder, subject to this Contract, is legally the main principal/master of the Experts, for performing the Services and shall be fully responsible for the Services performed by them or on their behalf hereunder.
3. **Authorised Representative:** Any action required or permitted to be taken and any document required or permitted to be executed under this Contract by LIC or the Selected Bidder may be taken or executed by the officials specified in the contract.
4. **Good Faith:** The Parties shall act in good faith concerning each other's rights under this Contract and adopt all reasonable measures to ensure the realization of the objectives of this Contract. The Selected Bidder shall always act, in respect of any matter relating to this Contract or the Services, as a faithful adviser to LIC and shall at all times support and safeguard LIC's legitimate interests in any dealings with the third parties.

3.2.5 Contract Documents and their Precedence

The following conditions and documents in indicated order of precedence (higher to lower) shall be considered an integral part of the contract, irrespective of whether these are not appended/referred to in it. Any generic reference to 'Contract' shall imply reference to all these documents as well:

1. Valid and authorized Amendments issued to the contract.
2. The Agreement consisting of the initial paragraphs, recitals, and other clauses, including the appendices annexed to it and signatures of LIC, set forth immediately before the GCC;
3. Notice for Award of Contract by LIC
4. Letter Of Intent to Award Contract by LIC
5. The General Conditions of Contract (GCC)
6. Annexure C- Scope of Work
7. Annexure C- Other Terms and Penalties
8. Annexure C- Responsibility Matrix, Documentation, & Training
9. Annexure C- Platform Build Approach
10. Annexure C- List of Deliverables
11. Annexure C- Product Support Requirements
12. Form T-3: Description of Approach and Methodology in Responding to the Terms of Reference;
13. Form T-5: Key Expert Curriculum Vitae (CV);
14. Form T-6: Commercial Bid;
15. Form T-12: Non-Disclosure Agreement
16. Form T-13: Manufacturer's Authorization Forms (MAF)
17. Form T-14: Checklist for consumption of OEM Tools/Core & Other Enterprise Systems
18. Form T-15: Effort Estimation and Functional Coverage
19. Annexure-II: Mandatory 'Information Security Requirements' Criteria (to be signed and submitted by the bidder)
20. Annexure A: Bank Guarantee as Performance Security
21. Statement of Nil Deviations

3.2.6 Modifications/Amendments, Waivers and Forbearances

3.2.6.1 Modifications/Amendments of Contract

1. After the contract documents have been signed, no modified provisions shall be applicable unless LIC suo-moto or, on request from the Bidder, by written order, amend the contract, at any time during the currency of the contract, by making alterations and modifications within the general scope of the Contract. Requests for changes and modifications in the Contract may be submitted in writing by the Bidder to LIC.

2. If the Bidder does not agree to the suo-moto modifications/amendments made by LIC, he shall convey his views within 15 days from the date of amendment/modification. Otherwise, it shall be assumed that the Bidder has consented to the amendment.
3. Any verbal or written arrangement abandoning, modifying, extending, reducing, or supplementing the contract or any of the terms thereof shall be deemed conditional and shall not be binding on LIC unless and until the same is incorporated in a formal instrument and signed by LIC, and till then LIC shall have the right to repudiate such arrangements.

3.2.6.2 Waivers and Forbearance

The following shall apply concerning any waivers, forbearance, or similar action taken under this Contract:

1. Any waiver of LIC's rights, powers, or remedies under this Contract must be in writing, dated, and signed by an authorized representative of LIC granting such a waiver and must specify the terms under which the waiver is being granted.
2. No relaxation, forbearance, delay, or indulgence by LIC in enforcing any of the terms and conditions of this Contract or granting of an extension of time by LIC to the Bidder shall, in any way whatsoever, prejudice, affect, or restrict the rights of LIC under this Contract, neither shall any waiver by LIC of any breach of Contract operate as a waiver of any subsequent or continuing breach of Contract.

3.3 Governing Laws and Jurisdiction

3.3.1 Governing Laws and Jurisdiction

1. This Contract, its meaning and interpretation, and the relation between the Parties shall be governed by the Laws of India for the time being in force.
2. Irrespective of the place of delivery, the place of performance or the place of payments under the contract, the contract shall be deemed to have been made at the place from which the Letter of Award (LoA, or the contract Agreement, in the absence of LoA) has been issued. Unless otherwise specified in the Contract, the courts of such a place shall alone have jurisdiction to decide any dispute arising out or in respect of the contract.

3.3.2 Changes in Laws and Regulations

Unless otherwise stipulated in the contract, if after the deadline for the Bid submission (Techno- commercial), any law, regulation, ordinance, order or bye-law having the force of law is enacted, promulgated, abrogated, or changed in India (which shall be deemed to include any change in interpretation or application by the competent authorities) that subsequently affects the Delivery Date and/or the contract Price, then such Delivery Date and/or Contract Price shall be correspondingly increased or decreased as per GCC clause 3.2.6, by agreement between the Parties hereto, to the extent that the Bidder has thereby been affected in the performance of any of its obligations under the contract.

Notwithstanding the foregoing, such additional or reduced cost shall not be separately paid or credited if the same has already been accounted for in the applicable price adjustment provisions.

3.4 Communications

3.4.1 Communications

1. All communications under the contract shall be served by the parties to each other in writing, in the contract's language, and served in a manner customary and acceptable in business and commercial transactions.
2. The effective date of such communications shall be either the date when delivered to the recipient or the effective date mentioned explicitly in the communication, whichever is later.
3. No communication shall amount to an amendment of the terms and conditions of the contract, except a formal letter of amendment of the Contract expressly so designated.
4. Such communications would be an instruction, a notification, an acceptance, a certificate from LIC, or a submission or a notification from the Bidder. A notification or certificate required under the contract must be communicated separately from other communications.

3.4.2 Persons signing the Communications.

For all purposes of the contract, including arbitration, thereunder all communications to the other party shall be signed by:

1. **On behalf of the Bidder:** The person who has signed the contract on behalf of the Bidder shall sign all correspondences. A person signing communication in respect of the contract or purported to be on behalf of the Bidder, without disclosing his authority to do so, shall be deemed to warrant that he has authority to bind the Bidder. If it is discovered at any time that the person so signing has no authority to do so, LIC reserves its right, without prejudice to any other right or remedy, to terminate the contract for default in terms of the contract and/or avail any or all the remedies thereunder and hold such person personally and/or the Bidder liable to LIC for all costs and damages arising from such misdemeanors.
2. **On behalf of LIC:** Unless otherwise stipulated in the contract, LIC's authorized officer signing the contract shall administer the contract and sign communications on behalf of LIC. Paying Authorities mentioned in the contract shall also administer respective functions during Contract Execution.

3.4.3 Address of the parties for sending communications by the other party.

For all purposes of the contract, including arbitration, thereunder, the address of parties to which the other party shall address all communications and notices shall be:

1. The Bidder's address as mentioned in the contract, unless the Bidder has notified change

by a separate communication containing no other topic to LIC. The Bidder shall be solely responsible for the consequence of an omission to notify a change of address in the manner aforesaid, and

2. LIC's address shall be the one mentioned in the contract. The Bidder shall also send additional copies to officers of LIC presently dealing with the contract.

3. In case of communications from the Bidder, copies of communications shall be marked to LIC and LIC's officer signing the contract and as relevant to the Paying Authorities mentioned in the contract. Unless specified before the contract's start, LIC and the Bidder shall notify each other if additional copies of communications are to be addressed to additional addresses.

3.5 Bidder's Obligations and restrictions on its Rights

3.5.1 Changes in Constitution/financial stakes/responsibilities of a Contract's Business

The Bidder must proactively keep LIC informed of any changes in its constitution/financial stakes/responsibilities during the execution of the contract.

1. Where the Bidder is a partnership firm, the following restrictions shall apply to changes in the constitution during the execution of the contract:

   a. A new partner shall not be introduced in the firm except with the previous consent in writing of LIC, which shall be granted only upon execution of a written undertaking by the new partner to perform the contract and accept all liabilities incurred by the firm under the contract before the date of such undertaking.

   b. On the death or retirement of any partner of the Bidder firm before the complete performance of the contract, LIC may, at his option, terminate the contract for default as per the contract and/or avail any or all remedies thereunder.

   c. If the contract is not terminated as provided in Sub-clause (b) above, notwithstanding the retirement of a partner from the firm, that partner shall continue to be liable under the contract or acts of the firm until a copy of the public notice given by him under Section 32 of the Partnership Act, has been sent by him to LIC in writing or electronically.

3.5.2 Obligation to Maintain Eligibility and Qualifications

The contract has been awarded to the Bidder based on the eligibility criteria, evaluation and scoring criteria stipulated in the RFP process. The Bidder is contractually bound to maintain compliance with all such criteria during the execution of the contract. Any change which would vitiate the basis on which the Bidder was shortlisted or awarded the contract should be proactively brought to the notice of LIC within 7 days of it coming to the Bidder's knowledge.

The Bidder shall be the single point of contact for all services offered, as described in the scope of work, and will be fully responsible for the overall delivery, project management and co-ordination with different stakeholders.

3.5.3 Restriction on Potential Conflict of Interests

1. Neither the Vendor nor their Personnel shall engage, either directly or indirectly, in any of the following activities:
    a. During this Contract's term, any business or professional activities in India that would conflict with the activities assigned to them.
    b. After this Contract's termination, such other activities as may be stipulated in the contract.
2. Furthermore, if the Vendor, as part of the Services, has the responsibility of advising LIC on the procurement of goods, works or services, the Vendor shall at all times exercise such responsibility in the best interest of LIC. Any discounts or commissions obtained by the Vendor in the exercise of such procurement responsibility shall be for the account of LIC.
3. During the term of this Contract and after its termination, the Vendor and its affiliates, as well as any Sub-bidder and any of its affiliates, shall be disqualified from providing goods, works, or Services (other than the subject Service of this Contract and any continuation thereof) for any project resulting from or closely related to the subject Services of this Contract.
4. The payment of the Vendor according to (GCC clause 3.10.5) shall constitute the Vendor’s only payment in connection with this Contract. The Vendor shall not accept for its benefit any trade commission, discount, or similar payment in connection with activities under this Contract or
    a. the discharge of its obligations hereunder. The Vendor shall use its best efforts to ensure that the Experts and agents of either shall not receive any additional payment.
5. The Vendor has an obligation and shall ensure that its Experts shall have an obligation to disclose any actual or potential conflict that impacts their capacity to serve the best interest of LIC, or that may reasonably be perceived as having this effect. Failure to disclose said situations may lead to the disqualification of the Vendor and/or the termination of the Contract.

3.5.4 Consequences of breach by Constituents of a Vendor

Should the Vendor or any of its partners or their Personnel commit a default or breach of GCC- clause 3.5.1 to 3.5.7, the Vendor shall remedy such breaches within 21 days, keeping LIC informed. LIC may call upon the Lead Member to assign the work of the defaulting member to any other equally competent party acceptable to LIC. However, at its discretion, LIC shall be entitled, and it shall be lawful on his part, to treat it as a breach of contract and avail any or all remedies thereunder. The decision of LIC as to any matter or thing concerning or arising out of GCC clause 3.5.1 to 3.5.7 or on any question whether the Vendor or any partner of the Vendor firm has committed a default or breach of any of the conditions shall be final and binding on the Vendor.

3.5.5 Assignment and Sub-contracting

1. the Bidder shall not, save with the previous consent in writing of LIC, sublet, transfer, or assign the contractor any part thereof or interest therein or benefit or advantage thereof in any manner whatsoever to any Sub-bidders.
2. If the Bidder sublets or assigns this Contract or any part thereof without such permission, LIC shall be entitled, and it shall be lawful on his part, to treat it as a breach of contract and avail any or all remedies thereunder.

3.5.6 Obligation to Indemnify LIC

3.5.6.1 For breach of IPR Rights

1. The successful Bidder shall indemnify and hold harmless, free of costs, LIC and its employees and officers from and against all suits, actions or administrative proceedings, claims, demands, losses, damages, costs, and expenses of any nature, including attorney's fees and expenses, which may arise in respect of the Services provided by the Bidder under this Contract, as a result of any infringement or alleged infringement of any patent, utility model, registered design, copyright, or other Intellectual Proprietary Rights (IPR) or trademarks, registered or otherwise existing on the date of the contract arising out of or in connection with:
    a. Any design, data, drawing, specification, or other documents or Services provided or designed by the Bidder for or on behalf of LIC.
    b. The delivery of the Services by the Bidder or the use of the Services at LIC's Site
2. Such indemnity shall not cover any use of the Services or any part thereof other than for the purpose indicated by or to be reasonably inferred from the contract, nor any infringement resulting from the use of the Services or any part thereof, or any service/products produced
    a. thereby in association or combination with any other service, equipment, plant, or materials not delivered by the Bidder.
3. If any proceedings are brought, or any claim is made against LIC arising out of the matters referred above, LIC shall promptly notify the Bidder. The Bidder at its own expense and in LIC's name, may conduct such proceedings and negotiations to settle any such proceedings or claim, keeping LIC informed.
4. If the Bidder fails to notify LIC within twenty-eight (28) days after receiving such notice that it intends to conduct any such proceedings or claim, then LIC shall be free to conduct the same on its behalf at the risk and cost to the Bidder.

5. At the Bidder’s request, LIC shall afford all available assistance to the Bidder in conducting such proceedings or claims and shall be reimbursed by the Bidder for all reasonable expenses.

3.5.6.2 For Losses and Damages Caused by Bidder

1. the Bidder shall indemnify and keep harmless LIC, from and against, all actions, suit proceedings, losses, costs, damages, charges, claims, and demands of every nature and description brought or recovered against LIC because of any act or omission or willful default or gross negligence or willful trespass of the Bidder, his agents, or employees despite all reasonable and proper precautions may have been taken, during the execution of the Services. The Bidder shall make good at his own expense all resulting losses and/or damages to:
    a. the Services themselves or
    b. any other property of LIC or
    c. the lives, persons, or property of others
2. In case LIC is called upon to make good such costs, loss, or damages or to pay any compensation, including that payable under the provisions of the Workmen's Compensation Act or any statutory amendments thereof, the amount of any costs or charges including costs and charges in connection with legal proceedings, which LIC may incur about it, shall be charged to the Bidder. All sums payable by way of compensation under any of these conditions shall be considered reasonable compensation to be applied to the actual loss or damage sustained and whether or not any damage shall have been sustained.
3. LIC shall have the power and right to pay or to defend or compromise any claim of threatened legal proceedings, or in anticipation of legal proceedings being instituted consequent on the action or default of the Bidder, to take such steps as may be considered necessary or desirable to ward off or mitigate the effect of such proceedings, charging to Bidder, as aforesaid, any sum or sums of money which may be paid and any expenses whether for reinstatement or otherwise which may be incurred and the propriety of any such payment, defense or compromise, and the incurring of any such expenses shall not be called in question by the Bidder.

3.5.7 Confidentiality, Secrecy and Property and IPR Rights

3.5.7.1 Property Rights

Physical assets, e.g., Equipment, vehicles and materials made available to the Bidder by LIC or purchased by the Bidder wholly or partly with funds provided by LIC, shall be the property of LIC and shall be marked accordingly. Upon termination or expiration of this Contract, the Bidder shall make an inventory of such equipment, vehicles, and materials available to LIC and dispose of such equipment, vehicles, and materials in accordance with LIC’s instructions. While in possession of such equipment, vehicles and materials, the Bidder, unless otherwise instructed by

LIC in writing, shall insure them at the expense of LIC in an amount equal to their total replacement value.

Intangible assets, e.g., license agreements, Software Packages, and memberships for purposes of performance of this contract provided by LIC or purchased by the Bidder wholly or partly with funds provided by LIC, shall be the property of LIC and shall be registered accordingly., These shall be obtained in the name of LIC after obtaining LIC's prior written approval. LIC shall have an encumbered right to use such assets, even after the termination of the Contract. Any restrictions about the future use of these documents and software shall be specified in the Contract.

Bidder's proposal could include resale of Third-Party Products and/or Services to LIC. All Products and Services sold by the Bidder will be subject to the Third-Party Supplier's applicable terms as mentioned under EULA / EUMA, which shall constitute an agreement between LIC and the Third-Party Supplier only, and not the Bidder. Bidder will pass through any and all Third-Party Supplier's warranties, indemnities or other commitments made by such Third-Party Supplier with respect to any Products or Services to LIC and will provide commercially reasonable assistance to LIC in enforcement thereof. Title and risk of loss in the Products will each pass to LIC from the Bidder immediately upon delivery to LIC. All Products and Services will be resold by Bidder on an "as is" basis without any additional warranty, indemnity, liability of any kind whatsoever. LIC hereby agrees that the Bidder will not be liable for any claims arising out of any act or omission, including negligence, by such Third-Party Supplier, including delays in shipping or delivery of non-functional or incorrect Products or defective performance of the Products or Services, however, the Bidder agrees to provide commercially reasonable assistance to LIC in enforcement thereof.

3.5.7.2 IPR (Intellectual Property Rights)

LIC will own the Intellectual Property Rights (IPRs) of the proposed **NextGen New Business Platform For LIC India**. The Intellectual Property Rights (IPR) for the bespoke development done, including customization/s during the implementation of the project will lie with LIC.

The Bidder claims and represents that it has obtained appropriate rights to provide/use the Deliverables and Services upon the terms and conditions contained in this RFP.

1. The Bidder shall be responsible at its own cost for obtaining all necessary authorizations and consents from third party licensors of Software used by Bidder in performing its obligations under this Project.
2. All Intellectual Property Rights (including but not limited to patents, copyrights, trade secrets, moral rights, and all other proprietary rights), in and to the Deliverables, source code, object code, scripts, libraries, APIs, configurations, documentation, and any other materials developed, customized, or created specifically under this Agreement (the "Project Deliverables"), shall vest solely and exclusively with LIC from the date of their creation. The Bidder hereby irrevocably assigns, transfers, and conveys to LIC all right,

title, and interest in and to the Project Deliverables, free from any encumbrances or third-party claims.

3. LIC shall have a perpetual, worldwide, royalty-free, transferable, and irrevocable right to use, modify, reproduce, enhance, distribute, sublicense, or otherwise exploit the Project Deliverables in any manner it deems fit, without any restriction or dependence on the Bidder.

4. Notwithstanding the above, LIC acknowledges that the Bidder may utilize pre-existing proprietary frameworks, tools, accelerators, or software components ("Pre-Existing IP") in the development of the Project Deliverables. The ownership of such Pre-Existing IP shall remain with the Bidder. However, to the extent that any Pre-Existing IP is embedded in or necessary for the use of the Project Deliverables, the Bidder grants LIC a perpetual, irrevocable, royalty-free, worldwide license to use, operate, maintain, and modify such Pre-Existing IP solely in connection with the Project Deliverables.

5. The Bidder shall not reuse, resell, or commercially exploit any Project Deliverables, custom developments, or derivative works created under this Agreement for any third party, except for its own Pre-Existing IP as clarified above.

6. The Bidder shall deliver to LIC the complete source code, object code, build scripts, technical documentation, and related materials for all Project Deliverables at the time of acceptance.

7. If a third party's claim endangers or disrupts LIC's use of the Deliverables, the Bidder shall at no further expense, charge, fee or cost to LIC, (i) obtain a license so that LIC may continue use of the Deliverables in accordance with the terms of this RFP.

8. Bidder shall indemnify and keep fully and effectively indemnified LIC from all legal actions, claims, or damages from third parties arising out of use of software, designs or processes used by Bidder or his subcontractors or in respect of any other services rendered under this RFP. The bidder shall indemnify LIC against all third-party claims of infringement of patent, trademark or industrial design rights arising from use of the goods, or any part thereof in India.

9. The Bidder shall, at their own expense, defend and indemnify LIC against all third-party claims or infringement of intellectual Property Right, including Patent, trademark, copyright, trade secret or industrial design rights arising from use of the products or any part thereof in India or abroad.

10. The Bidder shall expeditiously extinguish any such claims and shall have full rights to defend it there from. If LIC is required to pay compensation to a third party resulting from such infringement, the bidder shall be fully responsible for, including all expenses and court and legal fees.

11. LIC will give notice to the Bidder of any such claim without delay, provide reasonable assistance to the bidder in disposing of the claim, and shall at no time admit to any liability for or express any intent to settle the claim.

12. The Bidder shall grant to LIC a fully paid-up, irrevocable, non-exclusive license throughout the territory of India or abroad to access, replicate and use software (and other software items) provided by the supplier, including-all inventions, designs and marks embodied therein in perpetuity.

All deliverables, outputs, plans, drawings, specifications, designs, reports, and other documents and software submitted by the Bidder under this Contract shall become and remain the property of LIC and shall be subject to laws of Copyright Act 1957, and must not be shared with third parties or reproduced, whether in whole or part, without LIC's prior written consent. The Bidder shall, not later than upon termination or expiration of this Contract, deliver all such documents and software to LIC, together with a detailed inventory thereof. The Bidder may retain a copy of such documents and software but shall not use it for commercial purposes.

All IPR including the source code and materials developed or otherwise obtained independently of the efforts of a Party under this Agreement ("pre-existing work") including any enhancement or modification thereto shall remain the sole property of that Party. During the performance of the services for this agreement, each party grants to the other party (and their sub-contractors as necessary) a non-exclusive license to use, reproduce and modify any of its pre-existing work provided to the other party solely for the performance of such services for duration of the Term of this Agreement. Except as may be otherwise explicitly agreed to in a statement of services, upon payment in full, the Bidder should grant LIC a non-exclusive, perpetual, fully paid-up license to use the pre-existing work in the form delivered to LIC as part of the service or deliverables only for its internal business operations. Under such license, either of parties will have no right to sell the pre-existing work of the other party to a Third Party. LIC's license to pre-existing work is conditioned upon its compliance with the terms of this Agreement and the perpetual license applies solely to the pre-existing work that bidder leaves with LIC at the conclusion of performance of the services.

3.5.7.3 Confidentiality

All documents, drawings, samples, data, associated correspondence or other information furnished by or on behalf of LIC to the Bidder in connection with and arising out of this RFP and the awarded contract, whether such information has been furnished before, during or following completion or termination of the contract, are confidential information and shall remain the property of LIC and shall, without the prior written consent of LIC neither be divulged by the Bidder to any third party, nor be used by him for any purpose other than the design, procurement, or other services and activities required for the performance of this Contract. All copies of all such information in original shall be returned on completion of the Bidder's performance and obligations under this contract. The Selected Bidder shall be required to sign a Non-Disclosure Agreement with LIC as per prescribed format provided in Format T-12. Violation of NDA will lead to forfeiture of performance Bank Guarantee and will additionally lead to legal action and blacklisting.

3.5.7.4 Secrecy

If the contract declares the subject matter of this Contract as coming under the Official Secrets Act, 1923 or if the contract is marked as “Secret”, the Bidder shall take all reasonable steps necessary to ensure that all persons employed in any connection with the contract, have acknowledged their responsibilities and penalties for violations under the Official Secrets Act and any regulations framed thereunder.

3.5.7.5 Restrictions on the Use of Information

1. Without LIC’s prior written consent, the Bidder shall not use the information mentioned in the sub-clauses above except for performing this contract.
2. The Bidder shall treat and mark all information as confidential (or Secret – as the case may) and shall not, without the written consent of LIC, divulge to any person other than the person(s) employed by the Bidder in the performance of the contract. Further, any such disclosure to any such employed person shall be made in confidence and only so far as necessary for such performance for this contract.
3. Notwithstanding the above, the Bidder may furnish to its holding company or its Sub-bidder(s) such documents, data, and other information it receives from LIC to the extent required for performing the contract. In this event, the Bidder shall obtain from such holding company an undertaking of confidentiality (or secrecy – as the case may be) similar to that imposed on the Bidder under the above clauses.
4. The obligation of the Bidder under sub-clauses above, however, shall not apply to information that:
    a. the Bidder needs to share with the institution(s) participating in the financing of the contract;
    b. now or hereafter is or enters the public domain through no fault of Bidder;
    c. can be proven to have been possessed by the Bidder at the time of disclosure and which was not previously obtained, directly or indirectly, from LIC; or
    d. otherwise lawfully becomes available to the Bidder from a third party with no obligation of confidentiality.
    e. is disclosed by a party to its advisors or employees solely in order to comply with obligations, or to exercise rights, under the contract
    f. is disclosed to a party’s internal management personnel, solely to enable effective management or auditing of Contract related activities
    g. is independently developed by the Recipient without use or reference to such confidential information

h. is authorized or required by law to be disclosed

The above provisions shall not in any way modify any undertaking of confidentiality (or Secrecy – as the case may be) given by the Bidder before the contract date in respect of the contract, the RFP Document, or any part thereof.

The provisions of this clause shall survive completion or termination for whatever reason of the contract.

3.5.7.6 Protection and Security of Personal Data

1. Where the Bidder is processing Personal Data for LIC (as part of Services), the Bidder shall:
    a. Process the Personal Data only as per instructions from LIC (which may be specific instructions or instructions of a general nature) as set out in this Contract or as otherwise notified by LIC;
    b. Comply with all applicable laws;
    c. Process the Personal Data only to the extent and in such manner as is necessary for the discharge of the Bidder's obligations under this Contract or as is required by Law or any Regulatory Body;
    d. Implement appropriate technical and organisational measures to protect Personal Data against unauthorized or unlawful Processing and accidental loss, destruction, damage, alteration, or disclosure. These measures shall be appropriate to the harm which might result from any unauthorized or unlawful Processing, accidental loss, destruction, or damage to the Personal Data and having regard to the nature of the Personal Data which is to be protected;
    e. Take reasonable steps to ensure the reliability of its staff and agents who may have access to the Personal Data;
    f. Obtain prior written consent from LIC to transfer the Personal Data to any Sub-bidder for the provision of the Services;
    g. Not cause or permit the Personal Data to be transferred, stored, accessed, viewed, or processed outside of India without the prior written consent of LIC.
    h. Ensure that all staff and agents required to access the Personal Data are informed of the confidential nature of the Personal Data and comply with the obligations set out in this clause.
    i. Ensure that none of the staff and agents publishes or disclose any personal data to any third parties unless directed in writing to do so by LIC.
    j. Not disclose Personal Data to any third parties in any circumstances other than with the written consent of LIC or compliance with a legal obligation imposed upon LIC;
2. Notify LIC (within five Working Days) if it receives the;

a. a request from an employee of LIC to have access to his or other employees' Personal Data; or

b. a complaint or request relating to LIC's obligations under the law;

3. The provision of this clause shall apply during the contract period and indefinitely after its expiry.

3.5.8 Performance Bond/Security

1. Within twenty-one days after the issue of the Letter of Award (LoA or the contract, if LoA is skipped) by LIC, the Bidder shall furnish to LIC unconditional and irrevocable performance security, valid up to ninety days after the date of completion of all contractual obligations by the Bidder.
2. The amount of Performance security shall be @ 5% of the contract Price denominated in Indian Rupees in the form of Bank Guarantee issued by a Nationalised/Reputed Scheduled Bank in India, in the prescribed form provided in Annexure A. In case the Contract period is extended by LIC, the Validity period and claim period will also be increased accordingly by the selected Bidder.

If the Bidder, having been called upon by LIC to furnish Performance Security, fails to do so within the specified period, it shall be lawful for LIC at its discretion to annul the award and forfeit the EMD, besides taking any other administrative punitive action.

If the Bidder fails to maintain the requisite Performance Security during the Contract's currency, it shall be lawful for LIC at its discretion.

a. treat it as a breach of contract and avail any or all contractual remedies provided for breaches/default, including termination of the Contract for Default, or

b. without terminating the Contract, recover from the Bidder the amount of such security deposit by deducting the amount from the pending bills of the Bidder under the contractor any other contract with LIC as per GCC clause 3.10.4.

If a contract is amended, the Bidder shall furnish amended Performance Security with revised value and validity within thirty days of the issue of such an amendment.

3. LIC shall be entitled, and it shall be lawful on his part,

a. To deduct from the performance securities or to forfeit the said security in whole or in part in the event of:

   i. Any default, failure, or neglect on the part of the Bidder in the fulfilment or performance in all respect of this contractor any other contract with the Procuring Organisation or any part thereof
   ii. for any loss or damage recoverable from the Bidder which LIC may suffer or be put to for reasons of or due to the above defaults/failures/neglect

b. and in either of the events aforesaid to call upon the Bidder to maintain the said performance security at its original limit by making further deposits, provided further that LIC shall be entitled, and it shall be lawful on his part, to recover any such claim from any sum then due or which at any time after that may become due to the Bidder for similar reasons.

Subject to the sub-clause above, LIC shall release the performance security without any interest to the Bidder on completing all contractual obligations within a period not later than sixty days following the date of completion of the vendor's performance obligations including any warranty obligations under the contract.

Alternatively, upon the Bidder submitting a suitable separate Defect Liability Security for the duration of Defect Liability obligations, the original Performance Guarantee Security shall be released mutatis mutandis.

No claim shall lie against LIC regarding interest on cash deposits, Government Securities, or depreciation thereof.

In case of extension of the contract by LIC, the vendor should submit fresh PBG of the same amount or extend the validity period of the submitted PBG to cover the extended validity period of the tender.

The PBG may be required to be submitted in multiple numbers, if required by LIC.

The PBG will be invoked in full or part (to be decided by LIC) in any of following eventualities during the period of contract:

i. Any legal action is taken against the bidder restricting its operations.
ii. Any action taken by statutory, legal or regulatory authorities for any breach or lapses which are directly attributable to the bidder.
iii. LIC incurs any loss due to Vendor's negligence in carrying out the project implementation as per the agreed terms & conditions.

3.5.9 Permits, Approvals and Licenses

Whenever the Services and incidental Goods/Works delivery requires the Bidder to obtain permits, approvals, and licenses from local public authorities or any third party, it shall be the Bidder's sole responsibility to obtain these and keep them current and valid. Such requirements may include but not be restricted to licenses or environmental clearance if required. If requested by the Bidder, LIC shall make its best effort to assist the Bidder in complying with such requirements in a timely and expeditious manner without diluting the Bidder's responsibility in this regard.

3.5.10 Insurances

The Bidder (a) shall take out and maintain at its own cost but on terms and conditions approved by LIC, insurance against the risks, and for the coverage, as stipulated in the contract or any applicable law including Labour Codes; and at LIC's request, shall provide evidence to LIC showing that such insurance has been taken out and maintained and that the current premiums have been paid. The Bidder shall ensure that such insurances are in place before commencing the Services as stated in GCC clause 3.9.2. Alterations to the terms of insurance shall not be made without the approval of LIC.

3.5.11 Accounting, Inspection and Auditing

The Bidder shall keep and make all reasonable efforts to keep accurate and systematic accounts and records in respect of the Services and in such form and detail as shall identify relevant time changes and costs and as per accounting principles prescribed in India. The Selected Bidder may be subject to annual audit by internal/ external Auditors appointed by LIC/IRDAI or any other regulatory authority.

3.5.12 Book Examination Clause

If explicitly invoked in the contract, LIC reserves the right for 'Book Examination' as follows:

1. In terms of provisions of Section 33(3) of The Insurance Laws (Amendment) Act, 2015, the IRDAI is authorized to verify such books of account, register, other documents and the data base in the custody of the selected Bidder in respect of service outsourced by LIC. It shall be the duty of the selected Bidder to provide such documents/statements/information as may be required by the IRDAI within such time as may be specified by IRDAI.
2. In terms of provisions of Section 33(4) of The Insurance Laws (Amendment) Act, 2015, the IRDAI, if it considers expedient to do so, may direct any person hereinafter referred to as “Investigating Officer”, to make an investigation as specified under Section 33(1) or carry out an inspection as specified under Section 33(2) of the Insurance Laws (Amendment) Act, 2015, who may examine on oath any manager, managing director or other officer of the selected Bidder in respect of the services are outsourced by LIC.
3. LIC reserves the right to call for missing/additional requirements from the Bidder at any time in response to any query from the appropriate authorities.

3.5.13 Legal Compliance

The Bidder shall perform the Services in accordance with the Contract and the Applicable Law and shall take all practicable steps to ensure that any of its Experts comply with the Applicable Law.

3.5.14 Custody and Return of LIC’s Assets loaned to Bidder

1. The contractors shall sign accountable receipts for all documents and materials or other assets/properties made over to them by LIC on behalf of LIC. All such assets shall be deemed in good condition when received by the Bidder unless he has notified LIC to the contrary within twenty-four hours of receipt. Otherwise, he shall be deemed to have waived the right to do so at any subsequent stage.
2. These assets shall remain the property of LIC, and the Bidder shall take all reasonable care of all such assets. The Bidder shall be responsible for all damage or loss from

whatever cause while assets are possessed or controlled by the Bidder, staff, workmen, or agents.

3. Where the Bidder insures such assets against loss or fire at the request of LIC, such insurance shall be deemed to be by way of additional precaution and shall not prejudice the Bidder's liability as aforesaid.

4. The Bidder shall return all such assets in good order and repair, reasonable wear and tear expected, before the completion/closure/termination of the contract and shall be responsible for any failure to account for the same or any damage done to that as assessed by LIC whose decision shall be final and binding.

5. At the end of the contract period the Bidder shall support takeover of the solution by LIC or a new Bidder selected by LIC for business continuity.

6. **Knowledge Transfer:** Subject to any qualification or provision to the contrary in the Scope of Work, the Bidder must provide the following assistance to LIC on termination or expiration of the contract:

   a. Transferring to or providing LIC access to all information stored by whatever means held by the Bidder or under the control of the Bidder in connection with the contract; and

   b. Making 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 the Bidder.

   c. The Parties agree that duration of Knowledge transfer shall in no event exceed 90 days.

7. **Exit Management:** If so required by LIC, on the provision of no less than 15 (fifteen) days' notice in writing, Bidder shall continue to provide the Services or an agreed part of the Services for a period not exceeding 6 (Six) months beyond the date of termination or expiry of the Agreement. In such event, LIC shall reimburse Bidder for such elements of the Services as are provided beyond the date of termination or expiry date of the Agreement on the basis that:

   a. Services for which rates already specified in the Agreement shall be provided on such rates;

   b. materials and other costs, if any, will be charged at a reasonable price which shall be mutually agreed between the Parties.

8. Bidder shall make available such Key Personnel who have been involved in the provision of the Services as the Parties may agree to assist LIC in the continued support of the Services beyond the expiry or termination of the Agreement, in which event LIC shall pay for the services of such Key Personnel on a time and materials basis at the rates agreed between the parties.

3.6 LIC’s Obligations

3.6.1 Assistance by LIC

Unless otherwise specified in the Contract, LIC shall use its best efforts to:

Issue instructions and information to its officials, agents, and stakeholders for prompt and effective implementation of the Services.

Provide to the Bidder any other assistance as specified in the Contract.

Access to Project Site: LIC warrants that the Bidder shall have, free of charge, unimpeded access to the project site if such access is required for the performance of the Services.

Conduct at LIC's premises: The Bidder 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 the Bidder or as might reasonably be inferred from the circumstances.

3.6.2 Facilities to be provided by LIC

LIC shall make available to the Bidder and the Experts, for the performance of the contract, free of any charge (unless otherwise stated therein), the services, facilities, and property described in the ‘Terms of Reference’ (Form T-3: Description of Approach and Methodology in Responding to the Terms of Reference) as per terms and conditions and against appropriate safeguards (including Insurances, Bank Guarantee, Indemnity Bonds, Retention Money etc.) specified therein. The Bidder shall use such property for the execution of the contract and no other purpose whatsoever.

In case such services, facilities and property shall not be made available to the Bidder as and when specified in Form T-3, the Parties shall agree on (i) any time extension that it may be appropriate to grant to the Bidder for the performance of the Services, (ii) how the Bidder shall procure any such services, facilities and property from other sources, and (iii) the additional payments, if any, to be made to the Bidder as a result thereof according to GCC clause 3.10.1.1.

3.6.3 Counterpart Personnel

LIC shall make professional and support counterpart personnel available to the Bidder, as specified in Form T-3.

If counterpart personnel are not provided by LIC to the Bidder as and when specified in Form T-3, LIC and the Bidder shall agree on (i) how the affected part of the Services shall be carried out, and (ii) the additional payments, if any, to be made by LIC to the Bidder as a result thereof.

Professional and support counterpart personnel, excluding LIC’s Contract Management and liaison personnel, shall work under the exclusive direction of the Bidder. If any member of the counterpart personnel fails to perform any work assigned to such members by the Bidder that is adequately consistent with the position occupied by such member, the Bidder may request the replacement of such member, and LIC shall not unreasonably refuse to act upon such request.

3.6.4 Payment Obligation

No advance payment will be made on awarding the contract.

Considering the service performed by the Selected Bidder under this Contract, LIC shall pay the Selected Bidder for deliverables specified in Form T-3 and in such manner as detailed below.

3.6.4.1 Payment Terms: Implementation

T_0: From the date of issuance of Letter of Intent (LOI)

Sr. No	Deliverables	Milestone	Payment terms as per Commercial Bid (T-6)
1	**Dev Environment set-up over cloud and deployment:** - Set up code repository and RBAC - Install DevOps tooling - Code quality, SCA, SAST, Artefacts repository, Monitoring tool set up - Set up CI/CD pipelines - Automated build and deployment of microservices to Dev environment - Closure of smoke testing on dev environment	**T0 + 2 months**	**5%**
2	**System Design and Project Plan Deliverables Sign Off** - Detailed High level design (HLD) with Network architecture - Detailed Low level design (LLD) - Detailed Implementation Project plan	**T0 + 2 months**	**10%**
3	**UAT and all other Environments setup over cloud and deployment:** - Automated microservices deployment to UAT environment via DevOps CI/CD pipelines with appropriate security guard rails - Integration with relevant external / third party's staging / UAT environment for testing and validation - Populating UAT database with relevant masked / anonymized production-like data	**T0 + 4 months**	**05%**

4	**Go Live: Phase 1**
	
	Functionalities delivered must include **(indicative list, not exhaustive):**
	
	- **Lead Management:**
	  o Standalone user interface for creating, viewing, and managing leads. The UI shall enable users to capture and track lead details with configurable data fields, search and filter capabilities, and audit logging for all lead-related actions.
	  o Integration with Sales Super app / Agent portal / Customer Super App / customer portal / LIC
		T0 + 6 months	**10%**

	Website / Referral portal ○ Support the addition and upload of leads in bulk through multiple mechanisms, including file-based uploads (CSV/Excel), API integrations, or other configurable input methods ○ Lead generation (including rule-based logic for generation) – customer initiated, agent initiated, from external sources (e.g. social media, partners, 3rd party aggregators), from own data base (e.g. policies coming up for maturity) ○ Lead qualification and prioritization (basis rule-based logic) ○ Lead allocation rule-based logic ○ Lead tracking (including funnel tracking, SLA tracking, etc.) ○ Lead dashboards, reports and MIS ○ Activity management: ▪ Set appointment with prospects and leads ▪ Prepare for meetings – display key pointers, integrate with multimedia training content ▪ Send communication through call, SMS, WhatsApp email to prospects in the funnel and create record of the communication against the prospect ▪ Enable automatic and customizable communication to leads through preferred channels (e.g., SMS, WhatsApp, social media, etc.) with ability to configure volume, frequency, schedule of messages, etc. ▪ Schedule follow up meetings / calls with customers ▪ Set up and receive automated and manually set reminders for key activities – appointment setting, meetings, follow up calls / SMS / WhatsApp ▪ Directly initiate proposal from prospect dashboard, passing on quote information if available ▪ Option to add file attachments while sending in-platform communication to customers **Product Configurator Part 1:** ○ The new business solution is expected to support the configuration and management till the pre-quote and quote generation capabilities of 45 insurance plans spanning across below product categories: - ▪ Whole life plan ▪ Endowment assurance plan ▪ Joint Life Plan		

	▪ Health plan ▪ Unit linked plan ▪ Micro-insurance ▪ Children plan ▪ Term assurance plan ▪ Money back plan ▪ Special plans ▪ Plans for dependents ▪ Independent Riders ▪ Other plans o Enable a web-based interface for LIC business and technical users, with role-based access to create, update, and manage product, plan configurations and their variants and categories mentioned above. o Allow configuration of **product benefits**, **pricing/rating sheets,** and **rate tables**, including support for parameters like sum assured slabs, age bands, premium frequency, and payment modes etc. o Ability to define and modify product benefits, pricing / rating sheets, underwriting rules, loading / rate-up rules, and rates, bonus / survival benefits rules and rates, payouts to agents etc. o Support configuration of **underwriting rules and STP logic** relevant for quote-stage classification, such as **medical/non-medical**, sum assured thresholds, and financial eligibility checks. o Ability to generate CSV files containing updated product configuration to facilitate propagation of updates to downstream systems o Integration with the quote engine to generate real-time, updated premiums taking into consideration the modifications made to plans/products. o Maintain time-stamped audit trail, logging all critical user actions and system events across all plans/products **Quote management:** o Refactoring the existing Vishal Quote engine and to support quotes applicable for different plans o Build and integrate rule-based plan recommender engine o Plan recommendation and suitability analysis journey and back-end o Quote journey (including personal details capture, rider selection, plan details capture, etc.) and product presentation for single and combo / multi plans, and quote generation in multiple formats - single page PDF, multi-page PDF, image, text message, video – with multi-lingual support o Quote journey to be integrated with LIC sales super		

	app (mobile), Agent portal, Customer mobile app, customer portal and branch portal o Benefit illustration generation in multiple formats - single page PDF, multi-page PDF, image, text message, video – with multi-lingual support o Integration with Product configurator for plan eligibility o Proposal and quote ID generation & allocation o Quote / Proposal dashboards, reports and MIS o Tracking of quotes, BI and communication history **Go-Live: Agent Onboarding** o An **Agent Onboarding portal** shall be developed as an independent module to manage the end-to-end onboarding process, including data capture, validation, and workflow management o Onboarding via integration with multi channel - Super Sales App / Branch Web portal / Agent portal Functionalities delivered must include (**Indicative list, not Exhaustive**): - Prospect and Lead Management System: o Fully functional agent prospect management system integrated with Super Sales App o Enable candidates to apply on the website/sales super app (with restricted, guided access to features) themselves by entering basic information like Name, Gender, Address etc. Use a configurable rule-based engine to dynamically display the list of available branch offices based on the applicant's location data o Configurable rule-based engine that calculates a prospect score and classifies individuals into predefined user personas, based on parameters such as education, age, annual income, and other relevant attributes indicating their propensity to become a successful LIC agent o Integration with social media and third-party data sources for prospect capture o Referral portal enabling agents and intermediaries to submit prospect data and track referral status o Benefit illustration generation in multiple formats - single page PDF, multi-page PDF, image, text message, video – with multi-lingual support o Enable prospect creation via multiple channels like manual entry by supervisor, agent referrals, prospect registering through a link shared with them etc. (indicative and not exhaustive) o Real-time dashboards for supervisors and branch		

	managers showing lead funnel, aging, SLA compliance for individual leads o Lead dashboards, reports and MIS o Option to add more metrics and analytics features in the future to enhance lead tracking and monitoring across the funnel o Integration with LIC MarTech platform to send in-app and push notifications - Prospect communication & engagement o Integration with LIC's outbound communication service (for WhatsApp, SMS and email) o Integration with Adobe Experience Manager (AEM) for sharing creatives for campaigns and notifications o Ability to send messages, reminders, and nudges via SMS, WhatsApp, email, etc. o Build orchestration for all of the above for sending communication to right entity - Third party integrations for data pre-fill and validation: o Integrations with account aggregators o Integrations for income data (e.g., ITR, EPFO, account aggregators, etc.) o Integration for identity data (e.g., NSDL, UIDAI, CERSAI, DigiLocker, etc.) ▪ KYC verification via CKYC, EKYC and Offline eKYC ▪ Ability to update changes to CERSAI in case of any changes to cKYC o Integration for bank account validation (e.g., NPCI, penny-drop & penniless methods) o Integration with fraud check APIs (e.g., Experian Hunter) o Integration with IRDAI and NSEIT o Integration with e-Insurance Account repositories - Document submission and validation o Support for document upload to be done either by supervisors manually or by prospects through upload links o Document submission journey (including display of document requirements, selection of choice of document, multiple document upload methods – e.g., file upload, photo capture, upload via account aggregator, etc.) o Integration with 3rd party software for automatic extraction and validation of information from documents o Support for asynchronous document submission via secure, expiring links to candidates - Prospect Registration Journey o Digitally implemented agent registration form with		

	multi modal input capture (radio buttons, drop box, text fields etc.) and automated field pre-filling, conditional visibility and mandatory field enforcement ○ Automated validations via integrations with NSDL, DigiLocker, CKYC, and other third-party verification services ○ Tooltips and subtext for individual fields to guide users ○ Enable both manual save and auto-save options while filling in the data form. ○ Allow users to resume filling in the data form from the last point of drop-off with all previously entered data retained, with authentication for each new session ○ Enable quick OTP based verification for fields like phone number and email ID ○ Implement special input fields for select parameters like calendar, phone numbers, interactive sliders etc. (indicative but not exhaustive) - Payment and Reconciliation: ○ Integration with payment gateways for digital payments via multiple modes (including UPI, Credit Card, Debit Card, Net banking, Dynamic UPI QR code etc.) ○ Receipt generation and reconciliation (with native & redirection-based integration support) - Prospect Training ○ Option for prospect to attend mandatory training either in person at DTC or online training via integration with 3rd party training providers (e.g., ChapterVitamin) ○ Enable prospect who already have prior experience to skip training ○ Ability to send links containing prep material and mock tests to prospects via various channels including SMS, WhatsApp, Email etc. ○ Option to send manual and automated nudges and reminders to prospect to complete training on time - Scrutiny workflow and URN generation ○ Multi-level approval workflow (ABM, BM, DTC) ○ Real-time status updates and alerts to stakeholders ○ Supervisor and branch-level dashboards for tracking approval status ○ Exception management and escalation workflows ○ Audit trail of approval actions and time-stamps ○ Automated notifications to candidate and supervisors ○ Role-based access control for approval actions ○ Discrepancy flagging and resubmission facilitation ○ SLA monitoring and auto-escalation on delays		

	○ Integration with NSEIT for URN data push and verification ○ Automated URN generation post successful validation - Examination Scheduling and Results ○ Integration with III website for exam booking ○ ○ Automated hall ticket generation and digital delivery to candidate ○ Nudges by supervisor to candidates for attending examination via multiple channels ○ Automated reminders to candidates for exam preparation via multiple channels ○ Automated Exam attendance and Score Capture ○ Result validation against official scorecard and marks capture on portal ○ Mock test feature for candidates prior to examination ○ Enable Multi-lingual support for exams and materials ○ Scheduling and rescheduling support with notifications via multiple channels ○ Handling of exam fail/re-attempt scenarios - Agent appointment and activation ○ Digital docket consisting of all relevant documents to be sent to branch/relevant authorities for final interview and approval ○ Automated generation of appointment letter and agency code ○ Enable digital delivery of appointment letter via multiple channels (SMS, WhatsApp, Email etc.) and subsequent consent/signature capture via OTP or other 3rd party integrations (e.g. Docusign) ○ Integration with LIC internal systems for registration of newly appointed agents ○ Audit Trail of acceptance and appointment ○ Dashboards to display metrics related to agent acceptance ○ Automated generation of credentials for selected agent for access to Sales Super App ○ Communication management for onboarding guidance (welcome kit, next steps, how to set up etc.) ○ Multilingual support for agents - Customizable, consistent and responsive UI/UX across the modules - Integration with LIC's user identity and access management for provisioning RBAC across the modules - Provisioning of user support (e.g., central helpdesk, ticketing system, FAQs, tutorial videos, toll-free contact, documentation), including all tools, licenses, configuration of these, capacity and		

	manpower, training across the modules - Relevant domain dashboards and reporting across the modules - The system must be capable of capturing and storing user consent in compliance with applicable regulatory and internal data governance requirements - Audit trail to be implemented across modules to ensure traceability - Multilingual support for 2 languages – English and Hindi across the modules **Agentic AI Platform Part 1:** - Build an Insurance Guide Agent for D2C channel to cover, but not limited to the below functionalities : o Conversational LIC assistant to explain LIC plans, eligibility, and onboarding flow. o Explains LIC products (Term, Endowment, Pension, ULIPs, etc.) with examples. o Interactively captures customer goals, life stage, income range, financial needs, and investment preferences to understand their insurance requirement profile o Conduct Suitability Analysis based on inputs, recommends relevant LIC plans with key details such as sum assured options, premium range, policy term, and key benefits o Clarifies documentation requirements and nudges next steps. o The bidder shall develop an Admin UI interface to enable AI observability, including capabilities to monitor, analyze, and manage the performance, accuracy, and operational metrics of deployed AI agent		
	Go-Live: Phase 2 No P1 (Critical) and P2 (High) bugs - Direct-to-Customer (D2C) onboarding via Customer Super App and Customer Portal, and LIC website - Onboarding at LIC branches by authorized users via internal LIC branch portal Functionalities delivered must include **(indicative list, not exhaustive):** **Product Configurator Part 2:** - The following capabilities will be built enabling propagation of finalized configurations to downstream systems, advanced processing rules, and broader business logic for post-quote configuration: o Allow definition and modification of additional rules required post-quote such as – Loading / rate-up rules, claims eligibility, surrender rules and rates etc. o Extend the STP and underwriting logic to handle	**T0 + 9 months**	**25%**

	complex risk classification post-quote including – financial underwriting thresholds, special conditions for medicals, document validations etc. o Enable generation of **CSV extracts or APIs** to propagate finalized plan configurations to downstream systems such as – Policy Administration system etc. - Customer communication & engagement o Integration with LIC's outbound communication service (for WhatsApp, SMS and email) o Integration to enable sending of communication through user's device (e.g. WhatsApp, SMS, email) o Integration with LIC MarTech platform to send in-app and push notifications o Integration with Adobe Experience Manager (AEM) for sharing creatives for campaigns and notifications (including sending cyclic reminder campaigns to leads, agents, etc.) o Integration with LIC service providers for sending SMS, WhatsApp, email, etc. o Build orchestration for all of the above for sending right communication to right entity - Integration with customer de-dupe (Data Lake) - **Offline data capture & sync journey** (including caching of proposal data on user device, automatic sync upon network availability, etc.) - Proposal form filling journey and backend including following capabilities: o Creation, saving and configuration of multiple questionnaires for different individual plans, plan combinations, channels, etc. o Input fields with configurable field types, validations, visibility rules, pre-fill logic, conditional visibility, etc. o Auto and manual save and resume capability - Third party integrations for data pre-fill and validation, not limited to but including: o Integrations with account aggregators o Integrations for income data (e.g., ITR, EPFO, account aggregators, etc.) o Integrations for financial information (e.g. CIVIL, ITR, etc.) o Integration for identity data (e.g., NSDL, UIDAI, CERSAI, DigiLocker, etc.) ▪ KYC verification via CKYC, EKYC and Offline eKYC ▪ Ability to update changes to CERSAI in case of any changes to cKYC o Integration for bank account validation (e.g., NPCI, penny-drop & penniless methods)		

	o Integration with credit bureau (e.g., CIBIL) o Integration with fraud check APIs (e.g., Experian Hunter) o Integration with e-Insurance Account repositories - ACR: o Configurable digital ACR form for agents & other sales users, internal LIC teams, etc. to capture observations regarding the customer’s financials, occupation, lifestyle, etc. o Dynamically configure ACR content using rule based configurable logic basis input parameters such as selected plan, channel (i.e., D2C, B&AC, etc.) - MHR: o Rule-based determination of Physical / Video MHR requirement o Scheduling journey for Physical / Video MHR o Journey for completing Physical / Video MHR o Capture of offline/digital MHR form and submission o Implement audio and video conferencing tools (for conducting Video MHR) o Implement video-based verification & liveliness check solutions - Payment & reconciliation: o Integration with payment gateways for digital payments via multiple modes (including UPI, Credit Card, Debit Card, NetBanking, Dynamic UPI QR code, BNPL / EMI payment option, etc.) o Integrations for enabling mandate setup (e.g., for SI mandates, NACH, BIMA-ASBA, etc.) o Receipt generation and reconciliation (with native & redirection-based integration support) - **Rule based Underwriting:** o Proposal & underwriting case creation - including unique ID allocation o Build underwriting dashboards, reports and MIS o Build underwriting workflow (including manual and automatic rule-based allocation/re-allocation of cases across offices and users) o Underwriting journey to evaluate and rate case, capture opinions / comments / decisions of approving authorities (via parameterized fields and comments) o Extend a web-based interface for LIC business / Technical users for maintaining and configuring the underwriting rules for the plans o Create journey for handling additional requirements for proposals, including communication of requirements to intermediary and customer, capturing of requirements (including documents, additional digital checks, additional medicals) and flow back into underwriting journey		

	○ Counter-offer generation, communication, acceptance / rejection and issuance journey ○ Medical underwriting journey including case assignment to medical referees, opinion capture, etc. ○ Underwriting case allocation suggestions ○ Reinsurer referral pack generation, outbound email to reinsurer and updation of reinsurer decision - Integration with **Data Lake AI/ML models,** including: ○ Customer up-sell opportunity model ○ Customer cross-sell opportunity model ○ Renewal Propensity Model ○ Claims reinvestment Model ○ Revival Propensity Model ○ Agents like you Model - Customizable, consistent and responsive UI/UX - Integration with LIC's user identity and access management for provisioning RBAC - FPR Generation post policy issuance - E-policy bond generation post policy issuance in the form of PDF files and QR Codes - Provisioning of user support (e.g., central helpdesk, ticketing system, FAQs, tutorial videos, toll-free contact, documentation), including all tools, licenses, configuration of these, capacity and manpower, training - Call centre integration: ○ User account creation and platform access to call centre employees; ongoing access management ○ Integration for passing lead data to call center CRM / dialer ○ Monitoring and logging of call centre activity/engagement – i.e., call attempts made, calls successfully connected with customer, missed calls, follow-ups scheduled, etc. Tracking of lead churning, dispositions, conversion, scheduled follow-ups or drop-off through integrations with call center CRM and dialer ○ Dashboards, reports & MIS for tracking call centre activity - Relevant domain dashboards and reporting - Capturing consent management - Audit trail - Multilingual support for English and Hindi - **Agentic AI Platform Part 2:** Bidder shall implement a central KYC agent covering, but not limited to below functionalities: ○ Central orchestrator for all customer-submitted documents. ○ Accepts uploads via app/portals/email/API. ○ Routes docs to specialized validators. ○ Consolidates results for underwriting		

	Bidder shall implement Agentic AI solution for lead categorization and nurturing with below but not limited to capabilities :- o Automated classification of leads based on predefined business rules and AI-driven insights, including lead enrichment using available customer data sources o AI-based evaluation of customer needs, purchase propensity, and purchase intent to prioritize and route leads effectively o AI agent–driven automated calling and conversational engagement with customers to capture interest, validate intent, and assess conversion likelihood o Continuous engagement and follow-up with leads through contextual communication		
	Go Live : Phase 3 - No P1 (Critical) and P2 (High) bugs open. - Agent led onboarding (A2C) via the Sales Super App / Agent portal Functionalities covered (**indicative list, not exhaustive**): - Set up and configuration of auto-underwriting for both financial and medical - Translation of all relevant LIC underwriting rules, circulars and guidelines into auto-underwriting rule engine - Auto-validation of submitted documents (validation of information, document type, authenticity of document etc.) - Auto underwriting Engine: o Through underwriting engine, automate application of LIC's underwriting rules, guidelines and ratings to classify / rate cases and provide underwriting decision including acceptance / counter-offer / rejection / rate-up / further requirement, pricing of policy in accordance with the rules and pricing / rating grids of LIC o Integration of auto-underwriting rule engine into underwriting workflow with configurability on which types of cases are to be underwritten on STP basis vs which ones are to have assisted underwriting support by engine in workflow o Institutionalize ongoing mechanism for maintenance and update of auto-underwriting rule engine, configuration of integration on an ongoing basis - Integration with Data Lake for Nominee de-dupe - **Hybrid journey** (including scan and upload of physical proposal form/documents, digital document submission, medical scheduling, etc. for in-branch paper form submissions), including identification and linking of paper form to submitted documents - - **NRI GST exemption** journey (including digital collection of documents, capture of information, validation of NRI bank account details, rule-based eligibility check and auto-adjustment	**T0 + 12 months**	**25%**

	of premium payment basis determined eligibility for exemption) - **Multilingual support** for Assamese, Bengali, Gujarati, Marathi, Kannada, Malayalam, Telugu, Odia, Punjabi, Tamil and other regional languages - Integration with other AI/ML models for: o Auto lead generation o Auto lead qualification o Lead prioritization score determination o Lead allocation suggestions o Plan recommendation o Recommendations in quote journey - Enhanced third party integrations for pre-fill and validation of information: o Integration with third party data vendors, telecom aggregators, etc. o Integration for insurance history information (e.g., IIB) o Integration for enhanced credit related information (e.g., GSTN, EPFO, OCEN) o Integration for enhanced income tax related information (e.g., CBDT) o Integration for enhanced address / location related information (e.g., integration with Google Maps API) - **Agentic AI Platform Part 3:** Build a Digital proposal agent covering, but not limited to below functionalities: o Digital Proposal Agent to capture customer information through scanned proposal forms and perform subsequent backend updates o Accepts inputs via OCR from documents or digital uploads o Context aware validation and clarifies incomplete or ambiguous responses o Integrates with KYC workflow agent to extract data from Aadhar, PAN		
7	**Go Live: Phase 4** No P1 (Critical) and P2 (High) bugs open. o Onboarding through Bancassurance and alternate channels such as brokers, IMFs, and web aggregators - either by authorized personnel licensed to sell insurance or directly by customers (e.g., via banks' net banking platforms) – live with priority bank and alternate channel partners identified o Expansion of B&AC journey integration to cover all partners, joint execution of proposal journey and subsequent lifecycle between LIC & B&AC representative for performing applicable activities on proposal o Bancassurance & alternative channel to be supported by	**T0 + 15 months**	**20%**

	▪ Redirection based Integration for seamless integration with the LIC Branch portal ▪ compatible Web SDK for integration with LIC Super Sales App ▪ Headless API(s) for any cross-system integration ▪ Standalone white labelled web interface **Agentic AI Platform Part 4:** o Build Test Explainer Agent to cover but not limited to mentioned functionalities – Explains tests FAQs to reduce confusion and help mitigate anxiety o Build Medical Report processor agent to cover but not limited to mentioned functionalities- Ingests report via PDF/API, checks tampering and summarizes results Functionalities covered (indicative list, not exhaustive): - Video and biometric enabled KYC (with support for authorized hardware biometric devices) - Integration with AI/ML models for enhanced automated document validation including forgery checks - Integration with voice-to-text solutions to enable voice-based data capture in the proposal form - Integration with face scan and image analytics tools to assess health indicators such as facial features, BMI, and smoker status - Integration with wearable health devices and health apps for capturing and auto-filling information of health vitals - Integrations of the conversational agents to enable conversational data entry support via WhatsApp or other social – media platforms using Q&A-based proposal journey - Integration with IVR-based systems for automated voice-based customer verification - Advanced third-party integrations for data pre-fill and validation: o Integration for financial behavior data (e.g., ONDC, CBDC platforms, etc.) o Integration for regulatory and risk data validation (e.g., RBI Watchlists, FATF lists, SEBI, PEP databases, etc.) o Integration for medical records and health platforms (e.g., National Health e-Registry, ABHA under ABDM, Google Fit, Apple Health, Fitbit, etc.)		
	Total		**100%**

Prioritization of features/ functionalities going live in each wave may be modified during the contract based on LIC's business requirements/ exigencies and as mutually agreed by LIC and the successful bidder.

3.6.4.2 Payment Terms: Software

T_0 : From the date of issuance of Letter of Intent (LOI)

Sr .No	Deliverables	Milestone	Payment terms as per Commercial Bid
Software licenses (perpetual and subscription) for first year			
1	Delivery of Software licenses for non-production environment (including dev, UAT and Pre-prod environment). The required documents to be provided are original invoice along with Original Delivery Challans duly stamped and signed by the LIC Official & Selected Bidder representative.	**T_0 + 3 month**	**30%**
2	Delivery of Software licenses for production environment and DR. The required documents to be provided are original invoice along with Original Delivery Challans duly stamped and signed by the LIC Official & Selected Bidder representative.	**T_0 + 6 months**	**70%**
Total			**100%**
1. Software licenses (perpetual and subscription) post expiry of 12 months warranty from the first go-live date			
1	Delivery of Software Licenses and their installation on all application environments. The required documents to be provided are original invoice along with Original Delivery Challans duly stamped and signed by the LIC Official & Selected Bidder representative. LIC official to sign off that new licenses have been satisfactorily installed.	**T_0 + 19 months**	**100%**
2		**T_0 + 31 months**	**100%**
3		**T_0 + 43 months**	**100%**

3.6.4.3 Payment Terms: Annual Maintenance and Support

Payment to be made from year 2 onwards on a quarterly basis in arrears subject to satisfactory performance duly signed off by LIC.

T_0 : From the date of issuance of Letter of Intent (LOI)
T_1 : Software licenses delivered

Sr. No	Deliverables	Milestone	Payment terms as per Commercial Bid (T-6)

Sr. No	Deliverables	Milestone	Payment terms as per Commercial Bid (T-6)
AMS (custom developed application)			
1	Year 2	**T_0 + 27 months**	**100%**
			100%
2	Year 3	**T_0 + 27 months**	**25%**
		T_0 + 30 months	**25%**
		T_0 + 33 months	**25%**
		T_0 + 36 months	**25%**
			100%
3	Year 4	**T_0 + 39 months**	**25%**
		T_0 + 42 months	**25%**
		T_0 + 45 months	**25%**
		T_0 + 48 months	**25%**
			100%
4	Year 5	**T_0 + 51 months**	**25%**
		T_0 + 54 months	**25%**
		T_0 + 57 months	**25%**
		T_0 + 60 months	**25%**
			100%
AMC (OEM software)			
1	Year 2	**T_1 + 13 months**	**100%**
2	Year 3	**T_1 + 25 months**	**100%**
3	Year 4	**T_1 + 37 months**	**100%**
4	Year 5	**T_1 + 49 months**	**100%**

Perpetual licenses should be included under Form T-6: Commercial Bid- Table#3: Bill of Material (Software) and subscription licenses to be included under Form T-6: Commercial Bid - Table#4: Bill of Material (AMC).

3.6.4.4 Payment Terms: Cloud Cost

Cloud Consumption cost		
Cost of maintaining the cloud infrastructure	**Quarterly**	**100%**

1. Bidder must create a mechanism to generate Invoices on quarterly basis, based on which payments will be done, after due verification.
2. Penalties, if any, will be deducted before release of the payment from the amount

payable against the invoice submitted.

3. 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 assignment, LIC will not pay the professional fees quoted by the Bidder in the price bid against such activity / item.
4. No interest on deposits/Performance Bank Guarantee will be paid
5. 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 favorable for LIC.
6. 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.
7. 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.
8. The address where invoices are to be submitted will conveyed to successful Bidder(s) after issuance of purchase order.
9. 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.
10. Product/Software Prices shall be quoted all-inclusive of duties, levies etc. but exclusive of GST and other applicable taxes.
11. 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.)
12. Cloud consumption (IaaS/PaaS/SaaS) shall be settled on pay as you go basis, in arrears, against the metered usage from the CSP console and invoice, consistent with MeitY cloud procurement guidelines. Any unit prices discovered at bid stage are for price discovery/evaluation only; actual payment is per usage
13. Cloud consumption invoices shall be raised quarterly in arrears and shall include: (a) CSP invoice(s), (b) month-wise usage and cost reports exported from the CSP portal/APIs, (c) resource inventory and scaling events. SLA deductions, if any, shall be netted off the same quarterly invoice
14. Selected Bidder will be entirely responsible for upfront payment of all applicable taxes

(wherever applicable) like Central / State levies, sales tax, excise duty, cresses, license fees, road permits, service tax, etc. in connection with delivery of products at site.

15. 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 Selected Bidder will not be eligible for any reimbursement on this count from LIC.
16. The Selected Bidder 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.
17. It will be the responsibility of the Selected Bidder 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.

3.7 Scope of Services and Performance Standards

3.7.1 Scope of Services

1. Services: This contract is for the performance/delivery of Services of the description, scope/quantum outlined in Section IV: ‘Terms of Reference’ during the contract period specified therein.
2. Incidental Works/Goods/Other Services: If so stipulated, the Bidder shall be required to perform/deliver specified incidental Works/Goods/other Services as an integral part of the Services in the contract.
3. Location: The Services shall be performed at such locations as are specified in this RFP and, where the location of a particular task is not so specified, at such locations, as LIC may approve.
4. Reporting Requirements: The Bidder shall deliver to LIC the reports, deliverables, outputs, and documents specified in Form T-3, in the form, in the numbers and within the periods outlined in the said Appendix, besides progress reports as per GCC clause 3.9.3.
5. Standard of Performance:
    a. The Bidder shall perform and carry out the Services with all due diligence, efficiency, and economy, in accordance with generally accepted professional standards and practices, observe sound management practices, and employ appropriate technology and safe and effective equipment, machinery, materials and methods.
    b. Unless otherwise specified, the performance standards and quality of the Services shall conform to the Terms of Reference as stipulated in the contract or as per best standards in the market, where not so specified.

c. Notice of non-compliant Services:
    i. If LIC considers that all or part of the Services does not meet the specifications, LIC will notify the Bidder within 7 Business Days of assessing the Services against the specifications
    ii. LIC will include reasons for the Services not meeting the specifications in the notice given under point ‘i’ above.
d. Rectification of non-compliant Services: If LIC notifies the Bidder that all or part of the Services does not meet the Performance Criteria, the Bidder will:
    i. Take all necessary steps to ensure that the Services are promptly corrected;
    ii. Give notice to LIC when the Services have been corrected; and
    iii. Allow LIC to repeat the assessment of all or part of the Services against the specifications, within five Business Days after the date of the notice or such other time as agreed mutually in writing.
e. Defects in Services: LIC shall promptly notify the Bidder of any identified defects, requesting the correction of the notified defect within a reasonable time. If the Bidder has not corrected notified defect within the time stipulated in LIC’s notice, LIC may suspend payments as per GCC clause 3.10.6.

3.7.2 Eligible Services

Unless otherwise stipulated in the Contract, the country of origin of ‘Services’ and related ‘Goods’ under the contract shall have their origin in India or other countries (if specified in the Contract). It must conform to the declaration made by the Bidder during the RFP process regarding Central Government policies restricting the participation of entities from i) Certain countries sharing land borders with India and ii) Countries that restrict the participation of Bidders from India on a reciprocal basis. They should ensure that they continue to be free from such restrictions.

Considering the 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.

3.8 Deployment of Resources

3.8.1 Guidelines for provisioning of manpower

The bidders operations can be carried out in a hybrid mode, with key personnel’s at LIC premises, while the remaining personnel at bidder’s managed facilities, as below:

1. The bidder shall deploy key personnel’s onsite at LIC premises, in line with requirement defined in Section 3.8.3 of this RFP. These resources must include the Key Resources

defined in Section 3.8.3. Remaining onsite resources can be mutually agreed between LIC and bidder.

2. Other named resources in line with Section 3.8.3 of this RFP shall be deployed offsite by the bidder at bidder managed facilities located anywhere in India. These resources shall be readily available for in-person discussions with LIC officials, as and when required by LIC to ensure smooth functioning.
3. Any additional resources deployed over and above the above mentioned resources can be located anywhere across India. These resources shall be ready to travel for in-person discussions with LIC, as and when required by LIC, to ensure smooth functioning.
4. The Bidder shall pay for a secured network (e.g. MPLS) connection between LIC's premises in Mumbai & the bidders managed facilities. The bidder must also ensure that all network security guidelines laid down my LIC are met.
5. The bidders obligation to render its services onsite (from LIC's Premises) or offsite (from bidders managed facilities) shall be subject to any applicable government restrictions that may be imposed by any government authorities by way of any government orders/notifications/circulars or any other mode for reasons such as prevention of outbreak of pandemic etc. On occasion of any such government restrictions which may directly or indirectly hinder in rendering services at the physical location of LIC, LIC shall allow the bidder to render its services from remote location for such period till the government restrictions are waived off by any further government orders/notifications/circulars.

3.8.2 Workstation and Secure Access Requirements

The bidder shall be responsible for provisioning and maintaining their own laptops and any associated development tools required for the execution of project activities. All such tools and devices must be compliant with industry security standards and must not pose any risk to LIC's network or infrastructure.

Secure access to LIC's internal systems shall be provided via LIC-approved VPN connectivity. The bidder shall ensure that only authorized personnel access the LIC network using unique credentials. All access must be controlled via multi-factor authentication and must adhere to LIC's information security and access management policies.

LIC reserves the right to audit remote access usage, enforce endpoint security compliance, and revoke access where policy violations are observed. No LIC-provided end-user hardware or development tools shall be extended to the bidder for execution of the scope of work

3.8.3 Site and Assets thereon

3.8.3.1 Site of Service Delivery

1. The site for Service delivery shall be the lands, spaces, and other places on, under, in or through which the Services are to be carried out and any other lands or places provided by LIC for the contract.

2. No land or building or any other asset belonging to or in possession of LIC shall be occupied/used by the Bidder without the permission of LIC. The Bidder shall not use or allow the site to be used for any purposes other than executing or concerning the execution of the services.
3. Prohibition of Smoking and Intoxicants: The Bidder shall exercise influence and authority to the utmost extent to secure strict compliance by his staff or petty contractors with all the rules and regulations stipulated by LIC relating to the access to the project site, including but not limited to:
    a. Prohibition of Smoking in ‘No Smoking Zone’ and in Public Places
    b. Prohibition of the use of any intoxicating substances including, but not limited to, intoxicating beverages during the service period or on-site or near the site or in any of the facilities, sites, buildings, encampments, or tenements owned, occupied by or within the control of the Bidder or any of his employees.
    c. Safety practices relating to LIC’s staff, Public and third parties
    d. Maintenance of peace and business-like ambience

3.8.3.2 Clearance of Site on Completion

1. On completion of the services, the Bidder shall handover the whole project site to LIC on ‘as it was’ basis. No final payment in settlement of the accounts for the Services shall be paid to the Bidder till, in addition to any other condition necessary for final payment, site clearance shall have been affected by him.
2. In the event of failure on the part of the Bidder to comply with this provision within 7 days after receiving notice for clearance of LIC’s site and lands, LIC shall cause them to be removed in such a way as deemed fit and convenient and cost as increased by supervision and other incidental charges shall be recovered from the Bidder. LIC shall not be held liable for any loss or damage to the Bidder's property as may be on the site and due to such removal.

3.8.4 Key and Non-key Personnel

3.8.4.1 General Requirements

Team Lead: The Bidder, when he is not personally present on the workplace site, shall nominate a Team Lead during working hours, which shall, on receiving reasonable notice, present himself to LIC. Orders given by LIC or their representative to the Team Lead shall be deemed to have the same force as if given to the Bidder.

The Bidder shall employ and provide qualified and experienced Key and Non-key Experts as required to carry out the Services.

