



[ Ref: LIC/CO/CRM/PS/PA/RFP/2020-21, Dated: 05/02/2021 ]

**CORRIGENDUM**

**for**

**RFP for Payment Aggregator**

**Life Insurance Corporation of India**  
Central Office, PCMC Department,  
Jeevan Seva Annexe, 1st Floor,  
S.V. Road, Santacruz (West), Mumbai, 400054  
**e-mail:** [pcmc\\_RFP@licindia.com](mailto:pcmc_RFP@licindia.com)

**Table of Contents**

<b>Sr. No.</b>	<b>Particulars</b>	<b>Page Number</b>
1	Corrigendum Points	3
2	Revised Activity Schedule	5
2	Revised Annexure III: Checklist for submission of documents for Minimum Eligibility Criteria (MEC)	6
3	Revised Annexure IV: Bidder Organization Details	7
4	Revised Annexure V: Eligibility Criteria	9
5	Revised Annexure VI: List of Banks with volume of Net Banking Transactions in the year 2019-2020	11
6	Revised Annexure VII: Service offered: Digital Payments	13
7	Revised Annexure IX: Human Resource Certificate	14
8	Revised Annexure XI: Technical Compliance Matrix	15

### Corrigendum Points

Sr.No	Page No. of RFP	Clause of RFP requiring modification/(s)	Clause Modified / Read as
1	15	8 Activity Schedule	Revised Activity Schedule to be referred.
2	20	10.5 Broad Scope of Work Bidder should be able to provide following services:	g) Bidder should be able to provide following services:
3	20	10.5 Broad Scope of Work Schematic Diagram of Customers paying premiums/payments online through LIC portal Channel:	[Schematic 1] : Schematic Diagram of Customers paying premiums/payments online through LIC portal Channel:
4	20	10.5 Broad Scope of Work Schematic Diagram of Customers paying premiums/payments online through LIC portal Channel: Real time acknowledgement and SMS to customer.	[Schematic 1] : Schematic Diagram of Customers paying premiums/payments online through LIC portal Channel: Downloadable acknowledgement to be given by PA and SMS will be sent by LIC.
5	21	10.5 Broad Scope of Work Schematic Diagram of LIC empowered agents/ Dev. Officers/ SBAs/ LICA/ Retired Employees remitting their collections through net-banking channel:	[Schematic 2] : Schematic Diagram of LIC empowered agents/ Dev. Officers/ SBAs/ LICA/ Retired Employees remitting their collections through net-banking channel:
6	22	10.5 Broad Scope of Work Schematic Diagram of LIC's Customers remitting their payments/premiums through net-banking channel:	[Schematic 3]: Schematic Diagram of LIC's Customers remitting their payments/premiums through net-banking channel (DCMC) :
7	23	10.5 Broad Scope of Work Process Flow for creation of Online Proposal/Policy Deposit.	A) Process Flow for creation of Online Proposal/Policy Deposit.
8	26	10.6.4 Day to day operational guidelines point (f) The selected bidder would provide a 24x7 helpdesk support to the users of the system setup for making online payments and generate SMS to the customer as soon as a transaction initiated is successful / unsuccessful to ensure accurate communication and pre-empt the possibility of double payments. LIC will not be making any additional payment for the same.	10.6.4. f The selected bidder would provide a 24x7 helpdesk support to the users of the system setup for making online payments. Downloadable acknowledgement to be given by PA for successful transaction. LIC will not be making any additional payment.SMS will be sent by LIC.
9	29	12 Schedule of Service Level Agreement( SLA), Item no. 6, Penalty  18% interest on the delayed amount for the number of days delayed and Non transference of funds collected online.	18% interest per annum on the delayed amount for the number of days delayed and Non transference of funds collected online.

10	45	<b>14.34.7</b> The Bidder shall make the arrangement to send SMS for alerts and OTP generation/ re-generation during online authentication transactions. The cost for SMS gateway shall be borne by the Bidder. The Bidder should have SLA with the SMS aggregator. LIC may levy penalty in cases where the transactions fail due to non-delivery of SMS / OTP messages.	Condition stands deleted.
11	53	Annexure III-Checklist for submission of documents for Minimum Eligibility Criteria (MEC)	Revised Annexure III to be submitted.
12	54	Annexure IV: Bidder Organisation Details	Revised Annexure IV to be submitted.
13	56	Annexure V: Eligibility Criteria	Revised Annexure V to be submitted.
14	59	Annexure VI: List of customers' Bank with volume of Net Banking transactions in the year 2019-2020:	Revised Annexure VI to be submitted.
15	60	Annexure VII: Service Offered : Digital Payments	Revised Annexure VII to be submitted.
16	63	Annexure IX : Human Resource Certificate	Revised Annexure IX to be submitted.
17	64	Annexure XI: Technical Compliance Matrix	Revised Annexure XI to be submitted.

