



**Request for Proposal for Procurement of Oracle Advanced Customer Support (ACS) services  
of Life Insurance Corporation of India**

**RFP Ref: LIC/CO/IT-DT/ODS/ORACLE-ACS-SERVICES/2025 dated: 03.09.2025**

**Life Insurance Corporation of India,  
Central Office, Information Technology Department,  
Jeevan Seva Annexe building, 2nd floor,  
S.V. Road, Santacruz (West), Mumbai - 400 054**

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## Section-A: INTRODUCTION

### 1. Definitions and Abbreviations

#### 1.1 Definitions

<b>LIC</b>	Means without limitation the “Life Insurance Corporation of India” (LIC), a statutory Corporation established under section 3 of Life Insurance Corporation Act, 1956, (Act XXXI of 1956) having its Central Office at “Yogakshema”, Jeevan Bima Marg, Mumbai 400 021
<b>Bidder</b>	An eligible firm i.e. firm fulfilling eligibility criteria and submitting a proposal in response to this RFP, in its individual right.
<b>RFP</b>	This Request for Proposal Ref: <b>LIC/CO/IT-DT/ODS/ORACLE-ACS-SERVICES/2025 dated: 03.09.2025</b> inclusive of any clarifications/corrigenda/addenda that may be issued by LIC.
<b>Bid</b>	The Bidder’s written submissions in response to the RFP signed by Authorized Signatory of the bidder.
<b>Authorized Signatory</b>	The person authorized by the company’s Board/ Managing Director/ Director for signing the bid documents on behalf of the bidder.
<b>Deliverables &amp; Services</b>	Means all services as per this RFP in general, Section A-5: Brief Scope of work and Section G: Detailed Scope of Work of this RFP.
<b>Clarifications</b>	includes Addenda, corrigenda and clarifications issued by LIC to the RFP
<b>Contract Value</b>	The value of lowest commercial bid made by the successful Bidder during online reverse auction
<b>L1 quote</b>	Lowest price discovered through Commercial Bid and/or through Online Reverse Auction
<b>L1 Bidder</b>	Bidder whose quote is L1 Quote
<b>Successful Bidder</b>	The L1 Bidder to whom LIC notifies the award of contract
<b>Vendor</b>	Selected Bidder as an outcome of the RFP with whom LIC signs the Contract.
<b>Purchase Order</b>	Means the purchase order issued in favour of the successful bidder.
<b>Specifications</b>	Means all the functional, operational, performance or other characteristics required of a Product or Service mentioned in this RFP or any of the Annexures or Addendum to the RFP.
<b>“Party” and “Parties”</b>	Each of the parties i.e. LIC and Successful bidder are collectively referred to as the ‘Parties’ and individually as a ‘Party’.
<b>Default Notice</b>	Shall mean the written notice of Default of the Agreement issued by one Party to the other in terms hereof
<b>Law</b>	Shall mean any Act, notification, byelaw, rules and regulations, directive, ordinance, order or instruction having the force of law, enacted or issued by the Central Government and/ or the Government of any state or any other Government or Regulatory Authority.
<b>Requirements</b>	Shall mean and include the Annexures, details, description of technical and