3.8.4.2 Key Personnel

1. The titles, job descriptions, minimum qualifications, and estimated periods of the Bidder’s Key Personnel engagement in carrying out the Services are described in Form T-5: Key Expert Curriculum Vitae (CV) to the Contract.
2. Any leave-taking by Key Experts shall be subject to prior approval by the Bidder, who shall ensure that absence for leave purposes shall not delay the progress and or impact adequate supervision of the Services. If Key Experts are not deployed for significant periods, affecting the progress and quality of the assignment, payments may be suspended as per clause 3.10.6 below.
3. Substitution of Key Experts:
    a. No substitutions of the key experts identified & deployed for LIC shall be permitted before expiry of one year from the date of signing of the contract.
    b. Unless LIC may otherwise agree in writing, no changes shall be made in the Key Experts.
    c. Notwithstanding the above, the substitution of Key Experts during Contract execution may be considered only based on the Bidder’s written request and due to compelling or unavoidable situations outside the reasonable control of the Bidder, including but not limited to death or medical incapacity. The substitute shall be of equivalent or higher credentials. Advance notice of minimum one-month shall be given by Bidder to LIC before any such substitution envisaged. Such substitution shall not exceed the 30% of total key personnel annually.
    d. Substitution of the first 10% of key personnel at the request of the Bidder shall be subject to a reduction of remuneration by 10% as per the remuneration quoted in ORA (as per Form T-6) which would have been paid to the original personnel from the date of the replacement till completion of the contract. Such reduction in remuneration shall progressively increase further for subsequent substitutions as specified in the Contract. If not specified, the reduction in remuneration shall be 10% and 15%, respectively, for the subsequent two slabs of 10% substitutions of key personnel (i.e., till 30% substitution). Such reduction shall not apply to the substitution of experts in pursuance of orders by LIC as per sub-clause (3.8.3.4) below.
4. Additional Experts: If additional Experts are required to carry out the Services during the execution of the contract, the Bidder shall submit to LIC for review and approval a copy of their Curricula Vitae (CVs). If LIC does not object in writing (stating the reasons for the objection) within twenty-one (21) days from receiving such CVs, such additional Key Experts shall be deemed approved by LIC. The rate of remuneration payable to such new additional Key Experts shall be based on the rates for other Key Experts' positions which require similar qualifications and experience.

3.8.4.3 Non-key Personnel

The Bidder must ensure the deployment of key/non-key Personnel as per Form T-5: Key Expert Curriculum Vitae (CV), the Terms of Reference, and the approved Works plan as updated. Daily attendance records of such non-key personnel shall be maintained by the Bidder and shared with LIC. If LIC believes that the Bidder is not employing sufficient Non-key personnel as is specified or otherwise for the proper execution of the Services, LIC shall issue a notice to the Bidder for remedial measures. The Bidder shall forthwith, on receiving intimation to this effect, deploy the additional number of non- key personnel as specified by LIC immediately, and failure on the part of the Bidder to comply with such instructions shall entitle LIC to suspend payments as per GCC clause 3.10.6 for the shortfall in performance or terminate the contract and/or avail all the remedies thereunder. Such action shall be in addition to the deduction from the Bidder's payment cost of shortfall personnel as per Form T-5: Key Expert Curriculum Vitae (CV).

3.8.4.4 Removal of Key and Non-key Experts on Orders of LIC

1. The Bidder shall, at LIC's written request, provide a replacement, if LIC finds that any of the Experts:
    a. commits severe misconduct or has been charged with having committed a criminal act
    b. persists in any misconduct or lack of care;
    c. is found to be negligent, incompetent or incapable of discharging assigned duties;
    d. fails to comply with any provision of the Contract;
    e. based on reasonable evidence, is determined to have engaged breached the Code of Integrity (including Fraud and Corruption) during the execution of the Works;
2. Subject to the requirements in the sub-clause above, and notwithstanding any requirement from LIC to request a replacement, the Bidder shall take immediate action as appropriate in response to any violation in the sub-para above. Such immediate action shall include removing (or causing to be removed) such Key/Non-Key Expert or sub-bidder from carrying out the Services.
3. Any replacement of the removed Experts shall possess better qualifications and experience and be acceptable to LIC.
4. The Bidder shall bear all costs from or incidental to any removal and/or replacement of such Experts.

3.8.5 Equipment and Tools of Trade

The Bidder must ensure the deployment of Equipment and Tools of Trade necessary to deliver services as per the Terms of Reference and approved Works plan as updated. If LIC believes that the Bidder is not employing on the Services sufficient Equipment/Tools of Trade as is specified or otherwise for the proper execution of the Services within the prescribed time, the Bidder shall forthwith on receiving intimation to this effect deploy the additional equipment/tools of the trade as specified by LIC immediately and failure on the part of the Bidder to comply with such instructions shall entitle LIC to suspend payments as per GCC clause 3.10.6 for the shortfall in performance or terminate the contract and/or avail any or all the remedies thereunder for breach of contract.

3.9 Delivery of Services and delays

3.9.1 Works plan

1. Before the commencement of the Services, the Bidder shall submit for approval of LIC a Works plan showing the Methods, schedule of delivery of services, and deployment plans for Personnel, relevant software components whether OEM or availed from CSP infrastructure for the execution of the services. The program of delivery of Services amended as necessary by discussions with LIC shall be treated as the agreed Works plan for this Contract. The Services shall be carried out and monitored as per the approved Program as updated.
2. LIC shall direct the order in which the several components of the Services shall be provided, and the Bidder shall execute all orders which LIC gives from time to time without delay. Still, the Bidder shall not be relieved thereby from responsibility for the due performance of the Services in all respects.

3.9.2 Commencement of Services

1. Effective Date of Contract: Bidder shall commence the Services and shall proceed with due expedition and without delay from the effective date of Contract (all dates of delivery shall be counted from such a date), which shall be the date mentioned as the effective date in the contract, or if not so mentioned:
    a. 15 days from LIC's notice (unless specified otherwise) to the Bidder instructing him to begin carrying out the Services. This notice shall confirm that the effectiveness prerequisites listed in the contract have been met.
    b. If no such order is issued, 15 days from the date of the Issue of the LOA or the signing of the Contract agreement, whichever is earlier.
2. Commencement of Services: Not later than the number of days after the Effective Date specified in the Contract or the Notice to proceed, the Bidder shall begin carrying out the Services after confirming the following:
    a. As required by the Contract, key experts needed at the beginning of the assignment are effectively participating
    b. That upon provision of Bank Guarantees and advance payments, if any, are implemented
    c. That LIC has provided facilities (including Data, Documents and Background Information) as per the Contract
    d. that all parties involved in the assignment (users, security team, and other relevant departments of LIC and other third-party stakeholders) have been informed by LIC
    e. that all permits, licences, and authorisations have been obtained.

3. Termination of Contract for Failure to Become Effective: If this Contract has not become effective (as per sub-clause 1) above) within such period after the date of Contract signature as specified in the Contract, either Party may, by not less than twenty one (21) days' written notice to the other Party, declare this Contract to be null and void, and in the event of such a declaration by either Party, neither Party shall have any claim against the other Party with respect hereto.

3.9.3 Contract Management

3.9.3.1 Management Teams

LIC shall nominate a Contract Manager (or a Management Team), and the Bidder shall nominate a counterpart Team Lead to monitor the assignment so that the output is in line with LIC's objectives of the Contract.

3.9.3.2 Review of Phases and Milestones

LIC and Bidder/Team Lead shall hold progress meetings at various phases and Milestones into which the assignment is divided as per Form T-3. Unless otherwise indicated in Form T-3, the following actions would be taken during such progress meetings.

1. Kick-off Meeting: LIC and the Bidder/Team Lead shall meet at the start of the assignment to ensure that the Contract requirements are clearly understood by all concerned and that the Contract Management procedures are finalised.
2. Inception Phase Review: The inception meeting shall be held at a period (specified in Form T-3, or the Notice to Proceed) after the effective date of the contract or, if not so specified, within 21 days of the effective date. Before this meeting, the bidder must provide a draft Inception Report for discussion. The Bidder shall submit a final Inception Report within the specified time in the 'Terms of Reference' or as agreed in the Inception Meeting, or if not so specified, within 7 days of the Inception Meeting. Template for Inception Report may be agreed to beforehand in the Inception Meeting. It should, at the minimum, cover comments and suggestions on the following:
   a. Terms of Reference
   b. Work plan and staffing schedule
   c. Facilities to be provided by LIC
   d. Working arrangements and liaison
3. Periodic Reviews: Unless otherwise decided by the LIC and the Bidder's Team Lead, periodic review meetings (monthly if not otherwise stipulated) shall be held to review the pace of progress as compared to the Work Plan and remedial actions thereto.
4. Deliverables Reviews: LIC and Bidder/Team Lead may hold other meetings to review and approve specific deliverables or phases (including Interim and Final Reports) as specified in Form T-3, or as agreed between the parties.

3.9.4 Delivery of services, Time of Delivery and Extensions Thereof

3.9.4.1 Delivery of Services:

The Bidder shall deliver all Services and submit deliverables as per the approved work plan in the manner specified in the Contract.

3.9.4.2 Time of Delivery of Services is of Essence of the Contract:

1. The time for delivery of Services shall be deemed to be the essence of the contract. Subject to any requirement in the contract as to the completion of any portions or portions of the Services before completion of the whole, the Bidder shall fully and finally complete the whole of the services comprised in the contract as per the Delivery and Completion Schedule stipulated in Form T-3.
2. If at any time during the currency of the contract, the Bidder encounters conditions hindering the timely performance of services; the Bidder shall promptly inform LIC in writing about the same and its likely duration.
3. The bidder may request LIC for an extension of the delivery schedule not less than one month before the expiry of the date fixed for completion of the services. LIC may agree to extend the completion schedule, with or without liquidated damages and denial clauses, by issuing an amendment to the contract in terms of the following clauses.

3.9.4.3 Extension for Excusable Delay Not Due to Bidder

1. If in the opinion of the Bidder, the progress of Services has at any time been delayed due to the following reasons, then within 15 days of such happening causing delay, he shall give notice thereof in writing to LIC, but shall nevertheless do due diligence to bring down or make good the delays and to proceed with the services:
   a. proceedings taken or threatened by or dispute with external third parties arising otherwise than from the Bidder's own default etc. or
   b. delay due to circumstances beyond the control of either party
   c. delay authorized by LIC pending arbitration or
   d. Any act or neglect of LIC, e.g.:
      i. Delay or failure to issue notice to commence the services or
      ii. delay or failure to issue necessary instructions for which the Bidder had applied explicitly in writing.
      iii. Delay in or failure to handover of possession of the solution or the necessary facilities/documents/data or instructions by LIC to the Bidder
      iv. Delay caused by modification issued by LIC or
      v. any other delay caused by LIC due to any other cause.

2. The Bidder may also indicate the period for which the Services are likely to be delayed and ask for a necessary extension of time. On receipt of such request from the Bidder, LIC shall consider the same and grant such extension of time as, in his opinion, is reasonable regarding the nature and period of delay and the type and quantum of work affected thereby. No other compensation shall be payable for work carried forward to the extended period. The same rates, terms, and conditions as the original Contract shall apply during the extended period.

3.9.4.4 Extension of Time for Inexcusable Delay Due to Bidder

1. If the Bidder fails to deliver the Services within the fixed/extended period for reasons other than those stipulated in GCC clause 3.9.4.3 above, LIC may, if satisfied that the service delivery can still be completed within a reasonable time, extend the period further.
2. On such extension, LIC shall be entitled without prejudice to any other right and remedy available on that behalf to recover from the Bidder as agreed damages and not by way of penalty Liquidated Damages as per GCC clause 3.9.5 below.
3. Provided further that if LIC is not satisfied that the service can be completed by the Bidder or in the event of failure on the part of the Bidder to complete the service within the extension of time allowed further as aforesaid, LIC shall be entitled without prejudice to any other right or remedy available in that behalf, treat the delay as a breach of contract and avail any or all the remedies thereunder, whether or not actual damage is caused by such default.
4. Inordinate Delays: Delays due to the Bidder of more than one-fourth (25%) of the total completion period shall be treated as inordinate delays. Such inordinate delays shall be noted as poor performance and be held against the Bidder in future procurements. A show-cause notice shall be issued to the Bidder before declaring it a poor performance. Such delays may be considered a breach of the contract at the option of LIC.

3.9.4.5 Extension of Time for Concurrent Delay Due to Both Parties

If LIC determines that two or more events responsible for delay overlap each other. The delays may be concurrently attributable to both LIC and the Bidder. The proportion for extension of time as per GCC clause 3.9.4.3 or 3.9.4.4 above shall be determined by plotting each contributing concurrent delay on the critical path.

3.9.4.6 Extension of Contract

The contract period might get extended as per terms and conditions mutually agreed in the contract.

Payment during the extension period shall be made on pro rata basis and based on the number of resources, positions and duration and the priced breakup provided on Form T-6.

3.9.5 Damages and Deductions Thereof

3.9.5.1 Right of LIC to recover Damages.

LIC shall be entitled to, and it shall be lawful to recover Liquidated damages as detailed in this clause from all payments due, any Performance Security, or any retention money.

3.9.5.2 Liquidated damages

1. For delays covered under clause 3.9.4.4 (Extension of Time for Inexcusable Delay Due to Bidder) above:
    a. LIC shall, without prejudice to other rights and remedies available to LIC under the contract, deduct from the contract price as liquidated damages for each week of delay or part thereof until actual delivery or performance, but not as a penalty, a sum equivalent to the 1% percent (or any other percentage if prescribed) of the related monthly bill of the Services. Besides liquidated damages during such a delay, the denial clause as per GCC clause 3.9.5.3 shall also apply. Total damages in the contract shall be limited as per clause 3.9.5.4 below.
    b. Any failure or delay by any Sub-bidder, though their employment may have been sanctioned, shall not be admitted as a ground for any extension of time or for exempting the Bidder from liability for any such loss or damage as aforesaid.
    c. The Bidder(s) shall make every effort to ensure that all systems and services perform without defect, interruption, or security breach. The completion of deliverables within the stipulated timeframe, along with full compliance with applicable data protection and security standards, shall be binding on the Bidder(s). In the event of delay in meeting the deliverables or non-compliance with data security and protection requirements 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.

3.9.5.3 Denial Clause:

1. For delays covered under clause 3.9.4.4 (Extension of Time for Inexcusable Delay Due to Bidder) above:
    a. no increases in price on account of any statutory increase in or fresh Imposition of GST, or on account of any other taxes/duty/cess/levy) leviable in respect of the Services and incidental goods/works stipulated in the said Contract which takes place after the original delivery date shall be admissible on such of the said

Services, as are delivered after the said date; and

b. Notwithstanding any stipulation in the contract for an increase in price on any other ground, including the price variation clause, no such increase after the original delivery date shall be admissible on such Services delivered after the said date.

c. Nevertheless, LIC shall be entitled to the benefit of any decrease in price on account of reduction in or remission of GST or on account of any other tax or duty or any other ground as stipulated in the price variation clause, which takes place after the expiry of the original delivery date.

3.9.5.4 Limit on total Damages

However, deduction on account of damages for delays under this clause put together shall be subject to a maximum of 10% (or any other percentage if prescribed) of the entire value of the Contract of Services. Penalties/liabilities outside this clause shall be covered by GCC clause 3.12.

3.9.6 Force Majeure

On the occurrence of any unforeseen event beyond the control of either Party, directly interfering with the delivery of Services arising during the currency of the contract, such as war, hostilities, acts of the public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics, quarantine restrictions, riots, (strikes, lockouts outside the Vendor Organization), or acts of God, the affected Party shall, within a week from the commencement thereof, notify the same in writing to the other Party with reasonable evidence thereof. Unless otherwise directed by LIC in writing, the Bidder shall continue to perform its obligations under the contract as reasonably practicable and seek all reasonable alternative means for performance not prevented by the Force Majeure event. If the force majeure condition(s) mentioned above be in force for 90 days or more at any time, either party shall have the option to terminate the contract on expiry of 90 days of commencement of such force majeure by giving 14 days' notice to the other party in writing. In case of such termination, no damages shall be claimed by either party against the other except those which had occurred under any other clause of this Contract before such termination.

Notwithstanding the remedial provisions contained in GCC-clause 3.9.5 and 3.12, neither of the Party shall seek any such remedies or damages for the other Party's delay and/or failure in fulfilling its obligations under the contract if it is the result of an event of Force Majeure.

3.10 Prices and Payments

3.10.1 Prices

3.10.1.1 Contract Price

1. The indicative commercial bid in the contract is specified in Form T-6: Commercial Bid.
2. Any change to the commercial bid specified above can be only made if the Parties have agreed to the revised scope of Services under GCC clause 3.2.6 and have amended the Terms of Reference in Form T-3 writing.

3.10.1.2 Firm Prices

Rate card (prices) shall be fixed.

3.10.1.3 Variations

No variation in price or modification of the conditions of the contract shall be allowed.

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 the Bidders. Any changes in law, taxes, and policies shall be governed through the provision of this RFP.

3.10.2 Taxes and Duties

1. The Bidder shall be entirely responsible for all taxes, duties, fees, levies etc., incurred relating to the delivery of the Services. Further instruction, if any, shall be as provided in the Contract.
2. If applicable under relevant tax laws and rules, LIC shall deduct from all payments and deposit required taxes to respective authorities on account of GST Reverse Charge Mechanism; Tax Deducted at Source (TDS), and Tax Collected at Source (TCS) relating to Income Tax, labour cess, royalty etc.
3. Payment of GST under the contract:
    a. The payment of GST and GST Cess to the Bidder shall be made only on the latter submitting a GST compliant Bill/invoice indicating the appropriate HSN code and applicable GST rate duly supported with documentary evidence as per the provision of the relevant GST Act and the Rules made there under. The delivery of Services shall be shown as being made in the name, location/state, and GSTIN of the beneficiary of the Services only; the location of the procurement office of LIC has no bearing on the invoicing.
    b. **Provision w.r.t. E-Invoicing requirement as per GST laws:** Bidder who is required to comply with the requirements of E-invoice as per the GST Law, all payments shall be made against proper e-invoice(s) only. Invoices issued in violation shall not be processed for payment, as LIC shall not be allowed to avail of Input Tax Credit (ITC) against such invoices.

c. Returns and details required to be filled under GST laws & rules regarding invoices (or e- invoices) should be filed promptly by the Bidder. If input tax credit (ITC) is not available to LIC for any reason attributable to the Bidder, then LIC shall not be liable to pay or reimburse GST (CGST & SGST/UTGST or IGST) claimed in the invoice(s) and shall be entitled to deduct/setoff/recover such GST amounts (CGST & SGST/UTGST or IGST) together with penalties and interest, if any, by adjusting against any amounts paid or becomes payable in future to the Bidder under this contract or under any other contract.

d. While claiming reimbursement of duties, taxes etc. (like GST) from LIC, as and if permitted under the contract, the Bidder shall also certify that in case it gets any refund out of such taxes and duties from the concerned authorities at a later date, it (the Bidder) shall refund to LIC, LIC's share out of such refund received by the Bidder. The Bidder shall also refund the appropriate amount to LIC immediately after receiving the same from the concerned authorities.

e. All necessary adjustment vouchers, such as Credit Notes/Debit Notes for any short/excess delivery of Services or revision in prices or any other reason under the contract, shall be submitted to LIC in compliance with GST provisions.

f. GST shall be paid as per the rate at which it is liable to be assessed or has been assessed, provided the provision of Services is legally liable to such taxes and is payable as per the terms of the contract subject to the following conditions:

    i. LIC shall not pay a higher GST rate if leviable due to any misclassification of the HSN number or incorrect GST rate incorporated in the contract due to the Bidder's fault. Wherever the Bidder invoices the Goods at GST rate or HSN number, which is different from that incorporated in the contract, payment shall be made as per GST rate, which is lower of the GST rates incorporated in the contract or billed.

    ii. However, LIC shall not be responsible for the Bidder's tax payment or duty under a misapprehension of the law.

    iii. The bidder is informed that he shall be required to adjust his basic price to the extent required by a higher tax rate billed as per invoice to match the all-inclusive price mentioned in the contract.

    iv. In case of profiteering by the Bidder relating to GST tax, the Bidder shall treat it as a violation of the Code of Integrity in the contract and avail any or all punitive actions thereunder, in addition to recovery and action by the GST authorities under the Act.

g. The Bidder should issue Receipt vouchers immediately on receipt of all types of payments along with tax invoices after adjusting advance payments, if any, as per Contractual terms and GST Provisions.

h. Liquidated damages or any other recoveries should be shown as deductions on the invoice, and GST shall be applicable only on the net balance payment due.

4. **Statutory Variation Clause**: Unless otherwise stated in the contract, statutory increase in applicable GST rate only during the original delivery period shall be to LIC's account. Any increase in the rates of GST beyond the original completion date during the extended delivery period (excepting extension under GCC clause 3.9.4.3) shall be borne by the Bidder. The benefit of any reduction in the GST rate must be passed on to LIC during the original and extended delivery period. However, GST rate amendments shall be considered for quoted HSN code only, against documentary evidence, provided such an increase of GST rates occurs after the last date of Bid submission.

3.10.3 Terms and Mode of Payment

1. The payments shall be made as per LIC's payment procedures. All payments to Bidders shall only be made through EFT (Electronic Funds Transfer). The Bidder shall consent in a mandate form for receipt of payment through NEFT (National Electronic Fund Transfer).
2. Payments shall only be made in Indian Rupees.
3. The Bidder shall send its claim for payment in writing as per GST-compliant Invoice and documents, when contractually due, along with relevant documents etc., as stipulated in the Contract and as specified therein.
4. While claiming payment, the Bidder is also to certify in the bill that the payment being claimed is strictly in terms of the contract and all the Bidder's obligations for claiming that payment has been fulfilled as required.

3.10.4 Withholding and lien in respect of sums claimed:

1. Whenever any claim or claims for payment of a sum of money arises against the Bidder, out of or under the contract, LIC shall be entitled, and it shall be lawful on his part, to withhold and also have a lien to retain such sum or sums, in whole or in part pending finalisation or adjudication of any such claim from –
    a. any security or retention money, if any, deposited by the Bidder.
    b. Any sum(s) payable till now or hereafter to the Bidder under the same Contract or any other contract with LIC if the security is insufficient or if no security has been taken from the Bidder.
2. Where the Bidder is a partnership firm or a limited company, LIC shall be entitled, and it shall be lawful on his part, to withhold and also have a lien to retain towards such claimed amount or amounts in whole or in part from any sum found payable to any partner/limited company, as the case may be, whether in his capacity or otherwise.
3. It is an agreed term of the contract that the sum(s) of money so withheld or retained under the lien referred above shall be kept withheld or retained till the claim arising out of or under the contract is determined under GCC clauses 3.11 and/or 3.12. The Bidder shall have no claim for interest or damages whatsoever on any account regarding such withholding or retention under the supra lien and duly notified to the Bidder.
4. **Lien in respect of Claims in other Contracts:** Any sum of money due and payable to the Bidder (including the security deposit returnable to him) under the contract may be withheld

or retained by way of lien by LIC against any claim of LIC in respect of payment of a sum of money arising out of or under any other contract made by the Bidder with LIC.

3.10.5 Payments to Bidder

3.10.5.1 General

1. Payments under this Contract shall be made to the Bidder’s accounts at the end of each deliverable as detailed in GCC clause 3.6.4
2. Currency of Payment: Payment shall be made in Indian Rupees (INR).
3. The Itemized Invoices: The Bidder shall submit to LIC, in duplicate, itemized invoices, accompanied by the receipts or other appropriate supporting documents, of the amounts payable for such an interval under GCC clause 3.10.5.
4. LIC shall cross-check all relevant records before passing the Bidder's bills. Upon verification of the records by LIC, payments can be released to the Bidder.
5. LIC shall pay the Bidder’s invoices within sixty (60) days after the receipt by LIC of such itemized invoices with supporting documents. Only a portion of an invoice not satisfactorily supported may be withheld from the payment. Should any discrepancy exist between actual payment and costs authorized to be incurred by the Bidder, LIC may add or subtract the difference from subsequent payments.
6. Except for the final payment under GCC clause 3.10.5.5 below, payments do not constitute acceptance of the Services nor relieve the Bidder of any obligations.
7. Time-Based (Inputs admeasurement): Unless instructed in writing by LIC, payments shall not be made for any extra inputs deployed over and above Form T-3: Description of Approach and Methodology in Responding to the Terms of Reference, Form T-5: Key Expert Curriculum Vitae (CV), or Form T-6: Commercial Bid mentioned in the contract. Nevertheless, if such inputs are deployed less than those stipulated, deductions shall be made based on the rates indicated for the inputs listed in Form T-6 in the contract.
8. All terms and conditions, payments schedules, time frame for expected service levels as per this tender will remain unchanged unless explicitly communicated by LIC in writing to the bidder. LIC shall not be responsible for any judgments made by the bidder with respect to any aspect of the Service.

3.10.5.2 Final Payment

1. The final payment under this Clause shall only be made after the final report/deliverables and a final invoice, identified as such, shall have been submitted by the Bidder and approved as satisfactory by LIC. Completion certificate/Final payment shall be made only after ensuring that all facilities/documents/sites have been returned to LIC as per GCC clause 3.5.14. The Services shall be deemed completed and finally accepted by LIC.
2. The Bidder shall submit a final bill on LIC's acceptance certificate of final deliverables. The Final payment shall be made as per the following calculations after receiving a clear "No Claim Certificate” signed by the Bidder:

a. necessary adjustment for any payments already made or retained
b. any deduction which may be made under the contract,
c. a complete account of all claims the Bidder may have on LIC, and LIC gave a certificate in writing that such claims are correct,

3. The final report and final invoice shall be deemed approved by LIC as satisfactory ninety (90) calendar days after receipt of the final report and final invoice by LIC unless LIC, within such ninety (90) calendar day period, gives written notice to the Bidder specifying in detail deficiencies in the Services, the final report or final invoice. The Bidder shall promptly make any necessary corrections, and the preceding process shall be repeated.
4. Any amount that LIC has paid or has caused to be paid under this Clause more than the amounts payable under the provisions of this Contract shall be reimbursed by the Bidder to LIC within thirty (30) days after receipt by the Bidder of notice thereof. Any such claim by LIC for reimbursement must be made within twelve (12) calendar months after receipt by LIC of a final report and a final invoice approved by LIC in accordance with the above.

3.10.5.3 No Claim Certificate and Release of Contract Securities

The Bidder shall submit a ‘No-claim certificate’ to LIC in such form as shall be required by LIC after the Services are finally accepted and before the final payment/performance securities are released. LIC shall release the contractual securities without any interest if no outstanding obligation, asset, or payments are due from the Bidder. The Bidder shall not be entitled to make any claim whatsoever against LIC under or arising out of this Contract, nor shall LIC entertain or consider any such claim, if made by the Bidder, after he shall have signed a "No Claim" Certificate in favour of LIC. The Contactor shall be debarred from disputing the correctness of the items covered by the "No Claim" Certificate or demanding arbitration.

3.10.5.4 Post Payment Audit

Notwithstanding the issue of the Completion Certificate and release of final Payment, LIC reserves the right to carry out within 180 days (unless otherwise stipulated in the contract) of such completion/final payment, a post-payment audit and/or technical examination of the Services and the final bill including all supporting vouchers, abstracts etc. If any over-payment to the Bidder is discovered due to such examination, LIC shall claim such amount from the Bidder.

3.10.5.5 Signature on Receipts for Amounts

Every receipt for money, which may become payable, or for any security which may become transferable to the contractors under the contract, shall be signed by a person authorized to do so by the Bidder (or otherwise as per GCC clause 3.4.2), to be a suitable and sufficient discharge to LIC in respect of the sums of money or security purported to be acknowledged thereby. In the event of the death of any Bidder or partner during the pendency of the contract, every receipt by anyone of the surviving constituents shall be suitable and sufficient discharge as aforesaid. Nothing in this Clause shall be deemed to prejudice or effect any claim that LIC may have against the legal representative regarding any breach of any contract conditions by any Bidder partner/member so dying. Nothing in this clause shall be deemed to prejudice or affect the respective rights or obligations of the Bidder partners/members and the legal representatives of any deceased Bidder partners/members.

3.10.6 Suspension of Payments

LIC may, by written notice of suspension to the Bidder, suspend part or all payments to the Bidder hereunder if the Bidder fails to deliver the Services as per the Terms of Reference, including the non-rectification of notified defects in the Services/deliverables, provided that such notice of suspension (i) shall specify the nature of the failure, and (ii) shall request the Bidder to remedy such failure within a period not exceeding thirty (30) calendar days after receipt by the Bidder of such notice of suspension. Such a suspension shall not entitle the Bidder to any extension of time for delivery of Service.

3.10.7 Payment Against Time-Barred Claims

In accordance with the Limitation Act 1963, all claims against LIC shall be legally time-barred after three years calculated from when the payment falls due unless the payment claim has been under correspondence. LIC is entitled to, and it shall be lawful to reject such claims.

3.10.8 Commissions and Fees

The Bidder shall disclose any commissions or fees that may have been paid or are to be paid to agents, representatives, or commission agents concerning the selection process or execution and performance of this Contract. The information disclosed must include the name and address of the agent, representative, or commission agent, the amount and currency, and the purpose of the commission or fee.

3.11 Resolution of Disputes

3.11.1 Disputes and Excepted Matters

All disputes or differences whatsoever arising between the parties out of or in connection with this contract or in discharge of any obligation arising out of the Contract (whether during the progress of work or after completion of such work and whether before or after the termination of this contract, abandonment or breach of this contract), shall be settled amicably. If however, the parties are not able to solve them amicably, party (LIC or Bidder), give written notice of 30 days to other party clearly setting out there in specific dispute(s) and/or difference(s) and refer the dispute to a sole arbitrator mutually agreed upon, and the award made in pursuance thereof shall be binding on the parties. In the absence of consensus about the single arbitrator, the dispute may be referred to joint arbitrator; one to be nominated by each party and the said arbitrators shall nominate a presiding arbitrator, before commencing the arbitration proceedings. The arbitration shall be settled in accordance with the applicable Indian Laws and the seat of arbitration shall be Mumbai. Any appeal will be subject to the exclusive jurisdiction of High courts at Mumbai. Such arbitration to be governed by the provisions of Arbitration and Conciliation Act,1996 or of any modifications, Rules or re-enactments thereof. The Arbitration shall decide each dispute in accordance with term of the contract and give a reasoned award. No interest will accrue on any amount during the Arbitration proceedings.

Bidder shall continue work under the Contract during the arbitration proceedings unless otherwise directed by LIC or unless the matter is such that the work cannot possibly be continued until the decision of the arbitrator is obtained, in which case interim order for the same may be obtained by the Bidder

Arbitration proceeding shall be held at Mumbai, India, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be in English.

3.12 Defaults, Breaches, Termination, and closure of Contract

3.12.1 Termination due to Breach, Default, and Insolvency

3.12.1.1 Defaults and Breach of Contract

In case the Bidder undergoes insolvency or receivership, neglects or defaults or expresses inability or disinclination to honor his obligations relating to the performance of the contract or ethical standards or any other obligation that substantively affects LIC’s rights and benefits under the contract, it shall be treated as a breach of contract. Such defaults could include inter-alia:

1. **Default in Performance and Obligations:** if the Bidder fails to deliver any or all of the Services or fails to perform any other contractual obligations (including Code of Integrity or obligation to maintain eligibility and evaluation criteria based on which contract was awarded) within the period stipulated in the contract or within any extension thereof granted by LIC.
2. **Insolvency:** If the Bidder being an individual or if a firm, any partner thereof, shall at any time be adjudged insolvent or shall have a receiving order or order for the administration of his estate made against him or shall take any proceeding for composition under any Insolvency Act for the time being in force or make any conveyance or assignment of his effects or enter into any assignment or composition with his creditors or suspend payment or if the firm be dissolved under the Partnership Act, or
3. **Liquidation:** if the Bidder is a company being wound up voluntarily, or by order of a Court or a Receiver, Liquidator or Manager on behalf of the Debenture-holders is appointed, or

circumstances shall have arisen which entitle the Court or Debenture-holders to appoint a Receiver, Liquidator or Manager

3.12.1.2 Notice for Default:

LIC may, without prejudice to any other remedy for breach of Agreement, by written notice of not less than 30 (thirty) days, terminate the Agreement in whole or in part:

1. If Selected Bidder fails to deliver any or all the obligations within the time period specified in the Agreement, or any extension thereof granted by LIC;
2. If Selected Bidder fails to perform any other obligation(s) under the Agreement;
3. Violations of any terms and conditions stipulated in the RFP;
4. On happening of any termination event mentioned herein above in this Agreement.

After such a show-cause notice, all payments to the Bidder would be suspended as per GCC clause 3.10.6 above to safeguard needed recoveries due to invoking contractual remedies.

On receipt of a notice of termination, the Bidder 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 work on any part of the Services not affected by the notice.

In the event LIC terminates the Contract in whole or in part for the breaches attributable to Selected Bidder, LIC may procure, upon such terms and in such manner as it deems appropriate, software and Services similar to those undelivered, and subject to limitation of liability clause of this RFP Bidder shall be liable to LIC for any increase in cost for such similar Technology Solution and/or Services. However, Bidder shall continue performance of the Contract to the extent not terminated.

If the Contract is terminated under any termination clause, Bidder shall handover all documents/ executable/ Bank's data or any other relevant information to LIC in timely manner and in proper format as per scope of this RFP and shall also support the orderly transition to another Selected bidder or to LIC.

During the transition, Bidder shall also support LIC on technical queries/support on process implementation or in case of software provision for future upgrades.

LIC's right to terminate the Contract will be in addition to the penalties / liquidated damages and other actions as specified in this RFP.

3.12.1.3 Remedies for Breaches/Default

In the event of an unsatisfactory resolution of 'Notice of Default' within thirty days of its issue as per the sub-clause above, LIC, if so decided, shall

1. take one; or more of the following contractual remedies.
    a. Recover liquidated damages and invoke a denial clause for delays.
    b. Temporarily withhold payments due to the Bidder till recoveries due to invocation of other contractual remedies are complete.
    c. Call back any loaned property or payment advances with a levy of interest at the prevailing rate (MIBID - Mumbai Interbank Proposal Rate).
    d. Encash and/or Forfeit performance or other contractual securities.
    e. Prefer claims against the insurance, if any.
    f. Terminate the Contract for default, fully or partially, including its right for Risk-and-Cost Procurement as per the following sub-clause.
    g. Initiate proceedings in a court of law for the transgression of a law, tort, and loss not addressable by the other remedies above.
2. By written Notice of Termination for Default sent to the Bidder, terminate the contract in whole or in part, without compensation to the Bidder.
    a. Such termination shall not prejudice or affect the rights and remedies, including under the sub-clause below, which have accrued and/or may accrue to LIC after that.
    b. Unless otherwise instructed by LIC, the Bidder shall continue to perform the contract to the extent not terminated.
    c. All Defect Liability obligations, if any, shall survive despite the termination.
3. **Risk and Cost Procurement:** In addition to termination for default, LIC shall be entitled, and it shall be lawful on his part, to procure Services similar to those terminated, with such terms and conditions and in such manner as it deems fit at the “Risk and Cost” of the Bidder. Such Risk and Cost Procurement must be contracted within nine months from the breach of contract. The Bidder shall be liable for any loss which LIC may sustain on that account provided the procurement, or, if there is an agreement to procure, such agreement is made. The Bidder shall not be entitled to any gain on such procurement, and the manner and method of such procurement shall be at the discretion of LIC. It shall not be necessary for LIC to notify the Bidder of such procurement. It shall, however, be at the discretion of LIC to collect or not the security deposit from the firm/firms on whom the contract is placed at the risk and cost of the defaulted firm.

3.12.1.4 Limitation of Liability

Except in cases of criminal negligence or willful misconduct, the aggregate liability of the Selected Bidder 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, or to any obligation of the Bidder to indemnify LIC concerning IPR infringement.

1. The maximum aggregate liability of Selected Bidder, in respect of any claims, losses, costs or damages arising out of or in connection with this RFP/Agreement/Contract, damage(s) occasioned by Selected Bidder for breach of Confidentiality Obligations, Regulatory or statutory fines imposed by a Government or Regulatory agency for non-compliance of applicable statutory or regulatory guidelines applicable to the LIC, provided such guidelines were brought to the notice of Selected Bidder shall not exceed the total Project Cost.
2. Under no circumstances shall either Party be liable for any indirect, consequential, or incidental losses, damages or claims including loss of profit, loss of business or revenue.
3. The limitations set forth herein shall not apply with respect to:

   a. claims that are the subject of indemnification pursuant to infringement of third-party Intellectual Property Right;
   b. damage(s) occasioned by the Gross Negligence or Willful Misconduct of Selected Bidder.
   c. Damage(s) occasioned by Selected Bidder for breach of Confidentiality Obligations.
   d. Regulatory or Statutory fines imposed by a Government or Regulatory Agency for non-compliance of statutory/ regulatory guidelines applicable to the LIC, provided such guidelines were brought to the notice of Selected Bidder

For the purpose of clause *3.12.1.4(3)(b)* **"Gross Negligence" means** any act or failure to act by a party which was in reckless disregard of or gross indifference to the obligation of the party under this Agreement and which causes injury, damage to life, personal safety, real property, harmful consequences to the other party, which such party knew, or would have known if it was acting as a reasonable person, would result from such act or failure to act for which such Party is legally liable. Notwithstanding the foregoing, Gross Negligence shall not include any action taken in good faith. **"Willful Misconduct" means** any act or failure to act with an intentional disregard of any provision of this Agreement, which a party knew or should have known if it was acting as a reasonable person, which would result in injury, damage to life, personal safety, real property, harmful consequences to the other party, but shall not include any error of judgment or mistake made in good faith.

3.12.2 Termination for Default/Convenience of LIC or Frustration of Contract

3.12.2.1 Notice for Determination of Contract

1. LIC reserves the right to terminate the contract, in whole or in part, for its (LIC's) convenience or frustration of Contract as per the sub-clause below, by serving written 'Notice for Determination of Contract' of 30 days on the Bidder at any time during the currency of the contract. The notice shall specify that the termination is for LIC's convenience or the contract's frustration. The notice shall also indicate inter-alia, the extent

to which the Bidder’s performance under the contract is terminated, and the date from which such termination shall become effective.

2. Such termination shall not prejudice or affect the rights and remedies accrued and/or shall accrue after that to the Parties.
3. Unless otherwise instructed by LIC, the Bidder shall continue to perform the contract to the extent not terminated.
4. If the contract is terminated, LIC is liable only for payments in respect of services rendered before the effective date of termination.
5. 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 Services.
6. LIC is not liable to pay compensation under clause 3.12.2.1, if the amount, in addition to any amounts paid or due, or becoming due, to the Bidder under the contract, exceeds the total Service Charges payable under the Contract. The Bidder is not entitled to compensation for loss of prospective profits.
7. All Defect Liability obligations, if any, shall survive despite the termination.
8. The Services and incidental goods/works that can be delivered or performed within thirty days after the Bidder’s receipt of the notice of termination shall be accepted by LIC as per the contract terms. For the remaining Services and incidental goods/works, LIC may decide:
    a. To get any portion of the balance completed and delivered at the contract terms, conditions, and prices; and/or
    b. To cancel the remaining portion of the Services and incidental goods/works and compensate the Bidder by paying an agreed amount for the cost incurred by the Bidder, if any, towards the remaining portion of the Services and incidental goods/works.

3.12.2.2 Frustration of Contract

1. **Notice of Frustration Event:** Upon a supervening cause occurring after the effective date of the contract, including a change in law, beyond the control of either party, whether as a result of the Force Majeure clause(GCC 3.9.6) or within the scope of section 56 of the Indian Contract Act, 1872, that makes it impossible to perform the contract within a reasonable timeframe, the affected party shall give a ‘Notice of Frustration Event’ to the other party giving justification. The parties shall use reasonable efforts to agree to amend the contract as necessary to complete its performance. However, if the parties cannot reach a mutual agreement within 60 days of the initial notice, LIC shall issue a ‘Notice for Determining the contract’ and terminate the contract due to its frustration, as in the sub-clause above.
2. However, the following shall not be considered as such a supervening cause
    a. Lack of commercial feasibility or viability or profitability or availability of funds
    b. if caused by either party's breach of obligations under this Contract or failure to act in good faith or use commercially reasonable due diligence to prevent such an

event.

3.12.3 Closure of Contract

3.12.3.1 Unless terminated earlier under GCC clauses 3.12.1 and 3.12.2 above, this Contract shall expire:

1. At the end of such a period after the Effective Date as specified in the Contract.
2. Upon successful performance of all obligations by both parties, including completion of Defect Liability obligations and final payment
3. Termination and settlements after that, if any, as per GCC clause 3.12.1 or 3.12.2 above.

3.12.3.2 Cessation of Rights and Obligations

Upon termination of this Contract under Clauses GCC 3.12.1 or 3.12.2 hereof or expiration of this Contract under GCC clause 3.12.3.1, all rights and obligations of the Parties hereunder shall cease, except (i) such rights and obligations as may have accrued on the date of termination or expiration, (ii) the obligation of confidentiality outlined in GCC clause 3.5.7. (iii) the Bidder's obligation to permit inspection, copying and auditing of their accounts and records outlined in GCC clause 3.5.11 and to cooperate and assist in any inspection or investigation, and (iv) any right a Party may have under the Applicable Law.

3.12.3.3 Cessation of Services

Upon termination of this Contract by notice under Clauses GCC 3.12.1 or GCC 3.12.2, the Bidder shall, immediately upon dispatch or receipt of such notice, take all necessary steps to bring the Services to a close in a prompt and orderly manner and shall make every reasonable effort to keep expenditures for this purpose to a minimum. Concerning documents prepared by the Bidder and equipment and materials furnished by LIC, the Bidder shall proceed as provided by Clauses GCC 3.9.4 and GCC 3.5.14.

3.12.3.4 After Termination

On termination of the contract the Bidder must:

1. Stop work on the Services.
2. Erase/wipe-out all data/files/documents pertaining to LIC from Selected Bidder machine.
3. deal with LIC Material as directed by LIC; and
4. return all LIC's Confidential Information to LIC

3.12.3.5 Survival

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

1. Intellectual Property Rights;

2. Indemnity;
3. Insurance;
4. Confidentiality and privacy;
5. Protection of personal information;
6. Security;
7. Audit and access; and
8. Knowledge transfer
9. Warranty
10. Non-Disclosure Agreement

3.12.3.6 Consequences of Termination of the Selected Bidder

In the event of termination of the selected bidder(Bidder) due to any cause whatsoever, [whether consequent to the stipulated terms of the RFP, end of project life or otherwise], LIC shall be entitled to impose any such obligations and conditions and issue any clarifications as may be necessary to ensure an efficient transition and effective business continuity of the Service(s) which the terminated Bidder shall be obliged to comply with and take all available steps to minimize loss resulting from that termination/breach.

The terminated Bidder shall support takeover of the solution by LIC or a new Bidder selected by LIC for continuity of the project during the period of transition. This period of transition shall not exceed six months from the effective date of termination. Nothing herein shall restrict the right of LIC to invoke the Performance Bank Guarantee and take other actions as defined in this RFP and pursue such other rights and/or remedies that may be available under law or otherwise.

The termination hereof shall not affect any accrued right or liability of either Party nor affect the operation of the provisions of the RFP that are expressly or by implication intended to come into or continue in force on or after such termination.

3.12.3.7 Payments upon Termination

Upon termination of this Contract, LIC shall make the following payments to the Bidder:

1. Payment for Services satisfactorily performed before the effective date of termination; and
2. In the case of termination under GCC clause 3.12.2, reimbursement of any reasonable cost incidental to the prompt and orderly termination of this Contract, including the cost of the return travel of the Experts.

3.13 Code of Integrity in Public Procurement; Misdemeanors and Penalties

3.13.1 Code of Integrity

Without prejudice to the rights of LIC under Clause above and the rights and remedies which LIC may have under the Letter of Notification of Award or the Agreement, if the bidder, as the case may be, is found by LIC to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the Selection Process, or after the issue of the Letter of Notification of Award or the execution of the Agreement, such Bidder shall not be eligible to participate in any IT/Consultancy related tenders or RFP issued by LIC for a period of 3 years from the date of such finding, as the case may be.

Procuring authorities as well as Bidders, suppliers, contractors, and bidders - should observe the highest standard of ethics at all times (pre and post the RFP process) and should not indulge in following prohibited practices, either directly or indirectly, at any stage during the Procurement Process or during the execution of resultant contracts:

1. “Corrupt practice” - (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 LIC who is or has been associated in any manner, directly or indirectly with the Selection Process or the Letter of Notification of Award 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 LIC, 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 issue of the Letter of Notification of Award 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 bidder/adviser of LIC in relation to any matter concerning the Project;
2. “Fraudulent practice” - any omission or misrepresentation that may mislead or attempt to mislead so that financial or other benefits may be obtained or an obligation avoided. Such practices include a false declaration or false information for participation in a Procurement Process or to secure a Contract, or in the execution of the contract;
3. “Anti-competitive practice” - any collusion, Proposal-rigging or anti-competitive arrangement, or any other practice coming under the purview of the Competition Act, 2002, between two or more Bidders, with or without the knowledge of LIC, that may impair the transparency, fairness, and the progress of the Procurement Process or to establish Bid prices at artificial, non- competitive levels;
4. “Coercive practice” - harming or threatening to harm persons or their property to influence their participation in the Procurement Process or affect the execution of a contract;

5. “Conflict of interest” –participation by a bidding firm or any of its affiliates who are either involved in the Contract to which this procurement is linked; if they are part of more than one Bid in the procurement; or if their personnel have a relationship or financial or business transactions with any official of LIC who are directly or indirectly related to tender or execution process of contract; or improper use of information obtained by the (prospective) Bidder from LIC with an intent to gain unfair advantage in the Procurement Process or for personal gain;
6. “Obstructive practice” - materially impede LIC’s investigation into allegations of one or more of the above-mentioned prohibited practices either by deliberately destroying, falsifying, altering; or concealing evidence material to the investigation; or by making false statements to investigators and/or by coercive practices mentioned above, to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation, or by impeding LIC’s rights of an audit or access to information;

3.13.2 Obligations for Proactive Disclosures:

1. Procuring authorities, Bidders, suppliers, contractors, and bidders are obliged under this Code of Integrity to suo-moto proactively declare any violation of the Code of Integrity (pre- existing or as and as soon as these arise at any stage) in any Procurement Process or execution of the contract. Failure to do so shall amount to a violation of this code of integrity.
2. Any Bidder must declare, whether asked or not in a Bid-document, any previous transgressions of such code of integrity during the last three years or of being under any category of debarment by the LIC from participation in Procurement Processes. Failure to do so shall amount to a violation of this code of integrity.

3.13.3 Misdemeanors

The following shall be considered misdemeanors - if a Bidder, either directly or indirectly, at any stage during the Procurement Process or during the execution of resultant contracts:

1. Commits any of the following misdemeanors:
    a. Violates the code of Integrity mentioned in GCC clause 3.13.1 or the Integrity Pact if included in the Tender/Contract;
    b. Any other misdemeanor, e.g., supply of sub-standard quality of material/services/work, non-performance or abandonment of contract, or violations of Bid/performance Security conditions.
2. Commits any of the following misdemeanors:
    a. Has been convicted of an offence:
        i. Under the Prevention of Corruption Act, 1988; or
        ii. The Bharatiya Nyaya Sanhita (BNS), 2023 or any other law is in force for causing any loss of life or property or causing a threat to public health as part of the execution of a public procurement contract.

b. It is determined by the Government of India to have doubtful loyalty to the country or national security considerations.
c. Employs a government servant who has been dismissed or removed on account of corruption or employs a non-official convicted for an offence involving corruption or abetment of such an offence in a position where he could corrupt government servants or employs a government officer within one year (or any other period prescribed by the relevant authority) of his retirement, who has had business dealings with him in an official capacity before retirement.

3.13.4 Penalties for Misdemeanors

Without prejudice to and in addition to the rights of LIC to other remedies as per the Tender- documents or the contract, If LIC concludes that a (prospective) Bidder directly or through an agent has committed a misdemeanor in competing for the tender or in executing a contract, LIC shall be entitled, and it shall be lawful on his part to take appropriate measures, including the following:

3.13.4.1 If his Bids are under consideration in any procurement

1. Enforcement of Bid Securing Declaration in lieu of forfeiture or encashment of Bid Security.
2. calling off any pre-contract negotiations and;
3. rejection and exclusion of Bidders from the Procurement Process

3.13.4.2 If a contract has already been awarded

1. Termination of Contract for Default and availing all remedies prescribed thereunder;
2. Encashment and/or Forfeiture of any contractual security or bond relating to the procurement;
3. Recovery of payments, including advance payments, if any, made by LIC along with interest thereon at the prevailing rate (MIBID - Mumbai Interbank Proposal Rate);

3.13.4.3 Remedies in addition to the above:

In addition to the above penalties, LIC shall be entitled, and it shall be lawful on his part, to:

1. File information against Bidder or any of its successors with the Competition Commission of India for further processing in case of anti-competitive practices;
2. Initiate proceedings in a court of law against Bidder or any of its successors under the Prevention of Corruption Act, 1988 or the Bharatiya Nyaya Sanhita (BNS), 2023 or any other law for transgression not addressable by other remedies listed in this sub-clause.
3. Remove the Bidder or any of its successors from the list of registered suppliers for a period not exceeding two years. Suppliers removed from the list of registered suppliers or their related entities may be allowed to apply afresh for registration after the expiry of the removal period.

4. Initiate suitable disciplinary or criminal proceedings against any individual or staff found responsible.
5. Debar, a Bidder, from participation in future procurements without prejudice to LIC's legal rights and remedies. Debarment shall automatically extend to all the allied firms of the debarred firm. LIC may debar a Bidder or any of its successors from participating in any Procurement Process undertaken by all its procuring entities for a period not exceeding two years commencing from the date of debarment for misdemeanors listed in GCC sub-clause 3.13.3 -1) above.

3.14 Adherence to BCP & Cyber Security Systems

Selected Bidders are responsible for meeting the security standards or desired security aspects of all the ICT resources as per LIC's IT/Information Security / Cyber Security Policy/BCP Policy. The IT /Information Security/ Cyber Security Policy will be shared with successful/ selected bidder. Selected Bidders should ensure Data Security and protection of facilities/application managed by them.

The deputed people should be aware about LIC's IT/IS/Cyber security policy and have to maintain the utmost secrecy & confidentiality of LIC's data including process performed at LIC premises. At any time, if it comes to the notice of LIC that data has been compromised / disclosed/ misused/misappropriated by the Selected Bidder or any of the Bidder's deputed people or sub-contractors, then LIC would take suitable action as deemed fit and selected vendor/bidder would be required to compensate LIC to the fullest extent of loss incurred by LIC. The Bidder must review and comply with the Insurance Regulatory Development Authority of India (IRDAI) and Cyber Security Guidelines.

Ensure adequacy, appropriateness, and concurrency of various policies as per the requirement of standards such as International Organization for Standardization (ISO) 27001, ISO 31000, ISO 27017, ISO 27701, ISO 22301, PCIDSS, regulatory & statutory authorities such as IRDAI, Cert-In, NCIIPC, IT Act 2000, Information Technology Rule 2018 and subsequent amendments, DPDP act 2023 and various guidelines in place.

Bidder has to agree and provide undertaking not to disclose any LIC information and will maintain confidentiality of LIC information as per policy of LIC and will sign "Form T-12: Non-Disclosure Agreement" document provided by LIC.

The legal and regulatory requirements, including data protection, intellectual property rights, copyright, all the relevant regulations for sub-contracting; including the controls that need to be implemented shall be included in the Service Contract.

All information resources (online/in-person) of the Selected Bidders and its partners shall be made accessible to IRDAI as and when sought. Credentials of Selected Bidder/third party personnel accessing and managing the LIC's critical assets shall be maintained and shall be accordance with LIC's policy.

LIC shall evaluate, assess, approve, review, control and monitor the risks and materiality of vendor/outsourcing activities and Selected bidder shall ensure to support baseline system security configuration standards. LIC shall also conduct effective due diligence, oversight and management of third-party vendors/service providers & partners.

Vendor criticality assessment shall be conducted for all partners & vendors. Appropriate management and assurance on security risks in outsources and partner arrangements shall be ensured.

4 Section IV: Terms of Reference (TOR)

RFP Document No.:

Tender Title: Development of NextGen New Business Platform for LIC (Ref ITB-clause 2.1.4)
Note for Bidders: Regarding this Section, Bidders must fill following forms:

a) *Form T-2: Comments and Suggestions on Terms of Reference, Counterpart Staff, and Inputs to be Provided by LIC*
b) *Form T-3: Description of Approach and Methodology in Responding to the Terms of Reference*
c) *Form T-4: Client Reference Format*
d) *Form T-5: Key Experts' Curriculum Vitae (CV)*

4.1 Terms of Reference

1. **Overview, background and objective of the RFP:**

Life Insurance Corporation of India (hereinafter referred to as "LIC"), is a statutory corporation established under section 3 of Life Insurance Corporation Act 1956 (Act 31 of 1956) and having its Central Office at "Yogakshema", Jeevan Bima Marg, Mumbai– 400021.

The bidder is required to build a state of the art, omni-channel, configurable, resilient, new business platform for multiple channels including direct to customers, agents and intermediaries, Banca and alternate channels and branch channels supporting both digital first and phygital onboarding journeys. It should allow standalone access as well as a host of integration options for both web and mobile form factors in both headless as well as white-labelled, configurable manner.

Thus, LIC invites Online tenders from established, reputed, reliable solution providers with proven experience and competence in the field of developing **NextGen New Business Platform For LIC of India** as per the scope of work of this RFP document and shall include services for implementation/rolling-out/support/maintenance of proposed Solutions for a period of 5 years.

The Scope of work will have to be carried out in accordance with the specifications in this RFP 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 as part of the Technical Evaluation of the Bid.

Implementation of this solution will be in a phased manner as specified in the scope of work given as per this RFP Solution to be implemented and delivered with Managed Services over cloud infrastructure 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. The broad outline of the description of services has been detailed in **Appendix C: Scope of Work.**

5 Section V: Evaluation/Scoring Criteria

5.1 Evaluation Process- Introduction

1. Bids for this RFP will be evaluated based on technical and commercial evaluation.
2. Each of the Bids shall be evaluated as per the criteria and requirements specified in this RFP.
3. Only those Bidders who meet the eligibility criteria as per — "Bidder Eligibility Criteria" outlined in section 5.2 will be shortlisted for Technical evaluation.
4. Once all the eligible bidders are identified, the selection of the successful bidder shall be carried out in a three-stage process comprising:
    a. Technical Evaluation (out of 100 marks)
    b. Quality and Cost Based Selection (70:30 split between technical score and commercial score respectively)
    c. Online Reverse Auction (Among top 2 scores in QCBS)
5. Technical Bids will be opened, evaluated, and assigned a technical score out of 100 (One Hundred) marks. Only the bidders with a technical score of 70 marks or more will qualify for the QCBS Round. Failing to secure minimum marks will lead to technical rejection of the bid.
6. The commercial bid for all the bidders an aggregate technical score of 70% in technical evaluation will be opened and a QCBS score will be assigned to them with 70% weightage assigned to technical score and 30% weightage assigned to the commercial score.
7. Top 2 bidders based on QCBS score will be eligible for Online Reverse Auction (ORA) where they will bid against each other to provide the best commercial bid.
8. The bidder who comes up with the lowest commercial bid during ORA will be awarded the contract.

5.2 Eligibility Criteria

Each of the Bidders shall be evaluated to check if they meet the eligibility criteria. In order to qualify for Technical evaluation, Bidder must qualify on each of the below prescribed eligibility criteria:

Table: Bidder Eligibility Criteria

	Parameter	**Supporting Documents to be attached**
1.	**Legal Entity** The Bidder must be a Company/LLP /Partnership	Certificate of Incorporation issued by Registrar of Companies and full address of the registered office along

	Parameter	Supporting Documents to be attached
	firm registered under applicable Act in India.	with Memorandum & Articles of Association/ Registered Partnership Deed.
2.	**Compliance with Requirements** The Bidder must comply with the requirements contained in O.M. No. 6/18/2019-PPD, dated 23.07.2020 order (Public Procurement No. 1), order (Public Procurement No. 2) dated 23.07.2020 and order (Public Procurement No. 3) dated 24.07.2020. The Bidder must also comply with Order No. P-45021 /2/2017-PP (BE-II), dated 15th September, 2020	Bidder should self-certify that they comply with all requirements and provide copy of registration certificate issued by competent authority wherever applicable.
3.	**Data Privacy** 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
4.	**Sales Turnover and Company Net worth** Bidder must have **minimum average turnover of greater than Rs. 1000 Crores** in the last three financial years (2022-2023, 2023-2024 and 2024-2025) and should also have made profit (before tax) in at least two of the three previous financial years (2022-2023, 2023-2024 and 2024-2025) The bidder should have **positive net worth** in each of the last three financial years (2022-2023, 2023-2024 and 2024-2025). The net worth of the bidder should not have eroded by more than 30% in the last 3 years.	Copies of Audited Financial statements to be enclosed. *Note: Please enclose a certificate confirming above figures from statutory auditors of company if, separate final accounts are not available.* CA certificate or Documentary evidence to the satisfaction of LIC, to prove positive net worth during last three financial years (2022-2023, 2023-2024 and 2024-2025). If audited financial statement/ profit and loss statement is not available for Financial Year 2024-2025, then, Financial Statement may be submitted duly certified by the Chartered Accountant/Minimum three partners or

	Parameter	Supporting Documents to be attached
		Directors.
5.	**Blacklisting** 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. 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. 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.	Certificate from Authorised Signatory of the bidder. Undertaking signed by the Authorised Signatory of the bidder as per Annexure – I
6.	**Legal and Compliance** 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 by the Bidder.
7.	**Conflict of Interest** The Bidder should provide information that any of its subsidiary or associate or holding company or companies having common director/s or companies in the same group of promoters/management or partnership firms/LLPs having common partners has not participated in the bid process.	Self-certified letter signed by authorized official of the Bidder to be submitted.
8.	**Relevant Experience** Bidder should have a minimum of 5 years'	Copy of the purchase order (or) invoices of continued projects dated on

	Parameter	Supporting Documents to be attached
	experience as on date of publication of this RFP.	or before Oct '25 on scope similar to the scope of work detailed in this RFP. Certificate of completion of the work for projects with scope similar to the scope of work detailed in this RFP.
9.	**Client Reference** The Bidder must have completed **at least 1 relevant project in the BFSI industry.** The projects should be similar in scope of work to the implementation of a digital onboarding journey. The BFSI client reference's scope should be for lending, health insurance or life insurance for a bank or a health, general or life insurer, deployed in a private / public / hybrid cloud environment. Of all references submitted, at least one project should have a contract value of ₹5 Crores or more.	Purchase Order/Work Order/Invoice or letter from the Client on his letterhead. Client Reference with contact details (Reference of each of the PO should contain the information like Name, address of the Organization, contact person, mail IDs etc. OR The Bidder should also submit user acceptance report. Details to be submitted in Form T4 along with the documentary evidence like copy of the purchase order(s), work order or certificate from the customers etc.
10.	**Previous Experience with LIC** The Bidder(s), who have been associated with LIC for any contract with value above 5 Crore within the period of last 3 years (from the date of this RFP), have to submit the satisfactory performance and timely delivery completion certificate to be eligible to participate in the bid. Certificate to be issued by the competent authority in LIC.	Satisfactory performance and timely delivery completion certificate to be issued by the competent authority in LIC.
11.	**Record of past performance** Bidder is also not eligible if it has 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.	Self-declaration to this effect on the company's letterhead should be submitted by the bidder.
12.	**Relevant Certifications:**	Bidder to submit a Certificate Copy of

	Parameter	Supporting Documents to be attached
	The Bidder should have CMMi Level 5 certificate valid as on date of submission.	CMMi Certification in Level 5 or equivalent certification.
13.	**Power of Attorney/Authorization**	Copy of Power of Attorney/Resolution of the Board in the name of the Authorized signatory or submission demonstrating that the representative has been duly authorized to sign.
14.	**Compliance with Tech Requirements**	Bidder to submit a self-declaration (Format 4) that they will be compliant with all the technical requirements mentioned in this RFP and capable of implementing the same
15.	**Intellectual Property Rights and Ownership**	Bidder to submit form T-12 (Non-Disclosure Agreement)

Note: In case any Bidder has undergone corporate restructuring (including merger, demerger, hive off, slump sale etc.) in the last three financial years (FY 2022-2023, 2023-2024 and 2024-2025), it should showcase credentials of its erstwhile/current entity provided sufficient documentary proof is submitted with the undertaking to evince that such credentials have been transferred to the bidding entity and the bidding entity is authorized to use such credentials. Notwithstanding the foregoing, credentials of the parent entity, holding entity, subsidiaries or affiliates etc. cannot be used (and shall not be considered) unless such parent entity, holding entity, subsidiaries, or affiliates etc. is itself bidding in this RFP.

Note: In case audited balance sheets and Profit & Loss Statements for FY2024-25 are not available for any entity, same can be replaced with provisional balance sheets and Profit & Loss Statements for the year FY2024-25.

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

5.3 Stage 1 – Technical Bid Evaluation

Technical solution proposed by each bidder will be evaluated as per the criteria prescribed in the section.

5.3.1 Technical Evaluation

The bidders will be evaluated on the parameters as follows:

Table 1: Technical Bid Evaluation Criteria

#	Evaluation Criteria	Total Marks
1	Experience/Credentials: 3 cases studies of relevant projects in the BFSI Industry (extra marks to be added if the case studies are in the insurance sector) - covering the below aspects: • Functional scope covered • Detailed solution architecture • Data Management • Design patterns used • Technology stack used • BCP and DR Architecture • Deployment architecture (Public/Private/Hybrid cloud) • Volumetrics (Refer to section 5.3.1.1 for detailed breakdown of components and marks)	**21**
2.	Quality of Proposed Technical Solution Architecture and Implementation Approach for LIC Digital onboarding covering the following aspects: • Front-end – Channel architecture and integration designs • Agentic AI Integration Strategy including autonomous workflows, AI assisted decisioning and GenAI enablement across onboarding • Target backend system architecture and design • Deployment Architecture and Secure CI/CD Process • Microservices segregation and functionality • Infrastructure (On prem Private cloud) • OEM Tools • High level project plan and delivery methodology (Refer to section 5.3.1.2 for detailed breakdown of components and marks)	**40**

3.	Quality of Team: CVs of key personnel (7) to be a part of the final delivery team (Refer to section 5.3.1.3 for detailed breakdown of components and marks)	**19**
4.	References: 2 client references of relevant projects (Refer to section 5.3.1.4 for detailed breakdown of components and marks)	**20**
TOTAL		**100**

LIC reserves the right to check/validate the authenticity of the information provided in the Evaluation criteria and the requisite support must be provided by the Bidder. The following sections explain how the Bidders will be evaluated :

5.3.1.1 Experience/Credentials

Table 4: Bidder’s Experience/Credentials - Evaluation Criteria (marks breakdown for each case study)

Sr. No.	Dimension	Sub-components	Indicative Criteria	Max Marks	Scoring Guidelines	Marks per Criteria
1	**Experience/Credentials**	Case Study Scope	The case study should demonstrate best-in-class perspective on onboarding journey (Functional Scope)	**3**	At least the following features/ journeys for have been implemented in the examples provided, aligned to the overall vision/ RFP proposal and feature conceptualization.: • Base Digital Onboarding Journey • Lead and Activity Management • Outbound Communication • Proposal Registration & Management • Proposal Scrutiny Journey • Additional Requirements Journey • Counter-Offer Journey • Underwriting User Dashboards • Underwriting Reports & MIS	**0-1**
					At least the following features/ journeys have been implemented in the examples provided, aligned to	**1-2**

					the overall vision/ RFP proposal and feature conceptualization: • Base Digital Onboarding Journey • Lead and Activity Management • Outbound Communication • Proposal Registration and Management • Proposal Scrutiny Journey • Automated Video Verification Journey • Asynchronous Task Completion (via link sharing) • Underwriting Case / Proposal Registration & Management • STP (Straight through Processing) Journey • Non-STP (Straight Through Processing) Underwriting Journey • Underwriting Decision Processing • Additional Requirements Journey • Counter-Offer Journey • Underwriting User Dashboards • Underwriting Reports & MIS	

					At least the following features/ journeys have been implemented in the examples provided, aligned to the overall vision/ RFP proposal and feature conceptualization: (base onboarding, stp, non stp, hybrid, underwriting, msp, • Base Digital Onboarding Journey • Lead and Activity Management • Outbound Communication • Proposal Registration and Management • Proposal Scrutiny Journey • Automated Video Verification Journey • Medical Scheduling Journey • Asynchronous Task Completion (via link sharing) • Personalized Onboarding Journey via AI/ML and AI integrations • Hybrid & Offline Onboarding Journey • Underwriting Case / Proposal Registration & Management • Proposal Scrutiny Journey • STP (Straight through Processing) Journey • Non-STP (Straight Through Processing) Underwriting Journey • Medical Scheduling, Completion & Information Management (via integration with MSPs) • Underwriting Decision Processing • Additional Requirements Journey • Counter-Offer Journey • Auto-Underwriting and Scrutiny (including AI/ML, OCR, etc. integrations) • MHR Form Filling Journey – Including integration with audio and video conferencing tools • Underwriting User Dashboards • Underwriting Reports & MIS	**2-3**

		Solution Architecture Design and complexity	The case study should cover all the architectural elements o end to end Digital Onboarding System	**3**	No or incomplete solution design / architecture	**0**
					Detailed Solution architecture partially addressing the following key architectural elements: - • Data Management Strategy • CI / CD & Deployment Methodology • Design patterns • Technology stack • BCP and DR Architecture • Infrastructure Platform (Public/Private/Hybrid) • Observability and Monitoring approach • No. of Applications annually **(< 10 lakhs)**	**0-1**
					Comprehensive and well-structured Solution architecture addressing all the following architecture elements in detail: - • Data Management Strategy • CI/CD & Deployment Methodology • Design patterns • Technology stack • BCP and DR Architecture • Infrastructure Platform (Public/Private/Hybrid) • Observability and Monitoring approach • No. of Applications annually **(> 10 lakhs)**	**1-3**
		Relevance of Projects		**1**	To be awarded if the case study provided is from the insurance domain.	**1**
Total				**7**		

5.3.1.2 Quality of proposed solution

Table 5: Quality of Proposed Solution - Evaluation Criteria

Sr. No	Dimension	Sub-components	Indicative Criteria	Max Marks	Scoring Guidelines	Marks per Criteria
1.	**Architecture**	Front-end-Channels	Detailed explanation of the solution architecture covering platform, UI/UX technology components and channel specific services explaining resilience, scalability, embeddability and reusability	**4**	• Technology components in the proposed solution ("grounds-up build") are described but not detailed. • Design patterns & engineering techniques to ensure the front-end is lightweight and scalable, front end integration options, best practices for UX/UI design etc. have not been described or detailed out.	**0 to 1**
					• Technology components (for a "grounds-up build" solution) are described in detail and are contextualized to fulfil LIC's requirements. • Design patterns & engineering techniques to ensure the front-end is lightweight and scalable, front end integration options, best practices for UX/UI design etc. been clearly described and detailed out. However, the proposed solution is not backed by examples of reference projects for similar relevant	**1 to 2**

Sr. No	Dimension	Sub-components	Indicative Criteria	Max Marks	Scoring Guidelines	Marks per Criteria
					digital transformation projects.	
					• Technology components (for a "grounds-up build" solution) are described in detail and are contextualized to fulfil LIC's requirements. • Design patterns & engineering techniques to ensure the front-end is lightweight and scalable, front end integration options, best practices for UX/UI design etc. been clearly described and detailed out. The proposed solution is also backed by relevant digital transformation examples of reference projects for similar solutions implemented.	**2 to 4**
		Backend	Detailed explanation of best-in-class microservices patterns, tech stack (back-end), microservices DB design, sequence diagrams etc. Design of configurability in various aspects of onboarding via backend driven metadata	**6**	• Types of services and tech stack have been described but are not detailed out. • Details on the backend microservices architecture including serviced boundaries, interaction patterns, fault tolerant mechanisms, best practices on using container orchestration platforms such as Kubernetes and TPS handling using engineering techniques and monitoring have not been described or detailed out.	**0 to 1**

Sr. No	Dimension	Sub-components	Indicative Criteria	Max Marks	Scoring Guidelines	Marks per Criteria
					Design details on how the entire onboarding journey including workflow stages, front end forms, front end validations, rules and Q&A etc. are driven using a backend metadata framework enabling a quick launch of a new plan or integration with a new partner has not been described or detailed out	
					• Types of services and tech stack have been described but are not detailed out. • Details on the backend microservices architecture including service boundaries, interaction patterns, fault tolerant mechanisms, best practices on using container orchestration platforms such as Kubernetes and TPS handling using engineering techniques and monitoring have not been described or detailed out. • Design details on how the entire onboarding journey including workflow stages, front end forms, front end validations, rules and Q&A etc. are driven using a backend metadata framework enabling a quick launch of a new plan or integration with a new partner has been described or detailed out However, the proposed solution is not backed by	**1 to 3**

Sr. No	Dimension	Sub-components	Indicative Criteria	Max Marks	Scoring Guidelines	Marks per Criteria
					relevant examples of reference projects for similar relevant digital transformation projects.	
					• Types of services and tech stack have been described and are detailed out. • Details on the backend microservices architecture including service boundaries, interaction patterns, fault tolerant mechanisms, best practices on using container orchestration platforms such as Kubernetes and TPS handling using engineering techniques and monitoring have been described or detailed out. • Design details have been detailed out on how the entire onboarding journey including workflow stages, front end forms, front end validations, rules and questionnnarie etc. are driven using a backend driven framework The proposed solution is also backed by relevant digital transformation examples of reference projects for similar solutions implemented.	**3 to 6**
		Integration & API Platform	Detailed use cases with different implementation approaches, integration	**4**	• Integration components with tech stack has been described but is not detailed out in the proposed solution.	**0 to 1**

Sr. No	Dimension	Sub-components	Indicative Criteria	Max Marks	Scoring Guidelines	Marks per Criteria
			patterns, technology components, tech stack, protocols, managing resiliency and scalability etc.		• Integration patterns, list of guiding principles and best practices, detailed list of outbound and inbound interfaces including detailed integration design for selected interfaces, rationale for technology choices made, mechanisms to manage performance, scalability, security and monitoring have <u>not</u> been described or detailed out.	
					• Integration components are described in detail and contextualized to fulfill LIC's requirements • Integration patterns, list of guiding principles and best practices, detailed list of outbound and inbound interfaces including detailed integration design for selected interfaces, rationale for technology choices made, mechanisms to manage performance, scalability, security and monitoring have been <u>clearly</u> described and detailed out. However, the proposed solution is <u>not</u> backed by relevant examples of reference projects for similar relevant digital transformation projects.	**1 to 2**
					• Integration components are described in detail and contextualized to fulfill LIC's	**2 to 4**

Sr. No	Dimension	Sub-components	Indicative Criteria	Max Marks	Scoring Guidelines	Marks per Criteria
					requirements • Integration patterns, list of guiding principles and best practices, detailed list of outbound and inbound interfaces including detailed integration design for selected interfaces, rationale for technology choices made, mechanisms to manage performance, scalability, security, and monitoring have been clearly described and detailed out. The proposed solution is backed by relevant examples of reference projects for similar relevant digital transformation projects.	
		Cloud Infrastructure and Deployment	Sizing details, deployment design, CI/CD Pipelines, DR & BC approach, etc. Please share sizing and specifications (consider existing infra at LIC) as per template Bill of Material (format as per Table#2 of Form T6, Price not to be included in technical bid)	**4**	• Deployment design with scaling mechanisms, DR, and BCP strategies ensuring AAA, real-time failover, monitoring, alerting, and infrastructure sizing is present but lacks detail or substantiation. • No clear segmentation or security architecture (e.g., no DMZ, VPC/subnet strategy unclear). • Single-account or monolithic cloud setup, lacking proper separation for Dev/Test/Pre-Prod/Prod or role-based access controls. • FinOps, tagging, and cost management practices are not defined or reactive. • Cloud-native security controls, audit mechanisms, and compliance mappings (e.g.,	**0 to 2**

Sr. No	Dimension	Sub-components	Indicative Criteria	Max Marks	Scoring Guidelines	Marks per Criteria
					IRDAI, GDPR, ISO) are either missing or high-level. • Proposed solution demonstrates a basic understanding of DevSecOps processes and tools chain, test methodologies and frameworks. Testing is mostly manual. No reference projects or demonstrable experience in similar large-scale, secure digital platform deployments	
					• Detailed deployment design with scaling, multi-region DR, and automated failover ensuring continuous AAA and resilience. • Comprehensive network segmentation and security zones implemented — including DMZ setup**,** private/public subnet segregation**,** firewall policies**,** and NAT gateway configurations. • Multi-account or landing-zone setup implemented for workload isolation, with centralized IAM, shared services, and monitoring accounts following best practices • Demonstrates FinOps maturity — cost governance, tagging standards, budgets, and cost optimization tools (e.g., Trusted Advisor, Azure Cost Management). • Includes automated compliance enforcement and DevSecOps integration (policy-as-code,	**2 to 4**

Sr. No	Dimension	Sub-components	Indicative Criteria	Max Marks	Scoring Guidelines	Marks per Criteria
					vulnerability scans, CIS benchmarks). • Proposed solution demonstrates high understanding of DevSecOps processes and tools chain, test methodologies and frameworks and the solution is contextualized to suit LIC's requirements Backed by relevant reference implementations from similar digital transformation or Open Insurance platform programs	
		Underwriting Engine	In-depth functional coverage, configurability, rule management, Integration approach, User workflow management, OEM details, description, licensing cost and other requirements. Please share specifications as per template Bill of Material (format as per Table#3 of Form T6, Price not to be included in technical bid)	**6**	• Baseline functional coverage**;** however, alignment to life insurance underwriting workflows and product-specific scenarios is not fully demonstrated. Straight-through processing (STP) enablement is limited or not clearly articulated • Basic configurability with rule changes requiring technical intervention or limited self-service capability for business users • high-level references to integration with onboarding, KYC; however, detailed API specifications, integration models**,** or architecture references are not provided • Indicative metrics on performance and availability, but quantitative benchmarks,	**0 to 3**

Sr. No	Dimension	Sub-components	Indicative Criteria	Max Marks	Scoring Guidelines	Marks per Criteria
					SLAs, or scalability details are not substantiated. • General information on OEM or partner presence, but evidence of Indian market operations, roadmap visibility, or local support is limited • licensing details at a high level**,** but pricing structure, scalability, and upgrade terms are not clearly defined or documented No reference projects or demonstrable experience in similar large-scale, secure digital platform deployments	
					• Comprehensive functional coverage across life insurance underwriting use cases, demonstrating alignment to product-specific rules and clear STP workflow enablement • solution offers insurer-controlled configurability with detailed documentation and interfaces enabling business users to manage underwriting rules and workflows independently • Detailed API documentation, integration design, and architecture diagrams demonstrating seamless compatibility with	**3 to 6**

Sr. No	Dimension	Sub-components	Indicative Criteria	Max Marks	Scoring Guidelines	Marks per Criteria
					other onboarding systems • Established OEM partnership with Indian operations, defined support SLAs, and a transparent product roadmap • transparent licensing and pricing models (perpetual/SaaS/usage-based) with defined scalability, upgrade terms, and compliance with procurement norms The proposed solution / product is backed by relevant examples of reference projects for similar relevant digital transformation projects.	
			In-depth description of the methodology to implement planning, sizing and		• Project plan provided at a high level; phases and dependencies are not fully aligned with RFP milestones; timelines appear generic or indicative • Roles and responsibilities described generally; delivery governance model not clearly articulated; limited detail on team structure or escalation paths • Resource plan provided without justification of team size against project scope or timelines;	**0 to 3**

Sr. No	Dimension	Sub-components	Indicative Criteria	Max Marks	Scoring Guidelines	Marks per Criteria
2	**Delivery and Project Management**		capabilities of teams with maximum level, snapshot of Microsoft Project file describing the complete project, critical path, resource count for each task, alternative paths, critical deliverables clearly explained. .	**6**	ramp-up/ramp-down plan unclear • Risk management approach mentioned generically; no formal mechanism for identification, escalation, or mitigation tracking • QA processes briefly mentioned; no evidence of structured reviews, change control, or acceptance criteria management • No or limited mention of project management tools or automation platforms for progress tracking • Transition plan not clearly articulated; knowledge transfer and handover steps not detailed	
					• Well-defined and detailed project plan with clear phase-wise breakdown, alignment to RFP milestones, defined dependencies, and critical path identification • Detailed delivery organization structure showing governance layers, RACI matrix, escalation mechanism, and clear definition of onshore/offshore/partner team roles • Resource and skill-mix plan mapped to each	

Sr. No	Dimension	Sub-components	Indicative Criteria	Max Marks	Scoring Guidelines	Marks per Criteria
					project phase; adequate team size, skill coverage, and clear ramp-up/ramp-down strategy in line with RFP timelines. • Comprehensive governance structure defined with steering committee participation, weekly/fortnightly review cadence, risk dashboards, and decision logs • Robust risk management plan with defined ownership, escalation paths, mitigation strategies, and proactive dependency management • Documented QA framework with stage-gate reviews, change control process, defect tracking, and user acceptance management methodology. • Use of recognized project management and collaboration tools for tracking, documentation, and automation of reporting • Well-defined transition and handover plan with KT schedules, documentation handover checklist, and post-go-live support commitments	**3 to 6**
					• Generic Content on AI/GenAI use case with understanding of Agentic AI	**0 to 3**

Sr. No	Dimension	Sub-components	Indicative Criteria	Max Marks	Scoring Guidelines	Marks per Criteria
	AI First Platform Strategy	**Agentic AI Platform Strategy**	Understanding and approach of integrating Agentic AI Paradigms across onboarding and servicing journeys, usage of autonomous agents, goal based workflows and AI planning	**10**	• Lacks clear articulation of autonomous agentic workflows • Lacks clarity on model types or usage contexts • Lacks contextualization to LIC ecosystem • Missing architectural / technical components required to build an Agentic AI platform	
					• Architectural components of Agentic AI is carved out with technical components • High level mention of model categories • Usage of models showcased but not mapped to specific LIC use cases • Lacks the relevant examples and reference implementations • Lacks the strategy for scale, extensibility and security	**3 to 6**
					• Clear identification of Agentic AI use cases aligned with LIC onboarding and servicing • Deeply contextualized Agentic AI architecture with modular implementation strategy • Showcasing the usage of appropriate models	**6 to 10**

Sr. No	Dimension	Sub-components	Indicative Criteria	Max Marks	Scoring Guidelines	Marks per Criteria
					mapped usage to onboarding / servicing journeys (LLM/SLM/embedding etc) based on deployment needs • Well defined architecture showcasing the models, orchestration, self-healing and Agent frameworks • Tools for security guard rails, observability, PII masking and cost governance included • Strategy is backed by reference implementations • Scalable deployment strategy is provided	
Total				**40**		

5.3.1.3 Quality of Team

It is imperative that the bidder should deploy best of class professionals to ensure successful execution of this project.