## 8. Revised Activity Schedule

#	Activity	Details
1	RFP Reference & date	<b>Ref: LIC/CO/CRM/PS/PA/RFP/2020-2021 Dated:05/02/2021.</b>
2	Address of Communication and Address for submission of Bid	Secretary (PCMC), PCMC Department, Life Insurance Corporation of India, Jeevan Seva Annex, 1st Floor, S.V. Road, Santa Cruz (West), Mumbai, 400054.
3	Last Date and time for receiving queries on Bid	<b>On 15/02/2021 up to 17.00 Hrs.</b> Queries to be submitted in the format as per <b>Annexure XII</b>
4	Last Date for response from LIC for Bid queries	<b>At Pre Bid meeting, scheduled 14.30 Hrs. on 18/02/2021.</b> LIC would give clarifications to the applicants in the pre-bid meeting only. The clarifications/ responses will be addressed to all bidders. LIC will not prepare and send responses to the queries and clarifications by the applicants individually and has the right not to respond to some or any of the queries at its sole discretion. LIC will not normally entertain or respond to applicants' queries and clarifications after pre-bid meeting. <b>All clarifications/results related to this bid will only be communicated through our website – <a href="http://www.licindia.in/tenders">http://www.licindia.in/tenders</a></b>
5	Earnest Money Deposit	Rs. 10, 00,000/- (Rupees Ten Lakhs Only)
6	Last Date & Time for Bid Submission	<b>20/03/2021, and up to 15.00 Hrs.</b>
7	Bid opening	The Bids (Master Envelope, Envelopes 1 and 2 as described in <b>Clause 4</b> of this RFP document) will be opened by LIC in the presence of the bidders/ representatives who choose to attend the Bid opening on <b>20/03/2021 at 15.30 Hrs.</b> at the above mentioned address.
8	Technical Bid Opening	The Technical Bid of only those Bidders who satisfy the eligibility conditions will be opened at the above mentioned address, at <b>15.00 Hrs. on 24/03/2021</b> , by Tender Opening Committee of LIC in the presence of the Bidders/their representatives who choose to attend. The details of these eligible bidders will be displayed on <b>licindia.in website at 16.00 Hrs. on 23/03/2021.</b>
	Technical Presentation by the Eligible Bidders	<b>25/03/2021 from 11.00 Hrs.</b>
9	Commercial Bid opening date/ time/ venue	The Commercial Bids of technically qualified Bidders will be opened by LIC at the above mentioned address, at <b>15.00 Hrs. on 01/04/2021</b> , by Tender Opening Committee of LIC in the presence of the Bidders/their representatives who choose to attend. The details of these technically qualified bidders will be displayed on <b>licindia.in website at 17.00 Hrs. on 31/03/2021.</b>
10	Online Reverse Action	From 11.00 Hrs. on <b>08/04/2021.</b>
11	Corrigenda and communication with reference to RFP process	<b>Any notice regarding corrigenda, addendums, amendments, time-extensions, clarifications, if any to this RFP, will not be published through any advertisement in newspapers or any other media. Bidders shall regularly visit LIC's website for any changes / development in relation to this RFP.</b>
12	Website Address	<a href="http://www.licindia.in/tenders">http://www.licindia.in/tenders</a> , <a href="http://eprocure.gov.in/cppp/">http://eprocure.gov.in/cppp/</a>
13	Contact Email-id	Any Mail Communication regarding this RFP must be sent to email-id <a href="mailto:pcmc_RFP@licindia.com">pcmc_RFP@licindia.com</a> only. <b>The subject line must contain "LIC/CO/CRM/PS/PA/RFP/2020-2021".</b>

**Important: Above schedule is tentative only and subject to changes.**

**Any change shall be communicated on our website: <http://www.licindia.in/tenders>**

**Revised Annexure III – Checklist for submission of documents for Minimum Eligibility Criteria (MEC)**

The following requirements (along with supporting documentary evidence must be enclosed in the Minimum Eligibility Criteria Envelope) must be complied with by the Prime Proponent in its individual capacity, as being eligible for the further technical and financial evaluation process.