	functional specifications, performance characteristics, standards (Indian as well as International) and Scope of Work as applicable and specified in the RFP.
<b>Date of Acceptance</b>	The system shall be deemed to have been accepted by LIC, subsequent to its commissioning, when all the activities as defined in the scope of work related to the acceptance of system have been successfully executed and completed and a certificate from LIC is obtained by the 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.
<b>Specified Personnel</b>	Personnel deployed by the Bidder on the project to meet the requirements of the RFP within the timelines as mentioned in the RFP. The details of all such personnel will have to be shared in Personnel Deployment Plan in response to this RFP.
<b>BFSI</b>	Banking, Financial Services and Insurance companies that provide a range of such products/services
<b>Agreement</b>	Any written contract between the Life Insurance Corporation of India and the successful bidder with respect to any/all deliverables or services contemplated by this RFP. Any Agreement shall be deemed to incorporate, as schedules, this RFP, all addenda/corrigenda issued by LIC, the Bid of the successful bidder and mutually agreed modifications thereto.
<b>Acceptance of Tender</b>	Means the letter/fax/e-mail or any memorandum communicating to the bidder about the acceptance of this tender.
<b>Contract</b>	An Agreement signed between LIC and the Selected Bidder and all the attached documents. The 'Agreement' includes the RFP, subsequent modifications to the RFP issued by LIC, response of the selected Bidder to the RFP and the agreement document itself.
<b>Solution/Services/Work/Systems</b>	Means all services, scope of work and deliverables to be provided by the Bidder as described in the RFP and includes services ancillary to the implementation/development of the solution, such as provision of technical assistance and other obligations of the Supplier covered under this RFP.
<b>Terms of Reference</b>	Means the section which explains the objectives, scope of work, activities and tasks to be performed, respective responsibilities of the Bidder and expected results and deliverables of the assignment.
<b>Eligibility Bid</b>	This tender process is based on two bid procedure (Eligibility and Commercial). Eligibility conditions are used in this tender in lieu of empanelling process. Where the words "eligibility bid" appears the same should be read and understood as "response to eligibility conditions criteria".

## 1.2 Abbreviations

Abbreviations	Description
#	Serial Number
AMC	Annual Maintenance Contract
MEC	Minimum Eligibility Criteria
GST	Goods & Services Tax
ODS	Online Data Store

Abbreviations	Description
BFSI	Banking Financial Services and Insurance
OEM	Original Equipment Manufacturer
OS	Operating System
ACS	Advanced Customer Support
PBG	Performance Bank Guarantee

<b>IPR</b>	Intellectual Property Rights	<b>OEL</b>	Oracle Enterprise Linux
<b>CO</b>	Central Office, LIC	<b>PO</b>	Purchase Order
<b>DR</b>	Disaster Recovery	<b>PAN</b>	Permanent Account Number
<b>IT/DT</b>	Information Technology / Digital Transformation	<b>PSU</b>	Public Sector Undertaking
<b>IT</b>	Information Technology	<b>RFP</b>	Request for Proposal
<b>NDA</b>	Non-Disclosure Agreement	<b>SI</b>	System Integrator
<b>ED(IT/DT)</b>	Executive Director (IT/DT)	<b>SLA</b>	Service Level Agreement
<b>GST</b>	Goods and Service Tax	<b>INR</b>	Indian National Rupee

## 2. Invitation to Bid

The Life Insurance Corporation of India (hereinafter referred to as “LIC”) a statutory corporation established under section 3 of Life Insurance Corporation Act 1956 (**XXXI of 1956**) and having its Corporate Office at “Yogakshema”, Jeevan Bima Marg, Mumbai –400021, hereby invites online responses (hereinafter referred to as “Bids”), in two bid system, to this Request for Proposal (“RFP”) from all eligible bidders to meet the requirements set out in this RFP document.

The participation can be from all eligible bidders for Oracle Advanced Customer Support(ACS) services for ODS project for a period of two years starting from the Date of expiry of the current RFP and as detailed in the Scope of Works mentioned in Schedule- 1 ;

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

The RFP has been published on following websites:

- the LIC website (<https://licindia.in/web/guest/tenders>,
- Central procurement portal website ( <https://eprocure.gov.in/> ) and
- E-tendering System portal website ( [www.tenderwizard.com/LIC](http://www.tenderwizard.com/LIC) ) only

**The bid submission to this RFP shall be made only through E-tendering System portal website ([www.tenderwizard.com/LIC](http://www.tenderwizard.com/LIC)).**

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

## 3. Activity Schedule:

#	Activity	Details
1	RFP Reference & date	LIC/CO/IT-DT/ODS/ORACLE-ACS-SERVICES/2025 dated: 03.09.2025
2	Last date for receiving Pre-bid queries through mail	Any query related to the RFP/Bid should be sent through e-mail on <a href="mailto:co_itodstenders@licindia.com">co_itodstenders@licindia.com</a> latest by 10.09.2025 (by 3:00 pm).
3	Pre-bid meeting	On 11.09.2025 from 11:00 a.m. to 1:00 p.m. in IT Dept meeting room, at address: LIC of India, Central Office, IT/DT Department, 3rd Floor, Jeevan Seva Annex. Building, S. V. Road, Santacruz (W), Mumbai – 400 054