Resource deployment and team composition will be evaluated as per the evaluation framework below:

Table 7: Quality of Team - Evaluation Criteria

<table>
<tr><th>#</th><th>Parameter</th><th>Indicative Criteria</th><th>Max. marks</th></tr>
<tr><td>1</td><td>Evaluation based on CV</td><td>The following key-Expert will be evaluated basis their CV during the evaluation process:
<table>
<tr><th>#</th><th>Profile/Position</th><th>Minimum years of Experience</th><th>Number of named resources</th><th>Marks per resource</th><th>Total Marks</th></tr>
<tr><td>1.</td><td>Lead Solution Architect</td><td>10</td><td>1</td><td>4</td><td>5</td></tr>
<tr><td>2.</td><td>Lead Product Manager (Lead BA)</td><td>10</td><td>1</td><td>4</td><td>4</td></tr>
<tr><td>3.</td><td>Technical Lead (Front End)</td><td>6</td><td>1</td><td>2</td><td>2</td></tr>
<tr><td>4.</td><td>Technical Lead (Back End)</td><td>8</td><td>1</td><td>3</td><td>2</td></tr>
<tr><td>5.</td><td>Project Manager</td><td>10</td><td>1</td><td>2</td><td>4</td></tr>
<tr><td>6.</td><td>Platform Engineering Lead</td><td>6</td><td>1</td><td>2</td><td>2</td></tr>
<tr><td colspan="5">TOTAL MARKS</td><td>19</td></tr>
</table>
</td><td>19</td></tr>
</table>

Note:

1. Interviews will be conducted for 3 Key Experts: Lead Solution Architect, Lead Product Manager (Lead BA), and Project Manager.
2. The finalized bidder shall ensure that the identified subset of proposed experts, as specified in the submitted profiles for team quality evaluation, are fully available from the commencement of the project and remain engaged throughout the scaled-up implementation of the new business solution.
3. Minimum 70% of the project team allocated should have at least 2 years of tenure with the bidder's organization.
4. Attrition or replacement of any of the Expert on or after the date of Technical Presentation should be honored within two weeks Resources must be replaced with a resource of equal or higher competence. The replacement of the resource shall be interviewed by LIC prior to the final hiring.

5.3.1.4 References

The bidder shall provide **2 references (2*10 marks = 20 marks)** that will be verified by LIC via visit/call.

Table 8: References - Evaluation Criteria for each reference

#	Parameter	Indicative Criteria	Max. marks (for each reference)
1	Size, scope, and relevance of the reference	**Coverage and depth of the parameters**	**2**
2	Quality of solution architecture delivered including scalability, availability, performance, etc.		**2**
3	Implementation capability including ability to do detailed project plans, adherence to timelines, monitoring of critical path steps, go-live and cutover approach etc.		**2**
4	Adherence to regulatory, compliance, security, risk and other mandatory requirements		**2**
5	Ease of working, collaboration, flexibility in handling change, onsite availability of key personnel, willingness to course correct as needed		**2**
	Total		**10**

Note:

1. LIC reserves the right to introduce a Proof of Concept (PoC) as part of the technical evaluation if required during the bidder finalization process. Bidders may be required to demonstrate their proposed solution and technical capabilities through a time-bound, production-grade prototype aligned with defined use cases and evaluation parameters which will be detailed out later.

2. All Bidders will be required to give a Presentation with detailed designs of their offered solution clearly demonstrating the solution architecture, technical functionalities, infrastructure and deployment architecture, engineering capabilities and delivery approach. Demos will earn increased merit.

3. Bidder is also expected to demonstrate the solution and product’s capability, compatibility, applicability, and acceptability to LIC as per the RFP requirements on Use cases for the solution. During Presentation, the bidder will also have to show the front end of the proposed application i.e., customer facing journeys, sales assisted journey as well as integration with peripheral systems for customer onboarding.

4. Bidder is required to address all queries raised by LIC officials during the Presentation. Giving mere presentation should not be considered as being qualified/shortlisted for further process. Decision of LIC, in this regard will be final and binding on all bidders.

5. LIC will schedule presentations for which time and location in Mumbai, will be communicated to the bidders. Failure of a bidder to complete a scheduled presentation to LIC may result in rejection of the bid.

6. The technical presentation is to be delivered in-person by the bidder’s nominated Project Director and other team members as defined above only.

7. The project sponsor from the bidder’s organization shall also be present during the presentation, as deemed fit by the bidder.

8. Virtual presentations and interviews shall be allowed in case of emergency with prior approval of LIC.

9. The resources interviewed by LIC during evaluation phase must be the same on Day 1 (One) of the project, i.e., signing of MSA/contract.

5.4 Stage 2 – Commercial Bid Evaluation and QCBS

Bidders, whose bids are responsive, based on eligibility criteria and score at least overall 70% (70 marks) score in technical evaluation will qualify for the QCBS round. The commercial bid of these bidders will be opened and a QCBS score will be assigned to them with 70% weightage assigned to technical score and 30% weightage assigned to the commercial score.

Commercial Bid Evaluation Process

1. The Commercial Bids (indicative) is to be uploaded on the online platform along with the eligibility and technical bid. The commercials mentioned should have the following parts included in Form T6 template. Inclusions should be:
    a. Price as per Form T6 - Section a. Total cost of Ownership
    b. Price/month rate quoted for given indicative pod construct as per Form T6 Section B. Rate Card
2. The Bidder must 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 Form T6. The commercial Bid details will need to be provided for all requirements of LIC to arrive at total contractual cost of the solution.

3. The commercial price Bid would be evaluated based on “Total Cost of Ownership” (“TCO”) basis. The key considerations of the TCO would be the total pay-outs for entire project through the Contract period, discounted at 10% to arrive at the present value of future cashflows. The calculation performed by LIC in this regard will be as follows: The discounted cost will be calculated on a yearly basis based on the formula A/(1+i/100)^n, where A = Total value in the year, i = 10%, n = number of years.

4. **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 an 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.

5. The evaluation will be carried out if commercial price Bids are complete and computationally and conceptionally correct as per the templates attached.

6. Only those Bidders who qualify in Technical evaluation would be shortlisted for Commercial evaluation 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. The Total Cost of Ownership shall include all taxes, levies, duties, etc. (except Goods and Services Tax) as per Section A in Form T6 of this RFP.

7. Below is the calculation for **costs to be included in the** Total Cost of Ownership for a Bidder with annual **price for 1 pod (pod structure as per Section B in Form T6)** for New Business Platform. The **person month price** or monthly rate used in the table below is for illustration purposes only. The bidder is expected to come up with their own monthly rates as per **Form T6- Section B.**

Table 1: Illustrative - Change request costs with annual price for 1 pod

Sr.No	Professional Figure	No. of Resources (A)	Person Month Price (INR) (C)	Per Month Price (INR) D=(A*C)	12 Months Price (INR) E = (B * C)*12
1	Technical Project Manager	0.5	₹ 350,000.00	₹ 175,000.00	₹ 2,100,000.00
2	Business Analyst / PO	0.5	₹ 325,000.00	₹ 162,500.00	₹ 1,950,000.00
3	Senior backend developer	1	₹ 294,000.00	₹ 294,000.00	₹ 3,528,000.00
4	Junior backend developer	1	₹ 250,000.00	₹ 250,000.00	₹ 3,000,000.00
5	UI Developer	1	₹ 250,000.00	₹ 250,000.00	₹ 3,000,000.00
6	DevOps	0.5	₹ 294,000.00	₹ 147,000.00	₹ 1,764,000.00
7	AI Engineer - Junior	0.5	₹ 300,000.00	₹ 150,000.00	₹ 1,800,000.00
8	AI Engineer - Senior	1	₹ 350,000.00	₹ 350,000.00	₹ 4,200,000.00
9	SDET	1	₹ 285,000.00	₹ 285,000.00	₹ 3,420,000.00

Total	₹ 2,063,500.00	₹ 24,762,000.00

8. Commercial score for each shortlisted bidder will be calculated as follows:

   Commercial Score = (Minimum Total Cost of Ownership quoted/ Total Cost of Ownership by the Bidder) *100

   Basis the above definition, below is an example to further illustrate the calculation of commercial bid score:

Table 3: Commercial Bid Score

Sr. No	Bidder	Total Cost of Ownership (INR)	Weighted Commercial Score (P)
1	A	9,00,00,000	(7,00,00,000/9,00,00,000) *100 = 78
2	B	8,00,00,000	(7,00,00,000/8,00,00,000) *100 = 88
3	C	7,00,00,000	(7,00,00,000/7,00,00,000) *100 = **100**

1. Arithmetical errors will be rectified on the following basis:

   a. 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.

   b. If there is discrepancy between words and figures, words will prevail.

Digital Personal DATA Protection Act, 2023:

The Vendor will adhere to the digital Personal DATA Protection Act, 2023 as amended from time to time as applicable and rules published by Government of India and applicable sections of IRDAI guidelines on Information Security for Insurers.

The land border clause is governed by the 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. Bidders have to submit a self-declaration for land border clause in the form of Annexure XII which shall form a part of eligibility criteria specified in this RFP

Executive Director
(IT/ Digital Transformation)

5.5 Stage 3 – Online Reverse Auction (ORA)

The top two bidders based on their combined QCBS scores shall be invited to participate in the Online Reverse Auction (ORA) process to determine the final L1 vendor.

LIC will also ensure that minimum two bidders are in contention for ORA (Online Reverse Auction).

Online Reverse Auction (ORA):

1. LIC shall provide web based E-tender system for reverse auction.
2. The Eligible bidders 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.
3. 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 at point (refer section 5.4 point 4).
4. Only fixed price financial bids indicating total price for all the deliverables and services specified in this bid document will be considered.
5. Price quoted by the Bidders at the end of online reverse auction will be taken as the final commercial quote of that bidder.
6. The bidder with lowest commercial bid at the close of online reverse auction will be declared as L1 bidder.
7. 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 business days (excluding Saturdays, Sundays and Holidays under NI Act. as applicable in Maharashtra), failing which LIC reserves the right to reject the bid.
8. The commercial figure quoted will be an all-inclusive figure including out of pocket expenses, traveling, boarding, permits and lodging, but excluding all applicable taxes such as local sales Tax / Levies such as Octroi / Entry Tax, Local Body Tax, VAT, GST etc.
9. The bidders 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, to participate in the Online Reverse Auction.
10. In case only one bidder is found eligible, no reverse auction will take place. However, LIC reserves the right to negotiate price with the lone bidder. The price once finalized through online reverse auction or negotiation will be termed as the ―approved price.

11. LIC will determine the Start Price and other parameters for the Reverse Auction –
    a. on its own and / or
    b. by evaluating the price band information available in the (indicative) commercial bids of the Eligible bidders
    c. Based on the lowest quote received in the (indicative) commercial bids.
12. Based on the Total Cost of Ownership (TCO) declared by the Bidders during the Reverse Auction, the Bidders will be categorized as L1, L2, L3 etc. (In the ascending order, i.e. L1 being the Bidder with the lowest TCO, followed by L2 with the next lowest score and so on.)
13. The bidder with the L1 Quote, post the Online Reverse Auction and Commercial evaluation will be declared L1 Bidder. However, if the prices discovered as a part of the Online Reverse Auction are felt to be unrealistic for the products offered or beyond LICs budget estimates, to give a fair chance to the bidder, LIC shall call the bidder along with the OEM for a price negotiation. Post this only, the commercial bid process will be termed as complete.
14. 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.
15. The final outcome of the bidding process will be published on the LIC website.
16. The bid price shall be in Indian Rupees.
17. The bidder would need to provide all costs in Form T-6 Commercial bid details. The cost summary from these will flow into the Summary sheet of Form T-6 Commercial bid details.
18. 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.
19. In case the tendering process has not been completed within the stipulated period, LIC may request the bidders to extend the validity period of the bid.
20. The selected L1 bidder will be informed about the selection and the result will be notified on the LIC website www.licindia.in and the bidders are advised to visit the above website for any information in reference to this RFP.
21. In the event the Bidder has not quoted or has omitted any product or service, then it will be deemed that the Bidder shall provide the same product and/or service at no additional

cost to LIC.

22. At the end of warranty period, the contract may be renegotiated as mutually agreed by both parties. The Bidder shall not add any conditions / deviations in the commercial bid. Any such conditions / deviations may make the bid liable for disqualification.
23. The bidder with the lowest quote at the end of the reverse auction process will become the successful bidder.

In case the L1 bidder fails to fulfill any of the obligations under the RFP within the timelines defined, LIC reserves the right to cancel his selection and declare the L2 bidder (bidder with the second lowest commercial bid after Online Reverse Auction) as successful bidder provided this bidder agrees to match the commercial bid of the L1 bidder.

Appendix A: Bidding Forms & Formats

Form T-1: Bid Form (Covering Letter)

(Ref ITB-clause 2.9.2)

(To be submitted as part of Technical Bid, along with supporting documents, if any) (on Bidder's Letter-head)

(Strike out alternative phrases not relevant to you) Bidder's Name____________________

[Address and Contact Details] Date ……………..

To

Executive Director (IT/ Digital Transformation)
Life Insurance Corporation of India,
Central Office, Information Technology/Digital Transformation,
Ground Floor, "Jeevan Seva",
S.V. Road, Santa Cruz (W), Mumbai – 400054

Ref: Your RFP Document No. LIC/CO/IT/DT/2025/RFP/DIVE/01 dated 17.11.2025; Tender Title: Invitation For Request For Proposal For Development of NextGen New Business Platform For Life Insurance Corporation Of India

Sir/Madam

1. I, the undersigned, offer to provide services in accordance with your above-referenced Request for Proposals (RFP) and our Bid. We are hereby submitting our Bid, which includes this Technical Bid and a separately uploaded Financial Bid. Commercial information about our organisation is enclosed in Form T-1A.
   - ☐ We are submitting our Bid without any Sub-bidders or Joint Venture.

     Or

   - ☐ We are submitting our Bid with the following firms as Sub-bidders: {Insert a list with each Sub-bidder's full name and address}

     Or

   - ☐ We are submitting our Bid as a joint venture with *{Insert a list with each member's full name and legal address and indicate the lead member}*. We have attached a copy of the following document signed by every participating member, which details the (likely) legal structure and the confirmation of joint and severable liability of the members of the said joint venture.

- ☐ our letter of intent to form a joint venture
- ☐ the Joint Venture/Sub-bidder agreement

2. Our Eligibility and Qualifications to participate
   a. We confirm that we continue to comply with all the eligibility (including the absence of conflict of interest and debarment) and qualification criteria stipulated in the preceding shortlisting process (RFP Document mentioned in TIS), based on which we were shortlisted for participation in this RFP process. We shall be duty bound to Change proactively inform you of any change in our compliance with these criteria as soon as it occurs.
   b. We confirm that we don't have any Conflict of Interest as stipulated in this RFP. We shall be duty bound to proactively inform you of any change in our compliance with Conflict- of-Interest stipulations as soon as it occurs.
3. Our Bid to deliver Services:

   We offer to deliver the subject Services of requisite Performance Standards and within Delivery Schedules in conformity with the RFP Document. The relevant details are submitted in 'Form T-3: Description of Approach and Methodology in Responding to the Terms of Reference'; 'Form T-4: Client Reference Format' and 'Form T-5: Key Expert Curriculum Vitae'.
4. Prices:

   We hereby offer to perform the Services (as per the required Scope of Work, Appendix C) at our lowest prices and rates mentioned in the separately uploaded Financial Bid. It is hereby confirmed that the prices quoted therein by us are:
   a. Based on the terms of delivery and delivery schedule confirmed by us; and
   b. Cost break-up of the quoted cost, showing inter-alia costs (including taxes and duties thereon) of all the included incidental Goods/Works considered necessary to make the bid self-contained and complete, has been indicated therein, and
   c. based on the terms and mode of payment as stipulated in the RFP Document. We have understood that if we quote any deviation from the terms and mode of payment, our Bid is liable to be rejected as nonresponsive, and
   d. have been arrived at independently, without restricting competition, any consultation, communication, or agreement with any other Bidder or competitor relating to:
      i. those prices; or
      ii. the intention to submit an offer; or
      iii. the methods or factors used to calculate the prices offered.
   e. Have neither been nor shall be knowingly disclosed by us, directly or indirectly, to any other Bidder or competitor before the Bid opening unless otherwise required by law.

5. We declare regarding commissions or fees paid or are to be paid to agents, representatives, or commission agents concerning the selection process or execution and performance of this

   Contract, that:

   - ☐ No such commissions or gratuities or fees have been paid are to be paid by us to any third party

     Or

   - ☐ We have paid/are due to pay the following commissions/gratuities/fees:

   (indicate the name and address of the agent, representative, or commission agent, the amount and currency, and the purpose of the commission or fee.)

6. No change in the Key Expert

   Except as stated in the RFP Document, we undertake to negotiate a Contract based on the proposed Key Experts. We accept that substituting Key Experts for reasons other than those stated in ITB-Clause 2.12.3 may lead to the termination of contract negotiations.

7. Affirmation of terms and conditions of the RFP Document:

   We have understood the complete terms and conditions of the RFP Document. We accept and comply with these terms and conditions without reservations, although we are not signing and submitting some of the RFP document's sections. Deviations, if any, are submitted by us in Form T-7: ‘Terms and Conditions - Compliance’. We also explicitly confirm acceptance of the Arbitration Agreement as given in the RFP Document.

8. Bid Security: We have submitted the Bid Security as

   a. Earnest Money Deposit (EMD) for the amount of Rs. (Rupees ....) valid upto in favour of in the form of Bank Guarantee in Form T-9, with reference number dated, issued by. as per the RFP Documents.

9. Abiding by the Bid's Validity

   We agree to keep our Bid valid for acceptance for a period upto _____, as required in the RFP Document, or for a subsequently extended period, if any, agreed to by us, and are aware of penalties in this regard stipulated in the RFP Document in case we fail to do so.

10. Non-tempering of Downloaded RFP Documents and Uploaded Scanned Copies

We confirm that we have not changed/edited the contents of the downloaded RFP Document. We realise that any change noticed at any stage, including after the contract award, shall be liable to punitive action in this regard stipulated in the RFP Document. We also confirm that scanned copies of documents/affidavits/undertakings uploaded during the shortlisting process and this RFP are valid, true, and correct to the best of our knowledge and belief. We shall be responsible if any dispute arises regarding the validity and truthfulness of such documents/affidavits/undertakings. We undertake to submit for scrutiny, on-demand by LIC, originals and self-certified copies of all such certificates, documents, affidavits/undertakings.

11. A Binding Contract:

    We further confirm that if our bid is accepted, all such terms and conditions shall continue to be acceptable and applicable to the resultant contract, even though some of these documents may not be included in the contract Documents submitted by us. We do hereby undertake that until a formal contract is signed or issued, this Bid/RFP and your written Letter of Award shall constitute a binding contract between us.

12. Performance Guarantee and signing the contract

    We further confirm that if our bid is accepted, we shall provide you with performance security of the required amount stipulated in the RFP Document for the due performance of the contract. We are fully aware that in the event of our failure to deposit the required security amount and/or execute the agreement, LIC has the right to avail of any or all punitive actions stipulated in the RFP Document.

13. Penalties for misinterpretation or misrepresentation:

    We hereby confirm that the particulars given above are factually correct and nothing is concealed and undertake to advise any future changes to the above details. We understand that any misinterpretation or misrepresentation would violate the Code of Integrity and attract penalties, as this RFP Document mentions.

14. Bidder’s Authorized Signatory:
    a. Full Name: ______________________
    b. Designation: _________________________
    c. Signing as:
        - ☐ A sole proprietorship firm. The person signing the Bid is the sole proprietor/constituted attorney of the sole proprietor,
        - ☐ A partnership firm. The person signing the Bid is duly authorised being a partner to do so under the partnership agreement or the general power of attorney,

- ☐ A company. The person signing the Bid is the constituted attorney by a resolution passed by the Board of Directors or in pursuance of the Authority conferred by the Memorandum of Association.
- ☐ Society. The person signing the Bid is the constituted attorney.

We confirm that we are duly authorized to submit this Bid and make commitments on behalf of the Bidder. We acknowledge that our digital/digitized signature is valid and legally binding. Supporting documents are submitted herewith.

Documents to be submitted: Registration Certificate/Memorandum of Association/Partnership Agreement/Power of Attorney/Board Resolution

Rights of LIC to Reject Bid(s):

We further understand that you are not bound to accept the lowest or any Bid you may receive against your above-referred RFP Document.

……………………..

(Signature with date)

………………………..

(Name and designation)

Duly authorized to sign Bid for and on

behalf of [name, address, and seal of Bidder]

Form T-1A: Bidder’s Commercial Information

Note: Bidder shall fill in the following information and enclose certified copies of the documentary proof/evidence to substantiate the corresponding statement wherever necessary and applicable.

(Please tick appropriate boxes or strike out sentences/phrases not applicable to you)

1. Bidder particulars:
    a. Name of the Bidder:……………….
    b. Corporate Identity No. (CIN): ……………………………………..
    c. Registration, if any, with LIC: …………………………………..
    d. Place of Registration/Principal place of business” ……………………………….
    e. Complete Postal Address: ………………………………………..
    f. Pin code/ZIP code: ……………………………………………………
    g. Telephone nos. (with country/area codes): ………………………
    h. Mobile Nos.: (with country/area codes): ……………………..
    i. Contact persons/Designation: …………………………………….
    j. Email IDs: …………………………………………………………

Submit a self-certified copy of the registration certificate – in case of a partnership firm – Deed of Partnership; in case of a Company – Notarized and certified copy of its Registration; and in case of Society – its Byelaws and registration certificate of the firm. All these documents should be Notarized.

2. Taxation:
    a. PAN number: ……………………………………………….
    b. Type of GST Registration as per the Act (Normal Taxpayer, Composition, Casual Taxable Person, SEZ, etc.): ………………………….
    c. GSTIN number in Bidder and Service Site States
    d. Registered/Certified Offices from where the Services would be supported and Place of Service Site for GST Purpose: ……………….
    e. Contact Names, Nos. & email IDs for GST matters (Please mention primary and secondary contacts): …………………………………
    f. Comments on Tax liability and the breakup of CGST, SGST, IGST and Cess in this assignment:

Documents to be submitted: Self-attested Copies of PAN card and GSTIN Registration.

3. Trade Registrations and Licences

We have the following registrations/licences required for the performance of this Service (tick as applicable). Authenticated copies of these are enclosed herewith:

- ☐ EPF
- ☐ ESI
- ☐ Labour Licence
- ☐ Any other required--------------------.

4. Bidder's Authorized Representative Information
   a. Name:
   b. Address:
   c. Telephone/Mobile numbers:
   d. Email Address:

………………………..

(Signature with date)

………………………..

(Name and designation)

Duly authorized to sign Bid for and on

behalf of [name, address and seal of Bidder]

DA: As above

Form T-1B: Bidder’s Profile Format

Tender Title: Invitation For Request For Proposal For Development of NextGen New Business Platform For Life Insurance Corporation Of India

#	Parameters	Response	
1	Name of the Company		
2	Year of Incorporation in India		
3	Names of the Directors		
4	Name and Address of the Principal Banker		
5	Addresses of Company		
	a) Head Office		
	b) Local Office in Mumbai		
6	Authorized Contact person		
	a) Name and Designation		
	b) Telephone number		
	c) E-mail ID.		
7	Financial parameters		
	Business Results (last three years)	Annual Turnover	Operating Profit
		(Rs. in Crores)	(Rs. in Crores)
	2022-23		
	2023-24		
	2024-25		
	(Only company figures need to be mentioned. Not to include group/subsidiary Company figures)	(Mention the above amount in Rupees in crores only)	
		Details can be given as annexure.	

N.B. Enclose copies of Audited Balance Sheet along with enclosures

Dated this…………Day of 2025

(Signature)

(In the capacity of)

Duly authorized to sign bid with seal for & on behalf of (Name & Address of the Bidder)

Form T-1C: Bidder's Eligibility Criteria as per the RFP

Bidder's Name______

[Address and Contact Details] Date ……….

RFP Document No.: LIC/CO/IT/DT/2025/RFP/DIVE/01 dated 17.11.2025

Tender Title: Invitation For Request For Proposal For Development of NextGen New Business Platform For Life Insurance Corporation Of India

Sr. No	Parameter	Supporting Documents to be attached	Compliance (Yes/No)	Name of Supporting Document	Reference Page numbers for supporting documents attached
1	**Legal Entity** The Bidder must be a Company/LLP /Partnership firm registered under applicable Act in India.	Certificate of Incorporation issued by Registrar of Companies and full address of the registered office along with Memorandum & Articles of Association/ Registered Partnership Deed.			
2	**Compliance with Requirements** The Bidder must comply with the requirements contained in O.M. No. 6/18/2019-PPD, dated 23.07.2020 order (Public Procurement No. 1), order (Public Procurement No. 2) dated 23.07.2020 and order (Public Procurement No. 3) dated 24.07.2020. The Bidder must also comply with Order No. P-45021	Bidder should self-certify that they comply with all requirements and provide copy of registration certificate issued by competent authority wherever applicable.			

	/2/2017-PP (BE-II), dated 15th September, 2020	
3	**Data Privacy** 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
4	**Sales Turnover and Company Net worth** Bidder must have **minimum average turnover of greater than Rs. 1000 Crores** in the last three financial years (2022-2023, 2023-2024 and 2024-2025) and should also have made profit (before tax) in at least two of the three previous financial years (2022-2023, 2023-2024 and 2024-2025) The bidder should have **positive net worth** in each of the last three financial years (2022-2023, 2023-2024 and 2024-2025). The net worth of the bidder should not have eroded by more than 30% in the last 3 years.	Copies of Audited Financial statements to be enclosed. *Note: Please enclose a certificate confirming above figures from statutory auditors of company if, separate final accounts are not available.* CA certificate or Documentary evidence to the satisfaction of LIC, to prove positive net worth during last three financial years (2022-2023, 2023-2024 and 2024-2025). If audited financial statement/ profit and loss statement is not available for Financial Year 2024-2025, then, Financial Statement may be submitted duly certified by the Chartered Accountant/Minimum three partners or Directors.
5	**Blacklisting** The Bidder should not be blacklisted by any Government/Government of India/State/UT Government/PSUs/Banks in	Certificate from Authorised Signatory of the bidder. Undertaking signed by the Authorised Signatory of the bidder as per Annexure – I

	India during the previous 3 financial years. 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. 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.	
6	**Legal and Compliance** 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 by the Bidder.
7	**Conflict of Interest** The Bidder should provide information that any of its subsidiary or associate or holding company or companies having common director/s or companies in the same group of	Self-certified letter signed by authorized official of the Bidder to be submitted.

	promoters/management or partnership firms/LLPs having common partners has not participated in the bid process.	
8	**Relevant Experience** Bidder should have a minimum of 5 years' experience as on date of publication of this RFP.	Copy of the purchase order (or) invoices of continued projects dated on or before Oct '25 on scope similar to the scope of work detailed in this RFP. Certificate of completion of the work for projects with scope similar to the scope of work detailed in this RFP.
9	**Client Reference** The Bidder must have completed **at least 1 relevant project in the BFSI industry.** The projects should be similar in scope of work to the implementation of a digital onboarding journey for a bank or a health or life insurer, deployed in a private / public / hybrid cloud environment with at least one project having a contract value of ₹5 Crores or more.	Purchase Order/Work Order/Invoice or letter from the Client on his letterhead. Client Reference with contact details (Reference of each of the PO should contain the information like Name, address of the Organization, contact person, mail IDs etc. OR The Bidder should also submit user acceptance report. Details to be submitted in Form T4 along with the documentary evidence like copy of the purchase order(s), work order or certificate from the customers etc.
10	**Previous Experience with LIC** The Bidder(s), who have	Satisfactory performance and timely delivery completion certificate to be issued by the

	been associated with LIC for any contract with value above 5 Crore within the period of last 3 years (from the date of this RFP), have to submit the satisfactory performance and timely delivery completion certificate to be eligible to participate in the bid. Certificate to be issued by the competent authority in LIC.	competent authority in LIC.
11	**Record of past performance** Bidder is also not eligible if it has 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.	Self-declaration to this effect on the company's letterhead should be submitted by the bidder.
12	**Relevant Certifications:** The Bidder should have CMMi Level 5 certificate valid as on date of submission.	Bidder to submit a Certificate Copy of CMMi Certification in Level 5 or equivalent certification.
13	**Power of Attorney/Authorization**	Copy of Power of Attorney/Resolution of the Board in the name of the Authorized signatory or submission demonstrating that the representative has been duly authorized to sign.
14	**Compliance with Tech Requirements**	Bidder to submit a self-declaration (Format 4) that they will be compliant with all the technical requirements mentioned in this RFP and capable of

		implementing the same
15	**Intellectual Property Rights and Ownership**	Bidder to submit form T-12 (Non-Disclosure Agreement)

Annexure-I: BlackListing

Invitation For Request For Proposal For Development of NextGen New Business Platform For Life Insurance Corporation Of India

[Ref: LIC/CO/IT/DT/2025/RFP/DIVE/01 Dated 17.11.2025**]**
To,
Executive Director (IT / Digital Transformation) Life Insurance Corporation of India
Jeevan Seva‖, Ground Floor,
S.V. Road, Santacruz(W),
Mumbai - 400054.

Sir/Madam,

Reg.: RFP for Development of NextGen New Business Platform For 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 Data, Reporting and Analytics solution in conformity with the referenced RFP and at the L1 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 Data, Reporting and Analytics solution 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 2025
(Signature) (Name)
(In the capacity of) at …………..

Duly authorized to sign Bid for and on behalf of………………………………………………………………

Form T-2: Comments and Suggestions on the Terms of Reference, Counterpart Staff, and Facilities to be provided by LIC

(Ref ITB-clause 2.9.2)

(To be submitted as part of Technical Bid) (Along with supporting documents, if any)
(on Bidder's Letter-head)

RFP Document No.: LIC/CO/IT/DT/2025/RFP/DIVE/01 dated 17.11.2025

Tender Title: Invitation For Request For Proposal For Development of NextGen New Business Platform For Life Insurance Corporation Of India

Bidder's Name [Address and Contact Details]

Date……….

Form T-2: Comments and Suggestions on the areas that have not been provided or any changes to the existing provisions of the Terms of Reference, Counterpart Staff, and Facilities to be provided by LIC that could improve the quality/effectiveness of the assignment.

Specifically mention where your bid deviates from Section IV: Terms of Reference (TOR).

A - ON THE TERMS OF REFERENCE

Note: Suggest and justify any modifications or improvements to the Scope of Work you are proposing to improve performance in carrying out the assignment (such as deleting some activity you consider unnecessary, adding another, or proposing a different phasing of the activities). Such suggestions should be concise, to the point, and incorporated into your bid. Bidders must maintain the same numbering and structure as in Section IV: Terms of Reference (TOR)

B - ON COUNTERPART STAFF AND FACILITIES & OTHER AREAS

Form T-2: Comments and Suggestions on the Terms of Reference, Counterpart Staff, and Facilities to be Provided by the Procuring Entity

{Comments on counterpart staff and facilities to be provided by LIC. For example, administrative support, office space, etc., if any}

Form T-3: Description of Approach and Methodology in Responding to the Terms of Reference

(Ref ITB-clause 2.9.2)

(To be submitted as part of Technical Bid) (Along with supporting documents, if any)
(on Bidder’s Letter-head)

RFP Document No.: LIC/CO/IT/DT/2025/RFP/DIVE/01 dated 17.11.2025

Tender Title: Invitation For Request For Proposal For Development of NextGen New Business Platform For Life Insurance Corporation Of India

Bidder’s Name [Address and Contact Details]

Date……….

Form T-3: Description of Approach and Methodology for performing the assignment, including a detailed description of the proposed methodology and staffing for training if the Terms of Reference specify training as a specific component of the assignment.

{Suggested structure of your Response:
a) Technical Approach and Methodology
b) Organization and Staffing}

A) Technical Approach and Methodology
{Please explain your understanding of the objectives of the assignment as outlined in the ‘Terms of Reference’ (TORs), the technical approach, and the methodology you would adopt for implementing the tasks to deliver the expected output(s), and the degree of detail of such output. Please do not repeat/copy the TORs here.}

B) Organization and Staffing
{Please describe the structure and composition of your team, including the list of the Key Experts, Non-Key Experts, and relevant technical and administrative support staff. The Organization and staffing should be consistent with Form T-5: ‘Key Expert Curriculum Vitae (CV)’.}

……………………..
(Signature with date)

………………………..
(Name and designation)
Duly authorized to sign Bid for and on behalf of
……………………………………….
[name, address, and seal of Bidder]

DA: Relevant documents like technical data, literature, drawings, and other documents

Form T-4: Client Reference Format

(Ref ITB-clause 2.9.2)

(To be submitted as part of Technical Bid) (Along with supporting documents, if any)
(on Bidder's Letter-head)

RFP Document No.: LIC/CO/IT/DT/2025/RFP/DIVE/01 dated 17.11.2025

Tender Title: Invitation For Request For Proposal For Development of NextGen New Business Platform For Life Insurance Corporation Of India

Bidder's Name [Address and Contact Details]

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 projects that are completed or ongoing during the last 5 financial years (2020-2021, 2021-2022, 2022-2023, 2023-2024 and 2024-2025).

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

Citation No.: Name of Client:

Details	**Required Information**
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

Brief details about the Solution architecture, Data Flow, Work-flow implemented

For and on behalf of: ________________________ (Bidder)

Authorized Signatory of the bidder
Name:
Designation:
Office Seal or digital signature:
Place:
Date:

Form T-5: Key Expert Curriculum Vitae (CV)

(Ref ITB-clause 2.9.2)

(For all Key Experts separately)

(To be submitted as part of Technical Bid on Bidder's Letterhead)

Bidder's Name_______________

[Address and Contact Details] Date……….

RFP Document No.: LIC/CO/IT/DT/2025/RFP/DIVE/01 dated 17.11.2025

Tender Title: Invitation For Request For Proposal For Development of NextGen New Business Platform For Life Insurance Corporation Of India

Below form needs to be filled for each key expert to be part of the proposed team structure for the delivery of the scope of services as detailed in Appendix C

LIC reserves the right to verify project/experience details while evaluating the Technical Bid

<table>
<tr><td colspan="2">Name (Optional)</td><td></td></tr>
<tr><td colspan="2">Surname (Optional)</td><td></td></tr>
<tr><td colspan="2">Role in the Project</td><td></td></tr>
<tr><td colspan="2">Educational Qualifications</td><td></td></tr>
<tr><td colspan="2">Total Years of experience</td><td></td></tr>
<tr><td colspan="2">Total Years of Insurance experience</td><td></td></tr>
<tr><td colspan="2">Tenure with the bidder's organization/entity</td><td></td></tr>
<tr><td colspan="2">Base location</td><td></td></tr>
<tr><td colspan="2">Opportunity to interview</td><td></td></tr>
<tr><td colspan="2">Availability date</td><td></td></tr>
<tr><td rowspan="3">List main relevant projects for the scope of this RFP, including project descriptions, starting/ending periods, client/industry and key impact to business/tech performance</td><td>Project 1</td><td></td></tr>
<tr><td>Project 2</td><td></td></tr>
<tr><td>Project 3</td><td></td></tr>
</table>

Certification:

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes myself, my qualifications, and my experience, and I am available, as and when necessary, to undertake the assignment in case of a Contract award. I understand that any misstatement or misrepresentation described herein may lead to my disqualification, dismissal, and/or sanctions by LIC.

(day/month/year}

Name of Expert	Signature	Date

……………………..

(Signature with date)

……………………..

(Name and designation)

Duly authorized to sign Bid for and on behalf of

……………………..

[name, address, and seal of Bidder]

DA: As above, if any

Form T-6: Commercial Bid

(Ref ITB-clause 2.9.2)

(To be submitted as part of Financial Bid on Bidder's Letterhead)

Bidder's Name_______________

[Address and Contact Details] Date……….

RFP Document No.: LIC/CO/IT/DT/2025/RFP/DIVE/01 dated 17.11.2025

Tender Title: Invitation For Request For Proposal For Development of NextGen New Business Platform For Life Insurance Corporation Of India

a. Total Cost of Ownership

Sr. No.	Description	Cost (INR)	Aggregate TCO (INR)
1	One Time Implementation **(Table#1)**		
2	Cloud Consumption (Table#2) compute cost Table#4 Subscription based and Serverless services cost		
3	Software **(Table#3)**		
4	AMC **(Table#5)**		
5	Change Request costs - Annual price for 1 pod **(Table#6)**; Rate card utilized as per Section B below **(To be utilized on a need basis)**		

Table#1: Bill of Material (One Time Implementation)

One-off Implementation cost to be quoted for independent modules within the **Development of NextGen New Business Platform For LIC India** – includes design, implementation, testing, deployment into production and roll-out support for the solution

Sr. No.	**Next Gen New Business Platform Application modules**	**Efforts Estimation (Person Days)**	**One Time Implementation (INR)**
1	Lead Management		
2	Quote Management		
3	Product Configurator		
4	Underwriting Engine		
5	AI Platform for Agent and Customer onboarding		
	Total		

Table#2: Bill of Material (Cloud Capacity Estimation)

The bidder shall be responsible for provisioning and managing the complete cloud infrastructure required for building and operating the New Business Platform. This includes selecting an appropriate Cloud Service Provider (CSP), setting up the tenancy, provisioning required services, and ensuring ongoing management in accordance with the scope defined in this RFP.

As part of their proposal, the bidder must submit detailed cloud capacity estimation and architecture sizing, covering compute, storage, networking, managed services, security tooling, and availability zones. All cost estimations should be benchmarked using Google Cloud Platform (GCP) pricing calculator, factoring in LIC’s enterprise discount (as applicable). These benchmarks will be used solely for commercial evaluation under the QCBS methodology to normalize pricing across bidders.

The bidder shall also be responsible for provisioning and managing all associated cloud infrastructure services including:

- Compute, storage, container orchestration, and database services
- Network and perimeter security components (e.g., WAF, DDoS protection)
- Security and compliance tooling (e.g., anti-virus, audit logging)
- DevSecOps toolchain and automation for CI/CD
- Monitoring, alerting, and backup/recovery tooling

The solution must be designed for high availability, scalability, security, and compliance with IRDAI guidelines and LIC’s internal policies, including adherence to data residency in Indian regions approved by LIC.

In the Bill of Material Table below the bidder should provide details in a granular manner.

Sr. No.	Cloud Provider	Cloud service	Description	Environment (Interim Dev, Dev, SIT, UAT, Pre-Prod , Prod, Any Other)	Unit Capacity Specification	Estimated Qty	Unit Cost	Total Cost
1								
2								
…								

Table#3: Bill of Material (Software)

The bidder to procure and install the OEM software on behalf of LIC.

LIC reserves the right to provide the licenses available under Enterprise Unlimited Licensing agreement (EULA) to the Successful Bidder. The Successful Bidder shall deduct from the invoice for such licenses as provided by LIC equivalent to the amount quoted for such licenses in their Price Bid

LIC has Primary DC in Navi Mumbai and Far DR in Bangalore. The bidder is expected to size adequate OEM Software for the scope mentioned in the RFP in each of the following environments -

- Navi Mumbai (Primary DC) – Dev, SIT, UAT, Pre-Prod, Prod, any other environment
- Bangalore (Far DR) – Prod

In the Bill of Material Table below the bidder should provide details of the above in a granular manner.

Sr. No.	SW (Software)	Description	Primary DC / DR	Environment (Interim Dev, Dev, SIT, UAT, Pre-Prod, Prod, Any Other)	License Type Perpetual / Subscription	Qty (A)	Rate Per Unit (B)	5-year TCO (INR) (C = A*B)
1								
2								
…								
							Total	<transfer to TCO Table>

The quoted 5-year TCO is to be discounted to the net present value (NPV) as appropriate for comparing the tenders on equitable basis. The Net Present Value is to be calculated on the annual cash outflows. Discounting rate to be used: 10%.

Table#4: Subscription based and serverless services

The bidder is required to provide detailed costing information for all subscription-based and consumption-based software components proposed as part of the solution (e.g., serverless computing services such as AWS Lambda, Azure functions etc). The table below includes illustrative examples to guide the expected structure and level of detail for the costing template submission:

S.No	Cloud Provider	Service / component	Unit of measurement	Estimated Units	Cost per unit	Anticipated Monthly costs
1	AWS	Lambda	No . of Invocations and Duration			
2	AWS	API Gateway	Per million of API calls			

Table#5: Bill of Material (AMC)

In the Bill of Material Table below the bidder should provide details of the annual maintenance and support services for own developed custom application, third-party (OEM) software and hardware in a segregated manner as shown below. It includes application maintenance of the NextGen New Business Platform as well as the annual maintenance of hardware and OEM software licenses required to enable the same. The bidder shall provide L1/L2/L3 support.

During the AMC period, the bidder is liable to provide onsite support resources to LIC as follows considering 3 rosters for all 7 days.

- Next gen New Business Application Application - 4 resources for L1 and 3 resource for L2

S. No.	Nature of support	Y1 (INR)	Y2 (INR)	Y3 (INR)	Y4 (INR)	Y5 (INR)	TCO for 5 years (INR) Y1+Y2+Y3+Y4+ Y5

1	AMS (custom developed application)						
2	AMC (OEM software)						
Total							<transfer to TCO Table>

Table #6: Change request costs: Annual price for 1 pod

A change request is qualified as follows subject to approval by LIC. This will be charged on as-needed basis subject to LIC raising a formal change request with the Selected Bidder.

- Major Requirement changes (additions, deletions, modifications) to the Scope of work
- Request for enhancements in production systems post implementation with functional requirements beyond the scope of this RFP. BAU changes to keep the system relevant and up to date shall not be entertained as Change Request and need to be performed by the bidder for the duration of the contract. Illustrative set of such changes which will not recognized as change requests are present in Section 4.16 of Appendix C – Scope of Work

Bidder is required to submit a detailed rate card as shown in part B. If the actual change request costs exceed the estimated cost, the rate card below in B will be utilized to arrive at the change request cost.

Sr. No	Role	No. of resources per pod (A)	Person Month Price per Rate Card Part B (INR) (C)	12 Months Price for 4 Pods (INR) D = (B * C)*12
1	**Technical Program Manager**	0.5		
2	**Business Analyst/PO**	0.5		
3	**Sr. Backend Developer**	1		
4	**Jr. Backend Developer**	1		
5	**DevOps Engineer**	0.5		
6	**Front end Developer**	1		
7	**AI Engineer - Senior**	1		
8	**AI Engineer - Junior**	0.5		
9	**SDET**	1		

Part B - Rate Card

The bidder should provide a monthly rate card (*in the highlighted column below*) for the below mentioned resources that will be utilized when calculating change requests costs if the actual cost exceeds the total estimated cost mentioned in Section A – Total Cost of Ownership.

The rate card mentioned in this table will stand confirmed for the first year. For subsequent years, an annual increase in price at a rate of 4% shall be allowed to account for inflation.

Sr. No	Professional Figure	Price/Month (INR)
1	Technical Program Manager	
2	Business Analyst/PO	
3	Sr. Backend Developer	
4	Jr. Backend Developer	
5	DevOps Engineer	
6	Front end Developer	
7	AI Engineer - Senior	
8	AI Engineer - Junior	
	SDET	

The bidder agrees to abide by the following additional conditions -

1. All the commercial value quoted should be in Indian Rupees. LIC will deduct applicable TDS, if any, as per the law of the land.
2. The prices are inclusive of all taxes, duties, levies etc. except GST.
3. Further, we confirm that we will abide by all the terms and conditions mentioned in the RFP document.
4. 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.
5. 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 wherever mentioned by LIC.
6. 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.
7. All Deliverables to be supplied as per RFP requirements provided in the tender.
8. This initial proposal should be based on projected volumes and include details related to the approach (e.g., solutions, technical requirements, potential dependencies, etc.). It will be reviewed by LIC and the partners designated by LIC.
9. During project execution, the bidder, the partner and the LIC will jointly review the infrastructure sizing requirements on a quarterly basis. Any additional infrastructure/licensing requirements and derived cost will be borne by the bidder and the delays would incur additional penalties to the bidder.
10. 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.
11. The bidder will be responsible for any coordination or interaction with the vendors/OEMs to provide fixes or modifications to accomplish the SLAs.
12. Based on the requirements and specifications provided by the bidder for hardware and software, LIC will decide on what can be used from within the existing IT set-up vs what needs to be procured. All procurement needs to be stage-gated across years based on volume increase and the stage gating must be agreed with LIC.
13. All Quoted Commercial Values should comprise of values rounded up to nearest integer without any decimal places.
14. Commercial quote signed is final.

Form T-7: Terms and Conditions - Compliance

(Ref ITB-clause 2.9.2)

(To be submitted as part of Technical Bid) (on Bidder’s Letter-head)

Bidder’s Name_______________

[Address and Contact Details] Date……..……….

RFP Document No.: LIC/CO/IT/DT/2025/RFP/DIVE/01 dated 17.11.2025

Tender Title: Invitation For Request For Proposal For Development of NextGen New Business Platform For Life Insurance Corporation Of India

Note to Bidders: Fill up this Form regarding Terms and Conditions in the RFP Document, maintaining the same numbering and structure. Add additional details not covered elsewhere in your Bid in this regard.

Sl. No.	**Ref of RFP Document Section, Clause**		**Subject**	**Confirmation /Deviation/Exception/reservation**	**Justification/ Reason**
	Section	**Clause/sub-clause**			

We shall comply with, abide by, and accept without variation, deviation, or reservation all terms and conditions of the RFP Document, except those mentioned above. If mentioned elsewhere in our Bid, contrary terms and conditions shall not be recognized and shall be null and void.

…………………….. (Signature with date)

………………………..

(Name and designation)

Duly authorized to sign Bid for and on behalf of

……………………………………….

……………………………………….

[name, address, and seal of Bidder] DA: If any, at the option of the Bidder

Form T-8: Check list for Bidders (for Technical Bid)

(Ref ITB-clause 2.9.2)

(To be submitted as part of Technical Bid on Bidder’s Letterhead)

Bidder’s Name_______________

[Address and Contact Details] Date……….

RFP Document No.: LIC/CO/IT/DT/2025/RFP/DIVE/01 dated 17.11.2025

Tender Title: Invitation For Request For Proposal For Development of NextGen New Business Platform For Life Insurance Corporation Of India

Note to Bidders: This checklist is merely to help the Bidders prepare their Bids; it does not override or modify the tender requirement. Bidders must do their own due diligence also.

Sr	Documents submitted, duly filled, signed	Yes/No/NA
1.	Form T-1: Bid Form (to serve as covering letter and declarations applicable for both the Techno-commercial and Financial Bid)	
2.	Form T-1A: Bidder’s Commercial Information	
3.	Form T-1B: Bidder’s Profile Format	
4.	Form T-1C- Bidder’s eligibility criteria as pe the RFP	
5.	Annexure-1: Blacklisting	
6.	Form T-2: Comments and Suggestions on the Terms of Reference, Counterpart Staff, and Facilities to be provided by LIC	
7.	Form T-3: Description of Approach and Methodology in Responding to the Terms of Reference	
8.	Form T-4: Client Reference Format	
9.	Form T-5: Key Expert Curriculum Vitae (CV)	
10.	Form T-6: Commercial Bid	
11.	Form T-7: Terms and Conditions - Compliance	
12.	Form T-8: Check list for Bidders (for Technical Bid)	
13.	Form T-9: Bank Guarantee Format for Earnest Money Deposit	
14.	Form T-10: Integrity Pact	
15.	Form T-11: Land Border Declaration	
16.	Form T-12: Non-Disclosure Agreement	
17.	Form T-13: Manufacturer’s Authorization Forms (MAF)	

18.	Form T-14: Checklist for consumption of OEM Tools/Core & Other Enterprise Systems	
19.	Form T-15: Effort Estimation and Functional Coverage	
20.	Annexure-II: Mandatory ‘Information Security Requirements’ Criteria (to be signed and submitted by the bidder)	

Form T-9: Bank Guarantee Format for Earnest Money Deposit

(The Bank Guarantee shall be on a Stamp Paper of appropriate value in accordance with Stamp Act and shall be purchased in the name of the guarantee issuing Bank or the Party on whose behalf the BG is being issued.)

(Ref ITB-clause 2.13.1.2 and GCC clause 3.5.8)

Ref Bank Guarantee No……………

Date……………………………...

To

Executive Director (IT/ Digital Transformation)
Life Insurance Corporation of India,
Central Office, Information Technology/Digital Transformation,
Ground Floor, "Jeevan Seva",
S.V. Road, Santa Cruz (W), Mumbai – 400054

Whereas M/s……………………………………………………with its Registered/Head Office at…………………………. (name and address of the Bidder, hereinafter called "the Bidder", which expression shall, unless repugnant to the context or meaning thereof, include its successors, administrators, executors and assigns) has undertaken to submit a bid, in pursuance of RFP no ……….. date …………. (here in after called "the Tender").

And Whereas you, Life Insurance Corporation of India, having its Central Office at "Yogakshema", Jeevan Bima Marg, Mumbai – 400021 (unless repugnant to the context or meaning thereof, including your successors, administrators, executors, and assigns)have stipulated in the said RFP that the Bidder shall furnish you with a bank guarantee by a Commercial bank for the sum specified therein as Earnest Money Deposit for compliance with its obligations as per the RFP;

And Where as we ……………………with our Head Office at (name and address of the

Bank, hereinafter referred to as the 'Bank', which expression shall, unless repugnant to the context or meaning thereof, include its successors, administrators, executors and assignees) have agreed to give the Bidder such a bank guarantee.

Now, Therefore, we hereby affirm that we are guarantors and responsible to you, on behalf of the Bidder, up to a total of …………. (amount of the guarantee in words and figures), and we undertake to pay you, upon your first written demand declaring the Bidder to be in default under the RFP and without cavil or argument, any sum or sums within the limits of (amount of guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein, notwithstanding any difference between you and the Bidder or any dispute pending before any Court, Tribunal, Arbitrator or any other authority.

We hereby waive the necessity of your demanding the said debt from the Bidder before presenting us with the demand.

The Bank undertakes not to revoke this guarantee during its currency without your previous consent and further agrees that the guarantee herein contained shall continue to be enforceable till you discharge this guarantee. This guarantee will not be discharged due to a change in the constitution of the Bank or the Bidder's.

We further agree that no change or addition to or other modification of the terms of the RFP made by you shall in any way release us from any liability under this guarantee, and we hereby waive notice of any such change, addition, or modification.

This guarantee shall be valid until the ………….day of …….20……

Our………………………………….branch at………………*(Name & Address of the ………….*(branch) is liable to pay the guaranteed amount depending on the filing of a claim and any part thereof under this Bank Guarantee only and only if you serve upon us at our * branch a written claim or demand and received by us at our …………………..* branch on or before Dt …………. otherwise, the bank shall be discharged of all liabilities under this guarantee after that.

We hereby confirm that we have the powers to issue this guarantee in your favour under the Constitution and business procedure of the bank and the undersigned is/are the recipient of authority by express delegation of powers and has/have full powers to execute this performance bank guarantee.

(Signature of the authorized officer of the Bank)

………………………………………….

………………………………………….

Name and designation of the officer

…………………………………………

Seal, name & address of the Bank and address of the Branch

*Preferably at the authority's headquarters competent to sanction the expenditure for procurement of goods/services or at the concerned district headquarters or the state headquarters.

Form T-10: Integrity Pact

(If stipulated in TIS, ref Clause 2. 9.2.1 of ITB) (To be signed on Plain Paper)

(To be submitted as part of Technical Bid)

RFP Document No.: LIC/CO/IT/DT/2025/RFP/DIVE/01 dated 17.11.2025

Tender Title: Invitation For Request For Proposal For Development of NextGen New Business Platform For Life Insurance Corporation Of India

General:

This pre-bid pre-contract Agreement (hereinafter called the Integrity Pact) is made on…………………. day of the month of …………………..2025. , 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 (Act 31 of 1956) and having its central 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 the 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

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, favour or any material or immaterial benefit or any other advantage from the BIDDER, either themselves or for any person, organisation 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, favour, 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, favour, 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 favour 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.

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 cartelisation 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 Bharatiya Nyaya Sanhita (BNS) /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.

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 any 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.

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, email of the Monitor(s):

Shri Jose T Mathew, IFS (Retd.)
House No- 37/930, Thrikkakara- 682021, Ebrahim Pillai Lane, Via, Kakkanad, Dt. Ernakulam, Kerala
Email address: jtmat507@gmail.com
Mobile No. – (+91) 9433154621

Shri Sanjay Kumar Srivastava, IAS (Retd.)
C-II 2475, Vasant Kunj,
New Delhi – 110 070.
Email address: srivastava.sk001@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 CEO and MD, LICI and recues himself / herself from that case.

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 **CEO and MD, 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 CEO and MD, LIC, a substantiated suspicion of an offence under relevant IPC/ PC Act, and the CEO and MD 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 upto 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.

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

BUYER BIDDER Name of the Officer:

CEO: Designation

Deptt./

Witness

1……………………………………… 1………………………………….

2…………………………………….. 2…………………………………..

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

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

Form T-11: Land Border Declaration

(To be signed on Plain Paper)

RFP Document No.: LIC/CO/IT/DT/2025/RFP/DIVE/01 dated 17.11.2025

Tender Title: Invitation For Request For Proposal For Development of NextGen New Business Platform For Life Insurance Corporation Of India

Executive Director (IT/ Digital Transformation)
Life Insurance Corporation of India,
Central Office, Information Technology/Digital Transformation,
Ground Floor, "Jeevan Seva",
S.V. Road, Santa Cruz (W), Mumbai – 400054

Dear Sir,

Re: Invitation For Request For Proposal For Development of NextGen New Business Platform For Life Insurance Corporation Of India at LIC Ref: LIC/CO/IT/DT/2025/RFP/DIVE/01 dated 17.11.2025

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 for procurement from a bidder from a country which shares a land border with India.

I certify that …………. (bidder) is not from such a country or, if from such a country, has been registered with the Competent Authority. I hereby certify that …………. (bidder) fulfils all requirements in this regard and is eligible to be considered for this RFP.

Dated at …………. this …………. day of …………. 2025.

Authorised Signatory

(Name: Contact Person, Phone No., Fax, E-mail)

(This letter should be on the letterhead of the Bidder duly signed by an authorized signatory)

Form T-12: Non-Disclosure Agreement

RFP Document No.: LIC/CO/IT/DT/2025/RFP/DIVE/01 dated 17.11.2025

Tender Title: Invitation For Request For Proposal For Development of NextGen New Business Platform For Life Insurance Corporation Of India (No deviations in wordings permitted)

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

This Non-Disclosure Agreement (hereinafter referred to as "Agreement") is made and entered into this day of ………… in the year Two Thousand and Twenty ____ (202_) at ________.

BY AND BETWEEN

Life Insurance Corporation of India (hereinafter referred to as "**LIC**" or **"Disclosing Party**"), a statutory corporation established under section 3 of Life Insurance Corporation Act 1956 (Act 31 of 1956) and having its Central Office at "Yogakshema", JeevanBimaMarg, Mumbai – 400021 (which expression, unless repugnant to the context and meaning thereof, shall include its successors in business and permitted assigns) as PARTY OF THE FIRST PART

AND

Company Name & Address____________________________ , a company incorporated under the laws of Indian Companies Act and having its registered office at, ____ hereinafter referred to as the **"Respondent"** or **"Recipient" (**which expression, unless repugnant to the context and meaning thereof, shall include its successors in business and permitted assigns) as PARTY OF THE SECOND PART.

LIC and the Recipient shall individually be referred to as "**Party**" and collectively referred to as "**Parties**".

AND WHEREAS

1. The Recipient is aware that while responding to LIC's Request For Proposal (RFP) LIC/CO/IT/DT/2025/RFP/DIVE/01 , RFP for **Development of NextGen New Business Platform For Life Insurance Corporation Of India** at LIC Dated: 17.11.2025, the Recipient 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 Recipient while responding to the RFP, is privileged and strictly confidential to and/or proprietary of LIC.

2. The Recipient 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:

Definitions: -

3. "**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, bidders reports, consultant 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 7 days, the receiving party should receive the information in writing along with the confidentiality statement from the other party. It may be noted that all the information shared as a part of said RFP in the form of project documents, discussions on system architecture, date shared for the sole purpose of evaluating and finalizing the system configuration onsite shall be the sole property of LIC and shall be treated with the same degree of confidentiality as that of the respondent. Respondent will ensure that no breach of confidentiality occurs at its own premises as well as during and after the onsite engagement as a part of this project engagement.

4. 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.

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.

Without the written consent of LIC the Respondent or any of his consortium partners should not make public announcements/ comments on any website/ or issues any media statements about the LIC, RFP or RFP process.

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 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

5. 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.

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 acknowledge 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 employee or representative 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 extend 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 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 agree 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 place of arbitration shall be Mumbai, India and the arbitration proceedings shall take place in the English language.

In witness whereof the Parties herein have hereto set their hands and seal on this day, month and year herein above mentioned.

Authorized Signatory

Name:

Designation: Office Seal:

Form T-13: Manufacturer's Authorization Form (MAF)

(To be signed on Plain Paper)

RFP Document No.: LIC/CO/IT/DT/2025/RFP/DIVE/01 dated 17.11.2025

Tender Title: Invitation For Request For Proposal For Development of NextGen New Business Platform For Life Insurance Corporation Of India

Executive Director (IT/ Digital Transformation)
Life Insurance Corporation of India,
Central Office, Information Technology/Digital Transformation,
Ground Floor, "Jeevan Seva",
S.V. Road, Santa Cruz (W), Mumbai – 400054

Dear Sir,

Re: Invitation For Request For Proposal For Development of NextGen New Business Platform For Life Insurance Corporation Of India at LIC Ref: LIC/CO/IT/DT/2025/RFP/DIVE/01 dated 17.11.2025

We ____ (OEM) who are established and reputed manufacturers of ________________________ (Equipment) having factories/Depot at ________________________ and ______________ confirms that, M/s _______________________________ (Name and address of bidder) herein after referred as "Partner" wishes to participate in the Bid or Project stated above and has entered into an agreement for the purchase and resale of ______________ (OEM) Products and/or Services. The Partner is entitled and authorized to do the following:

a) Resell and/or distribute __________ (OEM) products and/or services in India to end users within that Territory.

b) Bid, negotiate, and conclude a contract with LIC of India for the above products/services manufactured or supplied by ____________(OEM).

________ (OEM) will, within the scope of its agreement with its Authorized channels, provide product warranty services and support for ________ (OEM) products obtained through its Authorized channels for a period mentioned in the RFP referred above, from the date of installation at LIC of India.

________ (OEM) certify that, the equipment being sold would not be declared End of Support (EoS) in the next 5 Years and that ________ (OEM) shall supply suitable substitute in case EoS of equipment. Also ________ (OEM) certifies that the products being sold would be covered under Warranty / Support and support will be available initially for next five years and for mutually agreed extended period, if any.

The products being sold under this RFP will be provided back-to-back/direct support with the OEM initially for five years and for mutually agreed extended period, if any. It would be the highest level of support provided by the OEM and would be able to meet the SLA parameters.

If you need any additional information, please contact Mr./Ms. ________________________ at _____________ (Mobile no.) or _______________________ (e-mail ID).

Yours faithfully,
Name of person
For and on behalf of M/s _______________________
Designation Contact Details
Date:
Place:
(Name of Original Equipment Manufacturer - OEM) (Seal of the OEM)

Form T-14: Checklist for consumption of OEM Tools/Core & Other Enterprise Systems

RFP Document No.: LIC/CO/IT/DT/2025/RFP/DIVE/01 dated 17.11.2025

Tender Title: Invitation For Request For Proposal For Development of NextGen New Business Platform For Life Insurance Corporation Of India

Bidder's Name [Address and Contact Details]

Date……….

Sr.No	Description	Integrate/Procure/build & Implement	Bidder Response (Yes/No)
1	Customer super app	Integrate	
2	Sales super app	Integrate	
3	Branch Portal	Integrate	
4	Medical Health recommender	Integrate	
5	Identity Management	Integrate	
6	CDC (Change Data Capture)	Integrate	
7	SFTP (Secure File Transfer Protocol)	Integrate	
8	CCM (Communication Management System)	Integrate	
9	CMS & DAM (Digital Assets Management)	Integrate	
10	URL Shortener	Integrate	
11	Mobile Measurement Platform (Mobile Analytics)	Integrate	

12	Campaign management /MarTech	Integrate	
13	AB, Multivariate testing (MVT) tool	Integrate	
14	Consent Management Solution	Integrate	
15	ITSM	Integrate	
16	Patch Management	Integrate	
17	Vulnerability Management	Integrate	
18	RASP (Runtime Application Self Protection)	Integrate	
19	Edge Services. (CDN, WAF, GSLN, Anti-DDoS)	Integrate	
20	Mobile Testing	Integrate	
21	MHR (Medical Health Record Providers)	Integrate	
24	OTP	Integrate	
25	Communication Service	Integrate	
26	Web Analytics	Implement	
28	API Management Platform (API Gateway, Developer Portal)	Procure/Provision and Implement	
29	Application logging and Hardware Monitoring (Observability)	Procure / Provision and Implement	
30	BRE (Business Rules Engine) *(If Required)*	Build & Implement	
31	BPM (Business Process Management) *(If required)*	Build & Implement	
32	Access Management	Build & Implement	
33	Lead Management	Build and Implement	
34	Geo-tagging	Implement	

35	DMS (Document Management System)	Build and Implement	
36	Calculators & Planners	Build and Implement	
37	QR Generator	Build and Implement	
38	Meetings/ Appointments Schedules and Calendar	Build and Implement	
39	Events & Task Calendar	Build and Implement	
40	Digital Document Verification	Implement	
41	Video Recording	Implement	
42	Video Verification	Implement	
43	Face Match & Liveliness Check API	Implement	
44	Auto Underwriting Engine	Implement	
45	Container Platform	Implement	
46	Load Performance Testing	Implement	
47	Event broker	Implement	
48	End User Monitoring	Implement	
49	Templating Engine	Build and Implement	
50	Nudge Orchestrator	Build and Implement	
51	Config Management	Build and Implement	
52	Customer360	Integrate	
53	Agent360	Integrate	-
54	Dedupe	Integrate	
55	Nudges	Integrate	
56	Lead Scoring Model	Integrate	

57	Customer Up-sell Opportunity Model	Integrate	
58	Customer Cross-sell Improvements Model	Integrate	
59	Next Best Product for Re-Investment Model	Integrate	
60	Propensity of Customer to Reinvest Claims	Integrate	
61	Source Code Management	Implement	
62	Workload Management	Implement	
63	Collaboration	Implement	
64	Continuous Integration Pipeline	Implement	
65	Static Code Analysis	Implement	
66	SAST	Implement	
67	DAST	Implement	
68	Secrets Scanning	Implement	
69	Software Composition Analysis	Implement	
70	Container Registry	Implement	
71	Container image scanning	Implement	
72	Secrets Manager	Implement	
73	Continuous Delivery Pipeline	Implement	
74	Feature Flags	Implement	
75	DAST	Implement	
76	Release Management	Implement	
77	Database Change Management	Implement	
78	eFEAP-NEXT	Integrate	
79	EDMS	Integrate	
80	P&GS (Are these required)	Integrate	
81	UCS (Are these required)	Integrate	

82	SIEM	Integrate	
83	NUA	Integrate	
84	Re-insurance	Integrate	
85	Payments: Payment Gateway	Integrate	
86	Payments: UPI, Credit and Debit Cards with Autopay	Integrate	
87	Payment mandate : NACH	Integrate	
88	Identity Verification : CKYC	Integrate	
89	Identity Verification : e-KYC	Integrate	
90	Identity Verification: DigiLocker	Integrate	
91	Account Aggregator	Integrate	
92	PAN Verification	Integrate	
93	MSP (Medical Service Provider) Integration	Integrate	
94	National Single Sign On	Integrate	
95	Greetings: Customised Greeting Generation and Distribution	Integrate	
96	NEFT Validation - Penny-drop & Penny-less	Integrate	
97	Insurance policies in electronic form (eIA)	Integrate	
98	Insurance Bureau	Integrate	
99	Credit bureau	Integrate	
101	Patient Information	Integrate	
102	Document Upload	Integrate	
103	Auto Health Assessment	TBD	
104	Re-insurance	Integrate	
105	Companies List	Integrate	
106	NSEIT	Integrate	
107	ABHA	Integrate	
108	BIMA Sugam	Integrate	

…………………….. (Signature with date)

………………………..