Sr.	Description	RFP Ref.	Response Y/N	Documentary evidence enclosed: Y/N with page number
1	Certified Copy of Certificate of Company Registration as per Companies Act 2013.	Revised Annexure V		
2	Certified Copy of GST Registration	Revised Annexure IV		
3	PAN number	Revised Annexure IV		
4	Certificate in original from the Company's CFO/CS/CA showing revenue and profit before tax of the company in last three Financial Years, viz. 2017-18, 2018-19 and 2019-20.	Revised Annexure IV		
5	Client reference list, for contractual agreements providing Payment Aggregator services valid for the last two years from the date of this RFP, out of which at least five are in India and reference able.	Revised Annexure VII & VIII		
6	If the bidder is a Bank, it should be included in the Second Schedule to the Reserve Bank of India Act, 1934 or Banking Company as defined in Clause (c) of Section 5 of the Banking Regulation Act, 1949 and it should respond for this tender as a sole bidder. Consortium of bidders is not allowed.	Revised Annexure V		
7.	Bidder should be certified PCI DSS compliant and the Data Center (owned / hosted) should be certified in accordance with the latest IT Security standards as on the date of submission of the bid.	Revised Annexure V		
8	DR capabilities	Revised Annexure V		
9.	Offer letter	Annexure I		
10.	Power of Attorney or certified copy of Board Resolution duly authorizing the authorized signatory on behalf of the Prime proponent Organization for all legal and financial matters pertaining to this Bid and the resulting contract if any	Clause 2.3		
11	Documentary evidence of skilled staff on rolls	Revised Annexure IX		
12	Certificate in original from the Authorised Signatory / Company Secretary, detailing the pending litigation	Revised Annexure V		
13	Certificate in original from Authorised Signatory / Company Secretary stating the status related to blacklisting past or present.	Revised Annexure V		
14	Certificate in original for compliance of the Guidelines on Regulation of Payment Aggregators and Payment Gateways, issued by Reserve Bank of India (RBI) vide their circular ref: RBI/DPSS/2019-20/174/ DPSS.CO.PD.No.1810/02.14.008/2019-20 dated March 17, 2020.	Revised Annexure IV		

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

Authorized Signatory's Signature

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

Office Seal: \_\_\_\_\_

Place: \_\_\_\_\_

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

### Revised Annexure IV: Bidder Organization Details

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

#	Item	Details
<b>1.General Details</b>		
1.1	Name of Company	
1.2	Registered Office Address	
1.3	Telephone, mobile, Website address and Fax	
1.4	Company's PAN	
1.5	Nature of activity	
1.6	Details of ownership	
1.7	Holding Company or Parent Company	
1.8	Correspondence Address in Mumbai with contact details of the key persons	
1.9	Name and designation of the person authorized to sign the Bid / proposal and all other documents incidental to the RFP.	
1.10	Email Address and Mobile number of Authorized representative	
1.11	Date of Incorporation in India, commencement of Business and Years in the line of Business	Enclose copy of Certificate of Incorporation, MOA, Articles of Association
1.12	GST/VAT Number	Enclose GST /VAT registration copy
1.13	Income Tax Number	Enclose copy of Company PAN card and the latest Income – tax clearance letter
1.14	Compliance of the Guidelines on Regulation of Payment Aggregators and Payment Gateways issued by Reserve Bank of India (RBI) vide their circular ref: RBI/DPSS/2019-20/174/ DPSS.CO.PD.No.1810/02.14.008/2019-20 dated March 17, 2020.	Enclose Copy of RBI approval or Certificate/Undertaking in original, from Authorised Signatories on the company's letter head stating that the Bidder is compliant with the RBI guidelines on regulation of Payment Aggregators and Payment Gateways referred in this clause.