4	Bid Submission Date & Time	<b>On or before 29.09.2025 Before 3.00 P.M</b>
5	Mode of Submission	<b>Online (<a href="http://www.tenderwizard.com/LIC">www.tenderwizard.com/LIC</a>) through Tender Wizard</b>
6	Eligibility Bid opening date/time	The Eligibility Bids will be opened by the Tender opening committee of LIC through the option available in E-Tendering portal, <b>at 4.00 p.m. on 29.09.2025.</b>
8	Commercial Bid	The Commercial Bids of the qualified bidders will be opened on the notified date by the Tender Opening Committee of LIC depending on the circumstances prevailing at that time. LICs decision in this matter will be final.
9	Mail-id for correspondence	E-mail ID: <a href="mailto:co_itodstenders@licindia.com">co_itodstenders@licindia.com</a>
10	Address of Communication	The Executive Director (IT/Digital Transformation), LIC of India, Central Office, IT/DT Department, 3rd Floor, Jeevan Seva Annex. Building, S. V. Road, Santacruz (W), Mumbai – 400 054
11	Contact details	Mr. M. A. Roshith, Secretary (IT/DT)- 022-67090519
12	Web page Address	Please refer to the Tenders Section of <a href="http://www.licindia.in">http://www.licindia.in</a>

**Notes:**

- a) Any change to the Activity Schedule will be notified through websites:
  - <https://licindia.in/web/guest/tender>
  - <https://eprocure.gov.in/and>
  - [www.tenderwizard.com/LIC](http://www.tenderwizard.com/LIC) only.
- b) Amendments/corrigendum, if any, to this RFP would be hosted on our website only (<https://licindia.in/web/guest/tenders>) .
- c) In case the date of an event like last date for submission of bids, opening of bids etc. are declared as holiday in Mumbai, the respective date shall be treated as postponed to the next working day.
- d) Bidder's representatives should bring their company i-cards for Pre-Bid Meeting and any other meeting connected with this RFP.
- e) Pre-bid meeting shall be physical meeting only and not through video conferencing mode.
- f) Only a maximum of two authorized representatives from each bidder will be allowed to attend pre-bid meeting and tender opening event and the authorized representative must attend the pre-bid meeting without fail.
- g) Reverse Auction schedule will be notified on the LIC website: (<https://licindia.in/web/guest/tenders>) and E-tendering System portal website - [www.tenderwizard.com/LIC](http://www.tenderwizard.com/LIC)) only.

**4. Present Technical Environment:**

LIC's Online Data Store (ODS) is a centralized database to provide data needed by online portal applications. LIC procured Oracle Engineered System Exadata X5-2 (One-Eighth Rack) in 2015 and Exadata X7-2 (Quarter Rack) in 2019 at Primary site and X9M-2 (Quarter Rack) in 2023 for DR site. Physical Standby (DR) and Primary site are synced through Oracle Data Guard. The ODS Database version is Oracle 19c (version 19.22.0.0) and Operating System is Oracle Enterprise Linux (OEL Version 8.8).

**5. Brief on the Scope of Work:**

**ODS (Online Data Store) project wants to engage with Oracle ACS (Advanced Customer Support) to support for ODS Database and Exadata Systems (Remote Support via Shared Services Model) and also**

**Time & Material (T&M) Based Support for 2 Years.** The bidder must have good liaison with Oracle and must resolve any issue promptly with the help of Oracle ACS team, whenever necessary.

LIC wishes that the activities to be carried out through **Oracle ACS (Advanced Customer Support) team as mentioned in the detailed scope of work in Section-G.**

## Section-B: MINIMUM ELIGIBILITY CRITERIA

### Pre-Contract Integrity Pact –

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

The “Pre Contract Integrity Pact” format is given in the Section-F: Annexures.