(Name and designation)

Duly authorized to sign Bid for and on behalf of

………………………………………

………………………………………

[name, address, and seal of Bidder] DA: If any, at the option of the Bidder

Form T-15: Effort Estimation and Functional Coverage

As part of the RFP response, bidders are required to populate the following template with module-wise details capturing indicative effort (in person-weeks), complexity assessment, and key dependencies. This should reflect the bidder's understanding of the functional scope, technical considerations, and effort distribution across sub-modules listed for the NextGen New Business Platform. Below are just some illustrative examples mentioned in the template :-

High Level Modules	Sub-Module	Brief Description	Indicative Effort (Person-Weeks)	Complexity	Dependencies
Lead Management	Lead Generation	Capture leads from multiple sources (D2C, agents, banca, partners, social, internal triggers)	4–5	High	APIs, data validation
	Lead Qualification	Apply rule-based logic to validate and score leads	2–3	Medium	Rules engine, data inputs
	Lead Prioritization	Rank leads by score, product interest, or channel	2–3	Low	Qualification engine
	Lead Allocation	Distribute leads to agents/teams based on configurable rules	3–4	Medium	Org hierarchy, allocation engine
Activity Management	Appointment Scheduling	Create, reschedule, and track appointments across channels	3–4	Medium	Calendar/CRM integration
	Meeting Preparation	Provide key pointers, product info, and training content	2–3	Medium	LMS/Content Mgmt
	Multi-channel Communication	Enable SMS, WhatsApp, email, and call logging with templates	4–5	High	Telephony, SMS/WA APIs
	Follow-ups & Reminders	Alerts and notifications for meetings, tasks, SLA breaches	2–3	Medium	Notification service
Channel Integrations	D2C Integration	Integrate with website/mobile app for lead capture, self-service, and digital funnel tracking	4–5	High	Web/app dev team, consent mgmt
	Agent Integration	Integrate with agent portal/app for lead allocation, onboarding leads, and activity management	4–5	High	Agent onboarding platform
	Bancassurance Integration	Enable bank RM/branch portal integration for lead push, tracking, and reporting	4–6	High	Partner APIs, bank IT systems
Cross-Cutting	Consent & Compliance	Capture opt-ins, enforce DND, audit trail of communications	2–3	Medium	Legal/compliance rules
	Integration Layer	APIs to core insurance systems, CRM, and partner systems	5–7	High	Core IT landscape
	Admin & Config	Manage roles, access,	2–3	Medium	Security,

		templates, rules, and reporting setup			workflows

Annexure-II: Mandatory 'Information Security Requirements' Criteria (to be signed and submitted by the bidder)

Overview:
The services, processes and solutions deployed for LICI shall follow a standard configuration/customization process and shall meet the functional, security, performance, legal, regulatory and statutory requirements of LICI. The bidders shall comply with "Guidelines on Information and Cyber Security for insurers", published by IRDAI on 7th April, 2017 and any subsequent changes in this document and DPDP Act 2023 and DPDP Act Rules .The bidders shall comply with the provisions of Information Technology Act, 2000 (amended 2008) other applicable legal requirements and standards to protect the customer's data,

The bidders shall also comply with LICI IT Policy, Information Security Policy and Procedures, LICI Policy on Information Security Requirements for Third Party in key concern areas as under:

- Responsibilities for data and application privacy and confidentiality.
- Responsibilities on system and software access control and administration.
- Custodial responsibilities for data, software, hardware and other assets of LICI being managed by or assigned to the Bidder.
- Physical Security of the facilities.
- Incident response and reporting procedures.
- Password Policy of LICI.
- Data Encryption /Protection requirement of LICI.
- Server hardening, security policies and Secure Configuration Documents.
- Sharing of Background Verification of its personnel, working on LICI Project.
- Business Continuity Management and Disaster Recovery.

The bidder having access to IT infrastructure of LICI shall be managed as per Third Party Access Standard & Procedure of LICI. If required, LICI Policy on Information security requirement for third-party document will be shared with the successful bidder.

LICI shall reserve the right to carry out Security Assessment of the services, processes, applications and solutions and underlying infrastructure components of the selected bidders through their empanelled information security service provider. In case of any observations or vulnerabilities reported during these testing, the successful bidder shall close the observation and mitigate the risk within one month without any additional commercial levied to LICI.

Failure to close the vulnerabilities within one month will attract penalty. The contracts relating to outsourced services with the selected bidders shall detail security requirements incompliance with LICI Security Policies and supporting Standards & Procedures and the selected bidders shall demonstrate compliance with such requirements.

1. Risk Management

LICI shall vet vendors/suppliers, and third-party service providers to ascertain their capabilities, trustworthiness, the adequacy of their internal security practices, the effectiveness of safeguards, their supply chain relationships, and any risks that may be associated with those relationships and dependencies. The requirements for and evaluation of products and discrete components shall extend beyond an assessment of whether functional and technical requirements are satisfied and shall also address the applicable cyber security risks.

Security risks in the supply chain may occur as systems, software, and hardware, are being developed, designed, assembled, stored, delivered, installed, operated, maintained, and decommissioned. Cyber supply chain risk management processes shall therefore identify and seek to mitigate the associated security risks at every stage, throughout the acquisition, and development life cycle.

The supply chain risk management activities shall include performing a risk assessment of services, suppliers, and products; identifying relevant risk management controls; conducting due diligence; and continuously monitoring vendors/suppliers, and service providers.

LICI shall schedule and conduct half-yearly risk assessments for contracted services, adapting security controls as needed to address evolving threats and vulnerabilities.

2. Right to Audit

a. IRDAI and other law enforcement agencies shall have right to audit to access Data and its log. The Vendor, shall provide the necessary co-operation to these authorities.

b. LICI reserves rights for auditing the Vendor as per the scope of agreement. The audit can be taken up by LICI Information Security Team, Internal Audit Team or by another independent audit or appointed by LICI as per such requirement, if any during the project period. If the compliance scores of suppliers in the audit are found less than 90%, then LICI may terminate this Agreement, if supplier fails to rectify or implement requisite compliance within fifteen days. The high-risk vulnerabilities shall be closed within one day without any additional commercial levied to LICI. Failure to close the vulnerabilities within the timeline shall attract penalty.

c. LICI reserves right to monitor activities of the Vendor in connection with this Agreement. The Vendor is required to furnish the relevant reports and logs to facilitate the monitoring and reporting of activities carried out.

d. Vendor shall take all necessary measures to mitigate the risk(s) involved with non-compliance areas observed during such audits within 15 days from it is being reported to them.

e. Vendor may be asked to submit documentation regarding the resolution of audit disclosed deficiencies and inspection of their processing facilities and operating practices.

3. Third party certifications

Based on the criticality of the contracted service and risk assessment of the service provider, LICI may also depend on globally recognised Third party certifications.The circumstances and procedures under which reliance on recognised third-party certifications shall be placed instead of conducting an internal/external audit as given below

(i) Third-party certification should be issued by a credible, accredited body (such as ISO, SOC, or PCI DSS),
(ii) scope of certification should match the LICI's compliance, security, or operational requirements, (iii) certification should be relevant to the third party's provided services,
(iv) certification report should include detailed information about controls, testing procedures, and outcomes which provide transparency and assurance comparable to an audit (e.g. SOC 2 Type II certification),
(v) where risk assessment indicates a low risk or a Non-critical Service,
(vi)where the third party has consistently met compliance standards in previous audits or assessments,
(vii) conducting audit on the third party is not feasible as the activity involved is highly technical for which the required expertise is not available with the LICI or its empanelled external auditors.

4. Monitoring of Service levels

LICI shall monitor service performance levels to check adherence to the agreements. Appropriate action shall be taken when deficiencies in the service delivery are observed.

5. Incident Reporting

LICI mandates prompt security incident reporting by vendors, establishing clear protocols for incident notification, response, and recovery processes. Critical security incidents like compromise of critical system/information, unauthorized access to IT system/data, malicious code attacks such as spreading of viruses/worms/Trojan/botnets /spyware, attacks on servers such as database, mail, and DNS and network devices such as routers must be notified within six (6) hours of noticing or detecting the incident.
Incident Reporting which includes the time for reporting, and types of incidents (e.g., data breaches, denial of service, service unavailability, etc.) required to be reported to LICI by the vendor, including incidents reported by its suppliers/service providers,

6. **Non Disclosure Agreement**

The Non-Disclosure Agreement shall contain clauses related to:
Use of Confidential Information
Remedies, if there is a breach of the confidentiality agreement.

Time frame for which sensitive information must be kept confidential.
Return of Information after the completion of business between the parties.

7. **Business Continuity and DR plan**

Service providers are required to develop and establish a robust framework for documenting, maintaining, and evaluating the Business Continuity Plan (BCP) and Disaster Recovery Plan (DRP) commensurate with the nature and scope of the outsourced activity.Risk management and disaster recovery plans which shall be established and communicated,

8. **Backup and Recovery**

Service Provider/vendor shall maintain a definitive media library (DML) containing all authorized versions of software assets required for system recovery and ensure that it is updated and regularly audited and provide the information to LICI

9. **Exit/Terminations**

Contract renewals/terminations shall be managed through a structured process encompassing access control adjustments, secure information transfer, handover plans, exit management execution, and comprehensive documentation.
LICI shall implement a clear procedure that includes notice periods, conditions for termination, and procedures for secure transitioning services.
Upon contract termination, Vendor shall ensure the secure return or certified destruction of all data initially provided or subsequently generated by the external supplier, ensuring the protection of information assets.Vendor shall ensure smooth transition to New Providers and coordinate the handover of services to new providers or internal teams. Update all relevant documentation and processes to reflect the changes

10. **Renewal of contract**

LICI shall assess the necessity of contract renewal based on cybersecurity performance and decide upon renewal or termination ensuring compliance with end-of-contract data and resource handling requirements.

11.Termination/penal action on Security breach

LICI reserves the right to take appropriate penal actions including termination of the contract in the event of a security breach caused by the acts or omissions of the service provider or its Personnel, sub-contractors, or in the event of Intentional infringement, failure to take measures to mitigate the damage which occurred, failure to take remedial measures to prevent further breaches
or lack of collaboration with LICI or the regulatory/law enforcement authorities

In the event of a security/data breach caused by the acts or omissions of the service provider or its Personnel, or sub-contractors during the contract period, the contract of the service provider will not be renewed for a further period, without the specific approval of the CISO of LIC.

12. Monitoring

LICI shall monitor the defined Key Performance Indicators (KPIs) to measure the effectiveness and efficiency of its Supply Chain Security Management processes

13. Access Control mechanism

LICI shall implement secure remote access mechanisms where access is allowed remotely, for the purpose of development, maintenance, or the operation of ICT/OT systems. Remote access requirements, such as - access only to vetted personnel, using a secure VPN, employing multi-factor authentication, or limiting access to specified business hours or from specified geographic locations shall be implemented by LICI and service provider is required to comply to these controls

LICI shall implement access control mechanisms, granting the least privilege necessary to perform contracted services and applying stringent authentication methods. – Access to IT systems of the LICI granted to staff of third parties, service providers, vendor partners, etc. shall be time-limited, granted on a need-to-know basis, and monitored. Remote access wherever granted shall be tracked, logged, and managed

14. Network segregation/principle of least privilege

LICI shall implement necessary security mechanisms, including access control mechanisms that adhere to the principle of least privilege, network segregation to ensure vendor access is isolated from critical internal systems, robust endpoint security solutions, regular security assessments, and other applicable protective measures to maintain the organization's security integrity.
Service Provider/vendor shall employ robust access controls to restrict unauthorized access to the data. Use role-based access controls (RBAC) and ensure that only authorized individuals or systems have permission to access and modify the data

15. Software Bill of Material (SBOM)

LICI shall obtain from Vendor/Service Provider Software Bill of Material (SBOM) for any new software products/ Software as-a-Service applications (SaaS) before it is procured. SBOMs include all the open source and third party elements in a codebase, versions of the components utilized in the codebase, and current patch status and enable security teams to immediately detect any related security or license risks.

16. Comprehensive Control and Visibility

LICI shall maintain comprehensive control and visibility of all security aspects for sensitive or critical information or information systems accessed, processed, or managed by a third-party service provider.
LICI shall retain visibility into security activities such as change management, identification of vulnerabilities, and information security incident reporting/ response through a clearly defined reporting process, format, and structure.

17. Secure Devices and Software

Service providers are mandated to use secured and approved devices and software, ensuring they comply with the LICI's information security policies and hardening controls to prevent the introduction of vulnerabilities.

18. Secure data communication channels

Service providers and LIC to establish secure communication channels employing encryption and secure file transfer protocols to protect sensitive information exchanged during the contract period.

19. SLA Metrics Monitoring related to Cyber incidents

LIC shall establish ongoing monitoring of KPIs of service providers/vendors, such as incident response times, system uptime in case of threats, and mean time to detect and respond to breaches.
Service Provider/Vendor shall Provide comprehensive security reports to stakeholders, maintain detailed records of security incidents, their resolutions, and conduct thorough reviews of security alerts and feedback to pinpoint patterns and enhance defensive measures.

20. Communication protocol

LICI and Vendor/Service provider shall devise a communication protocol within the SLA that mandates secure and timely reporting on service performance, security incidents, and resolution progress.

21. Dispute resolution mechanism

LICI shall formalize a dispute resolution mechanism in the SLA, including secure escalation which imposes financial penalties for security non-compliance, while also considering provisions for force majeure events and allowing time for corrective actions in cases of significant breaches.

Solution to be implemented and delivered with Managed Services is from the public cloud infrastructure with multiple Third party integrations with Third party vendors(Fintechs , Insurtech, Govt entities etc) like CKYC ,EKYC etc and many others as mentioned in the RFP

The Bidder shall be fully responsible for the delivery and quality of all services, including those rendered through subcontractors. The Bidder must ensure compliance with all service levels, information security, cybersecurity, and data protection requirements as per applicable laws and regulatory guidelines. All data handled must maintain confidentiality, integrity, and availability, with robust security controls in place. Any data breach or non-compliance shall be promptly reported to the Purchaser with full cooperation in resolution. Non-adherence to these obligations shall constitute a material breach of contract, inviting penalties or termination.

Third party integrations with Third party vendors(Fintechs , Insurtech, Govt entities etc) like CKYC ,EKYC etc and many others as mentioned in the RFP should be covered by individual Data Protection Agreement with LIC , as per provisions of DPDP Act 2023 and DPDP Act Rules when notified and such Third party vendors would be designated as Data Processors/Data Fiduciary and should comply with provisions of DPDP Act 2023 and DPDP Act Rules when notified.
Similar CyberSecurity Controls are applicable to all Third Party integrations with Third party vendors(Fintechs , Insurtech, Govt entities etc) like CKYC ,EKYC etc and many others as mentioned in the RFP , as given in the document REVISED CERTIFICATE CUM UNDERTAKING FOR INSURANCE –For CKYC which is enclosed

Third party integrations with Third party vendors(Fintechs , Insurtech, Govt entities etc) like CKYC ,EKYC etc and many others as mentioned in the RFP involving deployment in Public Cloud, Community Cloud, and Hybrid Cloud ,the following controls would apply

i) Directions of the government and regulators on Outsourcing of IT Services or Cloud Security apply to LIC if it is choosing to engage cloud computing services and must be followed in letter and spirit.
ii) Cloud security measures must be developed, documented, and maintained by LIC-DIVE
iii) LIC-DIVE shall ensure that security controls as laid down in its Information Security policy for onpremises applications/ services/ assets are the baseline controls over which cloud-specific controls will be implemented
iv) LIC-DIVE shall ensure that the CSP(Cloud Service Provider) has a vulnerability management process in place to mitigate vulnerabilities in all components of the services that the CSP is responsible for ,LIC-DIVE shall also ensure that the CSP conducts Vulnerability Assessment and Penetration Testing (VAPT) for the components managed by the CSP and fixes the issues/ vulnerabilities within the prescribed timelines as per the policy of LIC
v) LIC-DIVE should choose a technology architecture that ensures secure container-based data management, with encryption keys and Hardware Security Modules under LIC-DIVE . To ensure controls on encryption and Key management, the “Bring Your Own Key” (BYOK) approach should be adopted, where applicable, which will ensure that LIC retains the control and management of cryptographic keys that would be uploaded to the cloud to perform data encryption. Wherever CSP is doing Key management for platform-level encryption (full disk encryption or VM level encryption), LIC-DIVE should assess that CSP is doing the entire Key lifecycle management securely

vi) LIC –DIVE shall ensure that the CSP has controls in place to mitigate shared technology issues by at least deploying logical isolation and virtualisation techniques, implementing security best practices for installation and configuration, implementing strong authentication and access control for administrative access and operations, monitoring the environment for unauthorised changes and activities, conducting periodic vulnerability scanning and configuration audits, enforcing SLAs for patching and vulnerability remediation

vii) LIC-DIVE shall ensure that incident response, disaster recovery and business continuity procedures of the CSP meet the contingency planning requirements of LIC.

viii) LIC-DIVE shall put in place processes for continuously monitoring the security state of the on-cloud hosted information systems to support ongoing risk management decisions.

ix) LIC-DIVE shall ensure that all logs of assets related to its subscription/ tenant are integrated with LIC's SIEM/SOC for incident reporting and handling of incidents relating to services deployed on the cloud.

x) LIC-DIVE must establish incident response protocols specifically for data leakage incidents, including notification procedures for internal stakeholders and external entities as required by law

22.Data Security Clauses

LIC shall enforce data protection agreements, and mandates that service providers/vendors handle, store, and process data in accordance with privacy laws and cyber security regulations including the IRDAI guidelines and provisions of the DPDP Act 2023 and its Rules and in accordance with Data Protection and Privacy Requirements for data encryption, handling, and retention, in compliance with applicable privacy regulations.

a. All data shall be designated with ownership with assigned responsibilities defined, documented and communicated. Data, and objects containing data, shall be assigned a classification based on data type, jurisdiction of origin, jurisdiction domiciled, context, legal constraints, contractual constraints, value, sensitivity, criticality to the organization and third-party obligation for retention and prevention of unauthorized disclosure or misuse.

b. Data servers and Data to be hosted in India only. Privacy By Design to be implemented & Data Protection Impact Assessments to be carried out periodically.

c. Vendor shall establish policies & procedures, and implement mechanisms for encrypting sensitive data in storage (e.g. file servers, databases, and end-user work stations),data in transmission (e.g., system interfaces, over public networks ,and electronic messaging) and secure disposal & complete removal of data from all storage media, ensuring data is not recoverable by any computer forensic means.

d. Vendor shall ensure that appropriate technology measures are in place to protect the storage and exchange of information. Supplier shall implement data privacy for all the business-critical data while at rest as well as during transit. Strong encryption algorithms shall be used and key exchange shall happen in a secure manner during data transmission.

e. Vendor shall take adequate measures which will ensure the maintenance of the integrity and accuracy of data being processed.

f. Security mechanisms shall be implemented to prevent data leakage. Data retention controls shall also ensure that the multiple copies of the data stored in different locations are also destroyed post the retention time frame. Vendor shall take adequate measures which will ensure the maintenance of the integrity and accuracy of data being processed.

g. Risk assessments associated with data governance requirements shall be conducted at planned intervals considering the following:

   • Awareness of where sensitive data is stored and transmitted across applications, databases, servers and network infrastructure,
   • Compliance with defined retention periods and end-of-life disposal requirements,
   • Data classification and protection from unauthorized use, access, loss, destruction, and falsification.

h. If Vendor adopts multi-tenancy and data commingling architectures, Service Receiver/ LICI Mandates Supplier to isolate its data from other customers' data, at the least, through logical separation at schema level for Service Receiver/ LICI related information database.

i. In case of data hosted on cloud, then the same shall be hosted on servers located only within India and ensure compliance with applicable Indian regulatory circulars, guidelines issued from IRDAI. Supplier shall ensure that the cloud Vendor shall not host any LICI data outside India under any circumstance.

j. Operating systems, Web servers, Database etc. used for processing LICI information shall be hardened in line with CIS (Center for Internet Security) Benchmarks and configuration review of these systems shall be performed at least yearly.

k. Vendor shall implement data backup and destruction procedures to protect critical information (as applicable) on a regular basis. Periodic checking shall be performed to give assurance on the reliability of media that holds the information.

l. Controls to ensure protection of secret or confidential information stored in cloud shall be established as per applicable regulatory requirements. Also, the cloud servers where the application is hosted, and the data base shall be available only in India.

m. Encryption algorithms - Strong encryption algorithms should be used.

Use data masking techniques/encryption to obfuscate sensitive data, replacing it with fictional or altered values while preserving the data's format and structure. This can be useful for testing or development environments.

23. Documentation

Service Provider/vendor shall document technical service requirements and specifications and standard operating procedures to ensure a clear understanding of service expectations.

24. SLA Monitoring tools

LICI shall have access to a monitoring system that accurately tracks and reports service performance in compliance with SLA metrics. LICI shall validate and calibrate monitoring and reporting tools before their use to ensure accuracy in SLA enforcement.

25. Change Management

Service Provider/Vendor shall establish a formal change management process with appropriate approvals from LICI to ensure that any modifications to the service environment are controlled and do not adversely affect SLA commitments.

26. Cloud Computing Services

With respect to the use of cloud computing services, integration of logs, and events from the Cloud Service Provider (CSP) into the SOC of the LICI/MSSP of LICI wherever applicable and/ or retention of relevant logs in the cloud for incident handling and reporting must be ensured

Compliance Statement:
DECLARATION BY THE Bidder

Terms & Conditions

We ………………………………………………………………………………… hereby undertake and agree to abide by all the terms and conditions stipulated by LICI in the Tender document under Mandatory Information Security Criteria. We hereby also agree to comply with all the requirements of LICI, Deliverables, related addendums, appendices and other documents including any changes, if any, made to original tender documents issued by LICI.

The cost of service, process, resources, training, documents, rate contract, tools etc finally arrived and accepted by LICI will be binding on us for period of the contract.

We accept that, we will not levy any other charges on LICI, in any form to meet the obligations as per scope of this Tender including all deliverable, requirements, terms & conditions etc.
We certify that the services offered by us in response to the bid conform to the security, technical and functional specifications stipulated in the Tender.

Signature & Designation Place & Date
Seal of the Company

Formats

Format 1: Contract Form (Template)

(Ref ITB-clause 2.13)

Executive Director (IT/ Digital Transformation)
Life Insurance Corporation of India,
Central Office, Information Technology/Digital Transformation,
Ground Floor, "Jeevan Seva",
S.V. Road, Santa Cruz (W), Mumbai – 400054

Contract No…………. dated……………. To

Bidder [Write Name]

[Complete address of the Bidder]

Subject:

Ref:1. This office's Letter of Award No……………..….. dated ……..

This office RFP Document No. LIC/CO/IT/DT/2025/RFP/DIVE/01 dated 17.11.2025; Tender Title: Invitation For Request For Proposal For Development of NextGen New Business Platform For Life Insurance Corporation of India, dated …………. and subsequent Amendment No…………., dated ………… (If any). (Hereinafter referred to as 'the RFP Document')

Your Tender No……… dated…….. and subsequent communication(s)/Revised Offer No………… dated ………… (If any), exchanged between you and this office in connection with this tender. (Hereinafter referred to as 'Your Offer')

Dear Sir/Madam,

Your Bid referred above, read with subsequent letters mentioned above, for the Services stipulated in the Schedules annexed herewith, have been accepted. Terms and conditions in this Contract and the documents listed in the clause below shall apply.

Note: The words, expressions, definitions, and abbreviations used in this Contract shall have the same meanings as those assigned in the General Condition of Contract enclosed.

The following documents attached hereto shall be deemed to form an integral part of this Contract:

1. The General Conditions of the Contract; The Special Conditions of the Contract; Appendices:
    a. Form T-3: Description of Approach and Methodology in Responding to the Terms of Reference (Section I to V, GCC, Scope of work, Payment terms, and

others)

a. Form T-5: Key Expert Curriculum Vitae (CV)

b. Form T-6: Commercial Bid

c. Annexure A: Bank Guarantee Format for Performance Security

d. Appendix C: Scope of work

In the event of any inconsistency between the documents, the following order of precedence shall prevail: this Contract Form; the Special Conditions of Contract; the General Conditions of Contract; Form T-3: Description of Approach and Methodology in Responding to the Terms of Reference; Form T-5: Key Expert Curriculum Vitae (CV); Form T-6: Commercial Bid, Annexure A and Appendix C. Any reference to this Contract shall include, where the context permits, a reference to its Appendices.

2. Key Information

   a. Summary of Costs

   b. Timelines

   a. Effective Date of The Contract as per Work Plan in Form T-3

   a. Completion Date of the milestones, Services as per Work Plan

3. The mutual rights and obligations of LIC and the Bidder shall be as outlined in the Contract, in particular:

the Bidder shall carry out the Services in accordance with the provisions of the Contract; and

LIC shall make payments to the Bidder in accordance with the provisions of the Contract (Section III, para 3.6.4)

(Signature, name and address of [Procuring Entity]'s authorized, official) For and on behalf of the LIC Of India

Received and accepted this Contract ……………………………………………………..

(Signature, name, and address of the Bidder's executive duly authorized to sign on behalf of the Bidder. For a joint venture, either all members shall sign or only the lead member, in which case a power of attorney to sign on behalf of all members shall be attached.)

For and on behalf of ………………………

(Name and address of the Bidder)

…………………….

(Seal of the Bidder)Place: ……………………… Date: ………………………

Annexure A: Bank Guarantee Format for Performance Security

(The Bank Guarantee shall be on a Stamp Paper of appropriate value in accordance with Stamp Act and shall be purchased in the name of the guarantee issuing Bank or the Party on whose behalf the BG is being issued.)

(Ref ITB-clause 2.13.1.2 and GCC clause 3.5.8)

Ref: Bank Guarantee No……………

Date……………………………

To

Executive Director (IT/ Digital Transformation)
Life Insurance Corporation of India,
Central Office, Information Technology/Digital Transformation,
Ground Floor, "Jeevan Seva",
S.V. Road, Santa Cruz (W), Mumbai – 400054

Whereas M/s……………………………………………………with its Registered/Head Office at…………………………. (name and address of the Vendor, hereinafter called "the Vendor", which expression shall, unless repugnant to the context or meaning thereof, include its successors, administrators, executors and assigns) has undertaken, in pursuance of contract no ……….. date ……….. to delivery ……….. (description of Services) (hereinafter called "the contract").

And Whereas you(unless repugnant to the context or meaning thereof, including your successors, administrators, executors and assigns) have stipulated in the said contract that the Vendor shall furnish you with a bank guarantee by a Commercial bank for the sum specified therein as security for compliance with its obligations as per the contract;

And Whereas we ……………………with our Head Office at (name and address of the Bank, hereinafter referred to as the 'Bank', which expression shall, unless repugnant to the context or meaning thereof, include its successors, administrators, executors and assigns) have agreed to give the Vendor such a bank guarantee.

Now, Therefore, we hereby affirm that we are guarantors and responsible to you, on behalf of the Vendor, up to a total of ……….. (amount of the guarantee in words and

figures), and we undertake to pay you, upon your first written demand declaring the Vendor to be in default under the contract and without cavil or argument, any sum or sums within the limits of (amount of guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein, notwithstanding any difference between you and the Vendor or any dispute pending before any Court, Tribunal, Arbitrator or any other authority.

We hereby waive the necessity of your demanding the said debt from the Vendor before presenting us with the demand.

1. The Bank undertakes not to revoke this guarantee during its currency without your previous consent and further agrees that the guarantee herein contained shall continue to be enforceable till you discharge this guarantee or until its claim expiry, whichever is earlier. In case the Contract period is extended by LIC, the Validity period and claim period of this guarantee will also be increased accordingly by the Vendor.

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

This guarantee will not be discharged due to a change in the constitution of the Bank or the Vendor's.

We further agree that no change or addition to or other modification of the terms of the contract to be performed thereunder or of any of the contract documents which may be made between you and the Vendor shall in any way release us from any liability under this guarantee, and we hereby waive notice of any such change, addition, or modification.

This guarantee shall be valid until the ………….day of …….20……

Our………………………………….branch at………………*(Name & Address of the ………..*(branch) is liable to pay the guaranteed amount depending on the filing of a claim and any part thereof under this Bank Guarantee only and only if you serve upon us at our * branch a written claim or demand and received by us at our …………………..* branch on or before Dt……….. otherwise, the bank shall be discharged of all liabilities under this guarantee after that.

We hereby confirm that we have the powers to issue this guarantee in your favour under the Constitution and business procedure of the bank and the undersigned is/are the recipient of authority by express delegation of powers and has/have full powers to execute ths performance bank guarantee.

(Signature of the authorized officer of the Bank)

…………………………………………

…………………………………………

Name and designation of the officer

…………………………………………

Seal, name & address of the Bank and address of the Branch

*Preferably at the authority's headquarters competent to sanction the expenditure for procurement of goods/services or at the concerned district headquarters or the state headquarters.

Format 2: Authorization to Attend Pre-Bid Conference

(Refer to ITB-clause 2.7)

(on Company Official Letter Head)

Bidder's Name………..

[Address and Contact Details]

Date……….

To

Executive Director (IT/ Digital Transformation)
Life Insurance Corporation of India,
Central Office, Information Technology/Digital Transformation,
Ground Floor, "Jeevan Seva",
S.V. Road, Santa Cruz (W), Mumbai – 400054

Ref: RFP Document No. LIC/CO/IT/DT/2025/RFP/DIVE/01 dated 17.11.2025;

Tender Title: Invitation For Request For Proposal For Development of NextGen New Business Platform For Life Insurance Corporation Of India

Subject: Authorization to attend Pre-Bid Conference on _____(date).

Following persons are hereby authorized to attend the Pre-Bid Conference for the tender mentioned above on behalf of __________ (Bidder) in the order of preference given below.

Sr.	Name	Government Photo ID Type/Number
I.		
II.		
Alternate Representative		

Note:

1. Maximum of two representatives (carrying valid Government photo IDs) shall be permitted to attend the Pre-Bid opening. An alternate representative shall be permitted when regular representatives cannot attend.

2. Permission to enter the hall where the Pre-Bid conference is conducted may be refused if authorization as prescribed above is not submitted.

Signatures of Bidder

or

The officer authorized to sign the Bid.

Documents on behalf of the Bidder

[name & address of Bidder and seal of company]

Format 3: Pre Bid Conference Query

(If stipulated in TIS, ref Clause 2.7 of ITB) (To be signed on Plain Paper)

Ref LIC/CO/IT/DT/2025/RFP/DIVE/01 dated 17.11.2025**;**

Tender Title: Invitation For Request For Proposal For Development of NextGen New Business Platform For Life Insurance Corporation Of India

Name of the Bidder: **Date:**

Sr.No.	RFP Document Reference (Section & Page Number)	Clause (in brief) of RFP requiring clarification (S)	Brief Details/Query in reference to the clause

[Note: The above excel sheet need to be sent through email also at the email address given on cover page of this RFP document]

Signature and Stamp

Format 4: Self Declaration

(To be signed on Plain Paper)

Ref : LIC/CO/IT/DT/2025/RFP/DIVE/01 dated 17.11.2025;

Tender Title: Invitation For Request For Proposal For Development of NextGen New Business Platform For Life Insurance Corporation Of India

Name of the Bidder: **Date:**

To

Executive Director (IT/ Digital Transformation)
Life Insurance Corporation of India,
Central Office, Information Technology/Digital Transformation,
Ground Floor, "Jeevan Seva",
S.V. Road, Santa Cruz (W), Mumbai – 400054

S. No.	Declaration	Remarks (if any)
1.	We confirm that we have not been debarred from participating in bids by any Govt/Semi Govt company/PSU for any reason as on the date of release of this RFP.	
2.	We confirm that we have not been debarred from participating in bids by LIC for breach of ethical conduct or fraudulent practices as on the date of release of this RFP.	
3.	We confirm that we have not 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 assignment in LIC	
4.	We confirm that there is no pending litigation which will materially affect our ability to provide the Services under this RFP. Status of pending litigation, if any	
5	We comply with all the eligibility criteria stipulated in this RFP document, and the relevant submissions are made as per RFP document	
6	We the bidder have well established office in Mumbai with sufficient number of qualified professionals	
7	We undertake to provide originals of all self-certified copies of uploaded documents during the RFP Process.	

S. No.	Declaration	Remarks (if any)
8	We don't have any conflict of interest	
9	We have understood the complete terms and conditions of the RFP document. We accept and comply with these terms and conditions without reservations, although we are not signing and submitting some of the sections of the RFP document	
10	We hereby confirm that we have thoroughly reviewed and understood the technical and integration requirements as specified in the RFP. We accept and comply the same, and affirm that we possess the necessary technical expertise, resources, and experience to implement the requirements as outlined, in full compliance with the provisions of the RFP.	
11	We shall submit hardcopy of the entire Technical-Bid document (which is uploaded online buys) physically to LIC at the address of the Tender Inviting Authority (TIA) duly stamped, signed and spirally bound within 48 hours of the closed of bid-submission date/time. In case of any discrepancy/variations between documents (online and physical), the online submissions shall prevail.	
12	We undertake that, in case of any discrepancy/ variations between documents (online and physical), the documents/content submitted by us online shall prevail.	

We understand that you are not bound to accept any RFP you may receive against your above-referred RFP document.

……………………..
(Authorised Signatory)

……………………..
(Name and designation)

Place :

Date :

Format 5: Bank Details for EMD/Bid Processing Fee

Ref LIC/CO/IT/DT/2025/RFP/DIVE/01 dated 17.11.2025**;**

Tender Title: Invitation For Request For Proposal For Development of NextGen New Business Platform For Life Insurance Corporation Of India

NAME OF BANK	**UNION BANK OF INDIA**
ADDRESS	**UNIT 4C, GROUND FLOOR, MITTAL COURT PREMISE, OPPOSITE OF VIDHAN BHAVAN, NARIMAN POINT-MUMBAI.**
NAME OF BENEFICIARY	**LIFE INSURANCE CORPORATION OF INDIA,CENTRAL OFFICE**
BANK ACCOUNT NO	**510101006085031**
IFSC	**UBIN0902217**

Appendix B: Current Environment

1. Current Environment

LIC is currently having the following structure and geographical spread:

- Corporate Office (also called as Central Office): Mumbai
- Zonal Offices: 8 (Bhopal, Kolkata, Chennai, Hyderabad, Kanpur, Delhi, Mumbai, Patna)
- Zonal training Centers: 8 (Bhopal, Kolkata, Chennai, Hyderabad, Agra, Delhi, Pune and Jamshedpur)
- Management Development Centre: 1 (Mumbai)
- Divisional Offices: 113
- Pension & Group Superannuation Units: 74
- BOs/ SOs/ MOs etc.: 4800 (approx.)

As of date, all offices of LIC are networked and have extranet and internet leased links also. The primary DC is in Mumbai and the primary DR is in Bangalore.

2. Corporate Office Address

LIC Of India, Central Office, Yogakshema, J B Marg, Nariman Point, Mumbai – 400 021

3. Zonal Office Addresses

Central Zone 60-B, "Jeevan Shikha", Hoshangabad Road, P.B.No.28 Bhopal - 462 011	North Central Zone Jeevan Vikas, 16/275, Civil Lines, Kanpur - 208 001.
Eastern Zone 4, C.R. Avenue, Hindusthan Buildings, Kolkata - 700 072	Southern Zone "LIC Building", 153, Anna Salai, P.B. No.2450, Chennai - 600 002
East Central Zone "Jeevan Deep" Building, Exhibition Road, Patna - 800 001	South Central Zone Jeevan Bhagya, South Central Zonal Office, Opp Secretariat, Saifabad, Hyderabad – 500 063

North Zone “Jeevan Bharti”, Tower-II, 124, Connaught Circus, P.B. No. 630, New Delhi - 110 001	Western Zone “Yogakshema”, West Wing, Jeevan Bima Marg, P.O. Box No. 11709, Mumbai - 400 021

4. Zonal Offices and its Divisions

Name of the Zone	Address of the Zone	Name of Divisions
NZ, Delhi	Jeevan Bharti” Tower-II 124, Connaught Circus, P.B.No.630, New Delhi - 110001	Ajmer, Amritsar, Bikaner, Chandigarh, Delhi – I, Delhi – II, Delhi – III, Jaipur – I, Jaipur – II, Jalandhar, Jodhpur, Karnal, Ludhiana, Rohtak, Shimla, Srinagar, Udaipur,
NCZ, Kanpur	LIC of India, Jeevan Vikas, 16/275, Mahatma Gandhi Marg, Civil Lines, Kanpur- 208 001.	Agra, Aligarh, Allahabad, Bareilly, Dehradun, Faizabad, Gorakhpur, Haldwani, Kanpur, Lucknow, Meerut, Varanasi
CZ, Bhopal	60-B, Arera Hills, “JeevanShikha”, Hoshangabad Road, P.B. No. 28, Bhopal – 462011	Bhopal, Bilaspur, Gwalior, Indore, Jabalpur, Raipur, Satna, Shahdol

Name of the Zone	Address of the Zone	Name of Divisions
EZ, Kolkata	4, C.R. Avenue., Hindusthan Buildings, Kolkata - 700 072.	Asansol, Burdwan, Bongaigaon, Guwahati, Howrah (Kolkata), Jalpaiguri, Jorhat, Kolkata Metro DO-I (Kolkata), Kolkata Metro DO-II(Kolkata), KSDO(Kolkata), Kharagpur, Silchar,
ECZ, Patna	Jeevan Deep Building, Exhibition Road, Patna. Bihar - 800001	Begusai, Berhampur, Bhagalpur, Bhubaneswar, Cuttack, Hazaribagh, Jamshedpur, Muzaffarpur, Patna – I, Patna – II, Samalpur

Name of the Zone	Address of the Zone	Name of Divisions
SCZ, Hyderabad	Jeevan Bhagya, South Central Zonal Office, Opp. To Secretariat, Saifabad, Hyderabad-500063	Bangalore-1, Bangalore-2, Belgaum, Cuddapah, Dharwad, Hyderabad, Karimnagar, Machilipatnam, Mysore, Nellore, Raichur, Rajahmundry, Secunderabad, Shimoga, Udupi, Visakhapatnam,Warangal
SZ, Chennai	"LIC Building", 153, Anna Salai, PB No.2450, Chennai - 600 002.	Chennai – I, Chennai – II, Coimbatore, Ernakulam, Kottayam, Kozhikode, Madurai, Salem, Thanjavur, Thiruvananthapuram, Thrissur, Tirunelveli, Vellore
WZ, Mumbai	"Yogakshema", West Wing, Jeevan Bima Marg, P.O.BOX NO. 11709, Mumbai - 400 021	Rajkot, Amravati, Ahmedabad, Gandhinagar, Surat, Vadodara, Mumbai I, Mumbai II, Mumbai III, Mumbai IV, Mumbai SSS, Kolhapur, Thane, Goa, Satara, Pune I, Pune - II, Nashik, Nagpur, Aurangabad, Bhavnagar, Nadiad, Nanded

Appendix C: Scope of Work

1. Introduction

LIC is India's largest life insurer, with the highest share of individual and group premiums. It is also India's largest agency force, with close to half of all life insurance agents in India being tagged to LIC. With new business growth being a key priority, LIC has continued to have close to 90% of new policy proposals captured on paper forms and processed in branches, on the E-FEAP-Next core system.

Over the last few years, LIC has launched the ANANDA application to offer a digital customer onboarding journey, followed by ANANDA 2.0 which brought in a higher number of integrations. The journey is offered across 3 channels:

- Agent-led onboarding (A2C): Used by an LIC agent on mobile or desktop device
- Direct-to-customer (D2C): Used by a customers themselves on the LIC website
- Bancassurance and alternate channels (B&AC): Used by authorized personnel licensed to sell insurance to customers at bank partners, brokers, IMF, web aggregators; also used by customers on net-banking platforms of bancassurance partners

These applications have introduced a digital journey, with limited straight-through-processing and issuance of policies to LIC. However, the share of ANANDA policies has remained close to 10%, with 90% of policies continuing to be brought in on the paper-form route.

LIC's agency workforce currently comprises of close to 15 lakh agents, making it the largest agent force in the Indian Life Insurance industry. In FY2024-25, there was a net addition of close to 72,000 agents reflecting its commitment to expand outreach and sustain its dominant market presence. Despite the huge numbers, the need to increase the workforce still remains due to a multitude of factors like rising insurance demand, increasing competition etc.

While LIC has the dominant market position in terms of number of agents, it is currently limited by a legacy agent onboarding platform. This platform is used by branch supervisors and DOs to scout for prospective agents, check suitability and eligibility, enter details, record examination results. Once the agent completes the examination, LIC allocates an agency code in its core eFEAP platform with all the details of the agent. The current platform is written in PHP and is a monolith application which also needs a revamp.

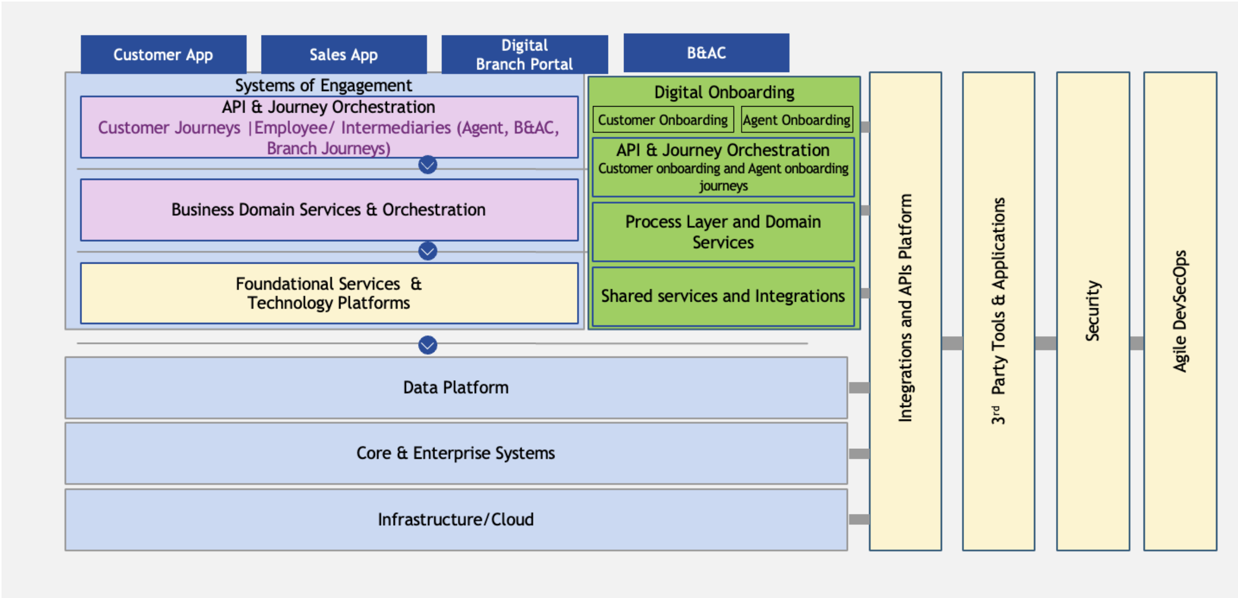
Starting FY2023-24, LIC has embarked on a comprehensive digital transformation. As part of this journey, LIC is in the process of creating a modern Open Insurance Platform (OIP) including the following components:

- **System of Engagement:** a custom-developed, scalable (microservices-based), open (API-based), re-usable tech platform that enables various agent, customer, branch journeys
- **Data Lakehouse** enabling AI/ML models as well as automated and self-service reporting
- **MarTech stack** using a modern cloud-based platform for configurable, large scale campaign management with tracking
- **New front-end applications**, including
    - **Sales Super App**, with driven intelligent nudges, action-oriented dashboards, data drive-insights and streamlined journeys
    - **Customer Super App** equipped with digital sales and servicing journeys, data driven cross-sell and up-sell nudges
    - **Branch front-end**, with digital, streamlined service request journeys to progressively move away from paper-heavy, manual journeys

While the Open Insurance Platform provides for multiple customer and agent journeys on the above frontends, LIC also requires a complete re-build of their Next Generation New Business Platform. Therefore, this RFP is intended to provide the following trifecta.

- A state-of-the-art customer onboarding platform to re-imagine the **customer onboarding journey** across all channels, i.e. A2C, D2C and B&AC using both digital and physical mediums across online and offline modes
- An **agent onboarding** platform which will primarily oversee lead generation of agents, their recruitment, training, examination scheduling, appointments and activation.
- A common multi-entity lead management platform which will allow uses to manage both the agent onboarding as well as customer onboarding leads, activities and conversion funnels.

The new business platform is intended to integrate and augment the OIP to provide seamless, end-to-end journeys and user experience, including enabling omni-channel onboarding for both customers and agents.



1.1 Overarching principles

Below are the key overarching principles that the proposed solution should adhere to meet expected outcomes

1. **Grounds-up-build** - The bidder must propose a totally 'grounds up build' solution, to allow LIC to own the Intellectual Property (IP) except for specific areas where COTS components are permitted as mentioned in this document
2. **Re-usable Solution:** The proposed solution should be reusable by LIC and any other vendors brought in by LIC in future; the developed solution should be able to integrate with any future developments.
3. **Flexible Integration Options:** The onboarding journeys should be integrated in customer and sales app as a single code based and be embeddable in web portals and apps in both headful and headless manner and should provide extensive white label capabilities
4. **Omni-channel** - The solution must span channels, no channel/product silos. The journey should support drop-off and resumption of application across channels.
5. **Configurable & Extensible** – The proposed platform should enable easy deployment of new products and riders, changes to rates, loading and commissions, changes to eligibility rules, changes to underwriting rules and workflows through a configuration-based mechanism promoting agility in go-to market
6. **Open Ecosystems** – APIs should be designed with open standards such as Open API that can easily integrate with new systems, innovative FinTech solutions and enable new ecosystems/partners to extend the breadth and depth of offerings

7. **Interoperability -** Interoperability within the platform ecosystem shall be optimized by leveraging industry communication standards.
8. **Open-source -** Use of future-proof open-source industry tools and standards is preferred.
9. **Secure by design -** Security shall be built at each layer of the architecture to protect against threat vectors.
10. **Modern Delivery-** Modern ways of working such as Agile to reduce time-to-market through continuous delivery of material production increments.
11. **DevSecOps -** Software delivery and operations tasks within the platform shall be automated using DevSecOps
12. **Scalable -** The solution should be deployed public cloud but should be compatible with on-prem deployment as well.
13. **Web content accessibility** – The web portals must be fully compliant with Web Content Accessibility Guidelines (WCAG 2.2) with the latest version at the time of developing the web portal

1.2 Bidder Role Expectations

1. The bidder is responsible for end-to-end build and delivery of a New Business Platform comprising of a comprehensive digital onboarding solution for onboarding of customers and agents. It will be available for consumption with existing or new applications from LIC or third party authorized agencies/partners/banks/brokers/IMF/ NBFCs/ other financial institutions. The bidder shall implement and deliver the solution on multiple digital interaction channels like Mobile App and Portal and partner applications as well as for various users like branch employees, agents and B&AC specified people.
2. The bidder shall consume 3rd party solution APIs provided by LIC when required by LIC.
3. The bidder shall build the integrations or interface with the internal systems that LIC shall provision e.g. core systems, System of Engagement, Data Lakehouse, Marketing Technology stack, nudge engine etc. as required.
4. The bidder is expected to integrate/interface with the OEM/COTS solutions such as EDMS, CMS etc. that is already provisioned by LIC for the Open Insurance Digital platform. Please refer to form T-16 for a complete list of integrations.
5. All proposed OEM/COTS products proposed by the bidder must be well-established, enterprise grade with reference to similar scale and nature in BFSI in India, with OEM support in India.
6. Detailed user manuals and documentation must be available on web including analyst reviews and reports.

7. The bidder shall consume Data APIs provided by the data platform (Data Lakehouse & Analytics) that will be provisioned by LIC, wherever available
8. eFEAP-Next, UCS and Micro-Insurance shall continue to be the System of Record for policy administration and servicing as well as post policy issuance processes. Ancillary functions such as incentives and commission Management, Claims, Loan and Surrender Payouts, Accounting etc. will continue to be housed in System of Record. The bidder shall build suitable integrations in accordance with the integration patterns defined to integrate with core and other enterprise systems wherever necessary
9. Internal systems of LIC such as the EDMS shall continue to function as it is. The bidder shall build suitable integrations with these systems when required.
10. While a starting set of wireframes for key front-end journeys will be provided as part of initial inputs to the bidder, the responsibility for further refinements and developments in business logics, wireframes and front-end design shall lie with the bidder. The bidder is expected to ensure adequate on-ground team capacity with right capabilities and toolkit for this, including, but not limited to Business Analysts, UX designers, UI designers, and senior strategic designers
11. While a starting set of business logics and process flows will be provided as part of inputs to the bidder, the responsibility for full elicitation and documentation for business logics, rules, user requirements, workflow requirements, etc. (for e.g. role requirements for post-submission proposal processing, underwriting rules, rules for authorization and authentication, plan eligibility rules, rider eligibility rules, variations in proposal forms by plan and type of life to be assured, etc.) shall lie with the bidder. The bidder is expected to ensure adequate on-ground team capacity with right capabilities and toolkit for this. The bidder's personnel are expected to engage with both LIC user department / business teams as well as Technology/Digital to ensure quality of delivery. The responsibility of driving the sign-off process on the documented requirements also rests with the bidder.
12. The bidder shall represent and acknowledge to LIC that it possesses necessary experience, expertise and ability to undertake and fulfill its obligations, involved in the performance of the provisions of this RFP. The bidder represents that the proposal to be submitted in response to this RFP shall meet the proposed RFP requirement.
13. If any services, functions or responsibilities not specifically described in this RFP are an inherent, necessary or customary part of the deliverables or services and are required for proper performance or provision of the deliverables or services in accordance with this RFP, they shall be deemed to be included within the scope of the deliverables or services, as if such services, functions or responsibilities were specifically required and described in this RFP and shall be provided by the bidder at no additional cost to LIC .
14. Considering the scale of the assignment, any service which forms a part of the Project Scope that is not explicitly mentioned in scope of work as excluded 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 consider and envisage all services that would be required in the Scope and ensure the same is delivered to the LIC. LIC will not accept any plea of the Bidder later for omission of services on the pretext that the same was not explicitly mentioned in the RFP.

15. The bidder also acknowledges that the LIC relies on this statement of fact, therefore neither accepting responsibility for, nor relieving the bidder of responsibility for the performance of all provisions and terms and conditions of this RFP, LIC expects the bidder to fulfill all the terms and conditions of this RFP.

2. Scope of Work

1. The scope described below consists of functional requirements (e.g., use cases, technical architecture, data integrations, etc.) The requirements are broad and indicative in nature. LIC reserves its right to change the scope of work considering the size and variety of the requirements and the changing business conditions.
2. The New Business Solution is envisioned to be a unified solution to enable seamless, end-to-end onboarding journeys for both new and existing customers as well as agents across multiple channels. The platform will serve as the digital front for lead and prospect management, quote generation, proposal form filling, document submission, customer identity verification, underwriting, premium payment collection, medical scheduling, exam scheduling further requirement management, etc. - integrated with LIC's internal systems and external partner systems. The onboarding journey should be designed & implemented for various distribution channels and offline-online modes of journey completion such as (non-exhaustive):

i. **Agent-to-Customer (A2C):** Envisioned for LIC's agency workforce including agents, CLIA agents, supervisors (e.g., Development Officers - DO, Senior Business Associates - SBA, LICA, etc.), etc. The onboarding experience will be initiated and managed through LIC's Sales Super App or agent portal. Agents will have access to features tailored to their role, including lead management, digital handover to the customer via asynchronous links for completing tasks, etc.

ii. **D2C (Digital Direct-to-Customer):** Envisioned for customers exploring and buying policies directly from LIC's digital platforms such as website, customer super app/mobile app and customer portal etc. Customers will be able to complete all steps in the onboarding journey such as product browsing, quote generation, proposal form filling, document upload, etc. in complete self-service mode. Option for assisted journeys via call center etc. is also possible and should be provisioned for. Existing policyholders will be able to log in via the Customer Super App/Portal to initiate the journey while new and existing customers will be able to complete the journey through LIC's website and public pages in the customer app

iii. **Bancassurance:** Envisioned for customers buying LIC policies through its bank partners. The onboarding journey may be initiated directly by customers through net banking/mobile banking, or assisted by Relationship Managers, Wealth Managers, or authorized executives via the bank's internal portal or the Bancassurance onboarding module developed as a part of this digital onboarding platform. The platform must allow flexible configuration of journeys across different bank partners, enabling hybrid modes such as partial onboarding on bank platforms followed by completion on LIC's system. The platform should also allow various modes of integration depending on preference of partner, including redirection to white-labelled/LIC front-end journey, embedding of LIC journey on partner front-end, use of only partner front-end with back-end integration via APIs provided by LIC.

iv. **Alternate Channels:** This includes onboarding through external partners such as brokers, aggregators, IMF and marketplaces. The platform will enable integration with partner platforms via APIs to allow embedded journeys, redirection-based workflows and other modes of integration. The platform will allow flexible configuration of journeys to allow partial completion of journeys on the partner platform with seamless continuation on LIC's onboarding platform. It will support the development of white-labeled or co-branded journeys hosted on partner platforms, with configurable product visibility, pricing, proposal form, etc.

v. **Branch Onboarding:** Envisioned for customers who prefer to initiate or continue their onboarding journey via an LIC branch. Authorized branch users will be able to assist in completing all onboarding steps such as proposal form filling, document upload, KYC, etc. with all necessary digital validations and integrations built into the branch-facing systems. The platform must support integration with LIC's internal branch portal or apps (including SSO integration). The platform should also enable continuation of onboarding journeys initiated via other sales channels (e.g., D2C, A2C, B&AC).

vi. **Hybrid Onboarding:** Enable hybrid onboarding where part of the proposal journey can be completed offline and the remaining journey can be continued digitally on different digital onboarding platforms – e.g., in-branch submission of a paper form, accompanied by submission of some supporting requirements in physical (hard-copy) format, with virtual document submission for remaining requirements, and digitized medical scheduling, tracking of proposal, etc.. Authorized users such as branch employees, agents, underwriters, etc. must be provided with access to features for enabling hybrid journey – e.g., digitization of physical document via scan & upload, digital document scrutiny, underwriting, etc. There should be real-time progress synchronization and allowing options for customers to complete pending steps digitally via asynchronous link sharing, D2C platform, etc.

3. In addition to customer onboarding, the platform should also provide for the onboarding of agents as detailed below:

i. **Agent Onboarding:** Envisioned as a digital onboarding journey for prospective LIC

Agents. The journey will be initiated and managed primarily through LIC's Sales Super App or branch-supervised interfaces, supporting supervisors, DOs, SBAs, CLIA agents, and other authorized roles. The platform will cover all stages from lead creation to final appointment, including document submission, registration, scrutiny workflows, agent exam integration, URN generation, and agency code issuance. There should also be a provision for aspiring agents to have preliminary access to the Sales Super App for completing steps like registration, exam preparation, training etc.

The platform should also support enablement of AI-driven co-pilot capabilities and intelligent orchestration layers to augment the onboarding platform and future user journeys:

ii. **Agentic Experience:** The bidder must develop a solution having an AI-powered conversational digital assistant (Agentic AI), similar to global benchmarks (e.g., "Maya" by Lemonade), to enable seamless, intelligent, and guided onboarding for LIC customers across D2C, Agent-Assisted, Banca and branch channels. The agentic platform should act as a 'Digital-Copilot' for sales users providing them a suite of digital capabilities to help them sell more effectively as well as engage their customers in a better manner with lesser effort.

2.1 High level description of modules

The bidders should provide the following modules as part of the solution:

Modules	**Sub-Modules/Key Functionalities**
Multi-Channel Integration and Enablement	Mobile SDK and support for native code compilation with existing customer and sales super app Web SDK and support for native integration with customer, agent and branch web portal Bancassurance & alternative channel to be supported by Redirection based Integration, compatible Web SDK, Headless API(s) and Standalone white labelled web interface
Lead and Prospect Management (Customer and Agent Onboarding)	Lead Capture from Multiple channels (Agent, D2C, B&AC) Lead scoring and prioritization engine Lead allocation and funnel tracking with SLA Adherence Pitch Tool Referral portal for agent onboarding Real-time dashboards and MIS reports for supervisors and agents
Activity Management	Set, track, record, review meetings, appointments, and calls with prospects and leads Calendar View and meeting tracker Automated and Manual reminders feature

	Daily activity planner
	Record/Capture meetings and notes
Proposal Form Management	Digital Customer registration form across various channels (A2C, D2C, Banca)
	Support for multiple plan selections
	Multi-modal Input Capture of customer
	Multi Language Support
	Plan/Product Recommender
	Progress tracker
	Offline Data Capture and Syncing
	Policy number Issuance
	e-Policy bond and FPR generation
	Sending and tracking of digital bond docket to printing vendor
Quote Management	Quote Engine refactoring and Generation
	Benefit Illustration Generation
Document Submission and Validation	Document Recommender
	Document Upload Method (manual submission, digital upload with all suitable formats, DigiLocker integration etc.)
	Real Time Validation
	Information Extraction (ICR, OCR, AI/ML models etc.)
Training, URN Generation, and Exam Scheduling (only Agent Onboarding)	Online Agent Training (Integration with 3rd party training agencies) via link sharing or in app
	Offline Agent Training at LIC offices and centers
	Maker-Checker Approval workflow on branch portal
	Discrepancy and Exception Handling with suggestive actions
	Integration with NSEIT and III for URN Generation and IC38 Exam Scheduling
	Auto-fetching of hall ticket and exam score card
	Prep Material and mock test link sharing
	Automated and manual reminders and nudges to candidates
Data and Document Verification	Identity (UIDAI, NSDL, CERSAI etc.)
	Financial (CIBIL, ITR, GSTN, EPFO etc.)
	Banking (NPCI etc.)
	Insurance (IRDAI, CDSL, IIB etc.)
	Fraud (Experian Hunter, AI/ML Models etc.)
Medical Health Requirement	MSP Integration (List of DC's, Tests Scheduling and Conducting, Report Sharing etc.)
	Medical Recommender Integration
	Geo-Tagging Integration
	Scheduling/Rescheduling Workflow
Underwriting	Common UW engine for New Business and Policy Servicing
	Underwriting Workbench (Queue, Ratings etc.)
	Web interface to managing and maintaining plan specific underwriting rules, logic, actions and decisions etc.
	Integration with IIB to capture information of insurances with other providers for SUC determination
	Digital filling of ACR and MHR
	Medical Underwriting

	Financial Underwriting Revival Underwriting AI assisted Underwriting (Input digitization, Fraud Check, Suggestive Actions) Reinsurer Referral Pack
Payment	Multi-Channel Payment Integration (UPI, NetBanking, Credit/Debit Card, EMI, offline etc.) Mandate Setup (NACH, BIMA-ASBA etc.) Receipt Generation Payment Reconciliation
Product Configurator	Product Configuration (Rules, business logic, Calculation, Product Tables) Web interface to manage and maintain plan configuration Product Servicing Product Front End Configurator Product Validations Configurable pre-defined templates Product Master Setup and version control Product Cloning
Call Centre Integration	Access management for call centre employees Integration with call centre CRM Activity Tracking through logs and dashboards
Communication and Engagement	Integration with LIC's outbound communication service (e.g. SMS, WhatsApp, E-mail etc.) Integration with LIC MarTech platform Automated and Manual Nudges
MIS Reports and Dashboards	Funnel Tracking (customer and agent onboarding) Metrics Dashboard (for all stages)
Hybrid Journey	Portal and Application Integration Offline and online integration Session management
Workflow Management System	Rule driven workflows Task Automation Escalation Management Exception and Discrepancy Handling
Integration with Core eFEAP	Integrate with eFEAP to publish and synchronize customer and policy data with master tables ensuring data consistency and enabling seamless downstream operations Integrate with eFEAP to publish agent's onboarding data for synchronization with master records and facilitate subsequent downstream operations

Detailed description of modules is given in section 2.2 below

2.2 Detailed Functional Scope of Work

Please refer to the tables below for the high-level use cases and indicative list (not exhaustive) of feature description for the new business platform for both customer and agent onboarding. LIC is looking to understand bidder's business domain understanding as well as functional and technical capabilities to cater to the indicative list of requirements.

Please note that the bidder will be expected to solution, design and deliver these items end-to-end, in line with requirements provided. Certain elements will require bidder to further detail the design, solution and deploy these. The bidder will also be responsible for end-to-end back-end requirements (unless specified as integrations), as part of the scope.

<u>CUSTOMER ONBOARDING</u>

Table 2: Customer Onboarding Platform Functional Requirements (Indicative & illustrative scope only – subject to updates and refinement)

Application Use Cases		**Indicative list of Features and their description**

Lead Management System	Lead Generation	• Enable the creation of prospects / leads (including generation and assignment of unique identifier for lead – e.g., lead ID) sourced from existing/old policyholders as well as new prospects using multiple channels and multiple methods (e.g., manual prospect creation {by agents, DO's, CLIA, LICA, LIC employees at Branches, Divisions etc.}, automatic prospect creation using rule based configurable logic, etc.)
		• Build required integrations with source systems to capture / extract input parameters required for prospect / lead generation
		• <u>New prospect creation:</u>
		  ○ Capture new prospects from social media platforms (e.g., LinkedIn, Instagram, Facebook etc.), LIC website and other external sources like 3rd party websites via multiple modes (e.g., click-through advertisements)
		  ○ Integration with databases of 3rd party aggregators / partners for capturing new prospects (e.g., bank partners, brokers, digital aggregators, etc.)
		  ○ Capture prospects basis browsing behavior (e.g., usage of premium calculator, interaction with chatbot, initiation of buy online journey, etc.) while visiting the LIC website based on product views and interactions
		  ○ Identify prospects through engagement on LIC's marketing campaigns (Integration with Martech required) such as webinars, newsletters,

		promotional emails, event registrations, etc. o Integration with internal LIC systems for capturing new prospects basis walk-ins at branches / satellite offices / customer zones, etc. o Manual creation of prospects by agents, including options for bulk creation through Excel upload, phonebook syncing, manual entry, etc. o Generate and display nudges for different kinds of agents (e.g., new agent recruits) to prepare and upload / input list of prospective customers (through Excel upload, phonebook syncing, manual entry, etc.) with customizable target count of prospects to be created, configurable nudge content, etc. with reminders to conduct activity at regular intervals • <u>Lead generation from existing policyholders:</u> o For existing policyholders with policies maturing (i.e., reinvestment leads): ▪ Configurable rule-based logic to identify reinvestment leads based on parameters such as time to maturity, prior reinvestment behavior, customer age, income, occupation, etc. (e.g., customers with policies maturing in the next 6 months to be considered as reinvestment leads) ▪ Integration with AI/ML model in the Data Lake to determine propensity of customers with policies maturing (configurable rule-based logic for identifying maturing policies basis parameters like time to maturity), to reinvest claims as the calculated propensity can act as input to the prospect creation model for identifying reinvestment leads o For all existing policyholders (leads for cross-selling/up-selling): ▪ Configurable rule-based logic and integration with AI/ML models in Data Lake to automatically generate leads by calculating the existing policyholders' propensity to buy via cross-sell/up-sell opportunities based on parameters like gap from last policy sale, number of

		timely premium payments, income, age, insurance coverage, etc. o Integrations with internal databases (e.g., Data Lake, SOE, etc.) like customer/policy records, historical lead database, proposal data, etc. to capture source information/input parameters • <u>Lead generation from old (exited) policyholders with lapsed/matured policies:</u> o Configurable rule-based logic and integration with AI/ML models for auto-identification of prospects from old (exited) policyholders with lapsed/matured policies based on parameters like gap from policy maturity/lapsation, number of policies held in the past, payment method for past policies, re-investment history, etc. • <u>Lead / Prospect Data Capture and Validation:</u> o Enable capture of data (e.g., mobile number, email ID, city, income, preferred product, address, family details of lead, etc.) to enrich lead / prospect information with ability to configure fields and support varying levels of data basis availability o Maintain the source channel and method of prospect / lead generation for tracking o Enable accurate and complete capture of prospect / lead information through mandatory fields, input validations, and data control checks (e.g., 10-digit numeric phone number, DD-MM-YYYY date format, dropdown selections, etc.) o Integrate with existing databases (e.g., Data Lake, SOE, etc.) for pre-filling details of old / existing customers o Capture and display lead creation timestamp, details of user creating the lead, lead source & other relevant details required for traceability • Enable facility to create and share creative (via integration with AEM) along with lead form link for prospect generation, and referral form to be shared with customers to refer other customers • Enable creation of a centralized repository/pool of prospects / leads generated across channels from existing / old customers and new prospects, sourced from multiple internal and external sources

	Lead Qualification & Prioritization	• Lead Qualification: Configurable rule-based logic for lead qualification (i.e., identifying leads with demonstrated intent / interest for further sales engagement and follow-up) based on parameters such as source of lead generation, engagement on shared communication/creatives, status updated by call center/agent, lead's propensity to buy, etc. (representative and non-exhaustive example of rules and methodology for lead qualification): o Existing / old policyholder leads (system-generated leads / agent-initiated leads) to be automatically qualified o New prospect leads (Customer initiated / LIC-initiated): Integration with WhatsApp business chatbot service (and other social media integrations) for capture of lead intent via configurable prompts: ▪ If lead is interested: Enable capture of preference for agent assistance vs. online purchase ▪ If lead is not interested: Enable capture of reason for disinterest with option to opt for a contact later option ▪ If no response is received: Ability to trigger automated reminders with configurable message content and customizable frequency (e.g., daily, weekly, monthly, etc.) in case of no customer response • Lead De-duplication: o Automatically dedupe with existing lead & customers / create new leads across distribution channels including agency (Sales Super App/Portal, Sales Saathi and other agent tools), D2C (website, Customer Super App/Portal), B&AC (mobile banking, internet banking, or RM/SP/employee-assisted journeys on partner systems), alternate channels (aggregator platforms, broker portals, and partner-led journeys), etc. upon initiation of onboarding journey or completion of specified actions across using configurable business rules based on actions such as (indicative and not exhaustive): ▪ Quote generation being done for a

		customer not already existing in the lead funnel ▪ Scheduling meetings ▪ Response by customer to lead generation marketing collateral, etc. ▪ Browsing plans • Lead Prioritization: Configurable rule-based lead prioritization logic (with configurable parameters, thresholds, etc.) based on lead type (e.g., reinvestment lead, old policyholder lead, new prospect lead, existing policyholder up-sell / cross-sell lead, etc.) calculated/entered propensity to buy, maturity amount (for reinvestment leads), income, etc. with calculation of propensity determined as follows (indicative and non-exhaustive logic & methodology basis type of lead): o Existing policyholders with maturing policies (i.e., reinvestment leads): Integration with the AI/ML model in Data Lake to capture the propensity to re-invest for existing policyholders with maturing policies o Auto-assignment of high propensity to certain leads basis their profile, source, etc. – e.g., new prospect leads to be considered to have high propensity to buy o All existing policyholders: Configurable rule-based logic and integration with AI/ML models to calculate propensity of existing policyholders to buy via cross-sell/up-sell opportunities based on parameters like gap from last policy sale, income, number of timely premium payments, income, age, insurance coverage, etc. o Old (exited) policyholders: Configurable rule-based logic and integration with AI/ML models for auto-identification of prospects from old (exited) policyholders with lapsed/matured policies based on parameters like gap from policy maturity/lapsation, number of policies held in the past, payment method for past policies, re-investment history, etc. o System-driven categorization of leads into configurable priority segments (e.g., High / Medium / Low) using configurable rule-based logic basis parameters such as lead priority

		score, income, maturity amount (for reinvestment leads) calculated / entered propensity to buy, engagement behavior, agent input, etc., with configurable colour-coded labels and option for manual override • Integration with AI/ML model for lead/prospect scoring model to identify prospects with high propensity of conversion to lead based on customer behaviour, historical conversion data, etc. • Enable manual progression of prospects through lead funnel to leads by users (e.g., agents & other sales intermediaries) • Manual and automatic (using configurable rule-based logic) triggering of product plan recommendations (including details and benefits of the plan) to leads, agents (with allocated leads), etc. o Integration with Next Best Product for Reinvestment AI/ML Model in Data Lake for determining product recommendation for reinvestment leads o Integration with Customer Up-Sell Improvement and Customer Cross-Sell Improvement AI/ML models for determining product recommendations for existing policyholder leads • Configurable rule-based logic for identification and archival of junk leads based on parameters such as failed data validation, lack of customer response as entered by agents, duration since lead creation, etc. • Configurable rule-based logic for automatic reconsideration of junk leads as a new lead and progression into lead management lifecycle (i.e., propensity calculation, lead qualification, lead allocation, lead tracking model, etc.) based on parameters like time elapsed since archival of lead, recent engagement by lead, etc.
	Lead Allocation	• Enable system driven rule-based allocation of lead / prospect basis configurable logic using parameters such as customer income, lead source, performance of agent, geography, and output of Data lake AI/ML models – such as propensity to buy/reinvest etc. – for prospects not generated by agent / seller themselves • Configurable rule-based logic for automatic

		allocation of leads to digital marketing sales representatives / call centres in case the lead is generated through online engagement sources such as social media platforms (e.g., LinkedIn, Instagram, Facebook, etc.), LIC website interactions (e.g., premium calculator usage, chatbot engagement, buy journey initiation, etc.), third-party sources (e.g., click-through ads, aggregator sites), LIC marketing campaigns (e.g., webinars, newsletters, promotional emails, event registrations, etc.), etc. • Automatic allocation of prospect/lead for existing and old (exited policyholders) using round robin-based allocation as well as configurable rule-based logic such as (indicative and non-exhaustive sample rules / logic): o Logic for allocation to digital marketing representatives: Allocation of leads with policies bought via buy online / call centre, to digital marketing sales representative o Logic for allocation to agents: ▪ Allocation of leads to agent who sold latest policy if agent is in-force ▪ If the agent who has sold latest policy is not in-force, then fallback allocation to another in-force agent who has sold a policy to the customer (basis configurable logic depending on recency of engagement with agent – e.g., if the agent who sold latest policy is not in-force, the system will consider the agent who sold the next most policy, followed by the agent who sold the third most recent policy, and so on.) ▪ In case none of the agents who sold a policy to the customer are in-force, then allocation to other agents mapped to supervisor or branch involved in the existing / old policy purchase, using configurable rule-based logic as per performance metrics of agent (e.g., first year premium income, quarterly activation, tenure, number of proposal submission for allocated leads, etc.),

		determined lead priority, lead-agent profile match (using configurable parameters such as gender, age, income bracket, education, qualification, city, language, lead product preference, etc.), etc. • Automatic allocation of <u>new prospect leads</u> to agents using round robin-based allocation as well as configurable rule-based logic such as (indicative and non-exhaustive sample rules / logic): o Agent pool identification: Allocation based on availability of agents in the same pincode as the customer with fallback to agents from nearby pincodes in case of shortfall o Allocation to agent within identified agent pool using configurable rule based logic as per performance metrics of agent (e.g., first year premium income, quarterly activation, tenure, number of proposal submission for allocated leads, etc.), lead priority, lead-agent profile match using configurable parameters such as gender, age, income bracket, education, qualification, city, language, lead product preference, agent digital behavior, etc. • Option for authorized users to override auto-allocation and manually assign prospect / lead • Enable manual assignment & redistribution of prospects / leads by authorized users as well as automated reassignment & redistribution using configurable rules based on inactivity, SLA breaches, etc. o In case of SLA breach, ability for authorized users to choose and execute actions (from configurable list of options) - e.g., setting up joint call with agent/customer for support, reallocation of lead, provide exception, etc. • Maintain and display history/trail of allocation, reassignment, current owner, prospect / lead status, etc. with timestamps for traceability & mapping sales funnel • Generate and display real-time in-app notifications to agents and automatically trigger communication via SMS, WhatsApp, email, etc. (integration with

		MarTech) with all details of lead (name, DOB, phone number, gender, income / maturity amount, pincode, email ID, product recommendation, etc.) • Generate and display in-app notifications and automatically trigger communication to supervisors, branch managers, etc., via SMS, WhatsApp, email, etc. (integration with MarTech) summarizing leads allocated to their respective mapped agents (as per hierarchy) at a configurable frequency (e.g., daily, weekly, monthly, etc.) • Generate and display in-app notifications and automatically trigger communication to leads via SMS, WhatsApp, email, etc. (integration with MarTech) with details of the agents allocated to them

	Lead tracking	• Provide end-to-end tracking of leads across the sales funnel as follows:
		  o **Prospects:** Names generated by agent, or from database, or from marketing initiatives etc.
		  o **Lead:** Prospects who express interest in insurance sales discussion
		  o **Appointment:** Leads which agree to meeting / call at definite time
		  o **Meetings:** Leads with whom meeting is conducted either at appointed time or otherwise
		  o **Quotes:** Leads to whom a benefit illustration / quote / product presentation is issued with specific plan or combination of plans
		  o **Proposal:** Leads which initiate and complete a proposal form for one or more products
		  o **Policy:** Leads which submitted a proposal and are issued a policy
		• Enable tracking of all end-to-end outreach efforts across the sales funnel including number of contact attempts, reminders shared, lead responses at each stage, follow-up actions, etc.
		• Enable capture of activities/milestones completed with configurable list of activities (e.g., customer connect attempts, product assessment, quote generation, proposal form filling, etc.) along with ability to update status of activity (configurable status labels - e.g., In-Progress, Complete, etc.), date of completion, etc.