<b>2.Financial Details</b>				
2.1	Annual Turnover 2017-18, 2018-19, 2019-20) In Crores			Copy of Audited Balance Sheets for the relevant years duly signed by the Authorized Signatory bearing the Company Seal and date ( <b><i>Please do not attach booklets /copies of Annual Reports</i></b> ) CA Certificate stating Annual turnover in years 2017-18, 2018-19, 2019-20 from Payment Aggregator Service's transactions, signed by the Authorized Signatory, bearing Company Seal and date.
	Total revenue	Profit before tax	Profit after tax	
<b>3.OperationalDetails</b>				
3.1	Details of Data Center and Disaster Recovery Sites			Attach documentary evidences (Public Disclosures) signed by the Authorized Signatory
3.2	Details of Switch, residing in India, for the processing of Card Transactions			Attach documentary evidences, signed by the Authorized Signatory
3.3	Whether blacklisted for deficiency in services by any Public Sector Bank in the past and			Letter on Company Letter head addressed to ED (CRM/PS), LIC Of India stating the details relevant to point number 3.3 signed by Authorized Signatory with date and seal of the

	if so, the year:	Company.															
<b>3.4</b>	Types of electronic payment channels being handled.	Certificate for each year (attested by the Authorized Signatory/CS/CA with Company Seal and date) including data given in columns 3.4 (a to d) below.															
<b>a)</b>	Total volume of net-banking / IMPS transactions	<table border="1"> <thead> <tr> <th>Year</th><th>No. of Trans.</th><th>Amount</th></tr> </thead> <tbody> <tr><td>2016-2017</td><td></td><td></td></tr> <tr><td>2017-2018</td><td></td><td></td></tr> <tr><td>2018-2019</td><td></td><td></td></tr> <tr><td>2019-2020</td><td></td><td></td></tr> </tbody> </table>	Year	No. of Trans.	Amount	2016-2017			2017-2018			2018-2019			2019-2020		
Year	No. of Trans.	Amount															
2016-2017																	
2017-2018																	
2018-2019																	
2019-2020																	
<b>b)</b>	Total volume of Credit card / Debit card transactions	<table border="1"> <thead> <tr> <th>Year</th><th>No. of Trans.</th><th>Amount</th></tr> </thead> <tbody> <tr><td>2016-2017</td><td></td><td></td></tr> <tr><td>2017-2018</td><td></td><td></td></tr> <tr><td>2018-2019</td><td></td><td></td></tr> <tr><td>2019-2020</td><td></td><td></td></tr> </tbody> </table>	Year	No. of Trans.	Amount	2016-2017			2017-2018			2018-2019			2019-2020		
Year	No. of Trans.	Amount															
2016-2017																	
2017-2018																	
2018-2019																	
2019-2020																	
<b>c)</b>	Total volume of UPI transactions	<table border="1"> <thead> <tr> <th>Year</th><th>No. of Trans.</th><th>Amount</th></tr> </thead> <tbody> <tr><td>2016-2017</td><td></td><td></td></tr> <tr><td>2017-2018</td><td></td><td></td></tr> <tr><td>2018-2019</td><td></td><td></td></tr> <tr><td>2019-2020</td><td></td><td></td></tr> </tbody> </table>	Year	No. of Trans.	Amount	2016-2017			2017-2018			2018-2019			2019-2020		
Year	No. of Trans.	Amount															
2016-2017																	
2017-2018																	
2018-2019																	
2019-2020																	
<b>d)</b>	Total volume of PPI based transactions	<table border="1"> <thead> <tr> <th>Year</th><th>No. of Trans.</th><th>Amount</th></tr> </thead> <tbody> <tr><td>2016-2017</td><td></td><td></td></tr> <tr><td>2017-2018</td><td></td><td></td></tr> <tr><td>2018-2019</td><td></td><td></td></tr> <tr><td>2019-2020</td><td></td><td></td></tr> </tbody> </table>	Year	No. of Trans.	Amount	2016-2017			2017-2018			2018-2019			2019-2020		
Year	No. of Trans.	Amount															
2016-2017																	
2017-2018																	
2018-2019																	
2019-2020																	
<b>3.5</b>	Currently operational online payments services to at least 3 public sector utilities, government entities, and / or, large Institutions having a minimum of 50 Lakh online transactions in each of the three last Financial years, in India.	Details of organizations to be given (Minimum 50 lakh transactions for each client (including PSU/Government Sector/Financial Entities) of the bidder).															