As per CVC Circular No 10/5/09 dated 18.05.2009 of Standard Operating Procedure (SOP) under clause No 2.02. "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 the same would entail disqualification of the bidders and exclusion from future business dealings." Bidders may refer: <http://www.cvc.nic.in/sites/default/files/iembank25022015.pdf>

LIC will use the following as the Minimum Eligibility Criteria (MEC) for evaluating the bids. The bidder fulfilling the following criteria only should respond to this RFP:

### 1. Minimum Eligibility Criteria (MEC) [Stage I Evaluation]

Sl.No.	Eligibility Conditions	Documentary Evidence Required
1.	The Bidder must be an Indian firm / Company/ Organization registered under applicable Act in India and in existence for 5 years.	a) Certificate of incorporation/registration b) Valid GST registration certificate with GST Registration number c) Copy of PAN card
2	Bidder must have minimum turnover of Rs.100 Crores in each of their last three financial years preceding the date of this RFP i.e. 2022-2023, 2023-2024 and 2024-2025. For MSME bidders, the turnover requirement will be as follows: the MSME bidder must have an average turnover of Rs. 40 Crores in the last three financial years (i.e., 2022-2023, 2023-2024, 2024-2025), instead of the minimum turnover of Rs. 100 Crores as stipulated for other bidders. Furthermore, MSME bidders must have made a profit (before tax) in each of the last three financial years (i.e., 2022-2023, 2023-2024, 2024-2025). The MSME bidder must submit a valid MSME registration certificate along with the necessary financial documents to support the above criteria.	Details to be submitted in Annexure-II and attested copies of Audited Balance Sheet and Profit and Loss account for the relevant years, duly signed by Authorised signatory of the Company along with Name and Seal.
3	Bidder should have made profit (before tax) in the last three financial years preceding the date of this RFP i.e. 2022-2023, 2023-2024 and 2024-2025.	Details to be submitted in Annexure-II and attested copies of Audited Balance Sheet and Profit and Loss account for the relevant years, duly signed by Authorised signatory of

		the Company along with Name and Seal.
4	Bidder must have minimum two Purchase Order for supply of Oracle ACS services (either during implementation or post go-live Oracle ACS support) in India in last 5 financial years from the date of RFP.	Copy of the Purchase Orders to be submitted and details to be submitted as per Annexure-III.
5	The bidder should not have been blacklisted by any Govt./PSU/BFSI organization/ Government Departments in India, including LIC for corrupt or fraudulent practices or non-delivery / non-performance in the last three years. The bidder must warrant that there is no legal action being taken against it for any cause in any legal jurisdiction.	A certificate in original from the Authorized signatory should be attached as compliance to this condition as per Annexure-IV.
6	Power of Attorney or Board Resolution duly authorizing the authorized signatory to act on behalf of the Bidder for all legal and financial matters pertaining to this Bid and the resulting contract, if any.	Documentary evidence should be submitted along with power of Attorney or Board Resolution copy, proving that the authority delegating the powers has the necessary powers to do so from the bidder's company.

**All the documents/ proforma(s)/ Certificates should be signed/ attested by the Signatory of the Company authorized as per the Power of Attorney or as per the copy of the Board resolution appointing the authorized signatory.**

## **Section-C: INSTRUCTIONS TO BIDDERS**

### **1. General Instructions:**

- a) The Bidder may download the RFP documents from the websites mentioned below:
- 1) the LIC website (<https://licindia.in/web/guest/tenders>,
  - 2) Central procurement portal website ( <https://eprocure.gov.in/>) and
  - 3) E-tendering System portal website ( [www.tenderwizard.com/LIC](http://www.tenderwizard.com/LIC)) only

**The bid submission to this RFP shall be made only through E-tendering System portal website**

- b) The RFP provides an overview of the requirements, bidding procedures and contract terms. While every effort has been made to provide comprehensive and accurate background information, requirements and specifications, Bidder must form their own conclusions about the solution keeping in view, LIC's requirements. Information contained in this RFP and corrigenda, if any, should be taken as guidelines for Bidders.
- c) LIC has used or will use its best judgment and assessment to fairly and reasonably represent the nature and scope of the work in order to submit viable Bids. However, LIC shall not be deemed to give any guarantees or warranties of accuracy of any of the information in this RFP or any corrigenda, nor of its being comprehensive or exhaustive. Nothing in this RFP or any corrigenda is intended to relieve Bidders from forming their own opinions and conclusions in respect of the matters addressed in this RFP or any corrigenda, as applicable.