		• Enable capture of inputs from agents, supervisors, etc. on the lead's propensity to buy in the form of parameterized fields with functionality to update it after every new conversation, engagement, etc.
		• System should automatically suggest actions to be taken with prospects / leads, etc. at each stage of the funnel to drive towards higher completion (in line with activity management module below)
		• System should support workflows for recording completed activities, conducting activities required to convert prospects into leads and up to policy completion (e.g. capture meeting notes and next step in structured and machine-readable manner)
		• System should support lead nurturing and conversion-oriented functionality such as ability to send standardized communications through SMS, WhatsApp, email (leverage the integration with MarTech platform) for engagement and follow-ups, at each stage etc. including enabling functionality (e.g. creation and management of library of creatives via integration with AEM))
		• Enable capture of outcomes (in the form of notes) of customer interactions across multiple engagement channels
		• Track and display the status of each prospect / lead with configurable labels, tags and statuses such as new prospect, contacted, interested, not interested, etc.
		  o Calculation and display of color-coded labels as per configurable rule-based logic based on captured input parameters (e.g., propensity to buy as updated by agents' basis latest conversation, income of lead, maturity amount – for reinvestment leads, etc.) and derived / calculated metrics (e.g., lead prioritization score, lead prioritization category – such as high / medium / low priority, etc.)
		• <u>SLA Tracking:</u>
		  o Configurable SLA target timelines across various types of leads and configurable list of onboarding journey activities (e.g., 1st Attempt to Connect, Product Assessment, Quote Generation, Proposal Form Filling, Premium

		Payment, Policy Generation, etc.) ○ Automatic calculation and display of SLA status using configurable list of colour coded labels (e.g., SLA breached, Completed within SLA, On Track, at risk of SLA breach, etc.) basis input parameters like status of activities (e.g., In-progress, Completed, etc.), date of completion of activities, etc. ○ Enable real-time monitoring of lead progress against defined SLA timelines, with automated in-platform notifications and tracking dashboards for supervisors in case of delays or agent-side challenges ○ In case of delays / challenges / SLA breaches, enable configurable list of intervention-oriented actions for supervisors, branch managers, etc. to execute/initiate - e.g., schedule and conduct joint call / 1:1 discussion (including ability to schedule call and update completion status of discussion) with agent as a support response, reallocate lead, provide exception for SLA breach, etc. ○ Configurable target timelines for intervention actions conducted by supervisors, branch manager, etc. such as support response, exception handling, lead reallocation, etc. ○ Enable real-time monitoring of intervention actions by branch managers, supervisors, etc. against defined SLA timelines. In case of delays, enable automatic escalation to Divisional Managers (DM) and Re-investment Managers (in case of re-investment leads) using configurable rule-based logic based on parameters like maturity amount of customer, income of lead, etc. ○ Lead progress on every status update to be shared through in-app notification with Divisional Managers, Branch Managers, Supervisors, etc. using configurable rule-based logic as per parameters like maturity amount, income amount, etc. • Automatically generate and trigger / send customizable, personalized and contextual

		notifications/alerts/reminders to users via in-platform notifications as well as SMS, WhatsApp, email, etc. by integrating with MarTech platform (e.g., leads, supervisors, agents, branch managers, etc.) across all stages of the sales funnel to drive engagement using configurable rule-based logic based on event triggers (e.g., policy maturity, life events – birthdays, anniversaries, etc., SLA breaches, lead allocation / re-allocation, etc.) with: o Configurable message templates containing information such as lead details (name, DOB, phone number, gender, income / maturity amount, pin code, email ID, product preference, etc.), agent details (name, agent code, etc.), product recommendation, pending task related details, etc. o Configurable creatives for notification/alerts (via integration with AEM)
	Overall Prospect /Lead Dashboards	• Role-based configurable real time dashboards displaying the complete prospect / lead pool relevant to the type of user based on lead ownership – e.g., agents, supervisors, branch managers, bank RMs, central sales teams, sales staff of distribution partners and intermediaries, LIC central / zonal / division / branch office business team users, etc. (indicative and non-exhaustive examples of users) o For agents: Display leads created by them or allocated to them o For Development Officers – DOs (including Senior Business Associates – SBAs), other supervisors (e.g., LICA, CLIA, etc.), other LIC officials (e.g., central / zonal / divisional / branch office users like branch managers, divisional manager, reinvestment manager, etc.) and hierarchy above: Display leads created by / allocated to the agents mapped under their hierarchy / supervision (may be required to display in masked or in plain form); get integrated view of funnel, ageing, etc. along with ability to filter by lead data and meta data • Centralized view of leads • Consolidated view of prospect / lead pool including generated leads, allocated leads, converted leads, etc.

		allowing sort & filtering based on parameters such as lead source, geography, age, income, propensity to buy, lead status (e.g., on-time, delayed, etc.), high / medium / low priority leads, existing / new leads, type of lead (e.g., existing / old policyholder lead, new prospect lead, etc.), etc. • Enable calculation and display of sales funnel metrics (using real-time configurable dashboards with role-based access to data) such as number of total prospects created, number of reach outs completed, meetings scheduled, meetings completed, number of leads generated, allocated and converted leads (differentiated by high / medium / low priority leads), responses received, etc. with drill-down capabilities basis types of leads (i.e., existing / new leads, reinvestment / up-sell or cross-sell leads, etc.), organizational hierarchy levels (e.g., branch office, divisional office, zonal office, development officers, LICA, agent, CLIA agent, branch manager etc.), etc. • Display summarized view of individual lead / prospect details – e.g., source, name, contact details, gender, priority, product recommendation, etc. and details of allocated agent (if allocated) – e.g., agent name, mobile number, email ID, etc. • Enable calculation (using rule-based configurable logic) and display of configurable colour-coded labels / tags indicating prospect / lead type (e.g., “Old customer lead”, “Existing customer lead”, “New prospect lead”, etc.), lead status (e.g., “Allocated”, “Validated”, “Qualified”, “Junk”, etc.), activity status (e.g., “Ongoing”, “Completed”, etc.), etc. • Enable calculation (via configurable rule-based logic, formulae, etc.) and display of analytics through tabular views, graphs, charts, and other visualizations for end-to-end sales funnel tracking (indicative and non-exhaustive examples provided below): o Calculate and display dashboards for SLA, ageing, based on lead data and meta data etc. o Calculate and display drop-off analysis to identify volume of leads across various stages of

		sales funnel o Calculate and display an aggregated / summary view of <u>leads generated</u>, with the ability to categorize, deep-dive, and filter based on configurable parameters such as lead source (e.g., existing customers, Buy Online journeys, marketing campaigns, online ads), lead status (e.g., validated, qualified, junk), etc., along with the option to compare across configurable dimensions like source, time periods (e.g., MTD, YTD, YoY), etc. o Calculate and display an aggregated / summary view of all <u>allocated leads</u> including display of allocated agent's details such as agent code, name, branch/division, performance, profile, etc. with ability to categorize, deep-dive, and filter based on configurable parameters such as organizational hierarchy (e.g., Zone, Division, Branch, etc.), agent attributes (e.g., age, income group, performance, tenure) along with the option to compare across configurable dimensions like time periods (e.g., MTD, YTD, YoY), agent types, etc. o Calculate and display aggregated / summary view on <u>lead progress across the funnel</u> (e.g., leads generated, allocated, converted, premium generated, etc.) with ability to categorize, deep-dive, and filter based on configurable parameters such as lead priority (e.g., high, medium, low, etc.), lead type (e.g., new prospect, reinvestment lead, up-sell / cross-sell lead, etc.), lead status (e.g., on-time, delayed), etc. along with the option to compare across configurable time periods (e.g., MTD, YTD, YoY). • Provide options for users to generate and download lead/prospect lists, MIS, reports, etc: o Option to create and save custom templates, as well as use pre-defined templates with the ability to configure and customize included fields and values (e.g., lead details, allocated agent information, lead status, etc.) o Ability to download generated reports, MIS outputs, etc. in user-preferred formats (e.g., CSV, Excel, PDF, etc.)

		◦ Ability to schedule and automatically generate reports, MIS outputs, etc. at configurable frequencies (e.g., daily, weekly, monthly, etc.) ◦ Ability to apply user-defined filters (e.g., time range, lead type, allocated agent, etc.) for customized report, MIS, etc. generation ◦ <u>Additional provisions for supervisors, branch managers, divisional managers, etc. (indicative and not exhaustive):</u> ▪ Auto-generation of tracking sheet (at a configurable frequency – e.g., daily, monthly, etc.) at supervisor level to monitor the progress of allocated leads to supervised agents ▪ Option to be provided to download report, MIS, tracking sheet, etc. in format of choice (e.g., csv, excel, pdf, etc.) for all allocated leads under their respective supervision with lead details, agent details, status to monitor progress, etc. • Option to initiate actions directly from the dashboard for creating new prospects / leads, updating status, initiating follow-up actions, accessing detailed lead / prospect view, etc. • Option for supervisors, branch managers, etc. to reassign prospect / lead via the dashboard • Option to initiate communication for follow up, nurturing and engagement to prospects / leads via SMS, WhatsApp, calling and other communication channels (via integration with MarTech / applicable SOE On-prem services) • Automated nudges and reminders on dashboards as well as via SMS, WhatsApp, email, etc. (via integration with MarTech) to assigned users for leads requiring follow-ups, upcoming deadlines, etc. based on configurable rule-based logic.
	Activity management for sales funnel (agents, supervisor, DO's, CLIA, LICA, LIC	• Set appointments with prospects / leads • Prepare for meetings – display key pointers, integrate with multimedia training content • Record meetings completed, including validations through OTP / geolocation, key discussion points in parameterized fields • Capture key notes, discussion points during meeting

	Employees etc.)	• Conduct need assessment for customer based on structured questionnaire – configurable rule-based suggestion based on customer input to identify need and recommend product • Enable manual or automated triggering (based on configurable rule-based logic) of personalized product plan recommendations, with details shared with both leads and allocated agents (if present) • Send communication through call, SMS, WhatsApp email (via integration with MarTech) to prospects in the funnel and create record of the communication against the prospect • Enable automatic and customizable communication to leads through preferred channels (e.g., SMS, WhatsApp, social media, etc.) with ability to configure volume, frequency, schedule of messages, etc. • Schedule follow up meetings / calls with customers • Set up and receive automated and manually set reminders for key activities – appointment setting, meetings, follow up calls / SMS / WhatsApp • Directly initiate proposal from prospect dashboard, passing on quote information if available • Option to add file attachments while sending in-platform communication to customer
	Individual Lead Dashboard	• Dashboard to display detailed view of an individual lead including status, source channel, lead type, date of lead creation, lead demographic details, etc. • Track and display lead progression across the sales funnel in configurable layouts (e.g., timeline view) • Enable display of activity tracking in configurable layouts (e.g., timeline views) to view communication history and completion of engagement milestones such as calls made, messages sent, meeting invites sent, files shared, recorded notes, video calls completed, virtual meetings conducted, etc., with quick actions to initiate further communication via the listed channels • Display status for key sales funnel milestones using configurable labels such as prospect created, promoted to lead, lead allocated, lead contacted, etc.

		• Capture and display information of lead including name, mobile number, email ID, address, preferred product, etc. with option to manually update information or automatically update information with integration to internal & third-party data sources. Information to be captured / displayed as follows (indication and not exhaustive)
		  o Common details for all leads – e.g., lead ID, source, name, contact details, date of birth, gender, address, income, product recommended, etc.
		  o Existing details of old/existing leads – e.g., policy issuing agent code, agent status, supervisor code, supervisor status, channel of policy sale, etc.
		• Option to initiate communication for follow up, nurturing and engagement to lead via SMS, WhatsApp (Integration with MarTech), calling and other communication channels through predefined or editable message templates and creatives (via integration with AEM)
		• Option to initiate actions directly from the dashboard for creating new prospects / leads, updating status, initiating follow-up actions, accessing detailed lead / prospect view, etc.
		• Option for supervisors to reassign prospect / lead via the dashboard
		• Display information of quotes and proposals (if any) created/initiated for the lead with current status and option to directly navigate to the ongoing journey for resuming
		• System generated reminders, alerts, nudges, or recommended next actions using configurable rule-based logic using input parameters like engagement level, age of lead, missed SLA thresholds, etc.
		• Option to initiate quote generation & proposal onboarding journey from dashboard

De-duplication	Integration with Customer De-dupe in Data Lake	• Integration with Data Lake for customer de-duplication across all distribution channels (such as A2C, D2C, B&AC, etc.) in real time • Enable customer de-duplication using a configurable set of key identifiers such as name, date of birth,

		gender, mobile number, existing policy or proposal numbers, etc. (including combination of these fields) • De-duplication across multiple input sources including direct customer entry, data fetched from third-party channels, banks, etc. • Enable de-duplication with varying levels of available data • Pre-fill stages in onboarding journey basis stored information mapped against deduplicated customer identified – e.g., prefilled proposal forms (with demographic, existing policies, proposal history & other data) using existing customer details, reuse of previously submitted documents and medical reports, etc. • Customize the UI/UX and flow of onboarding journey stages dynamically based on whether the customer is identified as a new or existing customer
	Nominee De-dupe	• Integration with Data Lake for nominee de-duplication maintaining a unified nominee database to prevent duplicate entries • Identify duplicate nominee records using configurable logic based on parameters such as full name, date of birth, relationship to the policyholder, contact information, etc. • Enable real-time detection of potential duplicate nominees during the onboarding prompting users to confirm or select existing records
Quote Generation	Product Configurator	• Enable a web-based interface for LIC business users, with role-based access to create, update, and manage product/plan configurations • Option to define/modify the eligibility rules of new and existing plans/products respectively by modifying parameters like age, sum assured, term etc. • Option to define and modify product benefits, pricing / rating sheets, underwriting rules, loading / rate-up rules and rates, claim rules, surrender rules and rates, bonus / survival benefits rules and rates, payouts to agents etc. • Option to define/modify the underwriting and Straight Through Processing (STP) logic for new and existing plans/products by modifying parameters

		such as medical/non-medical classification, financial thresholds etc. • Option to generate CSV files containing updated product configuration to facilitate propagation of updates to downstream systems • Integration with the quote engine to generate real-time, updated premiums taking into consideration the modifications made to plans/products • Maintain time-stamped audit trail, logging all critical user actions and system events across all plans/products

	Plan Information	• Display list of all available plans with option to sort & filter basis configurable parameters
		• Display plan categories with configurable tags/labels - e.g., need-based labels (e.g., 'Family Protection'), nudge-based labels (e.g., 'Most Popular Plan'), etc.
		• Display plan related information in multiple formats such as carousel / horizontal scroll cards, expandable plan details in an accordion view, tabbed layout, etc.
		• Interactive and engaging multimedia content to deliver plan-related information in a customer-friendly format such as (content to be managed as part of scope)
		  o Contextual pop-ups and tooltips
		  o Plan brochures (PDFs)
		  o Personalized videos dynamically generated via Gen AI integrations (including digital avatars explaining plan related details)
		  o Audio based narration of simplified plan details
		  o Graphical illustrations and interactive charts, to visually depict key benefits, timelines, and premium structures.
		  o Integration with AI-powered conversational chatbot or assistant to query policy sales brochures, plan features, etc. to provide instant, contextual answers to user queries (e.g., questions about policy benefits, FAQs, etc.)
		  o Enable multilingual display of all plan-related content and multimedia assets, across multiple languages.
		• Provide a financial needs analysis and insurance calculator to help sellers and customers assess

		coverage requirements based on profile, goals, and existing policies
	Plan recommendations & suitability analysis	• Eligibility checks for plans based on customer's details and plan's eligibility criteria • Recommend suitable plans according to customer's profile, insurance objectives, etc. in line with LIC policy and business priorities, using a product recommender interface • Capture of customer inputs (configurable input parameters like gender, age, income, insurance objectives, family details, etc. sourced during lead generation, subsequent sales interactions, existing customer records, plan recommendation journey, etc.) required for generating plan recommendations for both the customer and their family members • Recommend plans for customers as well as their family members using configurable rule-based logic as well as intelligent recommendations through integrations with AI/ML models in the Data Lake (e.g., next best product model for reinvestment, cross-sell improvement model, up-sell opportunities model, etc.) • Enable configurable rule-based logic for system-driven proactive / suggestive plan recommendations for up-sell / cross-sell to family members of customer basis inferred needs identified as per parameters like customer's age, gender, life stage, family details (if available), etc. • Perform insurance product suitability analysis basis rule based configurable logic • Generate suitability analysis report as per IRDAI regulatory guidelines • Graphical interface for business users to configure and modify rules for plan recommendations logic
	Premium calculation	• Refactoring of existing Vishal engine to develop a new quote engine for the onboarding platform to generate quotations • Provide options to generate quotations for single plan, plan and rider combinations, and multi-plan, multi-rider bundles • Enable bundled quote generation for multiple members in single family, with support for single

		plan, plan and rider combinations, and multi-plan, multi-rider bundles
		• Quick quote feature (i.e., with minimal fields of input) should be available – allowing customer or seller to generate quote with only basic field input
		• Option to save ongoing quote and resume saved quotation
		• Option to begin quote using default templates with pre-filled values and option to save custom templates
		• Option to generate quotation via multiple methods such as (representative & non-exhaustive list of modes):
		  o Premium calculation based on sum assured (required coverage)
		  o Premium calculation based on return on investment.
		  o Premium budget-based reverse calculation of coverage
		• Functionality to generate multiple quotations for each lead; option to select single/multiple generated quotes or modify them
		• Capture multi-modal inputs for premium calculation through interactive UI elements such as sliders, radio buttons, dropdowns, etc.
		• Calculate and display recommendations for sum assured, premium amount, policy term & other plan parameters using configurable rule-based logic as well as intelligent recommendations through integrations with AI/ML models
		• Enable purchase of plans (basis necessary eligibility check) with pre-defined plan parameter values (e.g., sum assured, policy term, premium payment term, etc.) along with the option to modify / update values
		• Enable up-sell nudges for customers and sales users by identifying opportunities for selling higher insurance coverage using configurable logic based on financial eligibility (as per entered annual income) and protection gap analysis derived from income-based multiples
		• Recommend add-on riders through rule-based recommendations and via integration with AI/ML

		model in Data Lake (Upsell opportunities model) • Plan and quote comparison (with AI integrations for generation of comparison) across parameters such as premium amount, plan benefits, coverage, etc., with visualization of comparison via formats such as side-by-side tables, interactive charts, etc. • Automatically configure input fields (e.g., dropdown values, radio button choices, slider min-max limits, field visibility) based on selected plan eligibility criteria, customer profile, rider availability, etc. • Ability to define and customize language of nudges through configurable, no-code interface available to business users

	Benefit Illustration	• Generate benefit illustrations in IRDAI-mandated formats and in customer friendly format with intuitive, visual representations, multimedia format such as:
		  o Downloadable & shareable PDFs
		  o Personalized videos dynamically generated via Gen AI integration (including digital avatars explaining benefit illustration)
		  o Audio based narration
		  o Graphical illustrations and interactive charts, to visually depict key benefits, timelines, and premium structures.
		  o Enable integration with AI-powered conversational chatbot or assistant to query policy sales brochures, plan features, etc. to provide instant, contextual answers to user queries (e.g., questions about policy benefits, FAQs, etc.)
		  o Ability to share link with the customer to review and confirm the quotation details, including the benefit illustration, Customer Information Sheet (CIS), and other relevant documents.

	Overall Proposal/ Quote Dashboard	• Role-based configurable dashboard displaying consolidated view of all quotes and proposals relevant to the user such as:
		  o For agents: quotes and proposals created by the agent for their assigned customers and leads
		  o For Development Officers DOs (including Senior Business Associates – SBAs), other supervisors (e.g., LICA, CLIA, etc.), other LIC

		officials across various offices (e.g., Central Office, Zonal Office, Divisional Office, Branch Office, Satellite Office, etc.), user cadres (e.g., Branch Managers, Divisional Managers, Reinvestment Managers, etc.), etc. and hierarchy above: View quotes and proposals created by agents mapped under their hierarchy / supervision (may be required to display in masked or in plain form); get integrated view of funnel, ageing, etc. along with ability to filter by lead data, quote meta data, etc. • Consolidated view of quotes / proposals, allowing sort & filtering based on parameters such as product type, onboarding journey stage, proposal creation date, quote validity, etc. • Display details for each quote and proposal such as calculated premium, plan name / number, life details, current proposal / quote status, etc. • Multiple configurable layout options for visual display including tabular views, carousel cards, accordion views, and tabbed layouts, etc. • Enable calculation and display of quote / prospect categories/status (e.g., expiring quotation, additional requirements pending, etc.) on the dashboard with configurable labels • Calculate and display metrics such as number of proposals / quotes created, number of ongoing / completed proposals, number of proposals with additional requirements raised, etc. • Calculate and display dashboards for SLA, ageing, based on proposal / quote data and meta data etc. • Calculate and display drop-off analysis across various stages of onboarding journey • Display of visual alerts to assigned users for highlighting deadlines, pending actions, abandoned quotations/proposals, etc. • System generated reminders to users based on configurable rule-based logic considering ageing of quotes, validity period of onboarding stages, etc. • Option for supervisors to reassign proposals / quotes via the dashboard • Option to initiate actions directly from the dashboard

		for manually creating new proposals / quotes, deleting / archiving existing proposals / quotes, accessing detailed view of proposal / quote, etc. • Option to initiate communication for follow up, nurturing and engagement to prospects / leads via SMS, WhatsApp, calling and other communication channels • System driven automatic archival of quotes / proposals using configurable rule-based logic based on inactivity, number of days since quote generation, etc.
	Individual Proposal/Quote View	• Dashboard to display comprehensive view of an individual quote or proposal, including current status, quote details (e.g., sum assured, plan term, premium calculated, etc.), pending tasks, etc. • Track and display progress across the entire onboarding journey using configurable layouts (e.g., timeline view) • Track and display progress across onboarding journey displaying status of completion of various stages such as quote generation, proposal form filling, document submission, underwriting decision, etc. with timestamps and quick actions to view information submitted for completed stage and option to resume ongoing stage • Display status for key onboarding journey milestones using configurable labels such as quote shared, proposal form submitted, underwriting completed, etc. with configurable labels. • Capture and display information of proposer/life to be assured including name, mobile number, email ID, address, preferred product, etc. with option to manually update information or automatically update information with integration to internal & third-party data sources • Display list of pending tasks with quick action buttons to complete steps such as document upload, premium payment, medical scheduling, etc. • Option to initiate action directly from dashboard to completing next stage in the onboarding journey, resume quote / proposal from last point of drop-off, etc.

		• Option to initiate actions directly from the dashboard for assigning tasks, generating asynchronous links for task completion, sending follow-up reminders, accessing detailed quote/proposal details, etc. • Option to initiate communication for follow up, nurturing and engagement to lead via SMS, WhatsApp, calling and other communication channels through predefined or editable templates • Option to initiate actions directly from dashboard to create new quotes / proposals, modify current quote / proposal, etc. • System generated reminders, alerts, nudges for next actions, etc. using configurable rule-based logic basis parameters like deadline for completing task, additional requirements raised, etc.
Proposal Transfer	Proposal Transfer within B&AC users	• Enable joint execution of proposal journey and subsequent lifecycle between LIC & B&AC representative for performing applicable proposal activities via assignment of prospect, lead and draft proposal between bank/partner SPs and LIC B&AC team • Authorized users to have configurable controls and governance for transferring proposal (e.g., defining approval rights for authorizing transfer) • Ability to maintain mapping between B&AC partner SPs and LIC B&AC team users through integrations with LIC and partner systems, offline data upload, manual configuration • Track and display the latest status of prospects / proposals / leads for each level, including current ownership and pending actions • Support addition of comments, file attachments, etc. during assignment of tasks • Rule-based configurable logic to ensure SLA adherence, enabling auto-actions like returning proposals to the original owner, reallocation to appropriate user, etc. upon SLA breach • MIS and reporting to support seamless coordination including tracking of sales funnel, conversion, SP activation and productivity, TAT, SLA adherence, etc.

<table>
<tr><td rowspan="2">Offline & Hybrid Journey Support with Asynchronous Task Completion</td><td>Offline Data Capture & Sync</td><td>Enable data capture (e.g., proposal form details, document upload) in offline mode in case user device does not have internet connectivity
Save proposal progress locally on the device (via caching) in case of connectivity loss, with option to resume
Automatically sync and upload captured data once internet connectivity is available
Track status of sync/upload and display visual status indicators for pending/completed uploads</td></tr>
<tr><td>Hybrid Journey</td><td>Enable hybrid onboarding where part of the proposal journey can be completed offline and the remaining journey can be continued digitally on different digital onboarding platforms – e.g., in-branch submission of a paper form, accompanied by submission of some supporting requirements in physical (hard-copy) format, with virtual document submission for remaining requirements, digitized medical scheduling, tracking of proposal, etc.
Authorized users such as branch employees, agents, underwriters, etc. must be provided with access to features for enabling hybrid journey – e.g., digitization of physical document via scan & upload, digital document scrutiny, etc.
Enable scan and upload of physical proposal forms, documents, etc. by branch users, sales users (e.g., agents, B&AC partner SPs / RMs, etc.), customers, etc. using their own front-end applications
Facilitate digital collection of customer KYC, document proofs, premium payments, etc. when proposal was initiated on paper through different digital modes such as asynchronous links sent to the customer
Upon initiation of proposal through different digital channels (involving physical paper form submission at branch):
Enable upfront tagging of proposal with unique proposal identifier
Prior to physical paper form submission at branch, enable digital capture of customer consent, digital collection of customer KYC, document proofs, bank account details, etc.</td></tr>
</table>

		through different digital modes such as asynchronous links sent to the customer, completion on agent's device, etc. o Upon submission of the physical paper form at the branch, enable pre-filled proposal form using information already submitted digitally (e.g., KYC, bank account details, income proof details, etc.) based on the unique proposal identifier, with the option for branch users to update additional proposal information, view uploaded documents, track completed & pending requirements, etc. o Enable digital collection & completion of further additional requirements (e.g., medical scheduling, additional documents submission, etc.) through different digital modes such as asynchronous links sent to the customer • Enable real-time tracking of overall onboarding journey providing a unified view of stages completed offline and digitally
	Asynchronous Link Sharing	• Option for users (e.g., SP/RMs, agents, etc.) or underwriting / branch users to complete tasks either on their own device or share link with customers to allow them to complete specific actions asynchronously (e.g. KYC, document upload, validation of information input by sales intermediary) • Ability to create secure links for completion of a configurable set of onboarding journey tasks (single as well as multiple sequential tasks) • Option to configure the expiry duration/validity period of the link, along with the ability to manually deactivate the link as needed. Automatic expiry of link upon expiry or successful task completion • Allow customization of message for sharing link, store default message templates and allow saving of custom templates • Option to select mode for sharing link with customers (e.g., SMS, WhatsApp, Email, social media platforms, etc.) • Option to set up authentication (e.g., two step authentication) for secure link access including verification of user identity basis multiple input

		combination options (e.g., mobile number + DOB, email + DOB, application number + DOB, etc.) followed by OTP-based validation • Configurable option for customers to view the status of their proposal through the same link after completion of the assigned task • Allow users and prospects to track task completion status, link activity (e.g., whether link has been opened/clicked), time remaining for completion, etc. • Allow resharing of the same link before expiry as well as creation & sharing of new link • Automated reminders to customers via preferred communication channel of choice using configurable logic based on event triggers such as unopened link, incomplete task beyond pre-defined deadline, etc.
Proposal	Single and multi-plan proposals	• Users should have the ability to initiate proposals for single plans and multiple plans for a single user, or multiple users • Enable users to calculate premium for plan combinations/bundles (including plan combinations/bundles for multiple family members) • For bundled plans, provide a combined summary presenting key information across all selected plans — including benefit illustrations, inclusions, exclusions, etc. along with plan-wise breakdowns • In the case of multi-plan proposals, users should be able to view a consolidated list of requirements across all plans and be allowed to input data into a single proposal form, execute single medical scheduling, document upload, etc., but multiple proposals should be generated in back end • For information that may vary across proposals (e.g., nominee info, bank details, etc.), users should have the flexibility to either input the same information across all plans or provide separate details for each plan, based on their preference
	KYC	• Enable mandatory completion of KYC for all customers before proposal form submission across all channels (A2C, D2C, B&AC etc.) and journeys (digital, hybrid etc.) • Provide multiple options for KYC verification including CKYC, EKYC, offline EKYC, biometric

		(fingerprint/iris/face scan with support for authorized hardware biometric devices) enabled KYC, DigiLocker, video KYC, etc. • Display KYC information of customer to confirm details • Pre-fill proposal form with fetched KYC details of customer after successful KYC verification with ability to configure whether pre-filled field should be editable or not editable (e.g., mobile number, email ID, address details, etc.) • Provide fallback options for digital KYC verification through digital document upload of KYC documents • Option for users to complete KYC on own device (using the OTP shared by customer) or share link with customer for completing KYC • Option to secure waivers on KYC verification requirements based on date of last KYC verification, data change flag, etc. using configurable rule-based logic set centrally
	Application tracker	• Provide a configurable application tracker to display progress across different stages of the onboarding journey, visible at the proposal level. • Support creation of multi-level trackers with the ability to define stages and sub-stages based on different hierarchical levels of the journey (e.g., KYC → Proposal → Medicals → Underwriting) • Option for multiple configurable timeline layout options such as linear, segmented, or milestone-based views, etc. • Display unified end-to-end timeline and stage-wise completion status, completion timestamps, overall completion status (e.g., % completion), etc. in the tracker • Configurable status labels across channels to reflect overall onboarding progress, individual stage completion status, etc. • Option to initiate actions directly from application tracker to view information entered at each stage, navigate between stages, complete a pending action or review details of completed action (e.g. view & download submitted document or form) etc. • Ability to customize application tracker stages,

		layouts, etc. for different user types - e.g., sales users, customers, underwriters, scrutiny officers, bank SPs/RMs, etc. • Enable automatic change in tracker stages based on parameters such as information captured during onboarding, results of automatic information validation, etc. (e.g., KYC waiver for existing customers, plan selected)
	Digital Proposal Form & Questionnaires	• Create and save multiple questionnaires (for proposal form, annexures, occupation questionnaires, medical questionnaires, etc.) applicable for different individual plans, plan combinations/bundles, plan & riders combinations, channels, type of life assured / proposer, etc. • Configurable rule-based logic for dynamic display of relevant proposal form, annexures, occupation questionnaires, medical questionnaires, etc. during proposal journey basis parameters like plan selected, gender, responses to medical and occupation-related questions, etc. • Ability to match templates with product offerings, life types • Option to create and save new questionnaire templates • Ability to configure input field parameters for individual questions in the questionnaires such as: o Input types (e.g., dropdowns, radio buttons, sliders, text boxes) o Options for selectable fields (e.g., dropdown values, radio button labels) o Conditional visibility of input fields (based on inputs to previous questions, plan & rider selected, data received from third party sources, etc.) o Enable pre-filling of fields based on data received from internal systems and third-party sources, with the option to configure whether each field is editable or non-editable o Inline validations based on pattern matching, data type (e.g., integer, string), limit on number of characters, and other field-specific rules o Tooltips and subtext for individual fields to

		guide users
		• Special input fields such as:
		  o Interactive sliders with configurable range – For selecting numeric ranges (e.g., sum assured, policy term)
		  o Calendar picker with the option to either select a date from the calendar or manually enter it in a predefined format (e.g., DD-MM-YYYY)
		  o Time picker
		  o Geolocation Input – Auto-detecting location via GPS
		  o Mobile Number Input – With country code selection, input validation, and OTP-based verification. Functionality for performing SIM binding-based validation
		  o Email Input – With domain format validation and OTP/email link verification
		  o Income fields – Option to select currency & display entered amount in readable text format (e.g., 1,00,000 as “1 Lakh”).
		  o Unit-Based Input Toggle – e.g., Switch between kgs and lbs. for weight, or cm and inches for height
		• Proposal Form – Interface Design and Navigation
		  o Multiple frontend design layout options for questionnaires – e.g., stepper-based progress tracker for the questionnaire (including multiple sections and sub-sections) with accordion-style layout for organizing sections / sub-sections
		  o Responsive and adaptive form layouts across web portals and mobile applications
		  o Ability to configure grouping and sequencing of questions.
		  o Progress indicators showing percentage completion to help users track their advancement through the form.
		  o Highlight input fields dynamically with visual indicators such as nudges, warnings, and error messages using configurable rule-based logic based on event triggers like validation failures, incorrect entries, etc. or to

		nudge customer behaviour (e.g. more suitable sum assured, social proof for rider selection) o Configurable rule-based logic to ensure submission of forms only after entry of all mandatory information, successful validation of mandatory information, etc. o Automatic redirection to sections with incomplete fields, incorrect data entries, or validation errors o Integration with text-to-speech models for enabling voice-based assistance to read out sections/questions, explain jargon, etc. to assist customers o Multi-lingual support for the questions • Form Filling o Configurable rule-based logic to automatically select relevant questionnaire, reorder questions, etc. based on inputs like product selected, outcome of information validation, information captured in proposal form, etc. o Ability to partially/completely pre-fill questionnaires / proposal form using internal and external sources o Enable both manual save and auto-save options while filling the proposal form. o Allow users to resume filling the proposal form from the last point of drop-off with all previously entered data retained, with authentication for each new session o Option for users to generate and share asynchronous link with customers for filling entire proposal form or certain sub-sections/questions in proposal form on their device o Hybrid Paper Form Filling: ▪ Option for customers & agents to scan and upload a filled paper proposal form for digital processing ▪ Integration with OCR to extract information from structured documents (e.g. standard IDs) o Option to fill digital proposal form offline

		and sync online once it is connected to the internet
	Proposal Form Submission	• Functionality to provide option to the customer to validate the proposal form through OTP (mobile & email) / Aadhar e-sign / digital sign or any other form of consent. Authorization of Suitability, Benefit Illustration (BI) and application form in case of Life Insurance policies. (IRDAI Guidelines to be followed). • Option to trigger soft copy of the proposal form to customer mobile number / e-mail id through a web link. Upon clicking the link, the duly filled and completed proposal form shall be displayed. Attachment to also be shared through email/ WhatsApp • For offline journeys, branch module of the proposed solution shall have functionality for Branch users to download proposal form / suitability analysis form / Benefit Illustration / application form etc. • Enable Aadhaar-based e-signature functionality leveraging OTP, biometric authentication (fingerprint/iris/face scan) with support for authorized hardware biometric devices • Allow upload of a scanned image of the customer's wet signature for signing declarations. • Enable customers to digitally sign by drawing signature using on-screen signature pad or touch interface • Enable branch users to scan and upload physical proposal form and map to documents submitted & digital validations digitally
	Third Party Integrations for Data & Documents (Information Validation & Pre-filling)	• Integrate with third-party, partner/intermediary and internal data sources to fetch information and documents required for the onboarding journey. • Auto-complete actions in the onboarding journey by leveraging fetched data such as pre-filling the proposal form, verifying customer-provided information, fulfilling document submission requirements, etc. • Enable integration with various data sources such as the following (indicative only, not exhaustive):

		- Identity information (e.g., name, date of birth, address, etc.): UIDAI, CERSAI, NSDL (for PAN data), DigiLocker (for passport, voter ID, driving license & other documents), telecom aggregator agency registries (for mobile number), Google Maps API (for address information), etc. - Financial information: Account aggregators, credit bureaus (e.g., CIBIL, CRIF, etc.), ITR (for income related data), GSTN, EPFO, OCEN (for credit related information), CBDT (for income tax information), etc. - Banking information: NPCI, APIs for penny drop & penniless validation, integration with Bank APIs. Automatic identification of bank account type (e.g., NRE, NRO) for NRI customers - Insurance information: IIB, e-Insurance Account repositories (e.g., CAMSRep, NSDL National Insurance Repository, CDSL, etc.) - Fraud check APIs (e.g., Experian Hunter) - Enable integrations with third party vendors (e.g., data enrichment vendors) to verify details such as mobile number, email ID, address, employment information, etc. - Enable validation of customer-provided information using data fetched from internal and external sources, applying exact or approximate matching techniques (e.g., fuzzy match) - Calculate match score based on the similarity of information using a configurable algorithm and declare successful validation if the match score exceeds a configurable threshold. - Provide alternate fallback option to manually upload documents if automatic digital validation fails - Integrate with CERSAI for updating customer information into CKYC records, with functionality for viewing and selecting potential CKYC record matches - Integration with systems of bank & alternate channel partners for fetching information of partner's/bank's customer in B&AC journey: - Initiation of proposal by performing a customer

		lookup from the partner/bank's system using captured data points such as Customer ID, Account Number, Name, Date of Birth, or any combination of these fields. o Capture customer consent digitally to allow the bank / partner to share customer data with LIC for proposal processing. o Pre-fill customer demographic details, contact information, and NEFT bank account details, etc. during the proposal journey using data received from the bank's systems o Dynamically modify UI/UX and overall onboarding journey flow basis extent of data received from bank & alternate partners. e.g. KYC compliance status from the bank's database to determine if KYC verification step can be waived for the proposal
	e-Insurance Account	• Integrate with e-Insurance Account repositories – e.g., NSDL, CAMS, CDSL, etc. • Automatically fetch existing e-Insurance Account details based on customer information provided (e.g., PAN, DOB, etc.). • Enable the creation of new e-Insurance Accounts across different repositories such as NSDL, CAMS, CDSL, etc. via integrations • Share the status of e-Insurance Account creation along with account details and display additional guidance material on how customers can access, manage, and utilize their e-Insurance Account for future policy servicing.
ACR (Agent Confidentiality Report), MHR (Moral Hazard Report)	Digital ACR/MHR Form	• Configurable digital ACR/MHR form for agents & other sales users, internal LIC teams, etc. to capture observations regarding the customer's financials, occupation, lifestyle, etc. • Dynamically configure ACR/MHR content using rule based configurable logic basis input parameters such as selected plan, channel (i.e., D2C, B&AC, etc.) • Pre-fill form partially for fields such as customer name, age, and selected plan, etc. based on details submitted in proposal form • Enable upload of supporting documents or

		photographs by agents where necessary to substantiate their observations • Allow agents to digitally sign and submit the ACR using secure authentication mechanisms such as OTP-based validation / Aadhar e-sign • Allow configuration of partner-specific equivalent requirements of ACR/MHR and other regulatory requirements for partner channel journeys such as B&AC • Automatically trigger MHR requirements basis configurable rule-based logic (e.g., as per SUC) • Option to manually raise requests for MHR and assign to user • Ability to track status of completion of MHR

	Video MHR	• Integrate with audio and video conferencing tools to enable end-to-end video-based MHR (Medical/Health Risk) assessment
		• Customization and collaboration tools via integrations with the audio and video conference tools – e.g., virtual background set-up, session recording, notes capture, etc.
		    o Automatically record video sessions, transcribe conversations, and digitally populate ACR/MHR forms based on conversation
		    o Securely store recordings for future reference
		• Enable real time system diagnostics check (via integration with the video and audio-conferencing tools) to display network strength, microphone and camera status, etc.
		• Option to schedule video call/meeting with customer by selecting date, time, etc. (including ability for customers to self-schedule video call/meeting)
		• Ability for authorized underwriting/sales/branch, etc. users to share link with customer for self-scheduling video call/meeting
		• Option to cancel/reschedule video call/meeting with automated notifications/alerts to users
		• Option for customers to join video call/meeting via link, automatically shared with them as per scheduled time slot accompanied by a configurable message template containing relevant meeting

		details • Enable customers to join video calls/meetings directly through multiple access points options including smartphones, tablets, or desktop web browsers, etc. without requiring installation of additional software or applications • Enable guided assistance with option for agent to initiate/joint video call/meeting on behalf of the customer while being physically present with them
	Physical MHR	• Rule based configurable logic to automatically raise and assign physical MHR requirements to relevant user as per FPSO, location, etc. • Option for authorized users to manually assign physical MHR requirements to user • Enable assigned users to view details of customer including name, age, address, selected plan, etc. with configurable visibility of each data field • Option to schedule in-person meetings with customer by selecting date, time, etc. (including ability for customers to self-schedule) • Ability for assigned user to share link with customer for self-scheduling in-person meeting • Option to cancel/reschedule in-person meeting with automated notifications/alerts to users • Enable assigned users to digitally capture notes, complete digital MHR form, etc. on the platform during or after an in-person meeting with the customer, using various devices such as smartphones, tablets, desktop web browsers, etc. • Option to view and download MHR form in preferred format (e.g., pdf, word, etc.), scan and upload filled physical MHR form, etc. • Enable assigned users to update status of completion of physical MHR with configurable list of status (e.g., meeting scheduled, meeting completed, MHR uploaded, etc.) • Display end-to-end status of assigned MHR requirement including latest status, owner/user it is assigned to, timestamp of completion, etc. • Automatic calculation and display of alerts in case of SLA breaches using configurable rule-based logic • Automatic re-assignment of Physical MHR

		requirement basis configurable rule-based logic in case of event triggers like SLA breaches, with option for manual re-assignment

Document Submission	Document Recommender	• Configurable rule-based document recommender to determine list of valid document proof requirements (e.g., income proof documents like ITR, Form 16, etc.) basis customer's profile and responses in the proposal form
		• Platform should be able to dynamically generate a personalized document checklist through the document recommender based on plan selection, customer profile, proposal form responses, and other parameters. The checklist must include:
		  ○ Types of document proof required such as income proof, address proof, identity proof, etc.
		  ○ List of valid document options for each proof type based on customer profile (e.g., ITR for salaried individuals as income proof)
		  ○ Prioritization of valid documents using configurable rules such as available modes of submission, regulatory/business preferences, etc.
		  ○ Options to digitally fetch documents that can substitute for documents (e.g. fetch documents from DigiLocker)
		• Graphical interface for business users to configure document recommenders by addition, deletion or modification of codified rules as per approved business logics
		• Identify documents previously submitted to LIC by customer and successfully validated from previous proposals, and provide an option to reuse the existing document or resubmit a new document as per requirement (via integration with EDMS)

	Document Upload	• Generate and display the list of required document proofs based on document recommender outputs, proposal form inputs, and applicable product requirements. • Display the valid document types acceptable for each category of document proof, as determined by the configured business rules.

		• Show the preferred documents for each requirement category with a configurable label as visual nudge (e.g., "Recommended" tag) to guide customer selection.
		• Display a preview image or template showing the expected appearance of each selected document for customer reference.
		• Display the available upload options for each document (e.g., direct upload, photo capture) in an intuitive manner.
		• Supported Upload Methods:
		  ○ Upload files directly from the device storage.
		  ○ Upload files from cloud storage solutions such as Google Drive, SharePoint, and Dropbox.
		  ○ Digital retrieval of documents from Account Aggregators or 3rd party integrations (e.g. DigiLocker)
		  ○ Capture photos and scan documents using the device camera
		  ○ Provide drag-and-drop functionality to simplify the document upload process.
		  ○ Enable customers to submit documents via SMS, Email, WhatsApp, or other integrated social media platforms and map back the document to right proposal in automated fashion
		• Document Handling Requirements:
		  ○ Support uploading of common file formats such as PNG, JPG, JPEG, PDF, and others as applicable.
		  ○ Allow upload of password-protected documents with options for secure decryption during validation
		  ○ Allow large file uploads without enforcing any size or resolution limits
		  ○ Allow multi-selection of files for upload against each requirement
		• Interface and User Interaction Requirements:
		  ○ Enable preview of uploaded documents to confirm visibility and correctness.
		  ○ Provide options to delete, edit, or replace uploaded documents before final submission.

		◦ Display upload and validation status clearly against each document requirement, including percentage completion indicators. ◦ Allow definition of helper text or attach instructional documents/videos to guide users on how to upload correct documents or locate required proofs. ◦ Display real-time error messages or alerts (e.g., invalid format, corrupted file, etc.) during the upload process. • Push uploaded documents to LIC's document management system (EDMS) • Auto-resizing, storage and archival of documents as per LIC's document management system (EDMS) policy
	Document Validation	• Integration with OCR to extract information from uploaded documents such as scanned images, PDF files, handwritten documents, etc. • Integration with AI/ML models for automated detection of potential document tampering, forgery, etc. and validation of document type & information present in uploaded document • Dynamic real time validation of documents (including information extracted from documents) with configurable rule-based business logics and 3rd party integrations (e.g. penniless validation of bank account details from cheque, validation of PAN from NSDL) • Support multilingual document processing to extract data from documents submitted in various regional languages • Enable configuration of document validation rules by business users • Display the results of document validation in real time to relevant stakeholders, including customers, agents, bank/partner SPs/RMs, and underwriters. • Ability for business users to define & configure workflow for document validation if automatic validation fails – e.g., assigning document for manual validation to appropriate scrutiny officer • Option to view uploaded documents along with detailed automatic validation results • Allow underwriters, agents, bank SP, etc. to raise

		new document requirements with comments • Allow underwriters, agents, bank SP, etc. to reject & return uploaded document for resubmission with reason • Option for underwriters, agents, bank SP, etc. to add comments, notes, annotations on the uploaded documents
Customer Verification	Video verification	Video based verification via API integration with video verification solutions: Video Session Setup and Device Readiness: • Detect user's device microphone and camera, with operational status indicators displayed on-screen. • Enable time stamping and geo-location tagging to ensure physical location of customer (e.g., check if country is India) • Display network connectivity indicators and real-time prompts to warn customers about poor lighting, blurry camera quality, or unstable connections. • Provide multilingual support across all video verification prompts and instructions. Video Recording and Control Features: • Support video recording with essential controls including start, stop, save, re-record, and playback options • Display clear, step-by-step on-screen instructions to guide the customer through the video verification process – including embedded instructional videos, FAQ documents, etc. • Upload recorded video to LIC's document management system (EDMS) Video verification methodology: • Generate and display a custom video verification prompt containing key elements such as selected plan name, customer name, agreement confirmation, randomly generated verification code, etc. • Validate if spoken response in the recorded video matches with the generated prompt using AI/ML models • Conduct liveliness checks through detection of

		physical gestures such as blinking, head movement, facial expressions, etc. using AI/ML models o Enable dynamic and configurable logic to determine liveliness—e.g., if the customer is identified as having a disability (along with its extent) based on proposal form responses, bypass blinking as a required liveness criterion. • Perform Code-on-Paper verification by asking the customer to display handwritten random code during the live video session • Capture live face image and match it against the photo e.g., photo submitted in KYC documents for identity verification • Use AI/ML models to validate customer identity by asking the customer to present original identity documents such as PAN, Aadhaar, or address proof, etc. to camera, and conduct real time validation of document • Record responses to personalized questions (e.g., answering questions as yes/no) asked during the session and automatically evaluate accuracy against predefined expected inputs • Use AI/ML models to automatically identify face spoofing attempts • Allow a configurable number of verification attempts per customer, with controls to track failures and trigger alternate verification methods including fallback option for manual verification
	Other Options	• Voice Call Verification: Option for underwriting, branch, etc. users to schedule and conduct audio calls (e.g., tele-MER) with the customer to confirm identity and verify information through guided scripts • Fingerprint/Iris/Face scan based biometric authentication with support for authorized hardware biometric devices • Enable generation & display of configurable questions and capture answers for fulfilling PIVC requirements (Pre-Issuance Verification Call made to the potential policyholder to verify the information provided to them during the sales

		process for avoiding mis-selling) • OTP-Based Verification: Trigger One-Time Password (OTP) based authentication across channels such as SMS, Email, or WhatsApp, etc. • Document Upload Verification: Allow customers to upload valid documents, scanned ID proofs, etc. as a fallback mechanism when automated verifications fail or are not applicable • Manual Verification/Validation Escalation: Automatically trigger tasks for relevant users to perform manual verification or validation based on configurable rule-based logic, triggered by parameters such as automated verification failure, life type, SUC, TRSA, etc. • Enable scan & upload of wet signature image, thumb impression image, etc.

Medicals	Integration with Medical Recommender	• Integrate with medical recommender to automatically determine necessary medical tests and medical examination requirement for proposal
		• Display medical requirements determined via integration with medical recommender using codified rules in medical test recommender basis customer's captured proposal inputs, including medical, health details, overall plan details, etc.
		• Display generated medical requirements (as captured via integration with medical recommender) as a checklist:
		    o List of medical test requirements
		    o List of medical examination requirements
		    o Eligibility & validity of different modes of testing such as at-home, at-centre, etc.
		    o Eligibility & validity of different modes of medical examination such as video medical examination, physical medical examination, etc.
		• AI integration for generation of personalized medical requirements and insights/suggestions for medical underwriting based on medical history, written details of medical conditions, submitted medical documents such as discharge summary documents, etc. over and above rule based medical recommender

	Integration with Medical Scheduling Workflow	• Display the list of medical test and medical examination requirements as captured via integration with the medical test recommender
		• Display the list of available modes for completing medical tests and examinations through integration with Medical Service Provider (e.g., at-home, at-centre, virtual, physical), as determined via integration with the medical test recommender, and dynamically adjust the UI/UX to present such as:
		    o Provide the option to immediately connect with a doctor for completing a medical examination online through a virtual meeting room,
		    o Provide the option to schedule an online video medical examination with a doctor through a virtual video call.
		    o Provide the option to schedule an at-centre visit for completing prescribed medical tests.
		    o Provide the option to schedule an at-home visit by a medical professional for sample collection and medical testing.
		• Display the list of available slots in real time as received from Medical Service Providers (MSPs) leveraging integrations built with MSPs
		• Option for assisted medical scheduling (by branch users, agents, etc.) for customers in case of system failure, customer preference, etc.
		• Ability to set-up configurable logic to identify outstation medicals – i.e., when preferred diagnostic centre is far away from current address of customer with automatic triggering of additional requirements and relevant workflow – e.g., digital form with details requesting reason for outstation medicals, approval workflow, automated request to authorized user for providing approval, etc.
		• Display the list of diagnostic centres (as received from the MSPs by leveraging integrations built with them) with sorting and filtering functionalities based on parameters such as distance, slot availability, centre facilities, and parking availability
		• Provide customer option to view diagnostic centre photographs, amenities available, etc. through integration with third-party APIs such as Google

		Maps • Display nearest diagnostic centres (as received from the MSPs by leveraging integrations built with them) based on customer geo-location and allow manual adjustment by entering a preferred pincode or address. • Offer recommendation of diagnostic centers using configurable rule-based logic based on wait time, distance from customer, etc. • Automatically generate and display consolidated instructions to be followed for the set of scheduled tests, including fasting, hydration, medication restrictions, and other preparation guidelines. • Calculate and display estimated time for report availability to authorized users (e.g., underwriting users) based on MSP SLAs to assist in monitoring and identifying SLA breaches • Allow usage of existing valid medical reports from past proposals or external verified health reports, subject to underwriting review and policy (e.g. policy for how recent a report must be to be accepted) • Display existing booked slots for medical tests and examinations with the option to reuse the same slot for additional tests if feasible. • Enable self-service functionality for users and customers for rescheduling medical appointments, with real-time visibility of available alternate slots • Enable real-time transmission of slot booking, rescheduling, and cancellation requests to MSPs through integrated APIs • Capture and display statuses across the entire medical scheduling and completion journey (as received from the MSPS by leveraging integrations built with them) • Dashboard to track medicals journey steps, including configurable steps such as Schedule Medicals, Complete Medicals, Reports Received, etc. - provide real-time dashboard updates through system integration with MSPs • Enable display of MSP billing data – i.e., proposal-wise and MSP-wise medical tests conducted, charges, and a consolidated view of total payable

		amounts to MSP for tracking and financial reconciliation • Automated notifications and reminders (including call center-based communication) regarding upcoming medical appointments to customers • Generate and provide download links for appointment confirmation documents, medical reports, etc. – available on app/platform and shared on SMS, WhatsApp and other social media apps • Provide feedback capture mechanism post medical examination and tests (e.g., rating the experience at diagnostic centre, doctor consultation)
	Information Receipt from MSP	• Leverage integrations with systems of empaneled MSPs for exchanging data – sharing list of required investigations, submitting preference for medicals, receiving confirmed slot details, received medical reports as scanned documents and metadata, completion status of medicals, received recording of video medical examination, etc. • Capture medical test & examination report data in pre-defined format – csv, pdfs, etc. • Integration with OCR to read medical test & examination reports and view results • Once relevant medical documents/reports, recorded videos, etc. have been received from MSPs, push to LIC's document management system (EDMS)
Premium Payment	Overall Requirements	• Integration with LIC's white-listed payment gateways to enable digital premium collection through multiple payment methods such as UPI, Credit Cards, Debit Cards, Net Banking, Wallets, QR-based payments, NEFT/IMPS, eNACH, Standing Instruction (SI), Buy Now Pay Later (BNPL), BIMA ASBA, etc. • Option for cash / cheque-based payment at LIC branch via integration with LIC's internal systems to capture and record cash / cheque-based transactions • Provide native and redirection-based integration models for payment flows, with PCI-DSS compliant payment gateway integrations • Integrate with approved Payment Service Providers (PSPs), their respective wallets and banks as per regulatory norms

		• Configurable valid payment methods depending on channel, customer type, etc. – e.g., for Banca restricting payment modes to bank partner mandated modes • Allow future adoption of new RBI-approved payment modes • Ensure validation of payer identity to allow premium payment only by authorized individual (e.g., proposer, life to be assured, etc.) • Option to save payment mode preference, payment mode details, etc. for quick future transactions • Option to utilize maturity proceeds from existing policies as a mode of premium payment for new policy issuance (reinvestment flow)
	UPI	• Integration with NPCI-approved PSPs for UPI transactions • Option to generate UPI QR code with embedded transaction details for scan & pay • Option to initiate UPI collect requests via VPA entry
	Credit Card/Debit Card	• Enable transactions through all major card networks such as Visa, Mastercard, RuPay, American Express, etc. • Real-time validation for CVV, expiry date, etc. • Scan and upload card photo to auto-fill details • Option to save card details with customer consent - tokenized card storage for faster future transactions
	NetBanking	• Option for customers to simultaneously complete NEFT registration and payment via NetBanking • Ability to add/update NEFT and bank account details linked to customer profile with automatic redirection to payment • Option to scan and upload cancelled cheque for NEFT detail verification • Real-time NEFT/IMPS validation via methods like penny drop, penniless, etc. • Redirection to customer’s bank login for secure payment processing
	Dynamic QR code (UPI)	• Generate dynamic UPI QR codes with embedded transaction details such as amount • Validate payment confirmation in real-time and update application status accordingly • Expire QR codes automatically after a configurable

		time window or upon successful payment. • Ability to configure account to which UPI payments should be credited
	Wallet based Payments	• Integration with approved digital wallets (adhering to LIC's API and security protocols) • Option for users to choose wallet as an option for completing payment • Ensure compliance with regulatory norms as per RBI wallet guidelines
	BIMA-ASBA Mandate	• Provide an option for customers to authorize a one-time mandate to block the premium amount in their bank account via UPI, as per the Bima-ASBA facility. • Allow blocking of an amount equal to or up to a defined multiple of the estimated premium amount, to account for underwriting outcomes and avoid payment failures. • Debit blocked amount upon proposal acceptance; unblock the amount in case of rejection, cancellation, withdrawal, etc. • Capture customer consent if premium increases as per underwriting decision requiring a modification to the mandate. Automatically generate mandate modification documents and share with customers
	Premium Payment via Reinvestment	• Development of an end-to-end reinvestment flow and integration with LIC's data systems to identify eligible policies whose maturity amount can be utilized to pay the premium of a new policy, either fully or partially • Provide option to customer to view active, existing policies in the customer super app/portal to and set up mandate to automatically allocate maturity amount of a policy towards the premium payment of a new or existing policy • Integration with LIC's reinvestment workflow for utilization of maturity amount as premium for new policy including automatic unblocking and release of maturity amounts using configurable rule-based logic basis parameters like proposal underwriting decision (e.g., accept, accept with modified terms, etc.), timeline (e.g., before or after maturity date), etc.

		• Automatic trigger of payment request through in-platform notifications, communication channels (SMS/WhatsApp/Email) with payment link, in scenarios such as premium amount (with extra loading basis underwriting decision) exceeding maturity proceeds, proposal being accepted after the maturity date, etc.
	BNPL & EMI	• Enable BNPL/EMI options via Credit Card EMI, Debit Card EMI, pre-approved EMI provider, etc. for plans (e.g., plans where monthly premium payment mode is not available) • Integration with authorized BNPL providers for short-term financing at checkout (with interest to be borne by the customer) • Real-time eligibility check based on customer profile and product • Option for auto-debit setup for installment collection

	Auto-Debit & Standing Instructions	• Enable customers to set up recurring premium payment mandates through methods such as eNACH, Standing Instructions (SI), Debit Card, Credit Card, UPI mandate, Auto-Premium Payment System (APPS), etc., with real-time validation and confirmation
		• Auto-Premium Payment System (APPS):
		    o Integration required to enable Auto Premium Payment System (APPS) for premium payments via LIC mutual fund accounts
		    o Enable investment in eligible mutual fund schemes, such as LIC MF Liquid Fund, LIC MF Savings Plus Fund, LIC MF Income Plus Fund, etc. with configurable minimum investment thresholds (e.g., ₹5,000)
		    o Enable mandate registration via digital mandate form filling, authorizing auto-debit of LIC premium amounts from the selected mutual fund folio and remittance to LIC on the scheduled premium due date
		    o Option for policyholders to choose the preferred debit date – e.g., actual premium due date, five days prior to the end of the grace period, etc.
		    o Enable digital submission of supporting

		documents required for availing APPS facility o Provide real-time verification and display of customer's Mutual Fund KYC status at the time of APPS registration o Dynamically trigger integrated MF KYC onboarding within ongoing onboarding journey in case the customer has not completed Mutual Fund KYC thus avoiding need for a separate process • Integration required for setting up auto-debit such as below requirements for standing instructions: • Allow modification or cancellation of active mandates through platform, with secure customer authentication • Trigger alerts and capture fresh customer consent in case of changes impacting the mandate, such as revised premium amounts, frequency updates, etc. • Display real-time status of mandates including creation, approval, activation, modification, failure, cancellation, etc. via user dashboards • Support both configurable auto-triggered mandate cancellation (e.g., policy cancellation, payment failure) and manual cancellation initiated by user • Provide end-to-end digital handling of recurring payment lifecycle including setup, mandate registration, debit initiation, transaction settlement, etc. Indication example for standing instructions provided below: o Option to set up Standing Instruction mandate at configurable stage in onboarding journey – e.g., proposal submission o Integration with bank's systems for validation and real-time status update o Dashboard view for users to track active mandates, modify, mandate, etc. o Configurable reminder alerts before auto-debit
	NRI GST Exemption	• Enable digital collection of documents, capture of information, validation of bank account details (e.g., NRE account identification) and other requirements needed to determine if NRI life is eligible for GST exemption

		• Configurable rule-based logic for automated determination of eligibility for GST exemption (for NRIs) as per submitted information, documents, etc. with fallback workflow for manual validation • Automatic adjustment of the final premium amount based determined eligibility for GST exemption
	Reconciliation	• Facilitate reconciliation of premium payments across multiple systems including payment gateways, LIC's internal systems, banking partners, aggregators, etc. • Enable auto-reconciliation through multiple modes such as real-time, near-real-time, batch mode, etc. configurable based on parameters such as channel type, transaction type, etc. • Generate detailed MIS reports for reconciliation activities with downloadable formats and filters based on channel, payment mode, customer, etc. • Ability to set up configurable rule-based logic to automatically detect mismatches and trigger alerts with the ability to route unresolved cases to relevant stakeholder for required action • Provide functionality to raise and track disputes related to payments such as cheque dishonor, duplicate payments, delayed confirmations, payment failures, etc. • Ability for authorized users to manually create and log transactions (e.g., missing transactions), negate/delete incorrect or failed transactions, etc. with maker-checker workflow • Dashboard to track the lifecycle of payment disputes, including status updates, assigned owner, escalation levels, closure timelines, etc.
	Receipt generation & sharing	• Generate payment receipts instantly upon successful transaction completion, tagged with details such as transaction ID, policy/proposal number, mode of payment, etc. • Allow customers to choose preferred delivery channels for receiving receipts such as SMS, Email, WhatsApp, etc. or download via digital platforms such as the website, customer super app/portal, agent app etc. • Share payment receipts through multiple modes simultaneously, based on user preference or system

		configuration. • Trigger real-time payment acknowledgements along with receipt delivery through the customer's preferred channel, using formats such as attached document, embedded download link, etc.
Underwriting	Proposal & Underwriting Case Creation & Updation	Bidder to propose a comprehensive underwriting solution with following capabilities minimally: • Automatically create insurance proposals in the system upon customer submission along with generation and assignment of a new Proposal ID. • Enable automatic creation of underwriting case including provision for grouping/clubbing of proposals revival cases (basis rule based configurable logic) submitted by a customer along with generation and assignment of a new Underwriting Case ID • Support digital underwriting for physical proposals and document submissions by enabling scanning and uploading of physical proposal forms and documents to the underwriting platform • Display details of all proposals mapped to an underwriting case, including key proposal information (e.g., plan selected, calculated premium, sum assured, etc.) and current status (e.g., "Scrutiny in Progress", "Underwriting in Progress", "Underwriting Completed", etc.) • Auto-calculate, update and display underwriting case parameters such as Total Rated Up Sum Assured (TRSA) and Sum Under Consideration (SUC) using configurable rule-based logic basis data submitted in proposal form, existing customer records, etc. • Integration with existing customer records and other internal databases to fetch and auto-populate historical customer data, underwrite decisions, etc. as captured for previous proposals, policies, etc. • Using configurable rule-based logic to automatically highlight discrepancies in the underwriting case between current and historical disclosures in fields such as occupation, income, lifestyle, medical history, etc. • Enable automatic risk profiling based on customer declarations, underwriting inputs, medical reports,

		and external data sources, with automatic assignment of risk grades, scores, flags, etc. using configurable rule-based logic • Integration with AI/ML models for fraud detection, with fraud risk indicators displayed through visual elements such as labels, tags, scorecards, etc.
	Overall Underwriting Dashboards	• Role-based configurable real time dashboards displaying the complete pool of underwriting cases / proposals relevant to the type of users – e.g., LIC officials (e.g., central / zonal / divisional / branch office users like branch managers, divisional manager, reinvestment manager, new business managers, etc.), external users (e.g., medical referees, MSP representatives, etc.), etc. • Determine list/pool of underwriting cases / proposals to be displayed to a user basis rule based configurable logic depending on parameters like user cadre, office, underwriting case SUC, included plans, etc. • Consolidated view of underwriting case / proposal pool including registered cases, cases under scrutiny, cases under underwriting, etc. with sort and filtering based on configurable parameters such as plan, medical / non-medical case type, SUC, TRSA, underwriting case status (e.g., Scrutiny in Progress, Underwriting in Progress, Underwriting Completed, Scrutiny Completed, etc.), assigned user, etc. • Display summarized view of underwriting case in a configurable visual layout with customizable display parameters – e.g., date of registration, Medical / Non-Medical case type, plan selected, assigned user, assigned office, etc. • Configurable, rule-based logic to calculate and display color-coded status tags / labels with configurable text such as (indicative and not exhaustive): o SLA tracking (e.g., “SLA Breached,” “At Risk of SLA Breach,” “On Track”, etc.) o Underwriting case status (e.g., “Scrutiny in Progress, “Medical Underwriting in Progress”, etc.) o Underwriting case pending actions (e.g., “Assignment for Scrutiny Pending”, “Additional Requirements Pending”,

		"Underwriting Decision Pending", etc.)
		• Enable calculation (via configurable rule-based logic, formulae, etc.) and display of analytics through tabular views, graphs, charts, and other visualizations for end-to-end tracking of underwriting (indicative and non-exhaustive examples provided below):
		  o Calculate and display aggregated / summary view of underwriting cases registered in / forwarded to pool including display of configurable parameters like underwriting case ID, proposal number, SUC, TRSA, medical / non-medical case type, date of registration, pending action (e.g., Assignment for Underwriting Pending, Assignment for Scrutiny Pending, etc.), etc. with the option to compare across configurable dimensions like time periods (e.g., MTD, YTD, YoY), medical case type, etc.
		  o Calculate and display aggregated / summary view of underwriting cases assigned for underwriting or scrutiny including display of configurable parameters like assignee name, assignee code, assignee TAT, target TAT, task status (e.g., in-progress, completed, etc.), type of assignment (e.g., manual / automatic), etc. with the option to compare across configurable dimensions like time periods (e.g., MTD, YTD, YoY), assigned for which task (e.g., scrutiny, underwriting, medical underwriting, etc.), etc.
		  o Calculate and display aggregated / summary view of underwriting cases with additional requirements raised including display of configurable parameters like requirements raised (e.g., name of documents, medical reports, etc.), type of requirements raised (e.g., document submissions, medical reports, etc.), user who raised requirement, status of requirement completion (e.g., in-progress, pending, etc.), SLA breach status, etc. with the option to compare across configurable dimensions like time periods (e.g., MTD, YTD, YoY), type of requirement, etc.
		  o Calculate and display aggregated / summary

		view of completed underwriting cases including display of configurable parameters like date of completion / decision, decision given, decision given by user, etc. with the option to compare across configurable dimensions like time periods (e.g., MTD, YTD, YoY), type of decision, etc. • Enable comprehensive SLA and TAT tracking across various stakeholders (e.g., underwriters, medical referees, MSPs, etc.), underwriting stages, etc.: o Configurable SLA timelines across various underwriting stages and stakeholder types (e.g., underwriters, medical referees, MSPs), with ability to define target TAT basis type of stage, user / role, etc. o Automated calculation and display of SLA status using configurable color-coded labels (e.g., SLA Breached, Completed within SLA, On Track, At Risk of SLA Breach, etc.) based on parameters such as task status (e.g., In-progress, Completed, etc.), timestamps, defined TAT thresholds, etc. o Tracking of detailed TAT-related metrics, including individual stage-wise TAT, overall actual TAT, target TAT, assignee-level TAT, time remaining for SLA breach, days since SLA breach, etc. o Real-time monitoring of case progression against SLA and TAT expectations, with in-platform dashboards and automated alerts to authorized users to flag cases with SLA breaches, at risk of SLA breach, etc. o In case of SLA breach, enable a configurable set of intervention-oriented actions for authorized users to take corrective steps directly from the dashboard -e.g., case reassignment, reminders, SLA exception approvals, etc. (with ability to update and track intervention status). o Configurable SLA timelines for intervention actions (e.g., reassignment, reminders, exception processing, etc.), with real-time monitoring of intervention actions to ensure completion as per SLA timelines with ability for automated escalation to authorized users

		using rule-based logic
		• Provide options for users to generate and download lead/prospect lists, MIS, reports, etc.:
		  o Option to create and save custom templates, as well as use pre-defined templates with the ability to configure and customize included fields and values (e.g., date range, medical/non-medical case type, plan, date of registration, SLA breach status, etc.)
		  o Ability to download generated reports, MIS outputs, etc. in user-preferred formats (e.g., CSV, Excel, PDF, etc.)
		  o Ability to schedule and automatically generate reports, MIS outputs, etc. at configurable frequencies (e.g., daily, weekly, monthly, etc.)
		  o Ability to apply user-defined filters (e.g., registration date range, underwriting status, medical / non-medical case type, etc.) for customized report, MIS, etc. generation
		• Option to initiate actions directly from the dashboard for creating new underwriting case, updating underwriting case status, initiating follow-up actions, sending reminders to assigned users, accessing detailed underwriting case / proposal view, etc.
		• Option for authorized users (e.g., branch manager, zonal manager, etc.) to reassign underwriting cases via the dashboard
		• Option to initiate communication for follow up, clarifications, etc. via SMS, WhatsApp, email, etc. and other communication channels (via integration with MarTech / applicable SOE On-prem services)
		• Automated nudges and reminders on dashboard as well as via SMS, WhatsApp, email, etc. (via integration with MarTech) to assigned users for underwriting cases in case of pending additional requirements, upcoming deadlines, SLA breaches, etc. based on configurable rule-based logic.
		• Provide a consolidated administrative interface to define and manage underwriting user access—including role configuration, organization hierarchy mapping (e.g., Branch, Region, Zone), account

		creation/modification, and case reassignment across the underwriter pool based on availability, expertise, etc.
	Individual Underwriting Case Dashboard	• Display role based individual underwriting dashboard views basis configurable logic based on parameters like user role, office hierarchy (branch, divisional, zonal, central office), FPSO level, etc. • Display complete details for each underwriting case such as proposal form data, medical reports, previous policy history, etc. • Configure dashboard access controls and visibility of components (e.g., case details, case history, medical report details, MSP tracking, etc.) based on user profile, assignment, FPSO, etc. • Generate and display stage-wise visual journey tracker of the underwriting process (e.g., Proposal Scrutiny → Medical Underwriting → Overall Underwriting) with completion indicators and current stage highlighting • Calculate and display suggestive underwriting, scrutiny scores basis rule based configurable logic with contextual tooltips explaining score break-up and logic • Auto-generate and display suggestive next actions, underwriting/scrutiny insights, prompts, etc. using configurable rule-based logic, with features such as contextual redirection to relevant dashboard sections, color-coded status tags, visual labels, etc. • Record and display the complete history of actions performed, decisions taken, comments added, underwriting status changes, etc. with timestamps, concerned users & administrative office for each underwriting case • Configurable, rule-based logic to calculate and display color-coded status tags / labels with configurable text such as (indicative and not exhaustive): o SLA (e.g., “SLA Breached,” “At Risk of SLA Breach,” “On Track”), along with SLA-related metrics such as target TAT, current TAT, days since SLA breach, and days remaining until SLA breach, etc. o Underwriting case status (e.g., “Scrutiny in Progress, “Medical Underwriting in Progress”, etc.) o Underwriting case pending actions (e.g.,