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

Authorized Signatory

Name:

Designation:

Office Seal:

Place:

Date:

**Revised Annexure V: Eligibility Criteria**

#	Eligibility Criteria	Documents to be submitted( attested by the Authorized Signatory with Company seal and date)
1.	Bidder should be a Registered Company in India under Companies Act 2013 and (i) should have been in Payment Aggregator's operation for at least three years as on date of Bidding, and (ii) having their own Switch, residing in India, for processing Card Payments and must be directly providing the Payment Aggregator's services.	(i) Copy of the Certificate of Incorporation and Certificate of Commencement of Business. (ii) Documentary evidence, signed by the Authorized Signatory. ( Ref: Revised Annexure IV)
2.	In case, the bidder is a Bank, it should be included in the Second Schedule to the Reserve Bank of India Act, 1934 or Banking Company as defined in Clause (c) of Section 5 of the Banking Regulation Act, 1949 and it should respond for this tender as sole bidder. Consortium of bidders are not allowed	Copy of valid RBI Banking license
3.	A registered company in India which is a Payment Aggregator, authorized by RBI under the Payment and Settlement Systems Act, 2007 may respond to this tender as a sole bidder.	Copies of Articles of Association and Memorandum of Association (MOA)
4.	Bidder should be able to provide following Services directly and independently: (i) Online Payment Aggregators services with acceptance of Credit Cards [Visa, MasterCard, Amex, Diners, RuPay], Debit Cards [Visa, MasterCard, Maestro Card, RuPay], IMPS, Pre paid cards and Wallets, UPI  (ii) Electronic Payment Aggregator Services through the retail Banking Services of at least Thirty Scheduled Commercial Banks.	(i) Certification from the respective partners clearly mentioning the Contract expiry dates.  (ii) List of minimum 30 partner Banks on company's Letterhead.
5.	Bidder must be an RBI Approved Payment Aggregator, i.e.: • Approved institution/ Company for providing Payment Aggregator Services by RBI.	Enclose Copy of RBI approval or Certificate/Undertaking in original, from Authorised Signatories on the company's letter head stating that the Bidder is compliant with the RBI guidelines on regulation of Payment Aggregators and Payment Gateways.
6.	Bidder should be PCI DSS (version 3.0 and upwards) and the Data Center (owned/ hosted) should be ISO 27001 certified as on the date of submission of the bid.	Copies of valid PCI-DSS and ISO IEC etc. DC Certifications
7.	The bidder should have positive net worth for each of the last three financial years (2017-18, 2018-19, and 2019-20).	CA certificate to prove positive net worth during last three financial years
8.	Revenue from Payment Aggregator business, and only from Indian operations, should not be less than Rs. 200 Crores during each of the last 3 financial years (2017-18, 2018-19, 2019-20), as per audited financial statements.	Audited Financial statements
9.	Bidder should have demonstrated experience of rendering online payment services to large Public Sector, as well as, Private Sector organizations, doing transactions in a year in excess of 50 Lacs, in India and should have provided:  (i) Currently operational online payments services to at least 3 public sector utilities, government entities, and / or, large Institutions having a minimum of 50 Lakh online transactions in each of the three last Financial years, in India.  (ii) Processed at least 10 Crore online Digital transactions (on Payment Aggregator's Services) during each of the	(i) Information to be submitted in Revised Annexure IV  (ii) CA certificate clearly indicating the year on

	last three financial years in India.	year transactions processed for each of the last three financial years should be submitted.
10.	Bidder should have a Disaster Recovery Site and Business Continuity Plan in place. DRS should be referenceable (Point number 6 of Technical Score Sheet in Clause 7.2)	Documentary Proof.
11.	Bidder should have internal control and audit measures in place.	Copy of latest Internal control and Audit Report certified by Authorized Signatory.
12.	Bidder's undertaking, certifying that he has not been blacklisted by LIC/PSU	Certificate from Authorized Signatory
13.	Bidder should not have any litigation against LIC or any organization which may materially impact the bidders' responsibility to implement the scope of this RFP	Undertaking signed by the Authorized Signatory.

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

Authorized Signatory

Name:

Designation: \_\_\_\_\_

Office Seal: \_\_\_\_\_

Place: \_\_\_\_\_

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

**Revised Annexure VI: List of customers' Banks with volume of Net Banking transactions in the year 2019 – 2020:**

Sr. No.	Bank	No. of Tr.	Amount in Rs. (Crores)
1	State Bank of India		
2	ICICI Bank		
3	HDFC Bank		
4	Axis Bank		
5	Kotak Bank		
6	IDBI Bank		
7	Indian Overseas Bank		
8	Punjab National Bank		
9	Bank of Baroda		
10	Indian Bank		
11	Union Bank of India		
12	Development Credit Bank [Corp]		
13	Standard Chartered Bank		
14	Bank of India		
15	Canara Bank		
16	Yes Bank Ltd		
17	Federal Bank		
18	Central Bank of India		
19	Bank of Bahrain and Kuwait		
20	Karur Vysya Bank		
21	Bank of Maharashtra		
22	City Union Bank		
23	Allahabad Bank		
24	Andhra Bank		
25	UCO Bank		
26	IndusInd Bank		
27	Syndicate Bank		
28	United Bank of India		
29	Vijaya Bank		
30	South Indian Bank		
31	Tamilnadu Mercantile Bank Ltd.		
32	Bank of Baroda – Corp		
33	Dena Bank		
34	Karnataka Bank Ltd		
35	Deutsche Bank		
36	Jammu & Kashmir Bank		
37	Saraswat Bank		

38	Laxmi Vilas Bank – Retail		
39	Dhanlakshmi Bank		
40	Shamrao Vitthal Co-operative Bank		
41	Punjab & Sind Bank		
42	Development Credit Bank		
43	Ratnakar Bank		
44	Catholic Syrian Bank		
45	Punjab National Bank – Corp		
46	Royal Bank Of Scotland		
47	Cosmos Bank		
48	Punjab & Maharastra Coop Bank		
49	Tamilnadu State Coop Bank		
50	IDFC Bank		
51	Janata Sahakari Bank Ltd Pune		
52	Laxmi Vilas Bank – Corp.		
53	Thane Janata Sahakari Bank		
54	DBS Bank		

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

Authorized Signatory

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

Office Seal: \_\_\_\_\_

Place: \_\_\_\_\_

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

### Revised Annexure VII: Service Offered: Digital Payments

Documentary evidence from the client organization confirming successful implementation, period of agreement and number of transactions to be submitted with following details:

Sr no	NAME OF THE ORGANISATION	BANK/ PSU/ GOVT/ OTHERS	PERIOD OF AGREEMENT From --- To	Total online payment transactions in F.Y bifurcated channel wise			Nature of documentary evidence submitted to support Client Engagement details
				2017-18	2018-19	2019-20	

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

Authorized Signatory

Name:

Designation: \_\_\_\_\_

Office Seal: \_\_\_\_\_

Place: \_\_\_\_\_

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

### Revised Annexure IX : Human Resource Certificate

Bidder should provide documentary evidence of skilled staff on rolls, Help Desk support and brief details of dedicated manpower, which the Bidder proposes to deploy on the LIC-PA project.

#### Human Resource Availability

Area of Expertise	Expertise	Existing ManPower	To be Deployed for LIC
<b>Project Management for PA</b>	<b>Level 1</b>		
	<b>Level 2</b>		
	<b>Level 3</b>		
<b>API integration</b>	<b>Level 1</b>		
	<b>Level 2</b>		
	<b>Level 3</b>		
<b>UAT SET UP</b>	<b>Level 1</b>		
	<b>Level 2</b>		
	<b>Level 3</b>		
<b>Any other</b>	<b>Level 1</b>		
	<b>Level 2</b>		
	<b>Level 3</b>		

Level 1:- Resources with minimum of 5 years of experience in the area of expertise with relevant qualifications.

Level 2:- Resources with minimum of 2 years of experience in the area of expertise with relevant qualifications.

Level 3:- Resources with less than 2 years of experience in the area of expertise with relevant qualifications.

Authorised Signatory/CS/CA

Name:

Designation:

Company Seal:

Date:

Place:

**Revised Annexure XI: Technical Compliance Matrix**

SR.No.	Technical aspect	Whether the requirement is fulfilled by bidder (Yes / No) – To be demonstrated in technical presentation
1	Provide APIs required for both production, as well as, UAT	
2	PCI / DSS certification	
3	Acceptance of dynamic RU (Return URL with session parameters) from LIC portal	
4	Exchange of parameters for API calls to be encrypted through Algorithm	
5	Minimum Throughput of 500 TPS (Transactions per second)	
6	Capability to provide the solution in HA (High Availability) with DR and minimum uptime of 99.95% on monthly basis.	
7.	For transactions cancelled by customer on PA landing page, control to return to LIC portal with appropriate status {Aborted / technical issue at Bank site}	

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

Authorized Signatory

Name:

Designation: \_\_\_\_\_

Office Seal: \_\_\_\_\_

Place: \_\_\_\_\_

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