- d) No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract has been executed by or on behalf of LIC. Any notification of preferred Bidder status by LIC shall not give rise to any enforceable rights to the Bidder.
- e) This RFP supersedes and replaces any previous public documentation & communications, and Bidders should place no reliance on such communications.
- f) Failure to comply with the requirements of this RFP and corrigenda, if any, may render the Bid non-complaint and the Bid may be rejected. Hence, Bidders must:
  - i. Include all required Documents, Certificates, etc. specified.
  - ii. Follow the format provided and respond to each element in the order as set out.
  - iii. Comply with all requirements as set out.
- g) The information provided in the RFP is believed to be true and reliable at the date obtained, but does not purport to provide all the information necessary or desirable to enable the bidder to determine whether or not to participate in the RFP.
- h) Each bidder should conduct its own investigation and analysis and should check the accuracy, reliability and completeness of the information in this RFP and wherever necessary obtain independent advice.
- i) LIC makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP.
- j) Failure to furnish all information required by the RFP or submission of a Bid not responsive to the RFP in every aspect will be at the Bidder's risk and may result in rejection of the Bid.
- k) Response to this Bid by the Bidder will be deemed as consent to all the terms and conditions mentioned in this RFP along with its Annexure(s), Clarifications, if any.
- l) All the terms and conditions and the contents of the RFP along with the Corrigendum, Annexure(s), Clarifications, if any, will be contractually binding and will form part of the resulting agreement and any purchase orders, to be issued to the successful Bidder, from time to time as an outcome of this process.
- m) LIC reserves the right to negotiate, change, modify or alter any/all the terms and provisions of the RFP entered pursuant to the RFP and may request for additional information, if required from the Bidder.  
 LIC also reserves the right to withdraw this RFP without assigning any reason and without any liability to the Bidder or any other person or party. All actions taken by the Bidder or any other person or party in pursuance hereof will be deemed to have been taken after considering commercial acumen and also taking into account that LIC does not guarantee or warrant suitability hereof or success to the bidder or any other person or party.
- n) No consortium or joint bid or sub-contracting is allowed.

## 2. Issue of Corrigendum

- a) LIC will endeavor to provide timely response to all queries in utmost good faith. However, LIC at its discretion may choose not respond to the query which is not under purview of this RFP.
- b) At any time prior to the last date for receipt of Bids, LIC may for any reason, whether at its own initiative or in response to a clarification requested by a Bidder, modify the RFP Document by issuing corrigendum.
- c) The corrigendum (if any) and clarifications to the queries from all Bidders will be posted on
  - i. LIC website([www.licindia.in](http://www.licindia.in)) under Tenders section,
  - ii. e-Tendering System portal website ([www.tenderwizard.com/LIC](http://www.tenderwizard.com/LIC)) and also on
  - iii. Central Public Procurement Portal of GOI under the link (<http://eprocure.gov.in.in/cppp/>).
- d) Any such corrigendum shall be deemed to be incorporated into this RFP.

- e) In order to allow Bidders a reasonable time to take the amendments if any, into account in preparing their Bids, LIC, at its discretion, may extend the last date for the submission of Bids.
- f) Any change in the timelines as decided by LIC will be posted in LIC website, e-Tendering System portal website and Central Public Procurement Portal of GOI. The Bidders, in their own interest are requested to check LIC Website regularly to know the updates.

### **3. Qualification Criteria**

Only the bidders who meet all the qualifications mentioned in Section “Minimum Eligibility Criteria” of this RFP are eligible to participate in the RFP.