		“Assignment for Scrutiny Pending”, “Additional Requirements Pending”, “Underwriting Decision Pending”, etc.)
		• Record and display a complete timeline / history of all underwriting case activities completed, including:
		  o Display status changes, decisions taken, comments added, requirements raised or fulfilled, communications initiated with customer / underwriting or scrutiny user / MSP, etc.
		  o Display detailed metadata for each action, including timestamp, action type, performing user, user role, associated administrative office, etc.
		  o Enable SLA & TAT tracking for each activity via calculation and display of Actual TAT, Target TAT, SLA Breach Status (e.g., SLA Breached by XX Days, SLA Breach in XX Days, At Risk of SLA Breach, etc.), Journey TAT, etc.
		  o Enable role-based configurable visibility of underwriting case history based on user roles, office type (e.g., branch, zone), FPSO level, etc.
		• Enable multiple configurable layout options for visual display including tabular views, carousel cards, accordion views, and tabbed layouts, etc.
		• Option for authorized users to initiate various actions (with permitted actions defined using configurable rule-based logic basis current underwriting stage, user type, etc.) from dashboard such as Submit Scrutiny Decision, Raise Additional Requirement, Forward Case, Refer Case for Medical Underwriting, Re-Assign Case, etc.
		• Option to redirect users to the document viewer via the dashboard for accessing uploaded documents, including customer-submitted documents, medical reports from MSPs, etc.
		• Option to initiate communication for follow up, clarifications, etc. via SMS, WhatsApp, email, etc. and other communication channels (via integration with MarTech / applicable SOE On-prem services) from the dashboard

		• Automated nudges, reminders and notifications on dashboard as well as via SMS, WhatsApp, email, etc. (via integration with MarTech) to assigned users for underwriting cases with additional requirements pending, upcoming deadlines, etc. based on configurable rule-based logic
	Scrutiny	• Enable system-generated calculation and display of scrutiny tasks in the form of a checklist (e.g., document validation, SUC/TRSA calculation check, proposal form validation, etc.), defined through rule-based configurable logic. • Allow progression to the next stage (e.g., underwriting) only upon completion of all applicable scrutiny tasks • Ability to assign, reassign task of scrutiny/validation to relevant user (e.g., scrutiny officer) • Document Scrutiny & Validation: o Enable configuration of document validation rules by authorized business users through graphical interface o Support automated document scrutiny and validation (including validity checks for documents) o Enable automated routing of document scrutiny for either system validation or manual validation based on configurable rules using input parameters like document type, source, risk/confidence score, data mismatch score, etc. o Enable automated document validation using techniques such as (indicative and not exhaustive): ▪ Integration with OCR/ICR to extract information from uploaded documents including scanned images, PDFs, and handwritten files, and match the extracted values with information provided in the proposal form. ▪ Integrate with AI/ML modes to automatically identify potential document tampering, forgery, etc. and validation of document type & information present in uploaded document

		▪ Multilingual document processing & validation by extracting structured data from documents submitted in various regional languages o Maintain list of required documents for each user and display status against each document to underwriters o Ability to configure & define status flags for each document requirement such as “Uploaded”, “System Validated”, “Manually Validated”, “Pending”, etc. o Enable manual validation by users (e.g., when automatic system validation fails) with option to update validation status against document requirement o Option for users to add comments, notes, annotations on the uploaded documents with display of trail with user, timestamp, etc. o Allow users to reject & return uploaded documents for resubmission with reason • Option to validate system-calculated underwriting parameters such as Total Rated Up Sum Assured (TRSA) and Sum Under Consideration (SUC), with the ability to review, modify values if required, add or link relevant policies / proposals / revival applications, etc. • Ability to review system-flagged discrepancies between current and historical disclosures in proposal form fields such as occupation, income, lifestyle, and medical history, etc. with option to resolve discrepancies by confirming the correct information
	Medical Underwriting	• Automated & suggestive medical underwriting: o Extract information from uploaded medical reports, discharge summaries, etc. via OCR/ICR as well as leveraging medical test reports shared by MSPs in machine readable format o Automatically assess medical health risk based on customer’s medical history, clinical test results, etc. enabling automated underwriting decisions – e.g., straight through processing, extra loading amount,

		etc. o Integrate with reinsurer-provided medical underwriting calculators & build configurable rule based logic to determine risk scores, extra mortality rating, health risk classification (e.g., High / Medium / Low risk), etc. at various levels – e.g., overall underwriting case level, medical report level, medical report parameter level, etc. • Medical underwriting case allocation/re-assignment: o Ability to manually & automatically assign or reassign underwriting cases to internal or external medical professionals (e.g., empaneled doctors) using configurable rules based on product type, age, medical conditions, FPSO, etc. o Enable authorized users to initiate actions such as second opinions, re-referrals, etc. for medical underwriting • Medical underwriting by doctors, medical referees, etc.: o Extend the front end interface to internal or external medical professionals (e.g., empaneled doctors, medical referees/officers, etc.) to view queue of cases, review each case, share decision, etc. o Automatically route received reports from empaneled Medical Service Providers (MSPs) to medical underwriter's workflow inbox, tagged against the relevant underwriting case. o Enable medical underwriters and doctors to digitally record and submit their assessments, observations, etc. through structured data entry consisting of configurable fields (e.g., EMR ratings) with option to select from configurable list of decisions (e.g., Decline, Postpone, etc.) o Enable doctors or medical underwriters to raise additional test requirements or clinical clarifications based on observed findings or system-generated risk alerts o Maintain a complete medical underwriting

		trail including received reports, system assessments, manual inputs, and underwriting decision given
		• Medical requirements management:
		  ○ Display the status of medical requirement completion to underwriters, including number of contact attempts made to the customer, scheduling status, test completion status at diagnostic centres, etc.
		  ○ Ability to track all steps in the medical completion journey such as test scheduling, appointment confirmation, test completion, report upload, etc. through real-time dashboards and MIS reports, powered by integration with MSP systems.
		  ○ Ability to manually and automatically trigger workflows to handle events such as customer no-shows at scheduled appointments, incomplete tests, etc. e.g., resending scheduling links, offering alternate test modes (e.g., switching from at-centre to at-home), reassigning diagnostic centres, etc.
		  ○ Automatically reassign MSP based on configurable rule-based logic if SLA for medical appointments or test completions are breached. Trigger alert to underwriter/customer to resubmit preference for medial slot

	Underwriting Workflow	• Underwriting case allocation:
		  ○ Enable dynamic routing, allocation, and assignment of underwriting cases to internal or external users such as underwriters, medical referees, etc. using configurable logic based on parameters such as employee cadre, underwriting specialization, workload, FPSO, etc.
		  ○ Facilitate creation of underwriting swim-lanes & workflows based on business rules and proposal characteristics such as product type, TRSA, SUC, or risk category—e.g.,
		    ▪ Straight-through processing and proposal acceptance
		    ▪ Auto and suggestive underwriting

		using configurable rule-based logic and integration or leveraging out of the box AI/ML models, including automatic detection of high-risk and potential fraud cases. ▪ Manual underwriting with full underwriter review o Ability to manually assign underwriting cases to users within the same office or across different offices, branches, etc. to facilitate flexible and efficient case distribution o Allow configuration and management of underwriting routing and case allocation logic through a business-friendly graphical interface • AI Driven / Auto underwriting o Enable ingestion and analysis of customer data, proposal information, deduped customer information, MSP records, financial records, records from 3rd party integrations, medical reports, and historical claim information to automate initial risk profiling and underwriting decision recommendations o Enable OCR/ICR, NLP and image recognition techniques to automatically extract and validate information from unstructured documents such as medical reports, income proofs, personal information etc. to verify the authenticity of the submissions (fraud detection, document tampering etc.) o Ability to use analytics to identify high-risk cases, recommend customized underwriting approaches, and optimize premium pricing based on customer health and financial risk profiles o Incorporate feedback loops from underwriting outcomes and claims data to continuously refine AI models o Enable support for analyzing and extracting information from documents containing both English and Vernacular languages • Automated & suggestive underwriting:

		○ Ability to handle system-based auto-underwriting and manual underwriting with configurable logic to classify underwriting cases for different modes of underwriting such as straight-through processing (STP), auto-underwriting, manual underwriting, suggestive underwriting, etc. ○ Automated application of LIC's underwriting rules, guidelines and ratings to classify / rate cases and provide underwriting decision including acceptance/ counter-offer / rejection / rate-up / further requirement, pricing of policy in accordance with the rules and pricing / rating grids of LIC ○ Enable automatic calculation and flagging of risk associated with proposal, including AML & fraud-related risk assessment, based on configurable logic (e.g., AML risk matrix, using historical LIC data of early claims to determine probability of fraudulent early claim basis details of proposal & life, etc.) and standard risk parameters such as blacklisted pin codes, flagged occupations, etc. • Underwriting decision/action: ○ Ability to configure underwriting workflow and engine ▪ Ability to define and customize list of valid underwriting actions, decisions, etc. ▪ Ability to define underwriting statuses using configurable labels ▪ Ability to define rule-based, configurable logic to determine outcomes for each action or decision — including changes to underwriting status and triggering of subsequent actions or workflows ○ Allow underwriters to select final proposal decisions including configurable list of underwriting outcomes such as accept at standard terms, accept with extra loading, postpone, regret, drop, etc.

		○ Trigger relevant workflows upon decision, including customer communication, policy issuance, payment link generation, etc. • Additional requirement handling: ○ Enable underwriters to request additional information, medical tests, or documents from customers directly through the system, using configurable dropdown options, free-text input, etc. ○ Automated communication of additional requirements via notifications on platform as well as messages via SMS, WhatsApp, other social media platforms, emails, etc. (via integration with MarTech) to the customer, agents & other relevant stakeholders ○ Configurable additional requirements communication templates containing details of additional requirements raised, link for completing additional requirements, deadline for completing requirements, etc. with option to save drafts and use pre-defined templates ○ Ability for authorized users (e.g., branch users, underwriting users, etc.) to generate and share links with customers, agent, etc. for completion of additional requirements ○ Enable display of additional requirements raised (e.g., documents, medical tests, etc.) to customers, agents, etc. via the quote/proposal dashboard including quick action buttons to complete requirements ○ Ability to track the real-time status of pending requirements and option to manually trigger automated notifications or alerts to customers, agents, etc. for follow-ups and reminders ○ Configurable rule-based automated notifications/alerts to customer for completion of additional requirements ○ Facilitate digital completion of additional requirements via the platform, including the option to share secure links with customers for seamless document upload, scheduling of additional medical requirements, etc.

		- Enable automatic updating of the underwriting case upon submission of additional requirements, with real-time status updates and ability to view updated additional requirement documents, medical reports, etc. - Provide detailed MIS, including tracking of end-to-end turnaround time (TAT) for each stage of underwriting to enable SLA monitoring, performance reporting, etc.
	Underwriting by Reinsurer	- Automatically flag underwriting cases for reinsurer (e.g., facultative, automative) based on configurable predefined thresholds such as Total Rated Sum Assured (TRSA), customer profile, product type, etc. - Generate a standardized reinsurer referral pack (in preferred format – e.g., zip, pdf, etc.) including structured proposal metadata, extracted medical summaries, financial information, and any system-generated risk indicators. - Forward underwriting cases to reinsurers via email (including reinsurer referral pack file attached) with customizable email templates - Ability for underwriters to update the decision responses received from reinsurers such as acceptance, counter terms, extra loading, etc. - Display the updated reinsurer’s decision, along with any comments or revised terms, to the assigned underwriter for final internal approval and further processing. - Allow re-submission of cases to reinsurers in case of additional information or clarifications
	Underwriting Decision Processing	- Enable automatic processing of submitted underwriting decisions by authorized users as per configurable rule-based workflows, covering all possible decision outcomes. - In case of proposal acceptance, trigger first premium payment requirement (in case mandate is not set-up) automatically to relevant stakeholders (e.g., customer, agent, etc.) with option to send payment link via SMS, Email, WhatsApp, etc. - In case of proposal acceptance with modified terms, trigger request for capturing customer consent

		automatically, with option to send link for submitting consent via SMS, Email, WhatsApp, etc.
		• Upon customer consent to modified terms, enable the customer to complete the first premium payment as per the final calculated premium amount
		• Upon completion of premium payment, system should automatically generate and assign a unique policy number without need for manual intervention
		• In case of Straight Through Processing (STP):
		    o Auto-complete proposal and update decision in system
		    o Automatically trigger request for first premium payment (with payment link shared via SMS, Email, WhatsApp, etc.)
		    o Generate and assign unique policy number without manual intervention upon completion of premium payment
		• In case of an existing mandate setup (e.g., BIMA ASBA, Standing Instruction, etc.), enable automatic debit / amount unblocking as per underwriting decision (if accepted), followed by automated policy number generation and allotment upon successful payment
		• In case of proposal rejection (declined/dropped/regretted), trigger automated communication of the decision including reason for rejection, alternate plan recommendation (if provided), etc. with option to use saved communication templates (with ability to modify predefined templates, create and save custom templates, etc.)
		• In case of proposal postponement trigger automated communication of the decision including reason for postponement, postponed by what duration, etc. with option to use saved communication templates (with ability to modify predefined templates, create and save custom templates, etc.)
		• Enable configuration of decision texts and communication templates for all outcomes (acceptance, rejection, modified terms, etc.) with support for:
		    o Communication via multiple channels (SMS, Email, WhatsApp, in-app notification)
		    o Predefined templates, ability to edit messages

		before sending o Saving of custom templates for reuse • Display all decision communication activity and pending follow-ups on the relevant dashboards for customers, agents, and LIC users. • Allow authorized users (e.g., customers, agents, etc.) to raise requests for: o Completion of proposal at modified terms (e.g., reduced sum assured) o Re-evaluation of the underwriting decision (with optional comment box and document upload) • Integrate with LIC's print & post vendor to enable real-time tracking of physical policy printing, dispatch status, delivery confirmation, etc. • Maintain a complete audit trail of all system-triggered and user-initiated actions post underwriting decision, including communication logs, timestamps, responsible users, and system-generated events.
Post Policy Issuance	e-Policy bond generation	• Automatically generate a digital copy of the policy bond in a password protected PDF format post successful underwriting and final issuance • Option to send the e-policy bond to the customer in the form of QR code • Ability to fetch customer details, premium details, underwriting information etc. to populate the digital policy bond accurately • Option to send the policy bond to the customers via multiple channels like customer portal, customer app, SMS, WhatsApp, E-mail etc. • Enable policy bonds to be signed digitally by using signature capture or OTP based verification • Ability to generate policy bond in English and other vernacular languages • Generation of policy in EIA account with repositor • Enable sending and tracking of digital docket containing bond information to printing vendor with logs and timestamps • Enable audit trails for policy bond generation, delivery with timestamps and • Enable version control and secure access for

		compliance and reissuance requirements • Enable storage of the policy bond in document management system • Policy bond generated should be compliant with the norms of all regulatory bodies like IRDAI, IT Act etc.
	First Premium Receipt	• Enable automatic generation of receipt upon receival of premium • Ability to send receipt invoice via multiple channels like customer app and portal, SMS, E-mail, WhatsApp etc. • Real-time reconciliation of received payment with the policy issuance system • Option to handle multiple payment validation scenarios like successful payment, unsuccessful payment, pending payments etc.
Common Capabilities & Requirements	UI/UX	• Create responsive layout that automatically adapts to all device types such as mobile phones, tablets, laptops, desktops, etc. • Allow configuration of color themes, branding elements, design layouts, etc. basis channel wise design library/guidelines • Use interactive components such as accordion views, collapsible sections, carousel view, horizontal scroll cards, etc. • Apply best-practice design layouts and principles to optimize user experience by reducing cognitive load, enhancing content readability, etc. • Ensure visual continuity maintaining a consistent look and feel across all stages of the customer journey - e.g., during movement from Customer Super App/Sales Super App home screen to onboarding workflow • Maintain uniformity in design elements such as typography, color palettes, button styles, navigation structures • Enable visual customization for partner-led journeys, including white-labeled or co-branded UI designs, allowing alignment with partner branding guidelines such as logos, color themes, design language, etc.
	Engagement & Communication Capabilities	• Outbound communication through channels such as call, SMS, WhatsApp, email, and social media platforms, enabling interaction with customers, other

		users, etc. • Option to send pre-created user ID and password for the customer app/portal along with the redirection link to the customer post policy issuance via multiple channels like SMS, WhatsApp, E-mail etc. alongside detailed step-by-step guidelines and detailed information on how to set up and access their profile • Content sharing functionality from the platform, allowing users to send brochures, product information, personalized messages, etc., via preferred mode such as WhatsApp, email, social media, etc. • Integrate with GenAI-based tools to generate dynamic, customized, multi-lingual content such as sales pitches, emails, message templates, etc. based on customer demographics, profile history, product selection and more. • Allow creation, editing, and management of communication templates for multiple channels, with the ability to personalize and save user-specific templates • Allow configuration and triggering of reminder communications for pending actions or follow-ups, with options for calls, SMS, WhatsApp messages, or email alerts. • Enable scheduling and hosting of virtual meetings- both one-on-one and joint sessions - directly through the platform. • Allow users to configure meeting-related settings, including virtual background selection, meeting chat, screen sharing, recording etc. • Automatic & manual capturing and recording of first-level outcomes such as meeting summaries, next steps, customer intent status, etc. • Trigger system-generated nudges for scheduling follow-ups, sending reminders, or re-initiating contact based on journey progress or missed actions. • Provide functionality to generate and share a digital profile card for agents, bank RMs, etc. containing details such as name, contact information, social media handles, and achievements, etc.

		In-app notification functionality and integrated inbox/notification center for users to view system notifications, communication alerts, pending task messages, etc.
	Multi-lingual Support	- Provide multi-lingual support across the entire onboarding journey - Allow users to dynamically switch languages as required – e.g., at global journey level or at a specific section level - Enable customers to request real-time translation of content - e.g., proposal form questions, plan details, etc. - Enable UI/UX to support multi-lingual interface for multiple languages such as English, Hindi, Assamese, Bengali, Gujarati, Marathi, Kannada, Malayalam, Telugu, Odia, Punjabi, Tamil and other regional languages - Enable multilingual capabilities across various components such as chatbot conversations, customer verification prompts, proposal form fields, communication templates, and help sections, etc.
	User Support	- Centralized helpdesk accessible 24x7 through multiple channels such as in-app chat, call support, email, WhatsApp, etc. for resolving user queries & grievances - Centralized helpdesk access for resolving product, onboarding, and documentation queries across all user types. - Chat and ticketing system for users to raise queries, track status, and follow up on support requests - Enable configurable click-to-call functionality with support for dynamic redirection to designated contact numbers, call centre teams, etc. based on configurable rule based logic depending on parameters like sales channel, onboarding journey stage, etc. - FAQ repository for self-service assistance across topics such as quote generation, document upload, product features, payments, etc. - AI conversational chatbot for instant query resolution, guided navigation support, dynamic product explanations, etc. including handover to live

		executive chat as required
		• Multi-channel communication options such as direct calling, WhatsApp messaging, email support, chat, etc. for real-time assistance.
		• Display 24x7 toll-free numbers, grievance redressal contacts, escalation matrix, turnaround times, etc.
		• Pop-ups, tooltips, tutorial videos, guided tours, micro-learning content, etc. embedded across onboarding journeys
		• Personalized videos dynamically generated via Gen AI integration (including digital avatars explaining benefit illustration)
		• Audio narration functionality for journey navigation, plan features & benefits explanation, etc.
		• Graphical illustrations, infographics, and interactive charts to visually depict policy structures, benefits, etc. in an intuitive & user-friendly manner
		• Interactive knowledge center providing guided learning paths and explainer content
		• Assisted customer onboarding journeys for the D2C channel:
		    o Call center & virtual helpdesk support for live assistance during onboarding journey
		    o Click-to-call/chat options embedded within the digital journey for real-time customer help
		    o Centralized view of customer journey progress to automatically/manually trigger contextual support
		    o Automated proactive nudges for customers dropping off mid-journey
		• Self-help section equipped with tools to assist agents and other sales intermediaries in their sales activities. Illustrative non-exhaustive list of tools to be included:
		    o Ability to discover eligible insurance plans for prospective customers based on varying levels of customer information such as gender, insurance type, SUC, TRSA, medical category, country of residence, etc., along with contextual nudges to recommend plans
		    o Display of plan-related details—such as

		available riders, benefits, medical and financial requirements—using intuitive, graphical, and multi-media formats to support effective pitching and customer conversations. o Option to search for diagnostic centres based on entered location, type of medical tests offered, operating hours, at-home testing availability, etc. with display of detailed centre information including address, Google Maps link, and contact details. o Ability to search, view and download various forms and questionnaires (e.g., proposal forms, life-type-specific questionnaires, medical and financial questionnaires) in different file formats such as PDF, Word, etc.
	Call Centre Integration	• Integration with call centre to support assisted customer journeys, follow-ups, reminder calls, etc. • Provide frontend interface of onboarding platform to call centre employees, with configurable role-based access to enable viewing of lead details, communication initiation, status updates, etc. • Enable configurable role-based access to the onboarding journey for call centre employees (e.g., for filling in the proposal form on behalf of the customer), with the ability to exclude such submissions from the sales funnel and associated performance metrics • Enable system-driven auto-assignment of leads to call centre users, based on configurable rule-based logic using parameters such as lead source (e.g., D2C), plan type, sum assured, engagement behavior (e.g., assistance requested during buy online journey on D2C) • Allow manual allocation and reallocation of leads to and within call centre teams by authorized users, with audit trail for assignments and redistribution in case of inactivity, SLA breaches, etc. • Display dashboard for call centre users with real-time list of allocated leads, showing key lead details such as name, contact info, product of interest, lead source, engagement history, etc. • Enable feedback mechanism to allow call-centre

		employees to update lead status and record activity outcomes (e.g., call made, customer interested, follow-up scheduled) with configurable status labels (e.g., In Progress, Contacted, Converted, Dropped, etc.). • Enable integration with call centre dialer systems to facilitate automated outbound and inbound calling workflows, including capabilities such as click-to-dial, logging of call outcomes, etc. • Enable secure co-browsing functionality, allowing call centre users to assist customers in real time for completing onboarding journeys, filling forms, uploading documents, etc. • Automatically generate and display nudges, reminders, and suggested actions (based on rule based configurable logic) to call centre users for leads requiring follow-ups, upcoming deadlines, pending requirements, etc. • System should support workflows for recording and conducting activities with leads (e.g. capture meeting notes and next step in structured and machine-readable manner) • Enable display of activity tracking for call centre users in configurable layouts (e.g., timeline view) to capture and display communication history and engagement milestones — including call attempts made, calls successfully connected with customer, missed calls, follow-ups scheduled etc. • Calculate and display engagement and lead funnel analytics for supervisors and other authorized users • Trigger automated notifications or alerts to call centre users based on rule based configurable logic considering event triggers such as new lead allocation, SLA breaches, lead reassignments, etc. with configurable message templates.
	User Training	• Training and systematic onboarding of LIC employees, sales intermediaries, and other users through methods such as live sessions, virtual calls, training materials, self-learning modules, FAQs, etc. • The bidder needs to provide training and educational material for all items supplied to LIC staff on system/application administration, configuration, and entire operations of proposed solution, within

		the scope of this program • Training must be provided in all functional areas and should be of sufficient duration to the User's satisfaction. • Bidder will be responsible for developing training reference material for all the functionality of the software. Training material should comprehensively cover all graphs, process flow, screen shots of actual system functionality etc. • All training must be conducted at LIC's offices, unless with prior approval given by LIC. All training sessions must be conducted before production launch, and on an ongoing basis post launch
	User Access Management	• Ability to define system roles with configurable role-based access rights for different user types such as agents, supervisors, CLIA, LICA users for A2C, Relationship Managers (RMs) for Banca, existing or new customers for D2C, etc. • Enable onboarding of external users (e.g., empaneled doctors, medical referees, etc.) onto platform by creating user accounts with configurable, role-based access rights. Ability for users to log in to the platform, access their assigned queue of underwriting cases and perform actions like viewing case details, recording medical observations, submitting decisions, etc. • Enable creation, modification, suspension, and deactivation of user accounts across all channels • Facilitate bulk user creation and modification through methods such as Excel uploads, integration with third-party data sources like bank partner employee systems, etc. • Schedule synchronization of user records with integrated external systems for automatic update of data – with option to configure parameters such as update frequency, user pool, etc. • Capture and maintain essential user attributes such as name, role, employee ID, designation, branch code, reporting manager, contact details, etc. • Capture & maintain organizational hierarchies with configurable levels in the hierarchy such as central office, zonal office, divisional office, branch office,

		etc. • Allow assignment and modification of user roles with configurable access permissions to different onboarding functionalities & steps, distribution channel-wise flows, plans, etc. • Enable automated user account updates (e.g., user account type, access rights, jurisdiction, etc.) based on configurable triggers such as inactivity, resignation, role changes in organization, etc. • Enable Single Sign-On (SSO) authentication through authorized systems such as partner bank portals, LIC branch portal, etc. • Provide dynamic & configurable real-time dashboards for administrators to view and manage user accounts, roles, organizational mapping, activity across channels, etc.
	Dashboard & Reporting	• Enable centralized dashboards accessible to authorized cross-functional users with a consolidated view of onboarding journeys across all channels, including leads, quotations, proposals, drop-offs, etc. • Ability to configure user wise access to the dashboards/reports/MIS basis their channel, department, office, cadre, etc. ○ E.g., real time configurable dashboards for reinvestment tracking that calculate and display funnel metrics such as number of policies reaching maturity/survival benefit, % of proposals submitted, number of policies reinvested, total reinvestment amount, total additional amount paid above reinvestment amount, etc. with drill down capabilities as per plan, plan type, time period, etc. including aggregation at various organization levels (e.g., branch / division / zonal) • Calculate and display key performance indicators and operational metrics using data aggregated from multiple internal and external integrated sources • Provide configurable analytics and reporting tools to generate reports & visualizations • Ability to sort, filter, and segment data by configurable attributes - e.g., sales channel, sales intermediary type, plan type, geography, onboarding stage, etc.

		• Allow drill-down capabilities – e.g., to view customer level tracking of interactions completed, progress with onboarding journey, etc. and agent and sales intermediary-level tracking to view individual sourcing performance, lead conversion rates, customer engagement metrics, etc. • Configurable alerts and notifications to highlight events such as SLA breaches, bottlenecks in underwriting, overdue actions, etc. with option to automatically and manually trigger reminders to concerned task owners, reassign tasks, etc. • Creation of configurable MIS and operational reports across different parameters – e.g., stages of the onboarding journey, customer segments, distribution channels, etc. • Ability to define and generate customizable MIS reports such as MSP SLA breach summary, sales funnel drop-off analysis, underwriting decisions trail, sum assured breakdown, premium paid breakdown, proposals flagged for additional requirements, policy numbers allocated for accepted proposals, etc. • Ability to download MIS and dashboard data in multiple formats such as Excel, CSV, etc., based on user access permissions • Option to share MIS reports and dashboards selectively with internal & external stakeholders such as sales teams, underwriting teams, operations, partner banks, etc. • Generation of IRDAI-compliant reports as per prescribed formats for regulatory submissions • Capability to generate ad-hoc reports on demand • Automated generation & sharing of reports based on configurable rules and trigger events • Integrate with data lake and data warehouse to provide data required for reporting, analytics, etc.
	Consent Management	• Capture and store customer consent at configurable stages in the onboarding journey • Support multiple verification methods while capturing consent, such as OTP, e-signature, Aadhaar biometric (fingerprint/iris/face scan with support for authorized hardware biometric devices),

		etc. • Dynamically configure journeys based on status of consent • Allow customization of consent language and text to align with regulatory, legal, and partner-specific requirements. • Enable customers to view, manage, and revoke their consents through self-service interfaces
	Audit Trail	• Maintain time-stamped audit trail logging all critical user actions and system events across entire onboarding journey • Restrict access to authorized users, with options to view, filter, and export audit logs in downloadable formats (e.g., Excel, PDF). • Support generation of audit reports in predefined templates, including IRDAI-compliant formats, with the ability to share reports internally and externally for audits, reviews, etc. • Allow users to drill down into the audit trail and activity logs based on parameters such as date range, user type, action type, etc.

<u>AGENT ONBOARDING</u>

Table 3: Agent Onboarding Platform Functional Requirements (Indicative & illustrative scope only, applicable to recruiters and / or their supervisors, sales hierarchy and training hierarchy – subject to updates and refinement)

Application Use cases		Indicative List of Features and their Description
Prospect/Lead Management System	Prospect Capture and Scoring	• Enable basic prospect data capture for recruitment prospect on supervisor app and online – including PAN, basic profile information etc. • Enable candidates to apply on the website/sales super app (with restricted, guided access to features) themselves by entering basic information like Name, Gender, Address etc. Use a configurable rule-based engine to dynamically display the list of available branch offices based on the applicant’s location data • Ability to enable a configurable auto-assignment logic to allocate a supervisor to candidates applying directly to become an LIC agent

- Option for the branch personnel to re-assign the supervisor assigned to a candidates
- Option to differentiate between leads who are captured by supervisor, through referral portal or applying themselves through tags attached to their profile
- Enable a configurable rule-based engine that calculates a prospect score and classifies candidates into predefined user personas, based on parameters captured as part of profile information such as education, age, annual income, and other relevant attributes indicating their propensity to become a successful LIC agent. Rule engine to be built by bidder based on analytics on past LIC data in coordination with LIC business team
- Enable supervisors (DO/SBA/CLIA/CO etc.) to initiate the creation of agent prospects directly through the Sales Super App by capturing preliminary data in configurable fields including Full Name, Date of Birth, Mobile Number, PAN, etc.
- Capture new prospects from social media platforms (e.g., LinkedIn, Instagram, Facebook etc.), LIC website and other external sources like 3rd party websites or other portals via multiple modes (e.g., click-through advertisements),
- Integration with databases of 3rd party aggregators / partners for capturing new prospects
- Identify prospects through engagement on LIC's agent recruitment related marketing campaigns such as webinars, newsletters, promotional emails, event registrations, etc
- Option to input prospect list by doing file uploads (excel, CSVs, phonebook syncing etc) onto the system
- Enable manual capture of configurable agent persona type via appropriate input fields (e.g., dropdown) as well as enable automatic classification of leads into configurable list of agent personas (e.g., RCA, CCA, UCA, Bima Sakhi, Reappointed, etc.) using a configurable rule-based engine in the backend basis parameters like location, prior association with LIC, etc.

	• Display real-time, leads created and the current stage of each lead within the recruitment funnel—including prospects, registration, scrutiny, URN generation, examination, appointment etc.—along with timestamped progress indicators and aging status for each stage • System should automatically suggest actions to be taken with prospects / leads, etc. at each stage of the funnel to drive towards higher completion (in line with activity management module below) • Automatic calculation and display of SLA status using configurable list of color-coded labels (e.g., SLA breached, completed within SLA, On Track, at risk of SLA breach, etc.) basis input parameters like status of activities (e.g., In-progress, Completed, etc.), date of completion of activities, etc. • Centralized view of leads • Display summarized view of candidates lead / prospect details – e.g., source, name, contact details, gender, priority etc. • Send communication through call, SMS, WhatsApp, Email etc. to prospects in the funnel and create record of the communication against the leads • Enable automatic and customizable communication to leads through preferred channels (e.g., SMS, WhatsApp, social media, etc.) with ability to configure volume, frequency, schedule of messages, etc. • Enable agents and other sales intermediaries to sync contacts from their phonebook and classify them using configurable relationship tags such as family, relatives, neighbours, colleagues, etc. with option to add additional attributes like income, age, occupation etc. powering a configurable rule-based engine to determine the relevant user persona for targeted outreach
Pitch Tool	• Enable manual or automated triggering (based on configurable rule-based logic) of persona-based LIC value proposition presentations (e.g., why LIC, why agency etc.) • Ability to generate curated content (brochures, pamphlets, videos, posters, benefit illustration,

	earning potential, perks etc.) for each user persona category- in both digital and printable formats • Ability to generate talking points for engagement with the prospect based on their user persona category • Enable option to share the content in the form of links with the prospects via SMS, WhatsApp, Email etc. • Integration with third party sources to dynamically generate curated content for different user persona
Referral Portal	• Enable a dedicated interface for agents and other sales intermediaries within the Sales Super App and on web link to submit prospect information either by manually entering data or sharing a digital referral link • Ability to create a prospect entry tagged to the referring agent in the supervisor’s Super Sales App and web portal with details like name, contact no., timestamp etc. upon submission of relevant information by the prospect • Auto-assign supervisor of the referring agent to the prospect entry, with option to re-assign prospect to other supervisors • Enable a consolidated dashboard displaying all leads generated through agent referrals, along with their current onboarding status and corresponding SLA tracking • Enable triggering of automated notifications to both the prospect (to resume the journey) and the referring agent (for inactive leads), supporting nudges via SMS, WhatsApp, Email etc.
Individual/Overall Dashboards	• Enable tracking of various stages starting from pitch generation, sharing, interaction etc. to determine pitch engagement, conversion likelihood, follow-up nudges etc. • Role-based configurable real time dashboards displaying the complete prospect / lead pool relevant to the type of user based on lead ownership – e.g., supervisors, branch managers etc. • Dashboard views should be updated in real time based on backend workflow changes, ensuring data consistency across user roles and interfaces

- Option to add more metrics and analytics features in the future to enhance lead tracking and monitoring across the funnel
- Supervisors should be able to view a consolidated dashboard of all agent prospects under their sponsorship, segmented by onboarding stage, ageing, discrepancy status etc.
- Ability to download reports in various formats like CSVs, excels etc.
- Support the computation of performance and funnel analytics using configurable rule-based logic, and enable their visualization through interactive tables, graphs, and charts.
- Display lead-wise tracking dashboards with color-coded (e.g., green for completed, yellow for pending, red for delayed) tags to indicate status, stage completion, and escalation flags across the end-to-end onboarding journey
- Display and tracking of leads based on their respective user persona (RCA, UCA, CCA, Bima Sakhi, Reappointment etc.) along with their respective funnel analytics
- Option to initiate actions directly from the dashboard for creating new prospects / leads, updating status, initiating follow-up actions, accessing detailed lead / prospect view, etc.
- Dashboards should include an integrated notification panel displaying real-time alerts for new assignments, approvals pending, discrepancy resolutions, and SLA breaches. SLAs should be configurable on factors such as current status, ageing etc.
- Dashboard should support configurable filters including prospect type, geography, sponsor, stage, and status to allow granular tracking and reporting
- Users should be able to drill down from dashboard summaries into detailed application views, showing timestamps, action history, document submissions, remarks per stage etc.
- Dashboards for ABM, BM, and DTC should include SLA-based filters and indicators to monitor overdue applications and pending approvals at each scrutiny

		level • Ability to see daily activity summary reports of activities undertaken, pending, targets achieved etc. (indicative but not exhaustive) • Enable dashboards at branch, division, zonal and central offices with role-based access control for the relevant stakeholders. Each level in the hierarchy should have visibility into own performance as well as the consolidated data of subordinate offices, with support for drill down analytics, key metrics, and actionable insights
	Activity Management	• Functionality to set, track, record, review and report meetings, joint calls, prospect list generation and other activities • Set appointments and joint calls with prospects / leads • Prepare for meetings – display key pointers, integrate with multimedia training content • Record meetings completed, including validations through OTP / geolocation, key discussion points in parameterized fields • Capture key notes, discussion points during meeting • Add tasks/next steps/ further action required on a lead, set reminders on pending tasks, priority, level of interest of lead • Calendar view and meetings tracker - activity snapshot including recruitment prospect appointments/meetings, training, etc. on a daily, monthly basis • Schedule follow up meetings / calls with leads • Set up and receive automated and manually set reminders for key activities – appointment setting, meetings, follow up calls / SMS / WhatsApp for recruitment meetings, trainings etc. • Option to add file attachments while sending in-platform communication to customer • Functionality to plan activities for the day • Request meeting with supervisor and joint customer / prospect visits with supervisor
Registration Journey	PAN Validation	• Perform a multi-level validation of the candidate's PAN during registration journey with real-time secure API Integrations. The flow shall include

multiple validations like Name, DOB verification using NSDL Integration, Ph. No. validation via integration with Employee Master, validation checks against Central Pan DB, integration with IRDAI website or other sources to check for current/past agency details etc. (indicative but not exhaustive)

- Upon completion of checks, the system shall apply configurable rules to classify the PAN as valid, invalid, or conditionally eligible, and generate and present actionable next steps accordingly to the supervisor on the Sales Super App

Document Submission/ Validation

- Provide option to the supervisor to either send a link to the prospect for uploading documents or upload themselves on Sales super app by uploading the documents themselves
- Display the valid document types acceptable for each category of document proof, as determined by the configured business rules. Essential documents that are required are (indicative but not exhaustive):
    - PAN Card
    - Address Proof (Aadhar Card, DL, Voter ID Card etc.)
    - Education Proof (X/XII/Diploma/Graduation certificate etc.)
    - Income Proof (ITR/Payslips etc.)
    - Candidate Photo
    - Candidate Signature
    - Training Certificate (if training already completed)
    - Bank Details (Passbook/Cheque book etc.)
    - NOC and other additional documents
- Show the preferred documents for each requirement category with a configurable label as visual nudge (e.g., "Recommended" tag) to guide agent selection.
- Display a preview image or template showing the expected appearance of each selected document for customer reference.
- Display the available upload options for each document (e.g., direct upload, photo capture) in an intuitive manner.
- Supported Upload Methods:
    - Upload files directly from the device storage.
    - Upload files from cloud storage solutions

such as Google Drive, SharePoint, and Dropbox.
    - Digital retrieval of documents from Account Aggregators or 3rd party integrations (e.g. Digilocker)
    - Capture photos and scan documents using the device camera
    - Provide drag-and-drop functionality to simplify the document upload process.
    - Enable customers to submit documents via SMS, Email, WhatsApp, or other integrated social media platforms
- Document Handling Requirements:
    - Support uploading of common file formats such as PNG, JPG, JPEG, PDF, and others as applicable.
    - Allow upload of password-protected documents with options for secure decryption during validation
    - Allow large file uploads without enforcing any size or resolution limits
    - Allow option to view size of the uploaded documents
    - Allow multi-selection of files for upload against each requirement
    - Allow a configurable rule engine that detects if the file size exceeds the specified limit for the document type and automatically compresses the file to bring it within the limit
- Interface and User Interaction Requirements:
    - Enable preview of uploaded documents to confirm visibility and correctness.
    - Provide options to delete, edit, or replace uploaded documents before final submission.
    - Display upload and validation status clearly against each document requirement, including percentage completion indicators.
    - Allow definition of helper text or attach instructional documents/videos to guide users on how to upload correct documents or locate required proofs.
    - Display real-time error messages or alerts (e.g., invalid format, corrupted file, etc.)

during the upload process.

- Dynamic real time validation of documents (including information extracted from documents) with configurable rule-based business logics and 3rd party integrations (e.g. penniless validation of bank account details from cheque, validation of PAN from NSDL)
- Support multilingual document processing to extract data from documents submitted in various regional languages
- Enable configuration of document validation rules by business users
- Display the results of document validation in real time to relevant stakeholders
- Ability for business users to define & configure workflow for document validation if automatic validation fails – e.g., assigning document for manual validation
- Option to view uploaded documents along with detailed automatic validation results
- Allow branch personnel etc. to raise new document requirements with comments
- Allow branch personnel to reject & return uploaded document for resubmission with reason
- In case the supervisor forwards a link for the prospect to upload the documents themselves, enable asynchronous link sharing as follows:
    - Ability to create secure links for completion of a configurable set of onboarding journey tasks (single as well as multiple sequential tasks)
    - Option to configure the expiry duration/validity period of the link, along with the ability to manually deactivate the link as needed. Automatic expiry of link upon expiry or successful task completion
    - Allow customization of message for sharing link, store default message templates and allow saving of custom templates
    - Option to select mode for sharing link with customer (e.g., SMS, WhatsApp, Email, social media platforms, etc.)

	o Option to set up authentication (e.g., two step authentication) for secure link access including verification of user identity basis multiple input combination options (e.g., mobile number + DOB, email + DOB, application number + DOB, etc.) followed by OTP-based validation o Automated reminders to customers via preferred communication channel of choice using configurable logic based on event triggers such as unopened link, incomplete task beyond pre-defined deadline, etc.
KYC	• Provide multiple options for KYC verification including CKYC, EKYC, offline EKYC, biometric (fingerprint/iris/face scan with support for authorized hardware biometric devices) enabled KYC, Digilocker, video KYC, etc. • Display KYC information of customer to confirm details • Pre-fill data form with fetched KYC details of customer after successful KYC verification with ability to configure whether pre-filled field should be editable or not editable (e.g., mobile number, email ID, address details, etc.) • Provide fallback options for digital KYC verification through digital document upload of KYC documents • Option for users to complete KYC on own device (using the OTP shared by customer) or share link with customer for completing KYC • Option to secure waivers on KYC verification requirements based on date of last KYC verification, data change flag, etc. using configurable rule-based logic set centrally
Personal Form/Declaration	• Ability to fill form for registration of recruitment candidate, book training and exams, capture documents, etc. supporting end-to-end agent recruitment journey • Ability to partially/completely pre-fill personal data form using internal and external sources like documents uploaded, integration with UIDAI, NSDL etc. Personal data form should consist dedicated sections primarily for (indicative and not exhaustive):

- Personal Details (Name, DOB, Gender, Photo, Signature etc.)
- Contact Details (Phone no, email-id, current address, permanent address, gram panchayat name etc.)
- Educational Details (Basic Qualification, Institute, Board, Marks, Highest Qualification etc.)
- Employment Details (Profession Type, History, Annual Income etc.)
- Existing Relationship with LIC (Y/N radio button for validation. If Yes, then Designation, Is relative employee at LIC, Employee Group etc.)
- Examination and Training Details (Name of Exam, Exam body, Training mode {online/offline}, training certificate etc.)
- Bank Details (Bank Name, Account Number, IFSC Code etc.)
- Nominee Details (Name, Relation with lead, Nominee Address, Percentage Share etc.)

- Ability to configure input field parameters for candidates' questions in the data form such as:
    - Input types (e.g., dropdowns, radio buttons, sliders, text boxes)
    - Options for selectable fields (e.g., dropdown values, radio button labels)
    - Conditional visibility of input fields based on inputs to previous questions
    - Enable pre-filling of fields based on data received from internal systems and third-party sources, with the option to configure whether each field is editable or non-editable
    - Inline validations based on pattern matching, data type (e.g., integer, string), limit on number of characters, and other field-specific rules
- Special input fields such as:
    - Interactive sliders with configurable range for selecting numeric ranges
    - Calendar picker with the option to either select a date from the calendar or manually enter it in a predefined format (e.g., DD-MM-

		YYYY) o Time picker o Geolocation Input – Auto-detecting location via GPS o Mobile Number Input – With country code selection, input validation, and OTP-based verification. Functionality for performing SIM binding-based validation o Email Input – With domain format validation and OTP/email link verification • Tooltips and subtext for candidates' fields to guide users • Enable both manual save and auto-save options while filling the data form. • Allow users to resume filling in the data form from the last point of drop-off with all previously entered data retained, with authentication for each new session • Integration with OCR to extract information from uploaded documents such as scanned images, PDF files, handwritten documents, etc. • Integration with AI/ML models for automated detection of potential document tampering, forgery, etc. and validation of document type & information present in uploaded document • Extract information from the uploaded documents and pre-fill basic entry fields such as Name, Gender, Nationality, DOB, address etc. • Enable quick OTP based verification for fields like phone number and email ID • Auto-fill capabilities using OCR and backend fetches (NSDL, UIDAI, DigiLocker) • Enable Save & resume feature with draft versioning and pre-submission preview
Payment	Overall Requirements	• Integration with LIC's white-listed payment gateways to enable digital premium collection through multiple payment methods such as UPI, Credit Cards, Debit Cards, Net Banking, Wallets, QR-based payments, NEFT/IMPS, etc. • Option for cash / cheque-based payment at LIC branch via integration with LIC's internal systems to capture and record cash / cheque-based transactions

	• Provide native and redirection-based integration models for payment flows, with PCI-DSS compliant payment gateway integrations • Integrate with approved Payment Service Providers (PSPs), their respective wallets and banks as per regulatory norms • Configurable valid payment methods depending on channel, customer type, etc. – e.g., for Banca restricting payment modes to bank partner mandated modes • Allow future adoption of new RBI-approved payment modes • Ensure validation of payer identity to allow premium payment only by authorized candidates (e.g., proposer, life to be assured, etc.) • Option to save payment mode preference, payment mode details, etc. for quick future transactions
UPI	• Integration with NPCI-approved PSPs for UPI transactions • Option to generate UPI QR code with embedded transaction details for scan & pay • Option to initiate UPI collect requests via VPA entry
Credit Card/Debit Card	• Enable transactions through all major card networks such as Visa, Mastercard, RuPay, American Express, etc. • Real-time validation for CVV, expiry date, etc. • Scan and upload card photo to auto-fill details • Option to save card details with customer consent - tokenized card storage for faster future transactions
NetBanking	• Option for customers to simultaneously complete NEFT registration and payment via NetBanking • Ability to add/update NEFT and bank account details linked to customer profile with automatic redirection to payment • Option to scan and upload cancelled cheque for NEFT detail verification • Real-time NEFT/IMPS validation via methods like penny drop, penniless, etc. • Redirection to customer’s bank login for secure payment processing
Dynamic QR Codes	• Generate dynamic UPI QR codes with embedded transaction details such as amount

	• Validate payment confirmation in real-time and update application status accordingly • Expire QR codes automatically after a configurable time window or upon successful payment • Ability to configure account to which UPI payments should be credited
Wallet Based Payments	• Integration with approved digital wallets (adhering to LIC's API and security protocols) • Option for users to choose wallet as an option for completing payment • Ensure compliance with regulatory norms as per RBI wallet guidelines
Reconciliation	• Facilitate reconciliation of premium payments across multiple systems including payment gateways, LIC's internal systems, banking partners, aggregators, etc. • Enable auto-reconciliation through multiple modes such as real-time, near-real-time, batch mode, etc. configurable based on parameters such as channel type, transaction type, etc. • Generate detailed MIS reports for reconciliation activities with downloadable formats and filters based on channel, payment mode, customer, etc. • Ability to set up configurable rule-based logic to automatically detect mismatches and trigger alerts with the ability to route unresolved cases to relevant stakeholder for required action • Provide functionality to raise and track disputes related to payments such as cheque dishonour, duplicate payments, delayed confirmations, payment failures, etc. • Ability for authorized users to manually create and log transactions (e.g., missing transactions), negate/delete incorrect or failed transactions, etc. with maker-checker workflow • Dashboard to track the lifecycle of payment disputes, including status updates, assigned owner, escalation levels, closure timelines, etc
Receipt Generation and Sharing	• Generate payment receipts instantly upon successful transaction completion, tagged with details such as transaction ID, mode of payment, etc. • Allow customers to choose preferred delivery channels for receiving receipts such as SMS, Email,

	WhatsApp, etc. or download via digital platforms • Share payment receipts through multiple modes simultaneously, based on user preference or system configuration. • Trigger real-time payment acknowledgements along with receipt delivery through the customer's preferred channel, using formats such as attached document, embedded download link, etc.

URN GenerationScrutiny and Sharing	• Uploaded documents and personal data should be routed sequentially to the designated approvers—Assistant Branch Manager (ABM), Branch Manager (BM), and Divisional Training Centre (DTC) respectively—for scrutiny, in accordance with the defined approval hierarchy
	• Implement a configurable Maker-Checker workflow across critical stages of the agent onboarding journey, wherein actions initiated by a designated Maker (e.g., supervisor) shall be routed to one or more authorized Checkers (e.g., ABM, BM, DTC) for review. The system shall provide each Checker with the ability to Approve, Reject, or Reassign the application, with all actions captured through time-stamped logs, remarks, and version-controlled audit trails. The workflow shall enforce sequential approval hierarchies, SLA-based escalation, and role-based access controls to ensure process integrity and traceability
	• Checkers in the scrutiny workflow shall have the ability to "Approve", "Reject", or "Reassign the application."
	  o Approval allows progression to the next stakeholder in the hierarchy for further scrutiny
	  o Rejection should halt the application based on non-compliance and should route the case back to the supervisor as part of discrepancy handling with corrective steps suggested like document resubmission, editing of fields, re-upload etc.
	  o Reassignment routes the case to an alternate approver.
	• All actions shall be logged with timestamps and additional remarks ensuring visibility

	• Access for supervisor to a consolidated view of the application’s end-to-end progress, including stage-wise approvals, action history, and timestamps for each checkpoint • The system shall also enable the supervisor to view discrepancies raised at any level, take corrective actions such as re-uploading documents or editing fields, and re-submit the application for re-evaluation • Option to send reminders/call the appropriate stakeholders seeking clarification for any discrepancy or undertaking corrective actions • Data should be auto pushed to NSEIT post DTC approval for URN generation
Training	• Ability to deliver on-app/website training for IC-38 or other regulatory exam to candidates • Enable tracking of training completion status in the app by supervisors using metrics such as videos watched, start/end times, percentage watched etc. • Ability to only generate certificate upon full completion of training • Allow candidates to upload training certificate obtained from 3rd party training providers • Allow candidates to schedule and undergo training physically at Divisional Training Centres (DTC) • Hosting and delivery of training content, in line with regulatory norms and limitations • Dashboarding and tracking of training progress and funnel for business leadership • Intelligent nudges, reminders through app / website. WhatsApp, SMS, email, push notification for completion of training

Exam Scheduling	• Integration with NSEIT through secure APIs to facilitate real-time data exchange for (indicative and non-exhaustive)
	  o URN generation,
	  o IC38 exam slot booking
	  o hall ticket retrieval
	  o scorecard fetch
	• Compliance with NSEIT’s data format and security protocols, and handle both success and error responses with appropriate status updates and actionable alerts to stakeholders

	• Automated update shared with supervisor upon URN issuance or failure with option to resubmit the candidate application • Option to redirect securely to Indian Institute of Insurance (III) website to complete scheduling for IC38 exam on behalf of the candidate • Option for supervisor/DTC to select configurable parameters during exam booking on behalf of the candidates like exam centre, date of exam, slot, language etc. in the candidates lead dashboard on the super sales app • Option for the candidates to select configurable parameters during exam booking on behalf of the candidates like exam centre, date of exam, slot, language etc. on the super sales app • Option to securely download the hall ticket from via NSEIT integration onto the super sales app • Option to securely download the scorecard via NSEIT integration onto the super sales app to determine whether the candidate has passed/failed the examination. Have a configurable rule-based engine in place which extracts the name of the candidate and marks from the scorecard and determines pass/fail criteria depending on whether the marks are above or below a configurable threshold • Integration with 3rd party Learning and Engagement Vendor to obtain prep material for exam preparation • Option to send prep material for IC38 exam via secure links to the respective candidates • Option to appear for mock tests by the candidate • Option to add new mock tests/make changes to existing mock test questions • Send timely reminders to the candidate to appear in the examination • Option to receive notification/requests from the candidate in case of rescheduling of exam • Intelligent nudges, reminders through app / website. WhatsApp, SMS, email, push notification for completion of exam
Appointment	• Ability to collate all documents, data forms, and exam results in a digital docket and forward it to

branch/division for final verification and candidate interview

- Option for branch to communicate details of the interview (time, venue etc.) to the candidate through various channels like app, SMS, E-mail, WhatsApp etc. There should also be an option for the candidate to see available interview dates and slots and apply through the app
- In case of any discrepancy in any document/intermediate step, option to either manually resolve or flag them and redirect to the appropriate stakeholder and suggest corrective actions (re-upload, re-evaluation etc.) in comments
- Enable differentiated approval workflows based on candidate profile (e.g. Reappointed agents, current/former LIC Agents etc.)
- Ability to generate auto generate agency code and map it to agents' profile in the backend, post branch approval
- Integration with LIC systems to store create a new entry for the agent with the new agency code and push the agents' documents in the document management system
- Agency code, URN Number, Lead ID should all be linked together in the backend
- Post agency code generation, trigger automatic alert to the candidate on Email/WhatsApp/Messages etc. congratulating them for completing the process successfully and prompting them to complete the signing of the appointment letter either virtually or in-person at their designated branch
- Secure links to be sent to the agent in case of online acceptance form signing is selected to capture consent through OTP or any other signature capture integration
- If the agent chooses in person, assign a slot to them to visit and sign the papers at the branch based on earliest availability
- Trigger access links for Sales Super App post completion of acceptance letter signing
- Credentials should be provisioned for the Sales Super App through integration with the IDAM system

		(eMudhra), enabling immediate access to agent-facing tools and post-appointment workflows • Option to send credentials to the agent for Sales Super App access via Email/WhatsApp/Messages • Ability to send agent welcome kit • Agent support activities (e.g., queries, guidance & request) • Dashboard, nudges, reminders and activity management of new & inactive agent interaction
Common Capabilities	UI/UX	• Create responsive layout that automatically adapts to all device types such as mobile phones, tablets, laptops, desktops, etc. • Allow configuration of colour themes, branding elements, design layouts, etc. basis channel wise design library/guidelines • Use interactive components such as accordion views, collapsible sections, carousel view, horizontal scroll cards, etc. • Apply best-practice design layouts and principles to optimize user experience by reducing cognitive load, enhancing content readability, etc. • Ensure visual continuity maintaining a consistent look and feel across all stages of the customer journey - e.g., during movement from Customer Super App/Sales Super App home screen to onboarding workflow • Maintain uniformity in design elements such as typography, colour palettes, button styles, navigation structures • Enable visual customization for partner-led journeys, including white-labelled or co-branded UI designs, allowing alignment with partner branding guidelines such as logos, colour themes, design language, etc.
	Engagement & Communication Capabilities	• Outbound communication through channels such as call, SMS, WhatsApp, email, and social media platforms, enabling interaction with customers, other users, etc. • Content sharing functionality from the platform, allowing users to send brochures, product information, personalized messages, etc., via preferred mode such as WhatsApp, email, social media, etc.

	• Integrate with GenAI-based tools to generate dynamic, customized, multi-lingual content such as sales pitches, emails, message templates, etc. based on customer demographics, profile history, product selection and more. • Allow creation, editing, and management of communication templates for multiple channels, with the ability to personalize and save user-specific templates • Allow configuration and triggering of reminder communications for pending actions or follow-ups, with options for calls, SMS, WhatsApp messages, or email alerts. • Enable scheduling and hosting of virtual meetings—both one-on-one and joint sessions - directly through the platform. • Allow users to configure meeting-related settings, including virtual background selection, meeting chat, screen sharing, recording etc. • Automatic & manual capturing and recording of first-level outcomes such as meeting summaries, next steps, customer intent status, etc. • Trigger system-generated nudges for scheduling follow-ups, sending reminders, or re-initiating contact based on journey progress or missed actions. • Provide functionality to generate and share a digital profile card for recruiters, etc. containing details such as name, contact information, social media handles, and achievements, etc. • In-app notification functionality and integrated inbox/notification centre for users to view system notifications, communication alerts, pending task messages, etc.
Multi-lingual Support	• Provide multi-lingual support across the entire onboarding journey • Allow users to dynamically switch languages as required – e.g., at global journey level or at a specific section level • Enable customers to request real-time translation of content - e.g., proposal form questions, plan details, etc. • Enable UI/UX to support multi-lingual interface for

	multiple languages such as English, Hindi, Assamese, Bengali, Gujarati, Marathi, Kannada, Malayalam, Telugu, Odia, Punjabi, Tamil and other regional languages • Enable multilingual capabilities across various components such as chatbot conversations, customer verification prompts, proposal form fields, communication templates, and help sections, etc.
User Support	• Centralized helpdesk accessible 24x7 through multiple channels such as in-app chat, call support, email, WhatsApp, etc. for resolving user queries & grievances • Centralized helpdesk access for resolving product, onboarding, and documentation queries across all user types. • Chat and ticketing system for users to raise queries, track status, and follow up on support requests • Enable configurable click-to-call functionality with support for dynamic redirection to designated contact numbers, call centre teams, etc. based on configurable rule-based logic depending on parameters like sales channel, onboarding journey stage, etc. • FAQ repository for self-service assistance across topics such as quote generation, document upload, product features, payments, etc. • AI conversational chatbot for instant query resolution, guided navigation support, dynamic product explanations, etc. including handover to live executive chat as required • Multi-channel communication options such as direct calling, WhatsApp messaging, email support, chat, etc. for real-time assistance. • Display 24x7 toll-free numbers, grievance redressal contacts, escalation matrix, turnaround times, etc. • Pop-ups, tooltips, tutorial videos, guided tours, micro-learning content, etc. embedded across onboarding journeys • Personalized videos dynamically generated via Gen AI integration (including digital avatars explaining benefit illustration) • Audio narration functionality for journey navigation,

	plan features & benefits explanation, etc.
	• Graphical illustrations, infographics, and interactive charts to visually depict policy structures, benefits, etc. in an intuitive & user-friendly manner
	• Interactive knowledge centre providing guided learning paths and explainer content
	• Assisted agent onboarding journeys for the website channel:
	  o Call centre & virtual helpdesk support for live assistance during onboarding journey
	  o Click-to-call/chat options embedded within the digital journey for real-time help
	  o Centralized view of recruitment journey progress to automatically/manually trigger contextual support
	  o Automated proactive nudges for customers dropping off mid-journey
	• Self-help section equipped with tools to assist recruiters and other sales intermediaries in their recruitment activities.
	• Ability to search, view and download various forms, circulars and questionnaires in different file formats such as PDF, Word, etc.

User Training	• Training and systematic onboarding of LIC employees, sales intermediaries, and other users through methods such as live sessions, virtual calls, training materials, self-learning modules, FAQs, etc. • The bidder needs to provide training and educational material for all items supplied to LIC staff on system/application administration, configuration, and entire operations of proposed solution, within the scope of this program • Training must be provided in all functional areas and should be of sufficient duration-to the User's satisfaction. • Bidder will be responsible for developing training reference material for all the functionality of the software. Training material should comprehensively cover all graphs, process flow, screen shots of actual system functionality etc. • All training must be conducted at LIC's offices, unless with prior approval given by LIC. All training

	sessions must be conducted before production launch, and on an ongoing basis post launch
User Access Management	• Ability to define system roles with configurable role-based access rights for different user types such as supervisors, CLIA, LICA users, and approvers etc. • Enable creation, modification, suspension, and deactivation of user accounts across all channels • Facilitate bulk user creation and modification through methods such as Excel uploads, integration with third-party data sources like bank partner employee systems, etc. • Schedule synchronization of user records with integrated external systems for automatic update of data – with option to configure parameters such as update frequency, user pool, etc. • Capture and maintain essential user attributes such as name, role, employee ID, designation, branch code, reporting manager, contact details, etc. • Capture & maintain organizational hierarchies with configurable levels in the hierarchy such as central office, zonal office, divisional office, branch office, etc. • Allow assignment and modification of user roles with configurable access permissions to different onboarding functionalities & steps, distribution channel-wise flows, plans, etc. • Enable automated user account updates (e.g., user account type, access rights, jurisdiction, etc.) based on configurable triggers such as inactivity, resignation, role changes in organization, etc. • Enable Single Sign-On (SSO) authentication through authorized systems such as partner bank portals, LIC branch portal, etc. • Provide dynamic & configurable real-time dashboards for administrators to view and manage user accounts, roles, organizational mapping, activity across channels, etc.
Dashboard & Reporting	• Enable centralized dashboards accessible to authorized cross-functional users with a consolidated view of onboarding journeys across all types of recruiters, including leads, quotations, proposals, drop-offs, etc.

- Ability to configure user wise access to the dashboards/reports/MIS basis their channel, department, office, cadre, etc.
- Calculate and display key performance indicators and operational metrics using data aggregated from multiple internal and external integrated sources
- Provide configurable analytics and reporting tools to generate reports & visualizations
- Ability to sort, filter, and segment data by configurable attributes - e.g., recruiter type, candidate type, geography, onboarding stage, etc.
- Allow drill-down capabilities – e.g., to view candidate level tracking of interactions completed, progress with onboarding journey, etc. and recruiter-level tracking to view candidates sourcing performance, lead conversion rates, candidate engagement metrics, etc.
- Configurable alerts and notifications to highlight events such as SLA breaches, bottlenecks in scrutiny, overdue actions, etc. with option to automatically and manually trigger reminders to concerned task owners, reassign tasks, etc.
- Creation of configurable MIS and operational reports across different parameters – e.g., stages of the onboarding journey, candidate segments, recruiter types, etc.
- Ability to define and generate customizable MIS reports such as funnel drop-off analysis, scrutiny trail, applications flagged for additional requirements, etc.
- Ability to download MIS and dashboard data in multiple formats such as Excel, CSV, etc., based on user access permissions
- Option to share MIS reports and dashboards selectively with internal & external stakeholders such as sales teams, underwriting teams, operations, partner banks, etc.
- Generation of IRDAI-compliant reports as per prescribed formats for regulatory submissions
- Capability to generate ad-hoc reports on demand
- Automated generation & sharing of reports based on configurable rules and trigger events

	• Integrate with data lake and data warehouse to provide data required for reporting, analytics, etc.
AI Integration	• Personalize the recruitment journey using AI integration for pitch, value proposition, earning potential, etc. based on the candidate’s profile, eligibility, etc. • Support recruitment teams with AI integration driven insights on the most effective pitch approach, including suggested communication modes, pitch strategies, personalized selling points, etc. • AI integration to create dynamic, personalized communications (emails, SMS, WhatsApp, etc.) and trigger them through integrated communication systems • AI integration to analyze and summarize documents (e.g., financial statements) to derive insights for assisting scrutiny • Enable integration with AI-powered conversational chatbot or assistant to query internal recruitment materials, value proposition documentation, etc. to provide instant, contextual answers to user queries (e.g., questions about agency benefits, career agency, FAQs, etc.)
Consent Management	• Capture and store candidate consent at configurable stages in the onboarding journey • Support multiple verification methods while capturing consent, such as OTP, e-signature, Aadhaar biometric (fingerprint/iris/face scan with support for authorized hardware biometric devices), etc. • Dynamically configure journeys based on status of consent • Allow customization of consent language and text to align with regulatory, legal, and partner-specific requirements. • Enable candidates to view, manage, and revoke their consents through self-service interfaces
Audit Trail	• Maintain time-stamped audit trail logging all critical user actions and system events across entire onboarding journey • Restrict access to authorized users, with options to view, filter, and export audit logs in downloadable

formats (e.g., Excel, PDF).

- Support generation of audit reports in predefined templates, including IRDAI-compliant formats, with the ability to share reports internally and externally for audits, reviews, etc.
- Allow users to drill down into the audit trail and activity logs based on parameters such as date range, user type, action type, etc.

In addition to the detailed scope outlined in Table 2&3, the digital onboarding solution should demonstrate readiness and capability to implement the following features/requirements, along with supporting necessary integrations:

- Agentic Onboarding Experience:
  The AI Agents and the platform should (indicative list, not exhaustive):
  - Engage customers and insurance field users in natural language (text and voice) across multiple touchpoints (web, customer and sales apps, WhatsApp, chatbot etc.).
  - Create structured information from multilingual handwritten proposal forms as input and integrate with the respective journey steps and underlying policy system/services
  - Dynamically collect customer details, validate inputs in real-time (KYC, PAN, Aadhaar, Bank Account Verification, etc.), and generate personalized policy quotes by calling APIs.
  - Perform adaptive questioning, auto-fill from available data sources, and guide document upload/validation using AI vision using specialized agents
  - Integrate with underwriting engines, risk models, and business rules to streamline decision-making.
  - Support multi-lingual interactions (English, Hindi, and Indian regional languages).
  - Support voice interface for both input and output
  - Ensure compliance with IRDAI regulations, data privacy, and consent management.
  - Escalate seamlessly to a human advisor when required.
  - Provide explainability of decisions, audit trails
  - Integration with all necessary 3rd party systems via MCP or equivalent

To execute this vision, the bidder must design and implement a suite of specialized AI Agents, focusing on a specific step of the onboarding and underwriting journey. The following table outlines the proposed Onboarding & Underwriting Agents and their roles. The bidder is free to conceptualize its own agents and their roles for providing a best in class solution for conversational onboarding for all the journeys across customer, insurance agent and branch user personas.

Policy issuance:

S. No.	Agent Type	What it Does (with Actions & Inline Examples)

1	Insurance Guide Agent	Conversational LIC assistant to explain LIC plans, eligibility, and onboarding flow for D2C channel. • Explains LIC products (Term, Endowment, Pension, ULIPs, etc.) with examples. • Interactively captures customer goals, income range, protection needs, and investment preferences to understand their insurance requirement profile • Based on inputs, recommends relevant LIC plans with key details such as sum assured options, premium range, policy term, and key benefits • Clarifies documentation requirements and nudges next steps. Example: "LIC's Jeevan Amar is a pure term plan with flexible premium options. Want me to show premium illustrations?"
2	Lead Categorization and Nurturing	• L**ead Categorization and Enrichment:** Automated classification of leads based on predefined business rules and AI-driven insights, including lead enrichment using available customer data sources. • **Need Analysis and Propensity Assessment:** AI-based evaluation of customer needs, purchase propensity, and purchase intent to prioritize and route leads effectively. • **Automated First-Level Interaction:** AI agent–driven automated calling and conversational engagement with customers to capture interest, validate intent, and assess conversion likelihood. • **Lead Nurturing:** Continuous engagement and follow-up with leads through contextual communication and personalized recommendations.
3	Digital Proposal Agent	• Digital Proposal Agent to capture customer information through and perform subsequent backend updates • Accepts inputs via OCR from documents or digital uploads • Context aware validation and clarifies incomplete or ambiguous responses • Integrates with KYC workflow agent to extract data from Aadhar, PAN
3a	KYC Workflow Coordinator Agent	Central orchestrator for all customer-submitted documents. • Accepts uploads via app/portals/email/API. • Routes docs to specialized validators. • Consolidates results for underwriting. *Example: "Your Aadhaar and PAN are uploaded → sending to ID Verification Agent. Salary slips → routed to Income Analyzer Agent."*
3b	Universal KYC Team (Sub-Team of Specialized Agents)	Automates intake, classification, and validation across KYC, financial, compliance, and mandate documents. Each sub-agent specializes in one type of task for better accuracy (suggested):
3c	Document Intake Agent - Shared	Accepts multi-channel uploads in multiple formats (PDF, JPEG, PNG, TIFF, DOCX, etc.). *Example: "Aadhaar uploaded as photo;*

		converting and processing."
3d	Document Classifier Agent - Shared	Classifies docs into KYC, financial, medical, mandates, NRI, etc. *Example: "Detected Form 16 → sending to Income Analyzer."*
3e	Language Translation Agent - Shared	Detects vernacular/foreign docs, translates, and flags low-confidence translations. *Example: "Passport in German detected → translated successfully."*
3f	Handwritten Document Agent - Shared	Extracts content from handwritten receipts/forms (e.g., agricultural income proof, medical notes). Flags unclear content.
3g	Tampering & Fraud Detection Agent - Shared	Detects overwriting or editing in salary slips, pathology reports, or IDs. *Example: "Possible tampering detected in cholesterol value entry."*
3h	Identity Verification Agent	Extracts information from PAN, Aadhaar, Passport, Voter ID, etc. against government APIs. *Example: "PAN number and Aadhaar details match. ID verified successfully."*
3i	Income Analyzer Agent	Extracts and validates ITRs, salary slips, Form 16, bank statements, etc. Reconciles deductions, credits, and employer consistency. *Example: "Salary slip shows ₹80k credited; matched with July bank entry. All ok."*
5	Test Explainer Agent	Explains tests, preparation, and FAQs to reduce confusion and help mitigate anxiety. *Example: "ECG checks heart rhythm. Please avoid coffee before the test."*
6	Medical Report Processor Agent	Ingests reports via PDF/API, checks tampering, summarizes results. *Example: "Report shows LDL high, BMI 29, ECG normal. No overwriting detected."*

- Collaboration and engagement features:
    - Integration with co-browsing solutions to allow call centre (for D2C) and sales users like Agents, Bank SPs, LIC B&AC users, etc. to jointly assist the customer
    - Interactive engagement features such as virtual whiteboard collaboration for joint sessions between multiple users – e.g., agents & customer; agent, bank RM & customer, etc.
- Data entry options in proposal form
    - Support voice-based data entry to populate fields within the proposal for
    - Scan image of filled physical form and extract data via integration with OCR/ICR to auto-fill digital proposal form
    - Integration with face scan and image analytics tools to assess health indicators such as facial features, BMI, and smoker status
    - Integration with wearable health devices and health apps for capturing and auto-filling information of health vitals
    - Allow proposal form filling through a conversational Q&A experience via WhatsApp, SMS, Email or other social media platform
- Third party integrations:

    - Regulatory & risk information: Sanctions, Watchlists (e.g., from RBI, FATF, SEBI, PEP Lists)
    - Medical data sources: National Health e-Registry, ABHA (Ayushman Bharat Health Account) under ABDM (Ayushman Bharat Digital Mission), and fitness wearable & digital health platforms such as Google Fit, Apple Health, Fitbit, etc.
    - Integration with recruitment training providers (IC-38)
    - DigiLocker integration
- Customer verification:
    - IVR-Based Verification: Automated voice calls using Integrated Voice Response (IVR) systems, where the customer confirms key details, verification codes, etc.
    - Chat-Based Verification: AI-driven chat sessions where customers answer dynamically generated questions based on pre-filled or known customer information, with automatic validation and escalation to live agents in case of discrepancies.
- Geo tagging to confirm customer visit to the Diagnostic Centre for completing scheduled medical tests & examination

The System Integrator (SI) is responsible for the end-to-end implementation of above capabilities (and any tech enabling them). This includes:

Discovery Phase: Conducting a comprehensive analysis of LIC’s business and technical requirements for above capabilities.

Detailing: Conducting workshops with LIC personnel for additional detailing to requirements as necessary, including elucidation of logics and rules from circulars, and any other documents provided

Technical Design and Setup: Creating an optimal technical design and ensuring effective setup and configuration of the above capabilities.

Configuration and Customization: Tailoring the capabilities (including tool customization, if applicable) to fit LIC’s specific needs.

Maintenance and Support: Providing ongoing maintenance and responsive support for above capabilities.

Training and Enablement: Ensuring LIC team and designated partners are equipped with the necessary training and resources for effective use of above capabilities

While all the current processes and workflows have been indicatively captured in the respective sections this RFP, it should be noted that there may be certain changes in these processes and workflows as a result of ongoing development of features & functionalities in the period between release of this RFP and Bidder onboarding or as an outcome of IRDAI/Government guidelines Or LIC Business Requirement impacting the scope. Hence final business implementation should be as per the requirements finalized and documentation (BRD, HLD, LLD, System Architecture, etc.) approved during the design phase during the Implementation.

3. Technical Scope

Current State Architecture

The bidder is expected to go through in detail and understand LIC's current state architecture capabilities to ensure relevant capabilities have been accounted for when designing and implementing the NextGen New Business Platform.

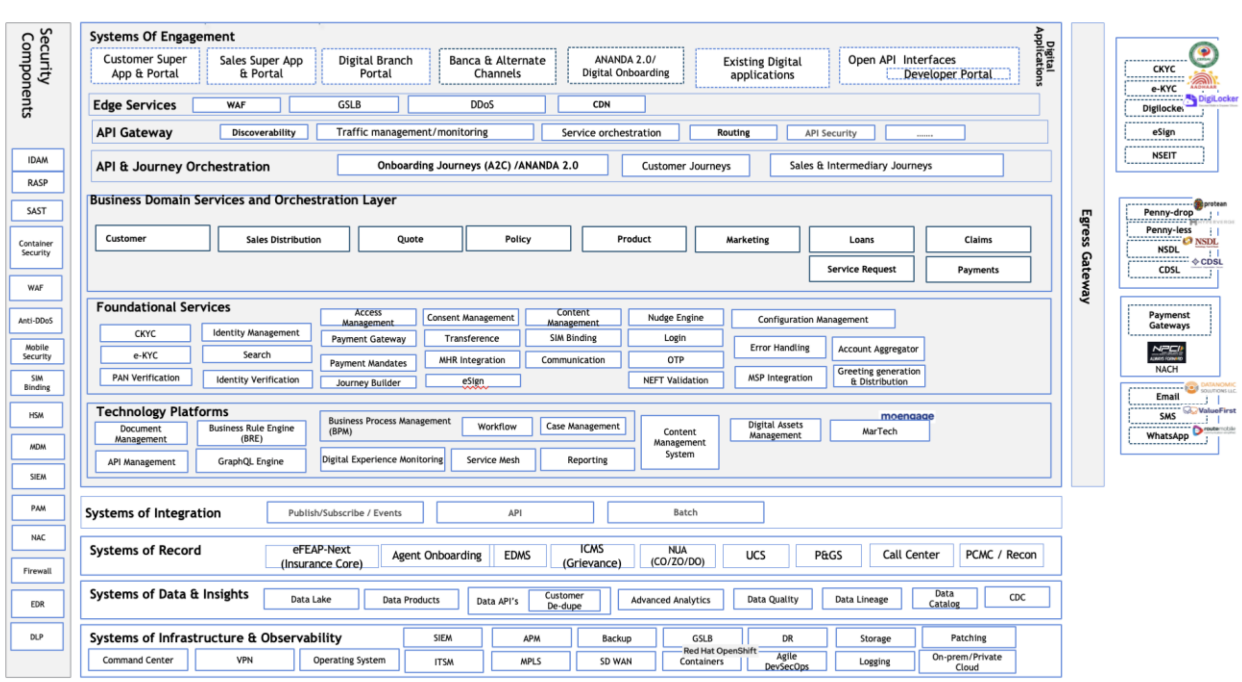
High Level Current State Architecture

LIC has initiated a comprehensive digital transformation program with a vision to become the most valued life insurer globally. The target technology architecture is designed to be modular, scalable, cloud-native, and platform-oriented, enabling rapid integration of emerging technologies, product innovations, and digital services. This architecture is currently in advanced stages of implementation, with key digital platforms such as the Sales Super App, Customer Super App, and Digital Branch either already live or nearing production rollout. Complementing these initiatives are modern platforms including a Data Lakehouse and Martech stack. These modern digital assets are seamlessly integrated with LIC's core system—eFEAP Next—as well as several ancillary legacy systems and applications such as Agent Onboarding, EDMS, ICMS, NUA, UCS, P&GS, Call Centre, and PCMC/Recon. Component wise details are covered in subsequent sections.

The components of this architecture are explained below for the bidder to get a thorough understanding of current state capabilities since the design and development of the NextGen New Business platform must consider components, services and foundational platform capabilities that are available for re-use.

Please note that chosen bidder is expected to do a thorough analysis of the existing platform capabilities and the various services during the discovery phase to ensure all capabilities have been factored for when designing and implementing the onboarding solution.

Please note that the list of services below is indicative and is different stages of development. The briefs of the relevant services are present in the Target state architecture. The bidder is expected to obtain a detailed understanding of this during the discovery phase for the reusable services.



3.1 Components of the architecture

3.1.1 Systems of Engagement

3.1.1.1 Digital Applications

Below are the digital applications and platforms that are currently in use and being built at LIC.

Sr.No	Application	Description
1	New: Customer Super App and Portal Branch Portal	Provide LIC's existing policyholders/customers as well as new onboarded customers a digital channel for all their insurance and servicing needs. **Tech Stack:** Front end – React.js/React Native Backend – Java spring Boot microservices API Gateway - WSO2 API gateway Middleware -Kafka, TIBCO Database – MongoDB, Postgres Container Orchestration Platform: Red Hat Openshift
2	New: Sales Super App & Portal	Virtual digital office for LIC sales intermediaries and sales managers/hierarchies, able to utilize this app for all their needs.

<table>
<tr><th>Sr.No</th><th>Application</th><th>Description</th></tr>
<tr><td></td><td></td><td>Tech Stack:
Front end – React.js/React Native
Backend – Java spring Boot microservices
API Gateway - WSO2 API gateway
Middleware -Kafka, TIBCO
Database – MongoDB, Postgres
Container Orchestration Platform: Red Hat Openshift</td></tr>
<tr><td>3</td><td>New: Digital Branch Portal</td><td>Provide LIC employees at branches/ Divisional Offices/ Zonal Offices a digital channel for the customer servicing needs.

Tech Stack:
Front end – React.js
Backend – Java spring Boot microservices
API Gateway - WSO2 API gateway
Middleware -Kafka, TIBCO
Database – MongoDB, Postgres
Container Orchestration Platform: Red Hat Openshift</td></tr>
<tr><td>4</td><td>Existing: Merchant Portal, Banca & Alternate Channels</td><td>Merchant Portal: For premium collection through Merchants
Franchisee Portal: For premium collections by authorized Banks

Tech Stack:
Front-end: Ext JS
Back-end: Java Spring Boot, WebLogic
Middleware: TIBCO FTL, TIBCO BW
Database: ODS (Oracle Exadata)
Private Cloud: VMware</td></tr>
<tr><td>5</td><td>Existing: LIC Digital Applications</td><td>These applications run on a legacy tech stack. <u>Few of these applications will be replaced by new Digital applications such as the Customer and Sales Super app and Digital Branch Portal that are built on a modern tech stack on top of the new Open Insurance Digital platform.</u>

eFEAP Branch Portal - For individual insurance business operations like policy servicing, HR and admin operations across its offices like Branches,</td></tr>
</table>

Sr.No	Application	Description
		Divisions and Zonal Offices. 2. Customer Portal - Portal for LIC customers, online premium payments & other services 3. Agent Portal - App catering to Agent operations 4. Agent onboarding portal – PHP application residing outside eFEAP and managed by DO / branch employees for recruiting new agents 5. DO/Pragati Portal - Portal for DO specific operations 6. SBA Portal - Portal for SBA specific operations 7. LICA Portal - Portal for LICA specific operations 8. Agency Onboarding Portal - Portal for recruiting Agents 9. Jeevan Sakshya App - Facilitates the submission of digital existence life certificate for Individual Pension Plan (IPP) Annuitants and Staff Pensioners of LIC 10. ANANDA App and portal (Sales) - App for agents for smooth onboarding of customer 11. Customer App - App for customers - Online premium payments & other services 12. LICA App - App for LICA specific operations 13. DO/Pragati App - App for DO (Development Officer) specific operations 14. Pratidhi App - App for branch marketing in-charges **Tech Stack for e-FEAP Branch Portal:** • Front-end: JSP with Struts framework • Back-end: SOAP Web services, Visual • COBOL • Platform Services: Intellect ARX (Identity • Management), RedHat BRMS • Middleware: TIBCO FTL • Database: MySQL • Private Cloud: Nutanix **Tech Stack for Customer Portal, Agent Portal, DO/Pragati Portal, SBA Portal, LICA Portal, ANANDA App, Customer App, DO/Pragati App, LICA App, Pratidhi App, Jeevan Sakshya App:** • Front-end: Ext JS • Back-end: Java Spring Boot, WebLogic

Sr.No	Application	Description
		• Middleware: TIBCO FTL, TIBCO BW • Database: ODS (Oracle Exadata) • Private Cloud: VMware

3.1.2 Edge Services

Details of the edge services are present in the target state architecture

3.1.3 API Gateway

LIC uses WSO2 as an API gateway. All services and endpoints need to be consumed and exposed from this gateway by external systems to the system of Engagement

3.1.4 Domain and Foundational Microservices

The system of engagement has been developed using a microservices architecture. These micro-services are designed to be modular, have bounded contexts, horizontally scalable, and resilient allowing for flexibility and easy maintenance. They have separate code and data-isolation (database schema) for each domain service adhering to guidelines of domain driven design.

These microservices have been built using Spring Boot with MongoDB as NoSQL persistence store. Postgres relational DB is also in use to meet certain design needs.

These microservices are hosted on Red Hat OpenShift Container platform and makes use of Red Hat OpenShift Service mesh for inter service communication and WSO2 API Gateway to expose API's for re-use or enabling an omnichannel experience for front-end digital channels.

Besides journey services for orchestration, following are the types of microservices in the system of engagement.

3.1.4.1 Business Domain Services

Business domain services such as Customer, Policy, Quote etc. encapsulate insurance functionality using a microservices architecture.

The bidder is expected to discover the various domain services in the system of engagement during discovery and ensure re-use wherever possible. The onboarding platform shall also build and expose further domain services as part of the implementation.

3.1.4.2 Foundational Services & Technology Platforms

These are horizontal capabilities that provide reusable capabilities and power multiple digital journeys. The details of these are present in the Target State architecture. These are at different stages and maturities of implementation. The bidder is expected to re-use the foundational services wherever possible and extend them wherever there are requirements for the same

3.1.5 Systems of Integration

The following integration patterns exist.

1. Request/Response, primarily driven by REST API's
2. Real-time streaming using Red Hat Kafka streams and messaging using TIBCO FTL
3. Batch, file-based

Kafka set up at LIC:

A Kafka cluster set up exists within the Digital platform that acts as the event broker to stream events from the insurance core and internal systems via CDC for consumption. Events generated by the domain services on the platform are also published to a topic on Kafka for other platforms/applications such as Data Lake to consume.

TIBCO set up at LIC:

TIBCO is deployed within eFEAP-NEXT's dedicated Nutanix private cloud instance. Integration are done via an API exposed by TIBCO BusinessWorks platform or by direct publishing. The following TIBCO components are in use.

- Messaging Solution – FTL (Faster Than Light)

An integrated communications solution that provides system-to-system data distribution and provides routing to send messages from one divisional center to another divisional center

- Enterprise Service Bus (ESB) Solution – BusinessWorks (BW)

TIBCO BusinessWorks is used to provide integration with TIBCO. A REST API provided by BusinessWorks facilitates this integration.

- File Transfer Solution – For internal and external Managed File Transfer (MFT)

3.1.6 Systems of Record

There are various core and enterprise systems such as eFEAP-NEXT, Agent onboarding application, P&GS etc. which provide business capabilities for LIC's day-to-day functioning. The new business platform is expected to integrate with them as applicable for onboarding customer and agent as per the scope defined in the RFP. An indicative list of core and enterprise systems is present in the Target State architecture

3.1.7 Systems of Data and Insights

A centralized data warehouse platform exists at LIC that was implemented in 2004 to address MIS and dashboarding needs. This platform is being replaced by a new Data platform based on a Data Lake/Lakehouse architecture. The details of the expected integrations with the new data platform are present in the target state architecture.

3.1.8 Systems of Infrastructure & Observability

The infrastructure at LIC comprises of physical and virtual hardware, network, firewalls, virtualization layers, etc.). Below is an indicative list.

- Private Clouds: The following are the On Prem private clouds present in LIC

  - **Red Hat OpenShift Plus** - Dedicated private cloud instance for the new Open Insurance Digital Platform (SOE). It is hosted in LIC's new primary data center in Mumbai.

  - Nutanix - Dedicated private cloud instance for eFEAP-Next including selected portals such as eFEAP branch portal

  <u>Specifications</u>

  The Nutanix private cloud is split into 4 co-los:

  - 1. West: Consisting of West Zone, Central Zone and CO
  - 2. East: Consisting of East Zone and East Central Zone
  - 3. South: Consisting of South Zone and South-Central Zone
  - 4. North: Consisting of North Zone and North Central Zone

  - VMware private cloud instance for non-eFEAP applications such as Portals

Other important infrastructure components are Web Application Firewall (WAF), VPN (Virtual Private Network), NLB – F5, Network (Switches, MPLS links 4MBPS for branches and 2 MBPS for Satellite branches. The operating system being used are RHEL Linux (69%) and Windows (31%)

3.1.9 Systems of Security

An indicative list of LIC's security components are listed below.

- Infra Security
  - PAM (Privilege Access Management)
- Network Security
  - Perimeter Security
    - Firewall
    - VPN

    - DNS Security to APT (Advanced Persistent Threats)
  - Cloud based DDoS protection
  - NDR (Network Detection & Response)
    - PCAP (Packet Capture) solution being implemented
  - DLP (Data Leak Prevention)
- EDR (Endpoint Detection and Response)
  - Endpoint Antivirus - Email and Web gateway
- IDAM
  - 2FA
  - AD
  - SIM Binding
- Data Security
  - Encryption for data in motion and rest
- DRM (Digital Rights Management)
- SOC (Security Operations Center)
- SIEM Fraud Management System
- MDM – Mobile Device Management
- Mobile Security
- RASP (Runtime Application Self-protection)
- HSM

3.1.10 Agile DevSecOps

Agile DevSecOps is the development methodology that has been adopted for the implementation of the new business platform.

3.2 Target Architecture

As a natural progression of its digital transformation roadmap, LIC is not only looking to build superior systems of engagement but also looking at modernizing the core by using the 'Hollowing Out The Core' principles. One of the first such initiatives is the development of the NextGen New Business Platform.

Currently the entire New Business module resides in eFEAP, LIC's core insurance platform. Applications are processed in the branch directly on eFEAP core interface and the entire journey and data is stored in eFEAP which is spread across 113 divisions in the country. The direct to agent and direct to customer journeys also integrate with eFEAP for submitting all the applications – both STP as well as requiring manual decisioning. The setting up of various plans to control the behaviour of the various journeys, eligibilities, suitability, rider applicability etc. are also maintained in eFEAP core and are often replicated and duplicated across various onboarding applications.

The current architecture is therefore limited by legacy interfaces and its limitations, duplications of maintenances across multiple systems, non-standardization, time to market for a change and scalability.

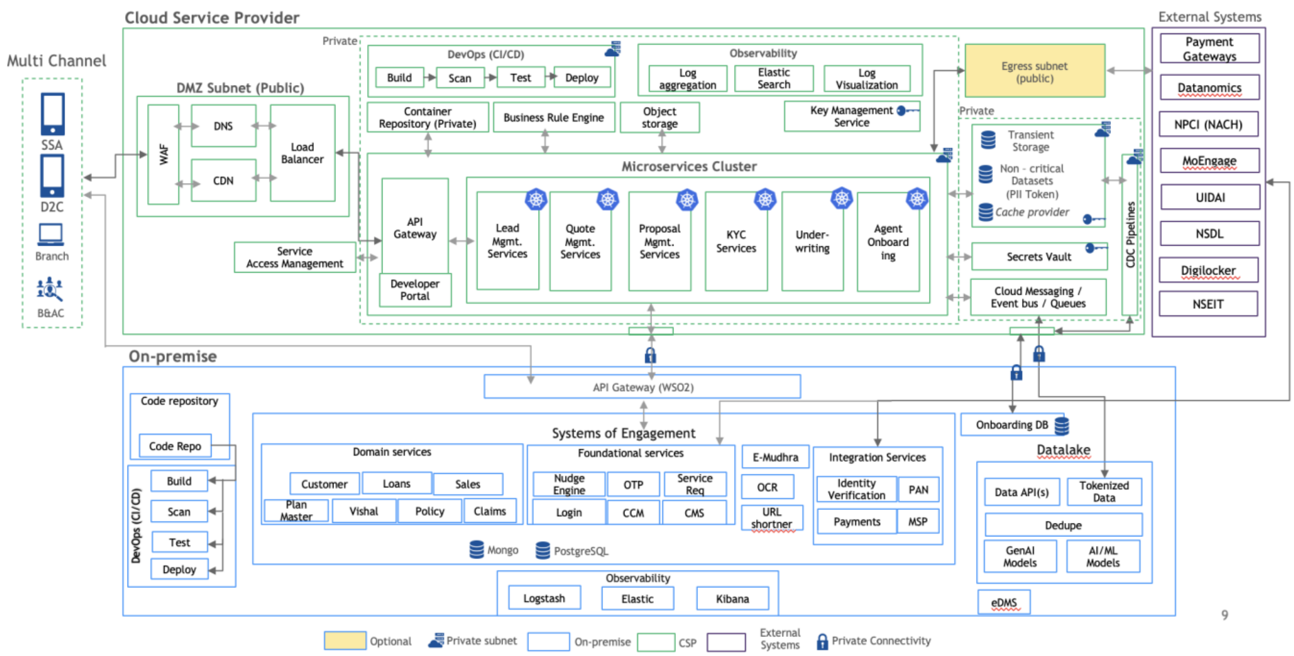
The envisioned high level target architecture is to support the development of a NextGen New Business Platform which will become the system of record for all features of New Business module including but not limited to need-analysis, plan and product configurator, quote generation, KYC, collection, underwriting, MSP integration and so on. This system will have the entire proposal, prospect data for all in-progress and completed proposals and will only interface with eFEAP for policy administration and servicing – thereby using eFEAP as a PAS.

The NextGen New Business Platform therefore has to be developed in such a manner that it facilitates interfacing and integration with all surrounding applications of LIC which will require to be integrated with the NextGen New Business Platform. All such integrations are in scope of the current RFP.

One of the most important capabilities being built as a part of the NextGen New Business Platform are the digital customer onboarding journeys across direct to customer, Agent, Banca and alternate channels as well as physical onboarding journeys. The Digital Customer Onboarding solution will be system of records platform at LIC – powering the various journeys across different personas, channels, form factors via API, white-labeled, SDK and code compilation as the case might be.

The below architecture represents an illustrative reference model to depict the high-level structure, components, and integrations envisaged for the NextGen New Business Solution. Bidders are encouraged to assess, refine, and propose their own detailed architecture tailored to their technology stack, cloud expertise, and implementation approach, while ensuring alignment with the functional and non-functional requirements outlined in this RFP

Exhibit 1: Illustrative Target Architecture



3.2.1 Understanding of Target State Architecture for New Business Platform

Digital Onboarding comprises of two critical key aspects, customer onboarding and agent onboarding

- **Customer Onboarding:** The bidder is expected to build a state of the art, omni-channel, conversational, configurable, resilient onboarding platform for multiple channels including direct to customers, agents and intermediaries, Banca and alternate channels and branch channels supporting both digital first and phygital onboarding journeys with both online and offline capabilities. It should allow stand-alone access as well as a host of integration options for both web and mobile form factors in both headless, conversational as well as white-labelled manner.

- **Agent Onboarding:** The bidder is expected to build a state of the art, omni-channel, configurable, conversational, resilient Agent onboarding solution part of the overall Digital onboarding platform that should facilitate a seamless agent onboarding experience for agents and branch channel. The platform shall be workflow- and rules-driven, supporting dynamic configurations for onboarding stages such as lead capture, document collection, eKYC, training validation, background verification, code generation, and appointment. All workflows should be modular and configurable via metadata-driven engines or rule repositories. The solution must expose onboarding services via RESTful APIs and integrate with existing enterprise systems including Identity Management, API Gateway, eFEAP and agent code systems. Integration with external entities such as NSEIT, NSDL, UIDAI (for eKYC/eSign etc must also be supported using secure, standards-based protocols

The bidder shall provision and deploy the New Business Solution on a Cloud Service Provider (CSP) infrastructure. However, the architecture and implementation must be designed in a cloud-agnostic manner such that the solution remains fully transferable on top a different public cloud or LIC-provisioned on-premises infrastructure if required in the future. The bidder is expected to ensure portability, minimal reengineering effort, and alignment with hybrid deployment models to meet LIC's strategic and compliance objectives

The bidder is expected to setup the entire secure cloud landing zone using best practices to host the new business platform ensuring high throughput integration with various LIC hosted on-prem services. The bidder shall recommend and specify appropriate cloud compute requirements and supporting software components capable of delivering optimal performance and throughput, considering the current operational requirements as well as projected annual growth in transaction volumes over the next five (5) years. bidder must also furnish the sizing methodology or algorithm used for estimating the compute and storage requirements, which shall be shared with LIC for review and audit purposes. The bidder shall be expected to operate and build in a multi-party development environment and shall be expected to understand, consume as well as provide reusable services with other developing parties

As a part of this engagement, some of the LIC services shall be re-used / extended, some are being developed / already developed by the bidder for the system of engagement and all the requisite ones needs to be developed on the new platform by the selected bidder for this RFP. The selected bidder is expected to build everything except the list of services explicitly mentioned in the "**Table 1 – reusable services**" of this section These need to be re-used to the best extent possible. The bidder is expected to work with LIC and the other bidders to understand all capabilities/functionalities being developed as part of these services. No change requests/functionalities shall be added to these services, they need to be leveraged as is. Any additional functionality on top of these services, if required shall be developed by the bidder of the new business platform.

Product Master / Configurator:

The selected bidder shall be responsible for analyzing the existing COBOL codebase currently used for maintaining the Product Master.

Based on this analysis, the bidder shall design and implement a modern, **API-first** Product Configurator within the proposed new business platform. This configurator shall support both the onboarding of new insurance products and the servicing lifecycle by enabling configuration of business rules, parameters, and eligibility logic.

The solution shall include a web-based administrative **User Interface (UI)** designed for LIC's business users, enabling role-based access to create, update, and manage product configurations without technical intervention. The UI shall provide intuitive controls for form-based entry, validation, version tracking, and previewing downstream impact.

All product configuration changes performed through the UI shall be accessible via **APIs and CSV** file that ensure real-time propagation of updates to downstream systems, including Quote engine. The solution must also support features such as audit logging, environment-specific version control, and secure access management.

LIC shall provide the current CSV structure as a reference to assist in designing the new configuration model and APIs. Additionally, LIC will extend the necessary domain expertise to build the configurator

Quote, Suitability and Benefit Illustration Service: LIC shall be developing a quote, suitability and benefit illustration service which will also leverage the product master. The bidder is expected to refactor the existing Vishal API for consuming the relevant details from the csv published by product configurator for generating quote and deploy it as part of the new business solution.

Auto-Underwriting Engine:

The bidder is supposed to propose (build / procure) an underwriting engine with auto-underwriting capabilities. The bidder will have to procure the required Digitization AI/ML services to build the functionalities pertaining to the auto-underwriting functionalities. Refer to the “AI Driven Underwriting” Section 2- functional scope for granular details.

The bidder is supposed to extend a web-interface to LIC business / technical users for managing and maintaining the plan underwriting rules configuration on ongoing basis

Scope Extension and Pricing Model for Auto Underwriting and Product Configurator
The scope of Auto Underwriting and the Product Configurator shall extend beyond onboarding use cases to also support LIC’s policy servicing operations. The bidder shall propose a per-plan pricing model for the configuration of additional insurance plans beyond those covered under the initial onboarding scope. This pricing shall remain applicable for the duration of the contract and shall facilitate ongoing plan configuration requirements. The bidder must ensure availability of required resources, tools, and processes to support continuous implementation. Additionally, the bidder shall provide a Time & Material (T&M) rate card for LIC’s reference; to be used upon LIC’s approval should a T&M engagement approach be required for future enhancements.

Post policy Issuance and Agent onboarding Operations:

The bidder shall be responsible for performing the necessary integrations with the eFEAP core platform to enable seamless publishing of proposal data as part of the customer onboarding process and agent-related data as part of the agent onboarding process, specifically for post–policy issuance and post–agent onboarding workflows, respectively.

Technology Tools and Foundational Services: A set of horizontally aligned services and tools offering shared capabilities are already under development within LIC's System of Engagement. The proposed solution, to be deployed on CSP infrastructure, must ensure that all services and tools provisioned under this RFP are hosted accordingly and architected to enable reusability across other LIC systems and digital platforms

The following tables provide a non-exhaustive list of applications/services that the bidder is expected to address, based on the nature of involvement described below:

Definitions:

- **Integrate:** Bidder to leverage or integrate with LIC's existing services and is expected to integrate with any additional services required to achieve the functional scope. Any missing or additional functionality required in the reusable services but is not present needs to be built by the bidder
- **Implement** – Bidder is expected to either leverage the cloud ready services available out of the box from CSP infrastructure or procure the software and host it on cloud compute
- **Build & Implement**: Custom development and deployment of services as per the functional and technical requirements. All IP will belong to LIC

The bidder shall integrate with the set of services outlined below from LIC's existing service catalogue. However, this list is not exhaustive. The bidder is expected to identify and integrate with any additional services necessary to fulfil the functional and technical requirements defined under the scope of this RFP:

Table 1 – Illustrative Integrations Required

Sr. No	Platform Tool/ Service	Category	Description
1	Customer super app and Portal	Integrate	The bidder shall be responsible for enabling seamless integration of the proposed solution with both the **Customer Super App (Mobile Platform)** and the **Customer Web Portal** under the Direct-to-Consumer (D2C) channel. **Mobile App Integration:** • Bidder will publish a mobile SDK to enable quick and standardized integration with the existing LIC Super App • The solution shall also support native code compilation through exposed APIs, components, or modules to allow deeper embedding and customized user journeys within the mobile

			application **Customer Web Portal Integration:** • The bidder shall provide a Web SDK to facilitate smooth integration with LIC's Customer Web Portal The solution shall also support native web integration through APIs or micro front-end components for greater flexibility and custom experience within the existing web framework
2	Sales super app and Portal	Integrate	The bidder shall be responsible for enabling seamless integration of the proposed solution with both the **Sales Super App (Mobile Platform)** and the **Agent Web Portal** under the Agent-to-Consumer (A2C) channel. **Mobile App Integration:** • Bidder will publish a mobile SDK to enable quick and standardized integration with the existing LIC Super App • The solution shall also support native code compilation through exposed APIs, components, or modules to allow deeper embedding and customized user journeys within the mobile application **Agent Web Portal Integration:** • The bidder shall provide a Web SDK to facilitate smooth integration with LIC's Customer Web Portal • The solution shall also support native web integration through APIs or micro front-end components for greater flexibility and custom experience within the existing web framework
3	Branch Portal	Integrate	• The bidder shall provide a Web SDK to facilitate smooth integration with LIC's Branch Web Portal • The solution shall also support

			native web integration through APIs or micro front-end components for greater flexibility and custom experience within the existing web framework
4	Medical Health recommender	Integrate	The bidder is expected to re-use the SoE's MHR service as part of the onboarding journeys
5	Identity Management	Integrate	The bidder shall leverage LIC's existing Identity Management solution for all applicable user segments, including customers, sales personnel, and LIC hierarchy. The bidder will be responsible for managing the relevant instance and handling all aspects of the integration and configuration as defined within the scope of this RFP Tool: eMudhra
6	CDC (Change Data Capture)	Integrate	The bidder shall re-use the existing CDC tool to capture change data events on the Systems of Record databases . The bidder shall identify the tables within eFEAP-Next and others systems that will be needed to configure and capture change events based on the solution needs. The bidder is responsible to write the streaming consumers to process the CDC events LIC Tool: IBM Infosphere CDC
7	SFTP (Secure File Transfer Protocol)	Integrate	The bidder shall re-use/integrate with TIBCO's MFT service for SFTP.
8	CCM (Communication Management System)	Integrate	The bidder shall integrate with the Communication Management Services provided by LIC, which offer capabilities including email, SMS, RCS, WhatsApp, in-app messaging, and push notifications Tool: MoEngage and Datanomics
9	CMS & DAM (Digital Assets Management)	Integrate	The bidder shall re-use LIC's Content Management System (CMS) to create, manage, and deliver personalized and engaging content not limited to labels, text, graphics, icons, videos to users. The CMS solution has

			Digital Asset Management (DAM) capabilities for managing digital assets. The bidder shall be responsible for authoring the content publishing workflows on CMS/DAM and ensuring their publishing to CDN as also the last mile consumption/caching by onboarding application The current LIC solution is Adobe AEM
10	URL Shortener	Integrate	The bidder shall integrate with the LIC's tool or service to take a long URL and create a shorter version of the URL Tool: Short.io
11	Mobile Measurement Platform (Mobile Analytics)	Integrate	The bidder shall integrate with the existing LIC's mobile measurement platform to enable granular mobile app analytics and tracking however license pricing has to be quoted by the bidder Tool: DevRev and MoEngage
12	Campaign management /MarTech	Integrate	The bidder shall integrate LIC's Campaign Management platform to deliver personalized campaigns and notifications to customers across various channels (SMS, WhatsApp and Email) Tool: MoEngage
13	AB, Multivariate testing (MVT) tool	Integrate	The bidder shall integrate with an AB/Multivariate testing tool provided by LIC to run A/B tests or multivariate tests to enhance/optimize digital assets and overall user experience during onboarding. Tool: MoEngage
14	Consent Management Solution	Integrate	The bidder shall integrate with a Consent management Service that will be provided by LIC.
15	ITSM	Integrate	The bidder shall integrate with an LIC provided ITSM for service management.
18	RASP (Runtime Application Self Protection)	Integrate	The Bidders must integrate with LIC provided RASP solution that monitors the application in runtime for vulnerabilities and active threats Tool - protect.ai

20	Mobile Testing	Integrate	The bidder shall re-use and integrate the LIC's mobile app security testing tool (AppKnox).
21	MHR (Medical Health Record Providers)	Integrate	A re-usable service that facilitates integration with medical health record providers
22	OTP	Integrate	The bidder shall integrate with the existing LIC's OTP service
23	Communication Service	Integrate	The bidder shall integrate with the existing communication service to send any communication over email, WhatsApp and SMS.

The bidder shall procure or custom-build the set of services listed below. However, the bidder shall not be limited to only these services and is expected to propose, build, or implement additional services as necessary to fulfill the functional requirements defined in this RFP.

Table 2 – Procure vs Build Services (Indicative)

Sr. No	Platform Tool/ Service	Category	Description
1	Web and app Analytics	Implement	The bidder shall implement the tools required for Web and app Analytics
2	Edge Services. (CDN, WAF, GSLN, Anti-DDoS)	Implement	The bidder shall re-use LIC provided Edge services.
3	API Management Platform (API Gateway, Developer Portal)	Implement	The bidder shall provision and extend a cloud-hosted API Management Platform, that meets LIC's security and scalability requirements, for exposing all APIs related to the new business solution. The bidder shall be solely responsible for provisioning, licensing, hosting, configuring, deploying, and ongoing management of the API gateway platform within the proposed cloud environment.
4	Application logging and Hardware Monitoring	Implement	The bidder shall provision a dedicated cloud-hosted logging and monitoring solution, such as the ELK Stack

Sr. No	Platform Tool/ Service	Category	Description
	(Observability)		(Elasticsearch, Logstash, Kibana) or any cloud-native equivalent (e.g., OpenSearch, Amazon CloudWatch, Azure Monitor, GCP Operations Suite), to support observability of the onboarding solution
5	BRE (Business Rules Engine) *(If Required)*	Build & Implement	The bidder shall design, build, and implement a Business Rules Engine (BRE) over cloud to host rules supporting underwriting and any additional business logic as required under the scope of this RFP. The bidder may either reuse the existing LIC-provided BRE platform (Newgen) and expected to furnish and procure the licenses or bring its custom accelerator hosted over cloud, provided that the complete source code and intellectual property (IP) rights shall reside with LIC. Bidder should refrain of bringing any third-party commercial off-the-shelf (COTS) rule engine products. There are a set of business rules that will need to be derived from business logics and set up in a BR. This is applicable for business logics involved eligibility criteria, plan recommendation, document recommendation, medical test recommendation, underwriting, reinsurance decision etc. i. The bidder must review and extract existing underwriting logic in COBOL in eFEAP-Next and derive rules from official business circulars and documentation ii. The bidder must co-ordinate with respective business teams within LIC to validate and receive sign-off on derived rules iii. LIC shall provide business SPOC's to identify and validate all business rules identified.

Sr. No	Platform Tool/ Service	Category	Description
			The BRE is expected to have a rule editor with a graphical user interface (GUI) that allows business analysts or other users to create and edit business rules easily.
5	BPM (Business Process Management) *(If required)*	Build & Implement	The bidder shall design, build, and implement a Business Process Management (BPM) capability to to build and execute workflows and journeys as required under the scope of this RFP. The bidder may either reuse the existing LIC-provided BPM platform (Newgen) and expected to furnish and procure the licenses or bring its custom accelerator hosted over cloud, provided that the complete source code and intellectual property (IP) rights shall reside with LIC
6	Access Management	Implement	The bidder shall implement an Access Management capability as part of the new business solution, including role-based access control (RBAC) and privilege management
7	Lead Management	Build and Implement	The bidder shall build a suitable Lead Management system for lead capture, distribution, allocation, tracking and its lifecycle. Sales Activity Management, prospecting is expected to be part of the Lead Management System.
8	Bancassurance & Alternate Channels	Build and Implement	The bidder shall design, development and enable integration of the proposed solution for Bancassurance and Alternate Channels. The integration shall support following approaches :- • **Redirection based Integration** - Enable seamless redirection from partner or distributor portals to LIC's digital onboarding environment • **Web SDK Integration:** Provide

Sr. No	Platform Tool/ Service	Category	Description
			a Web SDK to allow embedding of onboarding journeys within the web portals, enabling a unified and branded experience • **Headless API Integration:** Expose Headless APIs for backend-to-backend integration with partner systems, supporting data processing and synchronization • **Standalone, White-Labelled Portal:** Provide a configurable, white-labelled portal for partners to onboard customers directly under their own interface, while maintaining integration with LIC's core systems
9	Geo-tagging	Implement	The bidder shall implement geo-tagging for functionalities including but not limited to, capturing the users geolocation during login and enforcing access controls based on the user's location. The solution shall also be used to locate nearby LIC branches, MSP centers, their distance and routes towards these and any other capabilities requiring location analytics or functionalities,
10	DMS (Document Management System)	Build and Implement	The bidder shall build a document management system to store the documents processed as part of the new business solution before pushing it to the LIC enterprise eDMS platform.
11	Calculators & Planners	Build and Implement	The bidder has to build calculators and planners required in onboarding journey
12	QR Generator	Build and Implement	The bidder must build and implement a QR generator component to create QR Codes with the required information

Sr. No	Platform Tool/ Service	Category	Description
13	Meetings/ Appointments Schedules and Calendar	Build and Implement	The bidder must build meetings/appointments capabilities to schedule meetings and appointments with prospective customers by the agents. This is part of the lead management capabilities of the platform
14	Events & Task Calendar	Build and Implement	The bidder must build functionalities for events and task calendar as part of the platform
15	Digital Document Verification	Implement	The bidder must implement a digital document verification solution that automatically verifies the authenticity, validity, and content of identity documents without human intervention.
16	Video Recording	Implement	The bidder must implement a video recording solution that captures, stores, and manages live video interactions between a client and an agent for KYC verification.
17	Video Verification	Implement	The bidder must implement a video verification module to assist with KYC and doc verification. provide solution for Video verification.
18	Face Match & Liveliness Check API	Implement	The bidder must implement the required tools to perform face match and liveliness check
19	Auto Underwriting Engine	Implement	The bidder needs to present (best of breed / build) a solution to implement the capability for the below aspects:- - AI/ML based digitization capabilities for extracting data from structured / unstructured documents / datasets - Intelligent AI based underwriting engine for facilitating decision making either via automated

Sr. No	Platform Tool/ Service	Category	Description
			underwriting or manual approvals wherever necessary. The bidder shall be responsible for going through LIC's COBOL logics to extract the current underwriting rules, get them validated from LIC and implement them as part of the new engine to provide openness. The solution should also be extensible to include any further integrations All underwriting workflows are needed to be built and implemented
20	Container Platform	Implement	The Bidder shall provision and manage a robust, enterprise-grade container orchestration platform—such as Red Hat OpenShift or an equivalent CNCF-compliant solution (e.g., Kubernetes-based managed services)—as part of the cloud-based deployment architecture for the new business solution
21	Load Performance Testing	Implement	The bidder shall implement the required load performance testing tool over cloud
22	Event broker	Implement	The bidder shall provision and implement cloud native Event broker over cloud that will be responsible for receiving published events from sources and delivering them (via topics and/or subscription configuration) to subscribed event sinks.
23	End User Monitoring	Implement	The bidder shall implement end user monitoring tool
25	Templating Engine	Build and Implement	The bidder shall build a templating engine that can be used to create and manage templates such as email, and SMS templates. Usage of open source tools such as Jasper is recommended.
26	Nudge Orchestrator	Build and Implement	The bidder is expected to integrate with

Sr. No	Platform Tool/ Service	Category	Description
			LIC's Nudge Engine (data platform) for recommendation and alerts. The bidder is expected to build and implement the nudges orchestrator pertaining to the new business solution scope
27	Offline Database To be discussed	Implement	Lightweight encrypted DB for storing form data & logs
28	Sync Engine	Implement	Queues offline data and syncs when online to the sever for processing automatically. Example is PouchDb + CouchDb
29	Config Management	Build and Implement	The bidder shall build and implement a Configuration Management capability to centrally manage and maintain configuration parameters across all services within the new business platform. This solution should enable secure, scalable, and environment-specific configuration handling, supporting ease of updates
30	Offline Validation Engine	TBD	Local offline module to run field validations offline without connecting to the server
31	Offline OCR	TBD	Ability to scan documents for text extraction for form prefill when offline. Example Tesseract, ML Kit
32	Offline Authentication	TBD	Ability to authenticate users locally by using an App PIN stored securely without the need to connect to central Auth server
33	IC-38 training	integrate	Bidder shall integrate services for training delivery and completion of regulatory training for agent onboarding

3.2.1.1 Data Platform

Data is currently propagated from the provider platforms like eFEAP-Next core as “data events” using Change Data Capture (CDC) and batch feeds to the data lake platform. On similar lines, the bidder shall provide necessary technical support required for the Data lake or other subscribers for the events it publishes within the System of Engagement.

The new business solution shall consume via API’s and other modes of integration, outputs from Data Lake platform for master and analytical data such as the Customer360, Agent360, de-dupe and AI/ML models recommendations, X-sell etc. and nudges for personalized recommendations.

Below is an indicative list of integrations that the bidder will need to do with the data platform. However, bidder shall perform any additional integrations with services required to meet the functional scope of work as per the RFP

Table 3 – Data platform services

Sr. No	Platform Tool/ Service	Category	Description
1	Customer360	Integrate	A data product to fetch operational and analytical details about the customer
2	Agent360	Integrate	A data product to fetch operational and analytical details about the agent
3	Dedupe	Integrate	A service to dedupe against existing customers. The prospect/lead dedupe shall have to be built in the new business platform
4	Nudges	Integrate	Personalized recommendations for the customer/agent

Table 4 – AI/ML Integration Services

1	Lead Scoring Model	Integrate	AI/ML model to be built in Data lake in future waves for identifying prospects with high probability of conversion to lead based on customer behaviour, historical conversion data, etc.
2	Customer Up-sell Opportunity Model	Integrate	AI/ML model in Data Lake for recommending add-on riders to upgrade plans
3	Customer Cross-sell Improvements Model	Integrate	AI/ML model in Data Lake for recommending relevant plans from different category based on customer profiling
4	Next Best Product for Re-Investment Model	Integrate	AI/ML model in Data Lake for recommending plans to high re-investment likelihood customers
5	Propensity of Customer to Reinvest Claims	Integrate	AI/ML model in Data Lake for calculating propensity of customer with maturing policies to reinvest

3.2.1.2 DevSecOps services and Tool Chain

The bidder shall set up the DevSecOps platform in the new business platform over cloud with all the relevant tools for orchestrating CI/CD pipelines for deploying secure and high-quality code from source code repository across different environments as per Industry best practices.

Below is an indicative view of various stages part of DevSecOps lifecycle:

Table 4 – DevSecOps

<table>
<tr><th>S.No</th><th>DevSecOps components</th><th>Category</th><th>Description</th></tr>
<tr><td>1</td><td>Source Code Management</td><td rowspan="13">Implement</td><td rowspan="13">The bidder shall be responsible for procuring and implementing a comprehensive DevSecOps platform as part of the new business solution over cloud infrastructure. The bidder may either propose:
An integrated enterprise-grade DevSecOps suite encompassing all stages of the DevSecOps lifecycle, or
A modular toolchain approach, leveraging best-of-breed tools for each stage (e.g., code analysis, CI/CD, artifact management, security scanning, monitoring).
The bidder must provide detailed estimates covering services and cloud compute configurations for both approaches as part of the commercial bid submission.</td></tr>
<tr><td>2</td><td>Workload Management</td></tr>
<tr><td>3</td><td>Collaboration</td></tr>
<tr><td>4</td><td>Continuous Integration Pipeline</td></tr>
<tr><td>5</td><td>Static Code Analysis</td></tr>
<tr><td>6</td><td>SAST</td></tr>
<tr><td>7</td><td>DAST</td></tr>
<tr><td>8</td><td>Secrets Scanning</td></tr>
<tr><td>9</td><td>Software Composition Analysis</td></tr>
<tr><td>10</td><td>Container Registry</td></tr>
<tr><td>11</td><td>Container image scanning</td></tr>
<tr><td>12</td><td>Secrets Manager</td></tr>
<tr><td>13</td><td>Continuous Delivery Pipeline</td></tr>
</table>

14	Feature Flags		
15	DAST		
16	Release Management		
17	Database Change Management		

3.2.1.3 AI Driven Agentic Platform

As part of this RFP, the bidder is expected to design and implement an AI-driven agentic platform to modernize the Life Insurance onboarding journey and can be used to further build agents to facilitate servicing and other aspects. The platform must enable quick development of specialized actionable AI agents, powered by a retrieval, **MCP and orchestration framework, that deliver contextual, transparent, and compliant interactions across the** new business **application as well as can integrate with the Sales and Customer Super Apps and Branch portal.**

The bidder is expected to propose a design for this agentic platform and submit the same as **part of the bid. Below are some suggested capabilities for the platform**

1) Conversational AI Agents (mandatory)
    a) Implement intelligent, agent and customer-facing agents to handle aspects of onboarding, servicing etc. The examples of such agents are present in the functional SOW
    b) Agents must be context-aware, topic guard railed, empathetic, multilingual, use LIC's tonality and able to escalate to human advisors where required.
2) Agent Orchestration (mandatory)
    a) Provide a centralized agent orchestration layer that coordinates multiple specialized agents.
    b) Orchestration must support intent and events:
        i) Intent recognition and routing between agents from user-based interactions.
        ii) Event-driven activation (e.g. premium due/failure reminders).
        iii) Ability to support both deterministic workflows (mandatory) as well as autonomous workflows (desired)
3) Integration via MCP (Model Context Protocol) or Equivalent
    a) Expose LICs Open Insurance Platform and other relevant APIs (quote, calculators, KYC, underwriting, policy servicing, payments as standardized MCP tools callable by agents.
    b) Use MCP to enable security, reduce integration complexity, reusability and avoid LLM lock-in while improving accuracy
4) Knowledge Retrieval Layer
    a) Implement a vector database to enable semantic /hybrid search and retrieval-augmented generation (RAG).

b) Agents must retrieve knowledge from structured (data sources like customer360, agent 360 etc, APIs) and unstructured (policy docs, FAQs, regulations) sources.
c) All responses must be grounded in auditable sources.

5) Modular Architecture
   a) Add new agents easily (e.g., Claims Assistance, Renewal, Human Life calculator).
   b) Integrate with more knowledge sources
   c) Integrate with more APIs
6) Scalable and Performant
   a) Designed to handle high concurrency during peak onboarding/renewal cycles.

The next two sections provide a list of mandatory frameworks required as well as suggested Tech components. The bidder is free to suggest and propose more/different tech components as long as they meet the mandatory frameworks

Mandatory Frameworks Required:

1. LLM Interface Layer
   a) Secure integration with state of the art LLMs
   b) Ensure the best LLM for the best use case
   c) Ability to swap underlying models without re-architecting integrations.
2. Vector Database
   a) Store embeddings of insurance knowledge assets (policies, regulatory guidelines, FAQs, prior conversations, images like test results).
   b) Enable contextual recall for agents.
3. Agent Orchestration Framework
   a) Central controller for multi-agent workflows.
   b) Support event-driven and conversational task handoffs.
   c) Ensure coordinated outputs for seamless user journeys.
4. MCP Tooling Layer
   a) Standardize access to backend services (e.g., getpolicydetail, calculatepremium etc)
   b) Log and govern all tool invocations.
5. Agentic Observability Framework
   a) Record all agent interactions, orchestration events, and MCP tool calls.
   b) Dashboards to track agent success rates, escalations, completion rates, and customer sentiment.
6. Guardrails & Compliance
   a) Enforce IRDAI and KYC/AML regulatory requirements.
   b) Provide explainability for agent outputs (e.g., why a policy was recommended).
   c) Role-based access control for sensitive operations.
   d) Data privacy compliance and PII redaction

Indicative GenAI platform Tech components :

Technology Area	Description
Large Language Model (LLM) Small Language Model (SLM)	LLMs are generative AI Models for natural language processing tasks such as text generation, summarization, classification, and translation. SLM are light weight generative AI models best suited for specific tasks
Embedding Model	Converts text/data into numerical vectors for semantic search.
Text to Speech Model	Converts natural language to speech
Speech to Text Model	Converts voice to natural language
Image Generation Models	AI Models to convert natural language to Image
Vector Database	Vector DB is used for Storing and querying embeddings for fast similarity searches
Agent Dev framework	Development framework to ease creation of AI Agents in a streamlined manner
Agent to Agent Communication	Protocol to allow structured seamless communication between agent
Agent - Tool Integration	Library to integrate AI Agents with Enterprise Systems
AI Gateway	Provides interaction of AI Apps to LLM APIs
PII Data Detection & Anonymization	PII data detection and anonymization and deanonymization during various interactions with LLM and SLM
Cost Governance	Module to provide cost governance and budget controls to control the usage of AI services
Guardrails	Guardrails are safety mechanisms to ensure AI outputs are ethical, safe, and

	compliant.
Agent Runtime	FastAPI based agents deployed as standalone application or as Containers on Kubernetes
AI Observability (Monitoring, Logging, Tracing, Evaluation)	Monitoring, Logging, tracing and Evaluation of GenAI workloads

3.2.1.4 Enterprise Platforms and Core System Integrations

The proposed solution should be integrated with underlying enterprise platforms and eFEAP-Next core to service different onboarding customer and sales journeys. The NUA system will be sunset and shall be rebuilt by the bidder in the new business platform. It is mentioned here for sake to completeness.

These integrations will be enabled using asynchronous communications via pub/sub and topic-based channels. For synchronous internal communication (services to services) REST endpoints or gRPC can be used.

Below is a list of enterprise platforms that bidder will need to integrate with in their solution however bidder shall perform any additional integrations with services required to meet the functional scope of work as per the RFP:

Table 5 - Core Enterprise Systems

Sr. No	Core/ Other Enterprise Systems	Category	Description
1	eFEAP-NEXT	Integrate	Core Insurance platform developed in-house for life insurance policy administration, HR, and admin operations across its offices like Branches, Divisions and Zonal Offices. eFEAP-NEXT is deployed separately across 113 divisional centers. **Tech Stack**: Visual Cobol, MySQL DB, JSP with Struts, Wildfly application server Bidder shall integrate with the eFEAP core to publish / fetch the required data to achieve the functional scope as per the RFP.
2	EDMS	Integrate	Enterprise Document Management System for searching & retrieval of documents as per user rights, scanning of policy dockets (

Sr. No	Core/ Other Enterprise Systems	Category	Description
			i.e., proposal form, KYC, income proof, medical reports), creating & sharing office notes digitally across offices and viewing scans of historical docs across offices as per access rights. **Tech Stack**: Newgen's OmniDocs platform, Newgen OmniXtract, Java with Struts, REST with JSON, QStar for backup Bidder shall integrate with the LIC eDMS to store the customer / agent onboarding collaterals
3	P&GS (Are these required)	Integrate	LIC's Pension and Group Schemes system that is developed in-house. In the process of migrating to a new centralized platform that will be built using a Java front-end, Java Spring Boot micro-services & Oracle 19C **Tech Stack** – PowerBuilder, Oracle 10G / 19C
4	UCS (Are these required)	Integrate	ULIP Centralization System – LIC's in-house developed system for ULIP products **Tech Stack** – JSP with Struts, Java REST services, MySQL DB, JBoss/Wildfly and Tomcat application server
5	SIEM	Integrate	The bidder is expected to integrate the solution with SIEM provided by LIC
6	NUA	Integrate	Is an in-house developed system to facilitate image-based workflow for underwriting of policies escalated to divisional offices and above. NUA is expected to be sunset post the new business platform. The bidder is expected to do a comprehensive understanding of NUA

Sr. No	Core/ Other Enterprise Systems	Category	Description
			Tech Stack - Newgen's iBPS platform, Java with Struts, REST with JSON
7	Re-insurance	Integrate	The bidder shall integrate with eFEAP Next to enable reinsurance data exchange and automated bordereau generation, supporting both real-time and batch workflows aligned with LIC's reinsurance processing requirements

3.2.1.5 External 3rd Party Solution Integrations

Refer below table for an indicative list of potential external 3rd party integrations that the bidder will need to implement for the development of new business solution for LIC India.

The bidder is expected to re-use integrations that are already available within the Digital platform and build certain integrations that are not available from grounds-up by consuming 3rd party solution API's provided by LIC.

The bidder is expected to design and build these integrations for re-use across applications within LIC.

The bidder is expected to propose additional 3rd party solutions and implement these integrations that may be required for the development of new business solution for LIC India.

Table 6: 3rd Party integrations

Sr.No	Name	Procure/ Integrate	OEM Tools/ Services
1	Payments: Payment Gateway	Integrate	Currently, BillDesk and Paytm gateways are in use. The bidder is expected to integrate with new Payment Gateways as and when LIC provisions them.
2	Payments: UPI, Credit and Debit Cards with Autopay	Integrate	Bidder should integrate with the required Payment Gateways with Native screens to facilitate UPI, Credit and debit card-based

			payments with PCI DSS certification
3	Payment mandate: NACH	Integrate	Bidder must integrate with
4	Identity Verification: CKYC	Integrate	Bidder must integrate with CERSEI for facilitating API based CKYC verification
5	Identity Verification: e-KYC	Integrate	Bidder must integrate with UADAI for e-KYC verification, Video-KYC verification, biometric verification and eSign capabilities
7	Identity Verification: DigiLocker	Integrate	Bidder must integrate with DigiLocker for identity verification
9	Account Aggregator	Integrate	Bidder must integrate with OneMoney API's for account aggregation
10	PAN Verification	Integrate	Bidder must integrate with NSDL for API based PAN verification
11	MSP (Medical Service Provider) Integration	Integrate	Bidder must integrate with the MSP services for medical scheduling, appointment and capturing medical reports
12	National Single Sign On	Integrate	Bidder must integrate with Meri Pehchan
13	Greetings: Customised Greeting Generation and Distribution	Integrate	Bidder must integrate with Sharpsell using an SDK for customized greeting generation and distribution
14	NEFT Validation - Penny-drop & Penny-less	Integrate	Bidder must integrate with NPCI for NEFT validation using penny drop & penniless validation
15	Insurance policies in electronic form (eIA)	Integrate	Bidder must integrate with the Insurance repositories for managing e-insurance account
16	Insurance Bureau	Integrate	Bidder must integrate with Insurance bureau to retrieve other Insurer Policy Details
17	Credit bureau	Integrate	Bidder must integrate with credit bureaus to retrieve credit score
18	Patient Information	Integrate	Bidder must integrate with Ayushman Bharat Digital Mission (ABDM) to access patient information based on their

			consent from healthcare systems
19	Document Upload	Integrate	Bidder To retrieve ITR document of the user for document upload
20	Auto Health Assessment	TBD	For auto health assessment by analyzing data streamed from wearables based on their consent
21	Re-insurance	Integrate	To get a report from an insurance company (ceding company) to its reinsurer, listing either the assets covered or the actual claims paid
22	Companies List	Integrate	To access comprehensive information about companies, including financial data, stock prices, and company profiles
23	NSEIT	Integrate	Bidder must integrate with NSEIT for API and FTP based integration for examination scheduling, URN generation and fetching the score card.
24	ABHA	Integrate	Bidder must integrate with ABHA to enable interoperable, secure, and consent-based digital exchange of health information
25	BIMA Sugam	Integrate	The bidder shall integrate with the Bima Sugam platform as and when it becomes available, to enable seamless access, distribution, and servicing of insurance policies through a standardized, API-driven framework

3.2.2 Key Architecture Guidelines

The bidder shall deploy the new business solution on a Cloud Service Provider (CSP) infrastructure, as per the defined scope. However, the solution architecture must be designed to be cloud-agnostic and portable, ensuring it remains fully deployable on LIC's on-premise infrastructure, should such a requirement arise in future. All APIs shall be exposed on the cloud native API gateway. DevSecOps and Observability platforms shall be set up over cloud infrastructure. The bidder must implement a technology architecture that adheres to the following guiding principles and requirements:

NextGen New Business Platform:

4. **Cloud First Architecture** - The solution should be built on a cloud-first technology stack to enable seamless movement to various public cloud if required.

5. **Microservices Based Architecture:** The new business platform has to be built using a micro-services based distributed architecture. A modular, stateless (when applicable), containerized, component-based platform architecture that can enable auto-scaling and auto-healing of services is envisaged. The platform shall enable standardized access to data across internal and external systems using APIs which follow standards like OpenAPI, etc. The microservices developed shall adhere to various design patterns as per needs. Some of them are

    a. Domain Driven Design: The bidder must design and implement business domain services for the new business solution with adherence to all principles of domain driven design including well defined decision boundaries, high cohesion and low coupling

    b. Event Driven: To enable asynchronous communication, empowering services to function autonomously and respond to events without tight interdependencies. Each domain service should perform its transaction and publish an event A hybrid approach with direct communication for certain interactions and event-driven mechanisms for specific use cases enables a proper balance to the application.

    c. Backend for Front-end– In BFF design, separate backend services are created for each front-end application or client

    d. Asynchronous integration — Asynchronous integration in applications offers the advantage of decoupling message producers' and consumers' work rates and life cycles

    e. Command Query Responsibility Segregation (CQRS) — Bidder is encouraged to use the CQRS pattern to optimize the implementation of a service with different nonfunctional requirements for read and write behavior.

    f. In-memory data caching — Caches aim to provide fast access to frequently accessed or rarely changing data. Distributed caches make any data item available quickly to any node that needs it

    g. Stateless services: The solution should adhere to stateless service principles as much as possible to not rely on the processes internal state

    h. Database per service - Each micro-service within the System of Engagement has its own persistent database required to meet real-time or near real-time interactions, with data feeds from underlying core systems on a need basis

    i. Fault Tolerance: The microservice architecture implementation should have well defined strategies for fault tolerance. This fault tolerance architecture should ensure fault tolerance by ensuring, a strict timeout policy per request from waiting forever, a circuit breaker policy preventing repeated failure by setting some condition to activate circuit breaker.

- Workflows: To orchestrate complex business processes, composable workflows using workflow/BPMN engine to be built. This would avoid hardcoding of workflows in the microservices. Workflows would be exposed using REST API based interface, will be independently deployable and testable

- Secure Access - It must enforce security and access controls independent of the front end or composite services to ensure that critical functionality and data are protected, irrespective of how these services are accessed.

- Modular and Independent: Individual application services must be built, tested and deployed independently of each other.

- Observability: Observability should be baked in all services and components using tools such as Prometheus and Grafana for infra and pod monitoring, Jaeger and Kiali for tracing and elastic and Kibana for log analysis. Threshold definition, pre-emptive alerts should be designed and implemented. The bidder has to set up the entire observability stack on hardware provided by LIC

6. **API gateway & Service Mesh**

API gateway is used for north-south traffic (external traffic) and service mesh is used for east-west traffic (internal traffic). All APIs developed as part of the new business solution shall be onboarded and managed through the API Management platform, in accordance with LIC's governance and integration policies. The solution will be hosted on a public cloud platform, the bidder will propose the use of the relevant cloud-native API gateway to expose the APIs.

- Access to the platform backend system is via microservices. Access to microservice is via an API gateway

- Bidder to implement cross cutting concerns like logging of request, idempotency, request throttling, security for request authentication, monitoring/metrics across microservices

- API gateway implementation is based on reactive programming model with circuit breaker integration, load balancing and service discovery

- The bidder should leverage capabilities of API gateway like self-registration and profile management, API catalog browsing, allow testing of APIs, creation/management of user applications (that will use Open API), issue security tokens for consumer applications, monitor API usage, and provide discussion forums

Bidder to ensure secure access to all APIs including ALL the forms of authentication, access control and certificate/credential support

- Service mesh layer for effective service to service communication and provide capabilities like client-side load balancing, service to service telemetry, Mutual TLS and canary deployments

- **Egress Gateway**

  An Egress gateway is a centralized outbound integration point that handles external communication from internal systems to third-party APIs, services, or networks. All external integration must be via an egress gateway

- Asynchronous Integration: For asynchronous integration, the following requirement and principles must be kept in mind

  - The bidder shall prefer to use asynchronous communication wherever possible
  - The bidder shall implement event handlers required to process CDC events received on a topic(s) on the Kafka / or similar tool to update business domain services within the new business platform
  - The bidder shall capture all message formats required for these transformations
  - It is the responsibility of the bidder to manage message delivery failures and apply suitable error handling techniques such as retries, DLQ, observability of topics for reconciliation of topics etc. The bidder is expected to analyze the existing implementation and re-use as much as possible to ensure standardization and consistency.
  - Wherever required it is recommended to use legacy integration techniques (via TIBCO FTL or Kafka) to sync data back to eFEAP-Next.

7. **Front-end** - Should be seamless with an omni-channel, multi-device user experience. The frontend systems should be modular, creating well defined components which can be re-used/embedded across new and existing digital applications at LIC. The front-end app should also provide offline capabilities with the ability to auto sync with the backend server when online. The front end should provide white-labelled capabilities and a host of integration options for integration with partners across web and mobile with below capabilities

   a. The bidder shall design, develop, and publish a Software Development Kit (SDK) to facilitate seamless integration along with native code compilation capability with the existing SOE applications and portals, enabling support for multi-channel traffic and ensuring smooth implementation of the onboarding process

   b. The bidder shall make use of relevant and approved front end technology stack to build a Hybrid onboarding application that can be integrated in a mobile or web application. It will be compiled natively with customer and sales super app and the bidder is expected to build different options for integration with 3rd party apps and websites

c. Applications developed should support English and regional Indian languages (English, Hindi, Assamese, Bengali, Gujarati, Marathi, Kannada, Malayalam, Telugu, Odia, Punjabi, and Tamil). Regional language requirements to be finalized during design phase.

d. The front-end applications and all static content to be served of a Content delivery Network (CDN) for optimal performance and load times.

e. The front-end app needs to have version-controlled configurations for forms, masters and picklist values, languages, validations and business rules for offline journeys. It should auto detect whenever newer versions of the same are available and then update the same. Best practices to leverage remote config services, code push technologies or leveraging headless CMS with local parsing should be considered

f. The solution should also provision for offline data capture mechanism for collecting onboarding user data when there is no connectivity. Best practices to ensure secure and encrypted data storage with support for partial data entry with resumption should be need to be implemented using a light-weight local database

g. The solution should support best practices for syncing offline data with backend when the device comes online. It should support both auto and manual background data sync with the ability to support conflict resolution for data, retry logics for failed syncs and queuing and resumption to support intermittent and patchy connectivity

h. The solution should support offline workflow implementation using a lightweight framework to orchestrate the user journeys in the mobile app. It should be able to track the current onboarding step, enforce progression rules, determine next step transitions and have management of pending steps and transitions for server side sync. It should also have the ability to handle any rejected steps as a response by the backend by syncing back an updated workflow state

i. The solution should support offline data and form validations using light weight parsing to ensure correctness of data being captured. These should powered by the configuration module so that each change in validation, logic etc. does not require an app refresh.

j. The solution should support offline document OCRing for documents like ID proofs using lightweight edge AI libraries like Tesseract or ML Kit to promote between productivity and enhanced experience.

k. The app should also support local user authentication and offline session management when connectivity is absent using biometric capture or App PINs.

l. The solution should capture user behavior (mobile and web analytics) and be able to stream stats in near real time to a Data Lake where analytics can be run on app usage and user behavior. The bidder also has to set up observability to track real time visibility into application usage as well as various technical insights

m. Experience APIs to support digital experience and act as the back end for the front ends and keep business logic away from User interfaces and encapsulate it in an API layer

n. The solution must support deep linking capabilities allowing users to directly navigate to a specific section/functionality within the mobile app via a URI received on an email/SMS/WhatsApp/Push notifications or when searching for a resource on the internet thereby enhancing the overall user experience.

8. **Design Library**: The bidder is expected to re-use the Design library solution that is in use for the Digital platform as a starting point and build on that. This library is a central repository for storing, sharing and managing all the UI/UX related reusable components like design assets, menus, buttons etc. which can be accessed and managed by the development team. The bidder needs to ensure that the design and development teams leverage maximum reusable design components and adopt the design library. The bidder must ensure that the design library is managed and updated regularly with every new development of reusable design components across style guides, user interface component library and their packaging.

9. **Channel experience** - It shall provide users a seamless experience with onboarding journeys across channels. This shall provide the necessary configurability, orchestration and integration capabilities to meet the requirements of D2C, A2C, B&AC and other channels.

10. **Hybrid Architecture** - The bidder should propose a hybrid architecture for the new business solution including bespoke development for flexibility as well as judicious use of COTS solutions for faster go to market. The bidder shall ensure that only those modules within the COTS solution that are required to qualify requirements in the detailed functional scope of work section is included in the solution.

11. **Resilience and Redundancy**: Services must be built such that they will sustain failures. Plan for high availability deployment of services based on application business criticality

12. **Infrastructure & DevSecOps:** The bidder shall only provide desired infrastructure capacity sizing and specs (including hardware and software) for prod, DR and non-prod environments for onboarding solution, DevSecOps and observability platform and any other tool/component required for the platform.

    a. The bidder is expected to procure software licenses or provision the available services from the CSP catalog of all DevSecOps, observability and monitoring platforms / tools as well as COTS solution in the proposal

b. Detail the licenses needed for all the products to be installed over the hardware e.g. Operating systems, libraries, PaaS, service mesh, etc.

c. IaC (Infrastructure as code) is the practice of using code to manage and provision the infrastructure resources instead of using manual or partly automated processes to configure a system. All setups of the various components and their configurations in various environments should follow IaC principles

d. End-to-End DevSecOps Platform along comprised of Licensed or Open Source (with Commercial Support) tools to ensure continuous everything i.e., Continuous Planning, Continuous Development, Continuous Integration, Continuous Delivery, Continuous Deployment, Continuous Testing, Continuous Monitoring, Continuous Operation, Continuous Feedback and Continuous Security. Existing Container Orchestration Layer on Red Hat OpenShift to be re-used

e. Automated testing suite to be leveraged and integrated with CI/CD pipeline as part of BDD/A/B testing tool to be deployed to be able to test features, obtain feedback from Agents/Sales Intermediaries for each product release.

13. **Systems of Record**

a. LIC's existing insurance core such as eFEAP-Next shall be the System of Record for customer policy administration data as well as post policy issuance and agent onboarding operations and data management aspect of it.

b. Updates to systems of record from the System of Engagement shall be asynchronous using an Event Broker/ APIs

c. Data once persisted in systems of record shall be propagated via the CDC to the Data Platform required to develop Customer 360 and Agent 360 views

14. **Security Platform**

a. The bidder shall re-use LIC's existing IAM solution for identity management.

b. The existing solution adheres to regulatory and security requirements, provides cutting-edge functionality, and enables zero trust.

c. The existing solution supports MFA / 2FA (two-factor authentication).

15. **Platform Engineering:**

a. The bidder will ensure the platform provides a self-service, intuitive, unified interface (CLI/API) for developers and engineers from multiple disciplines (microservices, frontend, data engineering etc.) to seamlessly compose and operate software.

b. The solution must offer a standardized mechanism to scaffold and onboard new microservices, frontend web applications, or mobile apps—ensuring best practices are followed for organizing application code, test code, environment configurations, database scripts, and third-party dependencies.

c. Solution Should have provision to include only approved libraries, dependencies which are tested and free from vulnerabilities**.**

d. Solution should provide a library of well-defined coding standards and a way to enforce based on application technology and frameworks**.**

e. Solution should provide provision to define standards for static code analysis to ensure quality of code, and option to enforce the same at the IDE**.**

f. Solution should provide the library of PR review checklist based on industry best practices and ways to enforce in the SCM

g. The platform should support setting up code repositories, feature-branch based development, enforcement of PR reviews, using well defined checklist, prior to merge.

h. Solution should provide the ways to define and enforce architecture standards based on technology and frameworks.

i. Solution should provide a library designed for logging in the correct format - structured logging to support machine-readable log data, including the TraceID.

j. Provide OTEL based mechanism to standardize collection and management of telemetry data – metrics, logs, traces establishing a unified way to generate, collect and export this data to the monitoring platforms.

k. Standardize CI/CD workflows with pre-defined pipelines following best practices of DevOps (of Continuous Integration and Delivery) with a focus to shift left for microservices (containerized), web, mobile applications and Infrastructure as Code.

l. Provide a set of scorecards to gather information about effective development practices.

m. Should have means to list the service catalogue where all consumable and composable resources are listed.

3.2.2.1 Edge Services

The bidder shall re-use existing edge services that accelerate the performance and distribution of the application. Edge services are a set of technical capabilities to protect LIC services.

The services available are designed to achieve the following key objectives:

Redundancy on the DNS.

Protection of volumes and inadequate use of the exposed services e.g., anti DDoS, client behavior, etc.

User behavior analysis, identifying patterns on the API requests.

Help keep open financial systems and/or open APIs secure providing comprehensive protection against the most sophisticated API attacks.

Load balancing to move workloads across different infrastructures.

3.2.2.2 Web threat Protection & Access Control

The web threat protection and access control capability provides authentication and authorization, as well as security and protection, for the web-facing APIs of back-end services.

This includes managing access and authenticating users, which may include:

- Applications and services calling the APIs on their own behalf.
- End users, such as employees, partners, customers or developers, using applications and services that call the APIs.

In addition to providing identity-related access control, this capability supports security-based controls to help protect the back-end service environment from malicious attack or accidental misuse. There are two core capabilities:

- Access management: Access management tools provide access control — authentication and authorization — for APIs and web-based applications. At minimum, this involves:
    - An identity provider (IdP) service, which supports authentication, federation and user storage.
    - Token services that implement consent, enable authorization through scopes and associated claims, and issue customizable JSON Web Tokens (JWTs) to web servers, mobile apps, modern web apps, and services used to access APIs.
- Web application and API protection (WAAP): WAAP solutions encompass a broad set of protection capabilities and features for web-facing applications and services. These include:
    - Bot detection to detect unauthorized automation and attack.
    - Distributed denial of service (DDoS) protection to defend against brute-force saturation of service capacity.
    - Web application firewall (WAF) to protect against web-technology-based attacks such as malformed requests, script injection and cross-site request forgery (CSRF).

Key Characteristics:

The web access control component has the following characteristics:

- It must provide the ability to secure authentication identities and issue secure tokens that can be verified by other system components.
- It should support management of claims-based authorization, such that claims and scopes can be included in secure tokens for verification by other system components.
- It should provide runtime protection from common attack patterns, including those described by the Open Web Application Security Project (OWASP) Top Ten (for web applications) and the OWASP API Security Top Ten.
- It needs to provide API discovery capabilities to help security professionals and product teams validate that only intentional APIs are accessible.
- It needs to integrate with API gateways and other components to streamline authentication and authorization processing, and to collect data to support.

The bidder is expected to re-use existing services within the digital platform wherever applicable such as eMudhra for identity management and AWS CloudFront Edge Security services. New services such as access management to meet solution needs will need to be built.

3.2.2.3 Application Service Monitoring & Observability

- Application service monitoring and observability to be implemented as a collection of methods and mechanisms for recognizing and resolving software issues such as bugs or performance problems. Monitoring is aimed at detecting known existing or potential problems with application services and their supporting infrastructure. Observability provides operations and development teams with the information needed to diagnose and resolve problems.
- To enable observability, instrument application services to generate actionable telemetry data. This data is collected, processed, and consumed by an observability solution that provides analysis and interrogation capabilities.
- Operations teams to use these capabilities to gain insight into application service performance and to support root cause analysis. Observability is also important to the development life cycle; it can reveal the performance impacts of changes to application service code or infrastructure. Infrastructure monitoring data supports observability by providing visibility into the impact of infrastructure on the health of a service.

- Monitoring and observability solutions to include visualization capabilities. Both monitoring and observability solutions generate events when they detect changes in the state of an application or its infrastructure. Some of these events require human attention or action; some will trigger automated actions; and some are simply informational. When these events are sent to or picked up by an endpoint solution (e.g., artificial intelligence for IT operations [AIOps], IT service management [ITSM]) or end user, referred to as alerting.

Key Characteristics

Application service monitoring and observability solutions must:

- Provide the ability to monitor ephemeral instances such as containers through infrastructure visibility. Infrastructure visibility can leverage kernel instrumentation (i.e., eBPF) or the scraping of HTTP endpoints to capture data from Kubernetes and containers.

- Enable end-to-end tracing of transactions across service instances with distributed or dynamic tracing. Distributed tracing is the end-to-end tracking of the complete path of a request. Dynamic tracing captures application events as they move from one service to another. The two types of tracing are different and provide different insights into application problems. Distributed tracing is supported by code instrumentation and dynamic tracing is supported by kernel instrumentation.

- Provide the ability to interrogate correlated telemetry (e.g. logs, metrics and traces) for deep diagnostics. The generation of observability telemetry from modern frameworks includes shared metadata (e.g., TraceId) that allows for observability solutions to simplify the task of data correlation for root cause analysis.

- Provide visualizations for enhancing the analysis of performance and health data. Ad hoc visualization of telemetry data aids in the quick identification of changes in application health and performance. In addition, the calculation of SLOs and SLAs can measure the business or organizational impact of performance problems over time.

The bidder is expected to implement the observability stack for the new business platform on the respective CSP infrastructure

3.2.2.4 Cloud Deployment Guidelines and Compliance Requirements

The bidder to ensure to remain compliant and setup the entire cloud platform inclusive of a secure landing zone, services with following guidelines while deploying the Next Gen New Business platform over cloud :-

- Bidder is responsible for provisioning new CSP accounts as per hub and spoke model

- Bidder will design and manage the fine-grained Identity & Access Management (IAM) policies for LIC’s users, teams and external partners

- Bidder is responsible for reviewing CSPs pricing calculator and optimize the application and services to ensure cost – efficiency and appropriateness
- Advising on alternatives or optimizations if the proposed architecture may lead to unnecessary expense
- Bidder will generate and handle all invoices for the CSP accounts
- Bidder will implement the monitoring solutions to track the CSP resource utilization and set alarms to notify teams about anomalies
- Bidder to establish and configure all necessary networking components, including VPCs, subnets, route tables, Network ACL and Transit gateway attachments ensuring connectivity and isolation
- The Selected Bidder shall provide a detailed solution document for setting up of the DC & DR Hybrid Cloud Environment. The same shall be approved by LIC.
- The Selected Bidder shall provision the entire Hybrid Cloud infrastructure (compute, storage, network, security, software, bandwidth etc.) required for setting up of the DC & DR site as per the approved solution document
- The entire solution, including data storage, processing, and backups, must be hosted within data centers located in India, in compliance with applicable regulatory directives from RBI, IRDAI, and MeitY. No data (including metadata) shall leave Indian jurisdiction without explicit written consent from LIC
- All sensitive and confidential data should be encrypted at DB column level using 256 bits AES standard. Web/mobile/API payloads must use 256 AES encryption
- CSP should comply with recognized standards and frameworks like ISO27001 & ISO-27017/SOC2
- The Cloud Service Provider (CSP) must be ISO/IEC 27018 certified in all scenarios where Personally Identifiable Information (PII) or Sensitive Personal Data or Information (SPDI) is processed
- Event and security logs should be reviewed and made available to LIC upon request, with provisions for integration into the existing SIEM solution.
- As part of the cloud exit strategy, if LIC decides to move the complete solution on-premises then bidder should support and arrange the same without billing any extra cost to LIC
- All internet-bound traffic to cloud workloads shall be routed through the DMZ, while other network segments within the cloud environment shall be restricted from having direct internet access

- All network segments within the cloud environment shall be secured using appropriate security controls, including but not limited to firewalls, IPS/IDS, anti-DDoS mechanisms, antivirus, data loss prevention (DLP), web application firewall (WAF), and network access control (NAC).

- A direct private network connection secured with cryptographic controls shall be established to protect data traffic between the cloud and on-premises environments.

- The solution should be deployed on a managed cloud platform within a dedicated space or instance to ensure scalability, maintain up-to-date infrastructure, and enable agility to adapt to evolving technological advancements

- The bidder shall be responsible for end-to-end management of Cloud Operations (CloudOps) and Financial Operations (FinOps) by leveraging appropriate and industry-standard tools, ensuring optimized performance, cost efficiency, and compliance across the cloud environment

- The bidder shall ensure geo-redundancy by implementing a passive / Pilot Disaster Recovery (DR) setup, with real-time or near real-time data synchronization between the primary and DR sites to maintain business continuity and data integrity

3.2.2.5 Systems Administration and Maintenance

- Capacity management and planning
- Clusters/Containers/Storage Management, Continuous monitoring, Alert and resolve any performance issues Security, Performance tuning
- System Monitoring, Availability & Performance Monitoring, Automated Custom notifications, and Escalation

4. Detailed Non-Functional Scope of Work and Other conditions

The bidder's proposed solution will be required to conform to below indicative list of non-functional requirements:

4.1 Supported screen requirement.

The screen sizes and resolutions mentioned in the table are indicative and not exhaustive. The bidder shall ensure compatibility with actual device specifications used across all LIC channels and user personas, adapting as necessary based on device analytics and field usage.

Refer below table for minimum screen requirements to be supported by bidder's approach and proposed solutions:

Table 10: Supported screen criteria

Criteria	Description
Supported Screen sizes/resolution 1. 1536x2048 2. 1366 X 768 3. 1200x1920 4. 800x1280 5. 768x1024	• All popular tablet screen sizes (7 Inches or 10.2 Inches) • Minimum screen size supported: 5 inches (limit the download) • Maximum screen size supported: 10.2 inches (Samsung Galaxy Note 10+) • Adaptive towards Aspect ratio
Screen layout (mobile devices) 1. 320x480 pixels 2. 640x960 pixels	• All Popular mobile phone screen layouts • Minimum screen size supported: 5 inches • Maximum screen size supported: 6.9 inches (Samsung Galaxy Note 20 Ultra) • Minimum screen resolution: 720x1280 pox • Maximum screen resolution: 1440 x 3088 pox (Samsung Galaxy Note 20 Ultra)

4.2 Browser Supported

Refer below table for supported browser requirements to be provided as part of proposed solutions:

Table 11: Supported browser criteria

Browser supported with version	Versions Supported
Edge	88 & Above

Chrome	75 & Above
Android*	Android 10 & above
iOS*	iOS 13 and above

* With sufficient backward compatibility to support devices and versions being used by current and projected customer base, while adhering to our security requirements.

4.3 Volumetrics

The digital solutions envisaged as per the application use cases and indicative feature list is expected to service below targeted customers and agent/sales intermediary base in next 3 years:

Table 12: Performance and Scalability Metrics

	Metric	Number
Maximum Volume of Usage (Peak Load Capacity)	Total no. of proposals initiated (Daily) Total no. of leads (Daily) Total no. of quote (Daily)	**2030 (projected) -** 8,00,000 **2030 (projected) -** 4,00,00,000 **2030 (projected) -** 4,00,00,000
Average / Regular Volume of Usage (Non-Peak Load Capacity)	Total no. of proposals initiated (Daily) Total no. of leads (Daily) Total no. of quote (Daily)	**2030 (projected) –** 1,50,000 **2030 (projected) -** 40,00,000 **2030 (projected) -** 40,00,000
Target Onboarding Time	Average time for proposal completion per user	10 minutes
Monthly Active Number of Users	Total no. of users	**2030 (projected) -** 12,00,000

4.4 High Availability

- Applications must be developed to be fault tolerant. The bidder must define backup plans to mitigate system failures or service degradation.
- Platforms should ensure high horizontal scalability. Planned unavailability should be kept at a minimum.

- Single points of failure in the architecture should be avoided, and all incidents should be resolved in isolation.
- Channels should be able to operate independently from each other in a high-availability setup. However, the backend microservices in the System of Engagement should be re-usable across channels.
- Deployment of the software on layers and platforms developed should not result in unavailability for the customers.

4.5 Disaster Recovery

- The DR sites should be physically separated and located in compliance with all IRDAI DR policies.
- The DR site should be maintained with High Availability (Active-Passive deployment). A DR automation solution exists, and the bidder is expected to re-use the same.
- The primary site will be Mumbai, and the DR site will be Bangalore. This supersedes the specification provided in form T-6.
- The DR switchover must be completed in a maximum of 1 hour. The RPO must be less than 15 mins
- The replication between the Primary and Secondary sites should be possible in both directions.
- All components (hardware and software) at the secondary site should be an exact replica of the primary site.

4.6 BCP

The selected bidder must develop a **disaster recovery plan** for restoration of the system in the event of a disaster or major incident in line with the LIC's DR Policy and BCP.

The Disaster Recovery **(DR) Plan should be tested** prior to the go-live as well as periodically verifying DR readiness in line with LIC's policies.

Defined below is a non-exhaustive list of metrics that bidder must adhere to.

Category	Metric	Expectation
Service Availability (uptime) Uptime = Time since	Front-end applications (Customer Super App, Sales Super App, Digital Branch)	**99.99%** (Monthly) – 4m 21s Downtime per month
	System of Engagement – Public facing API's	**99.99%** (Monthly) – 4m 21s Downtime per month

the system was deployed	System of Engagement – Private (Internal) facing API’s	**99.99%** (Monthly) – 4m 21s Downtime per month
Disaster Recovery	RPO - Recovery Point Objective	Up to 15 mins
	RTO - Recovery Time Objective	Up to 1 hour

4.7 Performance

Projections are based on current estimations. These may need to be fulfilled earlier in case of faster-than-expected growth. In such a case, bidder must ensure they can scale the app / infra appropriately and in a timely manner. Each technology proposed by the bidder should sustain requirements as defined below for storage, processing, and delivering the outcomes.

Defined below is a non-exhaustive list of metrics that bidder must adhere to.

Category	Key Metrics	Requirements
System performance	Page load: Time to fully load a page after a request is initiated from the browser. Dynamic: (Page that requires access to a database) Static: (Page that doesn’t require access to a database)	**High-priority and frequently used journeys** - Login – **Less than 2 seconds** -All other page loads – **Less than 1 second**
	App/Web Screen response time per tab refresh including data and information load	**Less than 1 second**

4.8 Scalability

All components of the solution must be built to scale horizontally to handle changing workloads by adding additional compute without any noticeable degradation of performance or SLA breaches.

Dynamic adaption to workload changes should be done through elastic provisioning and de-provisioning of resources.

The solution should scale in a linear fashion and behave consistently with growth in data, number of concurrent users, etc.

4.9 Security Requirements

LIC requires the bidder's proposed solution to conform with below mentioned security requirements to ensure best in class data and platform security protocols:

Table 13: Security Requirements

Criteria	Description
Application Security	• Compatible SDK / native code integration with front end apps with Secure authentication and authorization (Mobile and email-based login, two-factor authentication, MPIN, Face Touch) • Role based authorization for access to onboarding module • RASP (Runtime Application Self-Protection) to monitor applications in runtime for vulnerabilities and active threats. The bidder is expected to use an existing RASP solution at LIC. • Adopt secure coding guidelines using suitable SAST tool
Platform Security	• Transport and Data encryption at all levels and integration layers. • Network and web portal firewalls • Security and audit logs corresponding to sessions to be maintained
Data Security	• Strong Data model allowing for isolation of sensitive Agent, customer personal and financial data. • Data at rest – enterprise level secure access for Admins, encryption/tokenization of data depending on sensitivity and business needs. • Data on the move – transport and payload encryption • Data masking in case of specific data extracts pertaining to Agents and customers PII data such as Aadhar • Suitable data classification and data loss prevention tools
VAPT (Vulnerability Assessment and Penetration Testing)	• Support LIC teams in testing the security vulnerabilities, provide remediation and preventive actions. • Proactive notification to LIC IT team about existing and potential issues/flaws

Criteria	Description
	• The bidder must carry out Vulnerability Assessment and Penetration testing every 6 months by an empaneled auditor
Security Operations Center (SOC)	• LIC currently has a SOC and SIEM for monitoring, detecting, analyzing and responding to cybersecurity incidents and threats. • The bidder shall integrate with the existing SOC / SIEM at LIC.
Privilege Identity Management (PIM)	• LIC currently has a PIM solution to manage and control access to privileged accounts. • The bidder shall integrate with the existing PIM solution at LIC.

Network Security	• The bidder shall re-uses LIC existing network security components to meet security and compliance requirements as and when required. This will include tools such as:
	  • Firewall, WAF, Anti-DDoS, etc.
	  • Data Loss Prevention (DLP)
	  • Anti-Advanced Persistent Threat (Anti-APT)
	  • Endpoint Detection and Response (EDR)

The bidder is responsible for implementation of security services needed in the digital on-boarding solution both for developers to work securely and the for the clients.

Example of these services include (but are not limited to):

- Security hardened environments
- Security unit test cases
- Secure coding standards
- Secure coding peer-review
- Static source code analysis installing the tools needed
- Dynamic application security testing. This testing process must be carried out using automated tools
- Software composition analysis. This analysis is performed to evaluate security, license compliance, and code quality

- Interactive application security testing
- Open-Source Library scan
- Certificates storage
- Integration with the LIC security components including SIEM/SOC/NOC/Firewall.

The bidder must ensure that zero trust framework and zero incident policy is adhered to for all the security services provided.

4.10 Coding standards

All software code and scripts produced by the bidder must follow LIC coding standards. The bidder is expected to show case coding best practices and periodically review with LIC appointed committee. LIC team will do the code review as part of the sprints, wherein the bidder is expected to support throughout the review process.

Some of these best practices would include (but not be limited to):

- Dev IDE plugins to static code checks and integrating with central server such as SonarQube.
- Git flow/trunk-based model for code branching
- A minimum of 90% unit test coverage for new code changes that are coming in.
- Functional and regression test automation suites
- Smoke and sanity automated test suites
- Code review and merging strategy.
- Vulnerability scans for all code written as well as external dependencies being used.
- Standard code linters and static checks
- Quality gates defined with following variables (NOTE: the grading is provided by tools like SonarQube as industry standard):
    - Code smells - A
    - Duplicate code - <3%
    - Maintainability and reliability of code - A
    - Security – A
    - Unit Test coverage >90%

- All code to have standardized logging practices automated using common libraries.
- Microservices:
  - Circuit breakers
  - Discovery using best-in-class discovery tools.
  - Centralized caching and service level caching where needed.
  - Event driven architecture.
- UI
  - Lazy loading
  - Caching on device
  - Mobile app update strategy
  - Tracking app version distribution across customers
  - Crashes/hangs
  - Optimized assets (images, videos)
  - Low network/no-network handling
  - Memory management and profiling

4.11 API Documentation Guidelines

For the APIs to be created, currently available, a centralized repository of API documentation including but not limited to signature, version, owners, how-to, etc. must be defined. This catalog needs to be centrally available to teams through a live portal (e.g., developer portal).

4.11.1 Expected impact for LIC

Through these standardized guidelines, LIC expects to have tangible business benefits, including but not limited to:

- Improved code and documentation quality.
- Increased efficiency in design, development, reviews, etc.
- Reduction in time taken to debug/fix issues.

- Ensure security posture as per LIC’s defined guidelines and industry best practices.

The selected bidder is expected to adhere to the target state KPIs defined by LIC, and ensure tracking and monitoring against these, and jointly debottleneck any roadblocks.

4.12 DevOps practices

The solutions build, test, and deployment to follow fully automated DevOps pipelines. The bidder must re-use DevOps tooling as indicated in Form T-16 wherever applicable.

4.12.1 Plan

4.12.1.1 Demand Management

Tools to enable the requirements gathering and business approval process that involves researching, documenting, and managing the project's exact requirements from start to finish.

LIC currently uses Jira to manage demand and requirement documents. The bidder is expected to leverage the existing EPM tool which is Jira (*additional licenses to be procured by the bidder based on project requirements)* for managing the requirements. The bidder may choose to explore deploying additional tools to enhance this capability further.

Further, the bidder shall deploy robust effort estimation techniques in agreement with LIC.

4.12.1.2 Backlog Management

Tools to enable the backlog management process through which product owners add, adjust, groom, and prioritize the backlog and provide a prioritized list of work for the development team.

The bidder is expected to leverage LIC’s existing EPM tool which is Jira to manage the backlog for the development team.

4.12.1.3 Solution Architecture

Solution architecture design tools are needed to create architecture diagrams, process flows, and designing the solution for guiding the development approach.

The bidder shall deploy and leverage modern solution architecture design tools to develop solution architecture artefacts that will need to be shared with the development team.

4.12.2 Build

The bidder is expected to take into the account the following

1. Tools for code development and version control
2. Tools to enable automated code review and inspection process for source code to detect bugs or security issues and ensure compliance with a predefined set of rules or best practices.
3. Unit testing tool ensures automated unit testing of the code developed

Tools to perform static application security testing and analyze the source code to find security vulnerabilities and make the applications resilient to cybersecurity threats.

4.12.3 Verify

Tools to automate the software testing process using testing software tools to build and

execute a test case suite.

1. Tools to perform performance testing

Tools to perform A/B test in a randomized experiment which helps to optimize and determine the better performing variant of a website, mobile application

Tools to automate the process of creating and managing the test data required by the development and testing team for executing test cases.

4.12.4 Package

Automated Build: Tools to automate the process to create and manage the executable packages of the code.

Artifacts Repository: Tools that provide a repository to store and manage the executable packages of code.

Automated Smoke Tests: Tools to automate the smoke testing process. Smoke testing, also called build verification testing or build acceptance testing.

4.12.5 Release

Automated deployment: Tools and activities that include scheduling, orchestration,

provisioning and deploying software into production and targeted environment.

Configuration Management: Tools to automate the activities that include configuration of IT and resources post software deployment.

4.12.6 Operate

The bidder needs to ensure that key metrics are being monitored e.g., No. of transactions, load

times, service response, availability etc. An exhaustive list of key metrics to be monitored needs to be created by the bidder and shall also be provided by LIC.

4.12.6.1 Front-end Monitoring

Frontend monitoring is a process of tracking and maintaining the health of a solutions client-side.

The bidder shall integrate with the DevRev and MoEngage tool implement Front-end monitoring of user journeys and capture user's interaction and inputs to create an end-to-end visibility for the monitoring of the solution. The bidder is expected to ensure that all journeys should be mapped and monitored end to end using front-end monitoring solution.

Similarly, a Frontend Clickstream also needs to be captured and organized to provide user journey level data.

4.12.6.2 End-User Monitoring

End-user monitoring is a process of tracking the performance and behaviour of the end users end to end, including both the front-end and back-end components.

The bidder shall reuse LICs tools to implement end-user monitoring that will include journey monitoring, real user interactions, performance (response times, errors etc.), behavior at various touch points (front-end to back-end servers to databases) during the entire user journey including user satisfaction to gain insights into the user experience and identify areas for improvement.

4.12.6.3 Application Monitoring

Application monitoring ensures that software application processes can perform in an expected manner and scope.

LIC currently has an Enterprise grade Application Performance Monitoring (APM) and synthetic monitoring tools for 24x7x365 days for real-time monitoring of infrastructure and applications, dash boarding, reporting, alerts and is expected to integrate with LIC's command center. The bidder is expected to adhere to this tool for standardization, however the setup shall be separate and bidders responsibility on LIC hardware.

4.12.6.4 Infrastructure Monitoring

Infrastructure monitoring handles collection and analyzing data from IT infrastructure like servers, databases, and other backend components. LIC is already setting them up.

The bidder is expected to adhere to these tools for standardization, however the setup shall be separate and bidders responsibility on LIC hardware

Observability

Monitoring dashboards to improve the end-to-end observability of the app components which can be used by the team to ensure quick and easy maintenance of the app. LIC is already setting it up.

The bidder is expected to adhere to these tools for standardization, however the setup shall be separate and bidders responsibility on LIC hardware

Log Aggregation

Log aggregation is the process of collecting, standardizing, and consolidating log data across systems to facilitate streamlined log analysis.

Similar to the above, the bidder is expected to adhere to these tools for standardization, however the setup shall be separate and bidders responsibility on LIC hardware. The bidder is expected to generate an actionable report from log monitoring. The bidder shall ensure that masking / encryption / decryption for PII data is done during log aggregation.

The bidder should align and agree to a standard format and governance for logging (e.g., all requests must have trace ID, timestamp, etc.)

4.12.7 Additional Considerations

4.12.7.1 Environments:

1. Containerized environments for all services to allow for dev test locally.

Single click environment provisioning for dev environments

Re-use of existing Non-prod, pre-prod, and performance environments, including (but not limited to)

1. Connection with respective COTS system instances
2. Single click deployments and rollback
3. Data seeding and management automation as needed.

Device farm testing using existing LIC tools

DB sharding as needed with auto-provisioned read replicas.

4.12.7.2 CI-CD:

1. CICD pipelines with quality gates integrated; with single click onboarding for all projects.
2. All pull requests to get checked before merge and qualify via quality gates and test execution results.
3. Ticket system with mandatory linkage to all pull requests; CICD pipeline to report status in ticket as well via email.
4. DB schema change management as code
5. Infrastructure as code (in Terraform)
6. A/B testing and canary deployment capabilities.

4.12.7.3 Testing:

1. All test cases to be managed in LIC's Test Management tool and updated post each run with results.
2. Performance testing (stress, spike, load, longevity)
3. Test data management for easy population and management of data across these environments

4.12.7.4 Monitoring/Alerting:

Reporting around environment utilization, releases, test execution status, etc.

1. Alerting/Monitoring around all services in integration environment onwards

1. P95 measurements (monitoring the 95-percentile latency)
2. Application monitoring showing uptime, total requests, success rate, failure rate, error rate, latency, response time, resource utilization. The bidder shall include in their proposed solution any other metrics that can aid in better monitoring and alerting.

Service traces to track end to end lineage and exception cases/journeys.

4.12.7.5 Infrastructure:

Re-use existing AAA (Authentication, Authorization & Accounting) DR / HA strategy wherever applicable

4.12.7.6 Security:

1. Re-use existing set-up for environment specific firewalls, DDOS protection, secrets management etc.

4.12.7.7 Access Control

Re-use existing Multi factor authentication, role-based access control and single sign-on to manage users and access to corresponding modules/services.

4.12.8 Network Requirements

Ability to work in low coverage network area as the Agents are also located in Tier 2 & 3 cities.

4.13 Governance

Meeting	Objective	Participants	Frequency
Tech Governance board	- Align on current progress, proposed architecture, and implementation approach. - Solve implementation roadblocks. - Supervise implementation of proposed architecture by the bidder. - Facilitate collaboration in key technical areas.	- LIC Tech stakeholders - Key Bidder stakeholders - Stakeholders of existing vendors	Bi-weekly

Meeting	Objective	Participants	Frequency
Tech & Business Steering Committee	- Align strategic decisions and resolve potential roadblocks. - Enable change management processes.	- LIC Business & Tech stakeholders - Key Bidder stakeholders - Stakeholders of existing vendors	Monthly
Executive Board	Update on project progress and align on next steps.	- LIC Board members, - LIC Tech and Business leaders - Key representatives of Bidder and existing vendors	Quarterly
Dispute Resolution Committee	- Resolve any critical bottlenecks/grievances on the SLA terms and conditions	- LIC Tech and Business leaders, - Key representatives of Bidder	On-Demand

4.14 Compliance

1. It is imperative that the highest standards applicable are adhered to. In this context, the bidder will ensure that all solution components in this project are certified and follow the applicable standards. The following table depicts the minimum number of standards on which LIC intends to get certified on along with the timelines:
2. ISNP certification, IRDAI cyber security framework certification, WCAG compliance, Empanelled auditors safe to host <to be checked>

Table 14: Certifications

Area	Standard/Certification	Timelines
Security	CERT-IN and ISO 27001	Within 6 months of Go-Live
BCP	ISO 22301 ITSM	Within 6 months of Go-

Area	Standard/Certification	Timelines
		Live
Development & Service Delivery	CMMI Level 5	
Testing & Quality	STQC (as mentioned below)	Within 3 months of Go-Live
Payments & Financial data	PCI-DSS compliant	Go Live

Table 15: STQC Audit requirements

Component	Testing & Audit to be conducted
NextGen New Business Application	• Functional Testing • Performance Testing • Web Application Security Testing
Hosting Infrastructure	• System Architecture Review & Deployment Architecture • Process Audit (CVC, IT requirements) • Vulnerability Assessment • Penetration Testing
Data	• Audit of Data Security in Storage • Audit of Data Security in Communication
Security Processes	• ISO 27001 Process Audit
Service Levels	• SLA audit

The Standard/Certification will be the latest version at the time of implementation. In case any standard/certification is withdrawn or replaced with a new standard/certification, the bidder must ensure that the new standard/certification is taken within defined timelines or within 6 months of the declaration of such change. The cost required for such certifications will be borne by LIC. The Cost relating to compliance with the above standards / certifications including documentation etc. will be the responsibility of LIC.

Apart from the above, the Bidder need to ensure compliance of the project with

1. Government of India IT security guidelines and other guidelines/ notifications applicable to intermediaries/ e-commerce platforms including provisions of:

Guidelines and advisories for information security by MeitY (Government of India) issued till the date of publishing of tender notice. Periodic changes in these guidelines during project duration need to be complied with.

Guidelines published by UIDAI issued till the date of publishing of tender notice. Periodic changes in these guidelines during project duration need to be complied with.

E-SAFE Guidelines for Information Security by MeitY (Government of India) issued till date of publishing of tender notice. till the date of publishing of tender notice. Periodic changes in these guidelines during project duration need to be complied with.

E-Governance Standards for Preservation Information Documentation of e-Records by MeitY (Government of India) till the date of publishing of tender notice. Periodic changes in these guidelines during project duration need to be complied with.

The bidder shall ensure compliance with IRDAI Cyber Security Guidelines**,** and assist in fulfilling periodic cyber security certification requirements. This includes setting up appropriate controls aligned with IRDAI's mandate such as VAPT, SIEM, SOC readiness, secure coding, and risk posture reporting.

The bidder must ensure that the solution complies with the ISNP Guidelines issued by IRDAI, including but not limited to hosting requirements, encryption, data residency, BCP/DR, secure access, and transaction integrity. The bidder must assist in obtaining or maintaining ISNP certification for the platform

The bidder must ensure that all user interfaces (Web and Mobile) are compliant with WCAG 2.1 accessibility guidelines, preferably Level AA or higher, to ensure inclusivity for users with disabilities. The bidder shall perform accessibility audits and support screen readers, alt text, and navigation best practices

Framework and Guidelines for Use of Social Media for Government Organizations by MeitY (Government of India) till the date of publishing of tender notice. Periodic changes in these guidelines during project duration need to be complied with.

Guidelines for Indian Government Websites by MeitY (Government of India) till the date of publishing of tender notice. Periodic changes in these guidelines during project duration need to be complied with.

LIC or its nominated agency have the right to conduct audits to ensure compliance of LIC setup to all relevant standards/ certifications. In such cases, bidder shall provide LIC or its nominated agency access to or a copy of any information, document, data, etc. promptly on a request made by LIC or its nominated agency.

In case of any additional standards / certifications apart from the above list, compliance timelines will be decided based on mutual agreement between LIC and bidder.

4.15 Change Control Procedure

4.15.1 Purpose and Objective

The purpose of the Change Control procedure is to control changes in the LIC System environment throughout the tenure of the Agreement.

1. To protect the LIC System environment from uncontrolled changes.
2. To minimize the occurrence of unintended effects during the implementation of necessary changes.

To avoid implementation of any changes which is not reviewed, approved, or analyzed.

3. To control the impact of changes and minimize the effect on effective as well as efficient service delivery.

4.15.2 What constitutes a Change Request?

The designated internal stakeholder nominated by LIC (Originator) can submit the following types of issues to the change control system:

1. Requests for major requirements changes (additions, deletions, modifications) to the Scope of work (including additional software required to meet the requirement changes)
2. Significant Modifications to Scope of Work or enhancements beyond the signed-off functional baseline.
3. Additions or deletions to production-deployed components that were not part of the original BRD or agreed implementation.

This change control process applies to baseline work products created or managed by the members of LIC project, including but not limited to:

1. Software that has been released to production
2. BRDs, FSDs, HLDs
3. Requirements specifications for LIC project
4. Group procedures and processes
5. User roles and technical documentation

Baseline work products are work products which have been formally reviewed and approved by LIC and deviations/changes to the same can only be made via formal change control procedure – BRD, HLD and LLD document acts as a baselined work product w.r.t system design. Interim or temporary work products created during the course of the project are not considered as baseline work products. Further, the following table provides an indicative classification of scenarios and examples that are not change requests and need to be part of the ongoing development and maintenance::

Category	Indicative Examples
Operational Maintenance	UI / Label / Icon / Textual updates for existing screens, journeys, or forms.
	Server patching, version updates, and security compliance fixes within supported versions
	SLA recovery and minor defect corrections, including regression fixes arising from past releases
	Minor rule or logic updates in existing workflows, provided no new business functionality is introduced
	Parameter addition or configuration changes within the existing functional scope (e.g., adding new dropdown values, adjusting limits, thresholds, etc.).
	Enabling or disabling existing features for different user segments or channels, without code-level changes
	API end-point parameter updates necessitated by dependent system changes
	Deployment, performance tuning, and environment synchronization for business continuity
	Routine monitoring, alert resolution, and preventive maintenance for cloud infrastructure, APIs, and data pipelines
	Access control updates and Security certificate renewals
	Routing AI models / Agents upgrades with approved AI stack
	Updating prompt plates and embeddings
Service Requests	Configuration of new plans, campaigns, or digital journeys using existing platform capabilities
	Rule engine modifications using the defined rule configuration framework (e.g., underwriting rule updates)
	Workflow adjustments or form field additions that leverage pre-built components and do not require new code modules
	Addition or removal of Business validations
	New language or template support (SMS, Email, WhatsApp) for communication, within the existing template engine
	Minor data model or backend table extensions for agreed fields or schema adjustments
	Integration whitelisting or I/O configuration changes for existing APIs or connectors
	Enhancements for audit logs, access roles, or reporting views using available framework controls

	UI/UX optimization requests that do not involve new page layouts or component creation
	Refining conversation flows or underwriting logic handled by AI agents (e.g., improving question sequencing or adding clarifications) without introducing new journeys
	Updating scoring or ranking thresholds in AI decisioning models (e.g., lead prioritization score)
Technical Design Resilience	Performance optimization, caching, and database query tuning for improving response time or throughput
	Infrastructure scaling or auto-scaling configuration changes within the approved cloud setup
	UI responsiveness, accessibility, or usability improvements
	API signature alignment or header modifications for backward compatibility.
	Logging, observability, and monitoring improvements for better operational visibility
	High-availability (HA) or disaster recovery (DR) fine-tuning within the agreed RTO/RPO commitments
	Integration with new monitoring or APM tools provided they align with approved architecture
	Security hardening, vulnerability remediation, and patch deployment.
	Enhancements in CI/CD pipelines, test automation, and deployment scripts
	Latency optimization for AI inferencing, response generation, or vector retrieval
	Caching and model parallelization for faster real-time responses
	Optimization of GPU/CPU workloads within approved cloud infrastructure for cost and performance balance
	Extending monitoring dashboards to include AI health metrics (token usage, cost tracking, throughput)

Change control procedure shall be applicable to changes being requested after the completion of the Go-Live of the New Business Solution as mentioned in the Section 3.6.4 of this RFP. The following categories of changes (indicative) shall not be considered as a change request and shall be exempted from the Change Control Procedure:

1. Any work arising in order to fix root causes behind Critical Service Levels or KPI defaults, as mentioned in Service Level Agreements – any software or hardware related changes for these should be done as per normal troubleshooting scope under O&M (Operations & Maintenance) by the bidder (e.g., any changes required to maintain the uptime of the New Business Solution as defined in SLA)

2. Any software changes required due to problems/bugs in the developed software/ application/ hardware will not be considered as part of change control and will have to be completed by the bidder at no additional cost (even if it requires any enhancements/ customizations) (e.g., changes required to fix abnormal functioning of modules such as Reverse Auction due to software bugs)
3. Any activity pertaining to day-to- day operations & maintenance of LIC platform and services such as uploading of a policy/ circular/ other document on LIC platform, masking of company name on the marketplace, label changes, external firewall upgrade implementation of changes as per latest policies such as re-configuring transaction charge limits & rules, etc.
4. Any changes undertaken by bidder on its own to improve processes and applications (e.g., any changes undertaken for simplification of business processes under bidder)
5. Any request pertaining to data assistance, system access, server access, etc. by LIC or any nominated authority on behalf of LIC from bidder, which doesn't require any modifications in the portal or back-end systems.

4.15.3 Institutional Framework for Change requests

Role	Description
Change Advisory Board (CAB) Chairperson	Nominated by ED (IT/DT)
Change Advisory Board	1. Members of Change Advisory Board (CAB) (indicative) a. CAB Chairman b. Nominee 1 (Member as nominated by LIC ED (IT/DT) - can be internal/ external stakeholder) c. Nominee 2 (Member as nominated by LIC ED (IT/DT) - can be internal/ external stakeholder) d. Chief Digital Officer, LIC e. Project Director, Bidder f. LIC Nominee from IT/ Digital transformation vertical g. LIC nominee from New Business Department 2. Authorized to evaluate final effort estimates and cost sheets submitted by bidder and recommendations from CDO/ nominated authority (internal/ external) by LIC CEO/ CDO, and give approval for the same 3. Authorized to review, approve, and schedule all changes to the computing environment including software 4. Authorized to review and support in handling escalations if required

Role	Description
	- nominated authority by LIC ED (IT/DT)/ LIC CDO 5. CAB decision to be considered final and binding on all parties involved 6. In case CAB does not reach an agreement, final decision-making authority is the chairperson of CAB and his decision in this case would be considered as final and binding
Change Request Management Committee (CRMC)	Members of Change Request Management Committee (CRMC) – 1. Chairperson of CRMC (Nominated by LIC ED (IT/DT)) 2. Nominee 1 (Member as nominated by LIC ED (IT/DT)- can be internal/ external stakeholder) 3. LIC Nominee 1 (Member as nominated by LIC ED (IT/DT)) 4. LIC Nominee 2 (Member as nominated by LIC ED (IT/DT)) 5. Bidder Representative CRMC to evaluate principal acceptance of "Change from Scope of work as per RFP" along with demarcation whether it is "Revenue Generating Change Request" or "Non-Revenue Generating Change Request", as defined below: **Revenue generating change request**: Any change which results in incremental revenue for LIC as well as bidder from either the LIC platform or new offerings / functionalities / features enabled for LIC customers will be considered as a revenue generating change request. No payment would be made to bidder for development and deployment of such requests. **Non-revenue generating change request:** Any other change request, that does not qualify as a revenue generating change request, will be classified as a non-revenue generating change request. For example, development of Push button procurement functionality on LIC will be a revenue generating change request, whereas any process related to change in the Customer Service process will be a non-revenue generating change request.
Change request application	The Originator submits a valid issue or change requirement with all necessary information on the Change Management Tool, referred to as Change Request Application.
Change request	Once the reviewer approves the change request application submitted by the originator on whether it should be implemented or not, it would be regarded as a change request.
Originator	Any nominated person from LIC (basis role assigned) can be designated as originator by LIC. Originator shall submit a change request application, whenever required, via the change management portal. There can be

Role	Description
	multiple originators.
Reviewer	Any nominated person(s) from LIC (basis role assigned) who is responsible for the approval of change request application submitted by the originator on whether it should be implemented or not. There can be multiple reviewers.
Modifier	The person from the bidder team who is assigned responsibility for making changes in a work product in response to an approved change request; Modifier shall deploy the change and update the status of the request over time
Verifier	The person from LIC team who determines whether a change was made correctly. This can be an individual, group or a committee as required which will be nominated by the reviewer who approves the change request application. Upon successful verification of deployment of the change the status changes to "Verified". In case further modifications are required, the status changes to "Verified and resent for modification" on the tool. In certain cases, the verifier may be the same as originator, in which case, originator shall inspect and verify the change deployed. In case of originator being separate from the verifier, approvals of both originator and verifier would be required for confirmation of change request as verified.

4.15.4 Change Control procedure general Guidelines

1. Parties, while evaluating and finalizing the Change Request, shall consider the change in the context of the following parameter, namely whether the change is beyond the Scope of Services including ancillary and concomitant services required and as detailed in the sign-off version of all required documents.
2. Implementation status of all approved Change requests will be reported quarterly to LIC who will review progress and prioritize as needed. The bidder shall be required to implement any proposed changes once approved with effect from the date agreed for implementation.
3. The bidder may also submit any queries/clarifications that it may have with respect to the implementation of the Change requested. If the bidder fails to implement any approved CR within the prescribed time duration, appropriate SLA and Liquidated Damages will be levied on the bidder. The bidder must not deny the implementation of any Change requested by CAB under any circumstances unless technical feasibility is in question. In all such matters, LIC's decision will be final and binding on all parties.
4. All Change requests shall be submitted with all required information duly filled by the

bidder. If required, relevant authorities managing the Change Control Procedure (CAB, other nominated authorities, etc.) may seek any additional information from the bidder at any stage of the process

5. The acceptance criteria for any such Change Request should be mentioned in the BRD and mutually agreed between LIC and bidder.
6. The bidder must take all necessary steps to implement the Change as per the project plan submitted without compromising on quality and performance standards. If LIC alters the requirement in between or post approval of BRD & efforts of bidder, then such delay, bidder will not be held responsible. If the bidder fails to comply with the acceptable standards & requirements of implementing the Change requested or denies implementation of the Change requested at any stage during the Agreement period, CAB will have complete authority to get the Change implemented from any of the third-party/nominated government agency independently. In all such cases, the entire cost of Change implementation will be recovered completely from the bidder, along with applicable interest. Also, CAB reserves the right to impose any other kind of deductions depending upon the gravity of impact on the Service Delivery due to non-implementation of the Change requested. In all such matters, the decision of CAB will be final and binding on all parties.
7. If LIC provides additional changes/ new requirements for a change request under implementation, the changes will be considered a part of the same Change Request. Bidder shall update the BRD, and effort and cost estimates as per mutual agreement between LIC and bidder. The requirements for the required infrastructure to implement the change should be specified by the bidder so that CAB can make necessary provisions.
8. In case any deficiency is identified in a change request implemented by bidder at a later stage, bidder shall rectify the deficiencies without any additional change request and cost to LIC.
9. In case it is identified at a later stage that multiple change requests have been raised for the implementation of a particular change/ feature, LIC shall reserve the right to re-estimate costs and adjust any double payments made previously against the pay-out to bidder.
10. The resources working on approved change requests shall be separate from the resources that were deployed under the original Scope of Work as per this RFP. Bidder shall notify LIC about the details of the resources working on each change request. The deployment schedule of these resources shall be mutually aligned between LIC & the bidder. Any changes being implemented by the resources deployed under the original Scope of Work as per this RFP shall not be treated as change requests.

4.16 Transition and Knowledge Transfer Plan

4.16.1 Transfer of Assets

6 (six) months prior to expiry or within 2 (two) weeks of notice of termination of the Agreement, the bidder shall deliver to LIC the Asset Register comprising:

1. a list of all Assets eligible for transfer to LIC; and
2. a list identifying all other Assets, (including human resources, skillset requirement and know-how, Cloud ownership), that are ineligible for transfer but which are essential to the delivery of the Services. The purpose of each component and the reason for ineligibility for transfer shall be included in the list.

Within 1 (one) month of receiving the Asset Register as described above, LIC shall notify bidder of the Assets it requires to be transferred, (the “Required Assets”), and LIC and bidder shall provide for the approval of LIC a draft plan for the Asset transfer.

In the event that the Required Assets are not located on LIC premises:

1. Bidder shall be responsible for the dismantling and packing of the Required Assets and to ensure their availability for collection by LIC or its authorised representative by the date agreed for this;
2. any charges levied by Bidder for the Required Assets not owned by LIC shall be fair and reasonable in relation to the condition of the Assets and the then fair market value; and
3. for the avoidance of doubt, LIC will not be responsible for the Assets.

Bidder warrants that the Required Assets and any components thereof transferred to LIC benefit from any remaining manufacturer’s warranty relating to the Required Assets at that time, always provided such warranties are transferable to a third party.

4.16.2 Transfer for Cloud Ownership

The following activities are **indicative in nature and not exhaustive**. The bidder shall be responsible for ensuring **comprehensive and compliant transition of cloud ownership** to LIC (or its designated partner/MSP) at the time of exit or contract closure. Additional activities may be included by LIC during the transition phase based on regulatory, operational, or security requirements Bidder shall ensure full administrative access to the cloud account(s) is transferred to LIC or its authorized representative:

1. Cloud service account shall be registered in the name of LIC, or migrated accordingly before contract closure.
2. Any organization-level policies, IAM roles, billing hierarchies, and resource groups/projects must be clearly documented and handed over
3. Transition of billing ownership including linked subscriptions, budget alerts, reserved instances, and custom pricing plans.
4. Documentation of historical usage data, cost allocation tags, and cost optimization strategies used.

5. All cloud credits or promotional balances, if any, must be transparently reported and transferred
6. All access keys, secrets, tokens, and IAM credentials associated with bidder personnel must be revoked or rotated.
7. Transfer of Service Control Policies (SCPs), IAM roles, and federated identity configurations to LIC control.
8. Complete audit trail of privileged access history to be shared for post-transition governance
9. Updated cloud resource inventory (VMs, serverless functions, managed services, buckets, databases, etc.) must be documented and transferred.
10. Ownership of source repositories, Terraform/CloudFormation scripts, and deployment pipelines hosted on cloud to be handed over.
11. Any prepaid licenses or marketplace software entitlements to be evaluated and transferred where permissible
12. Transfer of support contracts or enterprise support entitlements to LIC's ownership, where applicable.
13. Transfer or transition plan for any third-party SaaS products hosted/integrated within the cloud ecosystem.
14. Handover of cloud provider SLAs, escalation matrices, and support tickets history.
15. Ensure removal of any bidder-specific monitoring agents, keys, VPN connections, or logging destinations.
16. Handover of audit logs, SIEM integrations, and security configurations like firewalls, WAF rules, etc.
17. Bidder shall provide a compliance status checklist including ISO/SOC/IRDAI coverage as of the date of handover

4.16.3 Transfer of Software Licenses

6 (six) months prior to expiry or within 2 (two) weeks of notice of termination of this Agreement, the Bidder shall deliver to LIC all licenses for Software used in the provision of Services which were purchased by LIC.

On notice of termination of this Agreement, the Bidder shall, within 2 (two) weeks of such notice, deliver to LIC details of all licenses for BIDDER Software and BIDDER Third Party Software used in the provision of the Services, including the terms of the software license agreements. For the avoidance of doubt, LIC shall be responsible for any costs incurred in the transfer of licenses from Bidder to LIC provided such costs shall be agreed in advance. Where transfer is not possible or not economically viable the Parties will discuss alternative licensing arrangements.

Within 1 (one) month of receiving the software license information as described above, LIC shall notify Bidder of the licenses it wishes to be transferred, and Bidder shall provide for the approval of LIC a draft plan for license transfer, covering novation of agreements with relevant software providers, as required. Where novation is not possible or not economically viable the Parties will discuss alternative licensing arrangements.

4.16.4 Transfer of Software

Wherein LIC is the owner of the software, 6 (six) months prior to expiry or within 2 (two) weeks of notice of termination of this Agreement, the Bidder shall deliver, or otherwise certify in writing that it has delivered, to LIC a full, accurate and up to date version of the Software including up to date versions and latest releases of, but not limited to:

1. Source Code (with source tree) and associated documentation;
2. application architecture documentation and diagrams;
3. release documentation for functional, technical and interface specifications;
4. a plan with allocated resources to handover code and design to new development and test teams (this should include architectural design and code 'walk-through');
5. Source Code and supporting documentation for testing framework tool and performance tool;
6. test director database;
7. test results for the latest full runs of the testing framework tool and performance tool on each environment; and

4.16.5 Transfer of Documentation

6 (six) months prior to expiry or within 2 (two) weeks of notice of termination of this Agreement, the Bidder shall deliver to LIC a full, accurate and up-to date set of Documentation that relates to any element of the Services

4.16.6 Transfer of Service Management Process

6 (six) months prior to expiry or within 2 (two) weeks of notice of termination of this Agreement, the Bidder shall deliver to LIC:

1. A plan for the handover and continuous delivery of the Service Desk function and allocate the required resources;

   Full and up to date, both historical and outstanding Service Desk ticket data including, but not limited to:

      a. Incidents;

4. Problems;

5. Service Requests;
6. Changes;
7. Service Level reporting data;

2. A list and topology of all tools and products associated with the provision of the Software and the Services;
3. Full content of software builds and server configuration details for software deployment and management; and
4. Monitoring software tools and configuration.

4.16.7 Transfer of Knowledge Base

6 (six) months prior to expiry or within 2 (two) weeks of notice of termination of this Agreement, the Bidder shall deliver to LIC a full, accurate and up to date cut of content from the knowledge base (or equivalent) used to troubleshoot issues arising with the Services but shall not be required to provide information or material which Bidder may not disclose as a matter of law.

4.16.8 Transfer of Service Structure

6 (six) months prior to expiry or within 2 (two) weeks' notice of termination of this Agreement, the Bidder shall deliver to LIC a full, accurate and up to date version of the following, as a minimum:

1. Archive of records including:
    a. Questionnaire Packs;
    b. project plans and sign off;
    c. Acceptance Criteria; and
    d. Post Implementation Reviews.
2. Program plan of all work in progress currently accepted and those in progress;
3. Latest version of documentation set;
4. Source code (if appropriate) and all documentation to support the services build tool with any documentation for 'workarounds' that have taken place;
5. Source code, application architecture documentation/diagram and other documentation;
6. Source code, application architecture documentation/diagram and other documentation for helpdesk; and
7. Project plan and resource required to hand service structure capability over to the new team.

4.16.9 Transfer of Data

In the event of expiry or termination of this Agreement, the Bidder shall cease to use LIC's Data and, at the request of LIC, shall destroy all such copies of LIC's Data then in its possession to the extent specified by LIC.

Except where, pursuant to paragraph 14.1 above, LIC has instructed Service Provider to destroy such LIC's Data as is held and controlled by the Bidder, 1 (one) months prior to expiry or within 1 (one) month of termination of this Agreement, the Bidder shall deliver to LIC:

1. An inventory of LIC's Data held and controlled by Bidder, plus any other data required to support the Services; and/or
2. a draft plan for the transfer of LIC's Data held and controlled by the Bidder and any other available data to be transferred.

4.16.10 Transfer Support Activities

6 (six) months prior to expiry or within 10 (ten) Working Days of issue of notice of termination, the Bidder shall assist LIC to develop a viable exit transition plan which shall contain details of the tasks and responsibilities required to enable the transition from the Services provided under this Agreement to or LIC, as the case may be.

The exit transition plan shall be in a format to be agreed with LIC and shall include, but not be limited to:

1. A timetable of events;
2. Resources;
3. Assumptions;
4. Activities;
5. Responsibilities; and
6. Risks.

Bidder shall supply to LIC specific materials including but not limited to:

1. Change Request log;
2. Entire back-up history; and
3. Dump of database contents including the Asset Register, problem management system and operating procedures. For the avoidance of doubt this shall not include proprietary software tools of Bidder which are used for project management purposes generally within the Bidder's business.

Bidder shall supply to LIC proposals for the retention of Key Personnel for the duration of the transition period.

On the date of expiry, the Bidder shall provide to LIC refreshed versions of the materials required under paragraph 3 above which shall reflect the position as at the date of expiry.

Bidder shall provide to LIC within 14 (fourteen) Working Days of expiry or termination a full and complete copy of the Incident logbook, and all associated documentation recorded by the Bidder till the date of expiry or termination.

Bidder shall provide for the approval of LIC a draft plan to transfer or complete work-in-progress at the date of expiry or termination.

4.16.11 Use of LIC Premises

1. Prior to expiry or on notice of termination of this Agreement, the Bidder shall provide for the approval of LIC a draft plan specifying the necessary steps to be taken by both Bidder and LIC to ensure that LIC's Premises are vacated by Bidder.
2. Unless otherwise agreed, the Bidder shall be responsible for all costs associated with Service Provider's vacation of LIC's Premises, removal of equipment and furnishings, redeployment of Bidder's Personnel, termination of arrangements with Subcontractors and service contractors and restoration of LIC Premises to their original condition (subject to a reasonable allowance for wear and tear).

Other conditions:

The Bidder will provide services for implementation/rolling-out/support/maintenance of proposed Solutions for a minimum period of **5 years (1 Year warranty + 4 Years AMC/ATS) from the date of the first go-live of the solution**. LIC will provide SIGN-OFF certificate after complete implementation, LIC may further extend the contract, for another two terms of 1 year each, at the same rates (whichever applicable) and terms & conditions, provided services of the Bidder are found satisfactory. LIC reserves right to cancel the Contract at any time in case Solution fails to meet any of the requirements as mentioned in the RFP.

5. Other Terms and Penalties

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

1. The bidder shall be fully responsible for provisioning, configuring, deploying, and managing the complete new business platform over their proposed Cloud Service Provider (CSP) infrastructure. This includes end-to-end ownership of all platform components—compute, storage, networking, security, DevSecOps, and observability—required for meeting the functional and non-functional requirements outlined in this RFP.

2. The bidder warrants that the proposed cloud-based solution will use the latest available technology stack and incorporate all recent improvements in design, scalability, performance, and security. The bidder shall ensure that no component within the provisioned services suffers from defects due to architectural design, integration issues, or operational inefficiencies under normal usage conditions

3. The bidder shall include all relevant CSP subscription, license, and usage costs (compute, storage, bandwidth, backup, observability tools, security, etc.) as part of their commercial proposal. The pricing shall be provided using publicly available calculators from the respective CSP, with the applicable enterprise discounts clearly mentioned

4. The bidder will be responsible for ensuring 24x7 availability and optimal performance of the cloud-hosted platform through the following services:

    a. **Comprehensive Managed Services** for cloud infrastructure and all platform components including periodic patching, version upgrades, backups, and incident resolution.

    b. **24x7 Support** by skilled professionals with expertise in managing cloud-native deployments across proposed services (e.g., Kubernetes, API Gateway, Object Stores, etc.).

    c. **Fault Resolution**: Any defect or degradation in the performance of the platform must be resolved within SLA timelines. In cases of persistent failure, bidder must ensure hot standby or failover mechanisms are operationalized

5. The bidder shall ensure that the platform achieves an availability of 99.99% uptime on a 24x7x365 basis, including all services hosted on CSP infrastructure

6. For purpose of calculating penalty, uptime is calculated as under:

$$\text{Uptime (\%)} = \frac{\text{(Total hours during month – Sum of downtime hours during month)}}{\text{Total hours during the month}} \times 100$$

Total hours during the month = No. of days in the month x 24 hours

7. Penalties for SLA uptime shall be as under:

S. No.	Uptime Range	Penalty
1	99.90% to below 99.99%	1% of operational quarterly invoice amount for every defaulting month
2	99.80% to below 99.90%	2% of operational quarterly invoice amount for every defaulting month
3	99.70% to below 99.80%	3% of operational quarterly invoice amount for every defaulting month

S. No.	Uptime Range	Penalty
4	99.60% to below 99.70%	4% of operational quarterly invoice amount for every defaulting month
5	99.50% to below 99.60%	5% of operational quarterly invoice amount for every defaulting month

8. The bidder shall ensure that the Mean Time Between Failures (MTBF)—including malfunctions, breakdowns, or faults—of any component (infrastructure or application layer) within the cloud-hosted platform does not exceed four incidents within any rolling 90-day period.
9. The bidder shall utilize appropriate cloud-native monitoring and incident response tools to proactively track system health, performance, and fault occurrence metrics. These should be shared with LIC periodically as part of governance and audit
10. The Bidder shall ensure ongoing health, performance, and availability of the cloud infrastructure provisioned for the new business solution. This includes but not limited to:
11. Periodic patching, version upgrades, and configuration reviews for all deployed services
12. Automated and proactive monitoring of resource utilization, latency, and service degradation
13. Use of Infrastructure as Code (IaC) to manage cloud components, enabling consistent and auditable changes
14. Continuous application of security hardening, including CSP's latest advisories

15. All maintenance, support, and incident resolution activities shall be carried out by qualified personnel with demonstrated expertise in the chosen Cloud Service Provider's platform and associated services, including but not limited to container orchestration, monitoring, CI/CD, security, and infrastructure provisioning. The bidder shall ensure that only trained and certified cloud professionals are assigned to maintain the health and performance of the deployed the new business platform solution.

In the event LIC intends to migrate the deployed solution or associated workloads to an alternate cloud region, zone, or CSP account, the bidder shall be notified in advance. The bidder shall extend full support in facilitating such migration, including necessary reconfiguration, deployment, and testing activities.
Any mutually agreed migration charges, if applicable, shall be borne by LIC. Post-migration, all existing terms and conditions under this RFP shall continue to remain valid and binding on the bidder.

If, in any month, Bidder does not fulfill the provisions of clauses 4 (b), (c), (d), (e) and (h) only the proportionate maintenance charges for that period during the month will be considered payable by LIC without prejudice to the right of LIC to terminate the contract. In such event Bidder was credited without deducting the proportionate maintenance charges for that month, LIC can deduct the same from future payments payable or Bidder shall refund the amount forthwith to LIC on demand by LIC.

Future additions of Cloud Hardware Compute / Software Services:

LIC would have the right to:

1. Relocate hosted services across regions or zones, subject to compliance with applicable data residency and regulatory requirements.

2. Disconnect, connect, or substitute auxiliary services or tools (e.g., monitoring agents, peripheral APIs, etc.) that are acquired separately or built in-house, without impacting core platform functionality.

3. Expand platform capacity, scale services, upgrade features, or introduce new components, whether through the selected Bidder, third-party vendors, or LIC's internal teams, provided such extensions comply with security, compatibility, and integration standards defined under this engagement.

Provided such changes or attachments do not prevent proper maintenance, from being performed or unreasonably increase Bidder cost of performing repair and maintenance service.

The warranty terms would not be considered as violated if any of 10(a) above takes place. Should there be a fault in the operations of the system, Bidder, would not unreasonably assume that the causes lie with that components / software not acquired from them.

Penalty for Non-Performance:

The availability of NextGen New Business Solution will form the basis of The Service Level Agreement. Any deviation from the standards as mentioned below will attract penalty.

5.1.1 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 0.5% of the total contract value of the relevant service (new business solution) will be levied for each week of delay from the timelines as defined in the signed agreement with the vendor subject to maximum 10% of applicable service (customer super app/sales super app/digital branch). If the delay is attributable to LIC's side, no penalty will be levied, for that period.

5.1.2 Product delivery:

Sr No	Metrics	Threshold	Penalty

1	Percentage of milestones delivered on time	100% of milestones should be delivered by stated bidder deadline proposal	Delay of > 1 week – 1% of the milestone cost for each week till 4 weeks, beyond 4 weeks of delay – 10% of the milestone cost.

5.1.3 Customer Support:

Sr No	Metrics	Threshold	Penalty
1	Setup of support team	Prod – 4 week(s) before deployment in Production Non-prod (DEV, SIT, UAT, PERF) – 2 week(s) before first deployment in environment	Delay of > 1 week – Rs. 25 Lakh for each environment
2	Generated tickets – action, resolution	Action: Severity P1: 0.5h Severity P2: 1h Severity P3: 8h Severity P4: 8h Resolution: Severity P1: 4h Severity P2: 8h Severity P3: 24h Severity P4: 40h	Non-resolution of tickets within threshold > 10% of total tickets in a month: Rs 25 Lakh per month
3	% Average tickets resolved in a month	Severity P1: 100% Severity P2: 95% Severity P3: 90% Severity P4: 90%	Non-resolution of tickets within threshold > 10% of total tickets in a month: Rs 25 Lakh per month

5.1.4 Availability:

Sr No	Metrics	Threshold	Penalty for shortfall
1	Uptime of Pre-Prod environment	99.9%	Rs. 25 Lakh per month

Sr No	Metrics	Threshold	Penalty for shortfall
2	Uptime of Non-Prod environments	Dev environment: 95% SIT environment: 95% UAT environment: 95% PERF environment: 95%	Rs. 50 Lakh per month
3	Uptime of the monitoring tools for Prod environments	99.99%	Rs 50 Lakh per month
4	RTO (Recovery Time Objective)	Up to 4 hours	Delay beyond 5 minutes to 10 minutes: Rs 25 Lakh Delay beyond 10 minutes: Rs 100 Lakh
5	RPO (Recovery Point Objective)	Up to 15 minutes	Rs. 100 Lakh per instance

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

5.1.5 Environment Setup:

Sr No	Metrics	Threshold	Penalty
1	Time to environment set-up Prod, Pre-Prod, Non-Prod (Dev, SIT, UAT, PERF)	Milestone date	Delay of > 1 week – 1% of the milestone cost for each week till 4 weeks, beyond 4 weeks of delay – 10% of the milestone cost
2	DevSecOps and design tools setup	Milestone date	Delay of > 1 week – 1% of the milestone cost for each week till 4 weeks, beyond 4 weeks of delay – 10% of the milestone cost
3	Monitoring setup across environment Prod Pre-Prod Non-Prod (Dev, SIT, UAT,PERF)	Milestone date	Delay of > 1 week – 1% of the milestone cost for each week till 4 weeks, beyond 4 weeks of delay – 10% of the milestone cost

5.1.6 Security and Compliance:

Sr No	Metrics	Threshold	Penalty for deviation/breach
1	Time to resolve vulnerabilities detected on code analysis	High severity: 1h Medium severity: 2h Low severity: 24h	Rs. 25 Lakh per instance per vulnerability
2	Level of compliance with regulatory/legal requirements	100% compliance with requirements (e.g., encryption, etc.)	Rs. 25 Lakh per instance

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

SLA Monitoring Tool: Bidder should re-use LIC's SLA Monitoring tool. The SLA Monitoring tool will be capable of providing all the SLA Reports and monitoring, as required in the RFP. It will be capable of providing SLA measurement for all the components being delivered by the bidder.

6. Documentation and Training

6.1 Documentation

Following is the indicative list of documentation that the bidder should prepare, take LIC's sign-off and submit it as a deliverable:

1. Detailed project plan
2. User Stories with acceptance criteria and other design documents
3. Documentation of technical requirements
4. Documentation of architecture requirements
5. Mapping of Functionality and specifications document
6. Development of low level and high-level design documents
7. Documentation of testing plan, test cases, test scenarios, test scripts, gaps, bugs, fixes, etc. as a part of quality assurance
8. All documentation including technical, operations, like release notes, license terms, user manuals, training manual, technical manual, standard operating procedures, solution architecture and design, system flow document, data dictionary and other necessary documents etc.
9. Statement of Work (SOW), Quality Plan, Test Plan, Requirement traceability Matrix, Design Document, Report Design, Delivery Notes documents, etc.
10. System configuration documents
11. System/debugging/diagnostics documents
12. Test procedures.

Any level/version changes and/or clarification or corrections or modifications in the documentation should be supplied by the Bidder to LIC free of cost in a timely manner.

The Bidder shall also provide the MIS reports as per requirements of LIC. Any level/version changes and/or clarification or corrections or modifications in the above-mentioned documentation should be supplied by the bidder to LIC, free of cost in a timely manner.

6.2 Training

1. The bidder needs to provide free training and educational material for all items supplied to LIC staff on system/application administration, configuration, and entire operations of proposed solution.
2. Training must be provided in all functional areas and should be of sufficient duration to the User's satisfaction.

3. Bidder will be responsible for developing training reference material for all the functionality of the software. Training material should comprehensively cover all graphs, process flow, screen shots of actual system functionality etc.
4. All training must be conducted at LIC's offices, unless with prior approval given by LIC. All training sessions must be conducted before production launch.

7. Platform Build Approach

The bidder is expected to build the solution as per requirements stated in this RFP. To that end, the scope of work for platform build includes below an indicative list of activities with assigned responsibility matrix wherein R, A, C, I refer to Responsible, Accountable, Consulted and Informed respectively:

Table 15: RACI Matrix

Sr. No	Description	Selected Bidder	LIC team
	Requirements		
1	Create and update product backlog	R	A
2	Write functional user stories	R, A	C
	Write detailed technical user stories	R, A	C
3	Requirement prioritization	R	A
4	Sprint planning	R, A	I, C
5	Story point estimation	R, A	I
6	Create requirements traceability matrix	R, A	C
7	Create high level solution architecture, tech stack suggestions, integration model and approaches, delivery model including DevSecOps	R, A	C
8	Review and sign-off on the high-level solution architecture	R	A
9	Create high level solution architecture, tech stack suggestions, integration model and approaches, delivery model in	R, A	C
10	Set up an architecture review board for all technical architecture decisions	R	A, C
11	Provide user-experience design library & guiding principles	R	A
12	Manage and update design library & guiding principles	R, A	C
13	Provide bootstrap UX for a few journeys for onboarding	R	A

14	Design the UX for all customer onboarding journeys	R, A	C
15	Approve the UX for customer onboarding journeys	R	A
16	Develop the UI for the onboarding journey	R, A	C
17	Approve UI for all onboarding journeys	R	A
	Digital Onboarding Solution Development		
18	Create and enforce coding standards	R, A	C
19	Understanding of how to build/integrate with the current platform and services	R, A	C
20	Understanding and documentation of the COBOL logics in eFEAP for Quote engine , underwriting and various other modules as required	R, A	C
21	Validation and sign-off of the COBOL logics elicited	C	R, A
22.a	Platform and Code build for services and APIs for quote generation, Benefit illustration and suitability analysis	C	R, A
22.b	Platform and Code build for services and APIs for managing the product master for governing the policy lifecycle across onboarding and servicing	C	R, A
23.b	Platform and code build for in-scope onboarding application front-end, backend and integrations with external systems apart from LIC in-house systems and those mentioned above	R, A	C
24	Create automated test cases for unit testing	R, A	C
25	Conduct code review	R, A	C
26	Conduct stakeholder demos at end of sprint	R, A	C
27	Provide observations on demo	R, A	R, I
28	Conduct testing on the various releases during development	R	R, A
29	Re-work solution and perform bug-fixes basis user-feedback as required at end of sprint	R, A	C
30	Source code scan and library scan for vulnerabilities and malware	R, A	C
31	Review code scan reports and provide sign-off	R	A

32	Develop all Test Plans related to Unit Testing, System Integration testing and Performance Testing	R, A	C
33	Create Test Execution Entry and Exit Criteria Checklist	R	R, A
34	Setup code observability using open telemetry standards and create granular dashboards	R, A	C
35	Execute low load performance test for key use cases in each sprint	R, A	C
36	Perform Unit Testing	R, A	I
37	Review test reports, bug list and remediations	R, A	C
38	Update bi-directional traceability	R, A	C
39	Design AI interaction flows	R,A	I,C
40	Select CSP-native AI/LLM platform (e.g., Azure OpenAI, Vertex AI) and finalize architectural approach	R,A	I,C
41	Develop and train AI/ML models for use in onboarding decision support and nudging	R,A	C
42	Develop integration APIs for plug-in across mobile, web, SDK, and backend	R,A	C
	System Integration Test		
43	Perform Integration Testing	R, A	C
44	Create and Load Test Data	R, A	C
45	Test Integration Scenarios	R, A	C
46	Document Integration Test Results	R, A	C
47	Test Regression Scenarios and run full regressions at the end of a major release	R, A	C
48	Update bi-directional traceability	R, A	C
49	Review and signoff Work Products/Deliverables	R	A
	User Acceptance Test		
50	Create UAT Scenarios/Test cases	C	R, A
	Conducting UAT	C	R, A
51	Bug fixes during UAT	R, A	C
52	Document UAT Test Results	R, A	C
53	UAT sign-off from BU users	C	R, A
	Performance/Load Test		
54	Create/Update Performance Test Scenarios	R, A	C
55	Conduct Performance Test	R, A	C

56	Validate Performance Test Results	R	R, A
	Go Live/Deployment		
57	Develop go-live Approach	R, A	C
58	Create Pre and Post Implementation Checklist	R, A	C
59	Define observability metrics list to track the usage and performance of the onboarding platform	R, A	C
60	Configure/Build the various observability metrics for front end and backend services		
61	Conduct Beta Testing	C	R, A
62	Readiness for End User Support – manuals, training, L1/L2/L3 support	R, A	C
63	Review and sign-off on materials	R	A
64	Create IT Operations Manual	R, A	C
65	Provide Post-Production IT Operations, Security Operations, network operations	R, A	C
66	Provide training and knowledge transfer	R, A	C
67	Create training contents and materials	R, A	C
68	Review and sign-off training and KT materials	R	A
69	Provide detailed walk thorough of source code and other technical artefacts	R, A	C
70	Monitor AI model drift, usage stats		
	Application Support & Maintenance		
71	Compliance to SLA	R, A	I
72	End to end operation and support of CSP platform	R, A	I
73	Application Software Maintenance/AMS (All patches and upgrades from OEMs / CSP, version upgrades of the software/tool/application etc.)	R, A	I
	Security		
74	Application Security (Authentication, Authorization, PIM, RASP, SAST, DAST)	R, A	C
75	Network Security (WAF, Firewall, DDoS, IDS/IPS, APT, Threat Intelligence, etc.)		R, A
76	Server Security (Anti-malware, patch management, etc.)	R, A	C
77	API Security (API Gateway)	R, A	C
78	Data Security (Strong Data model, encryption/tokenization of data, transport and payload encryption, Data masking)	R, A	C

79	Vulnerability Assessment and Penetration testing every 6 months	R, A	C
80	SOC & SIEM integration	R, A	C
77	Device Endpoint Security		R, A
78	Data Center Physical Security		R, A
	Systems & Database Administration		
79	Administration, Configuration, Maintenance, Performance Tuning, Performance Monitoring, Observability, Troubleshooting	R, A	C
80	Capacity management and planning	R	A
81	Clusters/Containers/Storage Management, Continuous monitoring	R, A	R
	Compliance to Industry Standards		
82	Security - CERT-IN and ISO 27001	R, A	C
83	BCP - ISO 22301 ITSM	R, A	C
84	Development & Service Delivery CMMI Level 5	R, A	C
85	Testing & Quality – STQC	R, A	C
86	Payments & Financial data - PCI-DSS compliant	R, A	C
87	Meeting the security standards or desired security aspects of all the ICT resources as per LIC's IT/Information Security / Cyber Security Policy/BCP Policy	R, A	C

During application development and maintenance, the bidder is expected to follow and comply with the processes as per CMMi Level 5 standards, using agile delivery methodologies.

8. List of Deliverables

The following list of key deliverables will be required to be provided by the bidder:

1. User stories and features specification (sprint-wise)
2. Detailed technical design (sprint-wise low-level design)
3. Sprint-wise effort estimates
4. Source Code
5. Back-end services and APIs
6. CI/CD pipelines
7. Testing and bug fixing support (SIT, UAT, Stress Test)

8. Quality gate reports (Defect metrics, static code analysis reports)
9. Deployment artefacts
10. Deployment Support (SIT, UAT, Pre-prod, Prod)
11. 12 Months of warranty support
12. Documentation (FSD, TSD, CICD, testing script, deployment doc, Release notes, User, admin, and operations guide)
13. VAPT and remediation (along with LIC VAPT team)
14. Transfer to operations (Runbooks)
15. Transfer knowledge (Coding, CICD, deployment, operations)

Licenses: The bidder will obtain licenses for all tools that need to be procured as part of this engagement and supply the same. There will be a preference for open-source licenses with enterprise support options. For open-source licenses, the bidder must make provision for enterprise support.

Source code: IP of source code for all code custom developed for this solution will reside with LIC and the bidder will not own IP for such code. All licensed/open-source tools that are provisioned by the bidder will be used by LIC in line with the terms of the end user license agreement.

LIC will use Oversight Metrics to monitor the quality of the bidder’s performance and deliverables throughout the Contract. These metrics are:

1. Work meets defined acceptance criteria, described within a work inventory
2. Code is tested
3. Code is properly styled and well-structured
4. Product is accessible for all users
5. Deployment is simple
6. Code and development processes are documented
7. Product is secure
8. Meets the standards in Acceptance Criteria
9. User research informs software development
10. Code and artifacts are available to LIC

9. Product Support Requirements

9.1 Application Operations support

Dedicated support to manage the solution including integrations with internal and external systems. A monitoring tool to provide proactive alerts on anomalies in infrastructure, microservices and API integrations.

9.2 Support

1. L1 - Monday - Sunday | 24 X 7 IST
2. L2 – Monday - Sunday | 12 X 7 IST
3. L3 – Regular shift
4. Bidder should ensure mutually agreed TAT/SLA for tickets as prescribed.
5. Digital Onboarding Solution
    - L1 – 1 resource each
    - L2 – 1 resource
    - 3 rosters – 8 hrs. each

9.3 Proactive application and integration monitoring (L1 support)

1. Shall monitor the health of app and integration and proactively identify issues that may impact performance.
2. All monitored items are assigned alert levels, based on specific thresholds.
3. Shall proactively seek to remediate any issues before Failure.
4. Remediation shall be managed using Change control process.

9.4 Build management

1. Shall provide the appropriate process for new build requests and management of existing environment.
2. Process for provisioning for Naming conventions, patching schedules, Anti-malware, Backup and Monitoring requirements as well as maintenance window definitions, aligned to the automated maintenance plan appropriate to the workloads.

9.5 Anti-Malware/Anti-Virus Management

1. The bidder shall use the Anti-Malware solution provided by LIC and manage actively, monitor, and update anti-malware deployed across all managed Operating System Environments (OSE’s). Managed Anti-Malware shall include:
    a. Anti-Malware, Anti-Spyware
    b. On Access & Weekly Scheduled scans
    c. Status & Threat monitoring & reporting

d. Remediation of issues preventing the installation or performance of Anti-Virus
e. Email Alerts & Notification for Scan Reports and identified vulnerabilities.
f. Mobile upgrades in tune with OS upgrades & framework upgrades

9.6 Ticket Management

1. Bidder shall provide L1/L2/L3 support for any issues on the developed New Business Solution, and integrations.
2. The bidder shall ensure availability of the development team to resolve P1 issues.
3. SLA requirements are mentioned below:

Severity	Description	First response time	Resolution time	Frequency of Update	RCA time
P1 Critical	**Extremely Critical** – Preventing multiple customers from performing tasks critical to the normal operation of application	30 business minutes	4 business hours	Every 15 minutes	4 business hours
P2 High	**Significant** – Preventing customer from performing tasks essential to the normal operation of application	1 business hour	8 business hours	Every 60 minutes	16 business hours
P3 Medium	**Moderate** – One of the functions is disrupted or impaired, with little or no impact on application	8 business hours	24 business hours	Every 4 hours	48 business hours