### **4. Terms and Conditions**

#### **4.1 Right to accept any proposal and to reject any or all proposal(s)**

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

#### **4.2 Contacting LIC**

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

#### **4.3 Right to terminate the Process**

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

#### **4.4 Disqualifications**

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

- i. Made misleading or false representations in the forms, statements or attachments submitted in proof of the eligibility requirements;

- ii. 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;
- iii. Submitted a proposal that is not accompanied by required documentation or is nonresponsive;
- iv. Failed to provide clarifications related thereto, when sought;
- v. Submitted more than one Proposal;
- vi. Been declared ineligible by the Government of India/State/UT Government/ PSUs for corrupt and fraudulent practices or blacklisted.
- vii. Submitted a Proposal with price adjustment/variation provision.

## 5. Cost of Bidding

The bidder shall bear all the costs incurred in connection with participation in the RFP process, preparation and submission of its bid, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/ discussions/ presentations, preparation of proposal or in providing any additional information etc. that are required by LIC to facilitate the evaluation process. LIC will in no case be responsible or liable for any costs, regardless of the conduct or outcome of the bidding process.

## 6. Relationship between LIC and the bidders

It is clarified that no binding relationship exists between any of the bidders and LIC of India till the execution of a contractual agreement / issue of Purchase Order.

## 7. Bid Processing Fee

No Bid Processing fee will be levied for participating in this RFP process.

## 8. Pre-Bid Meeting & Clarifications:

- a) The Bidders will have to ensure that all their queries are submitted in one consolidated mail-id and send to the LIC's email-id (mentioned in Activity schedule for correspondence) in a single excel sheet as per the **format** below, latest by the date & time mentioned in the Activity Schedule. Kindly note that file size should not exceed 1MB.

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

- b) Clarifications, if any, regarding the terms & conditions of this RFP, any error, omission or discrepancy found in this RFP document have to be obtained by the bidder till the pre-bid meeting only if held. Thereafter, no representations/ queries will be entertained in this regard. Later on, if any issue(s) arise LIC will consider the matter on merits and decide the same, prior to opening of commercial bids.
- c) LIC shall not be responsible for ensuring that the bidders' queries have been received. Any requests for clarifications received after the indicated date and time may not be entertained by LIC.
- d) At any time prior to the last date for receipt of bids, LIC may, for any reason, whether at its own initiative or in response to clarifications requested by prospective Bidders, modify the RFP Document by way of issuing Corrigendum.

- e) In order to provide prospective bidders reasonable time for taking the clarifications into account, LIC may, at any time prior to the date of bid submission extend the date for the submission of Bids. However LICs decision in this matter will be final.
- f) Requests for clarification on telephone will not be entertained.

#### 9. Pre-bid meeting:

A Pre-bid meeting will be held with all the interested bidders as per the details given in the Activity Schedule.

#### 10. Instructions for Bid Submission

- a) The bid submission to this RFP shall be made only through E-tendering System portal website
- b) Bidders are advised to study the RFP Document carefully. Submission of the Bid shall be deemed to have been done after careful study and examination of all instructions, forms, terms and conditions, requirements, specifications etc. in the tender document with full understanding of its implications. Bids not complying with all the given clauses in this tender document are liable to be rejected. Failure to furnish all information required in the tender document will be at the bidder's risk and may result in the rejection of the bid.
- c) **This is an E - Tender and hence Bids must be submitted "ONLINE". No hardcopy of the tender will be accepted. All documents are to be scanned and uploaded.**
- d) The bidding process would be in single stage. Bidders have to submit the Eligibility and commercial bids in one stage. The bids are to be submitted only through online e-Tendering System portal <https://www.tenderwizard.com/LIC> by the intending bidders.
- e) Bidders shall upload both the Eligibility and Commercial Bid online in e-Tendering System portal <https://www.tenderwizard.com/LIC>.
- f) The Bidder should submit their Bids along with required Annexures, Certificates and other required documents etc. as stated in the Section "Eligibility Criteria" or elsewhere in the RFP.
- g) All pages in the Bid proposal should be serially numbered, should be affixed with the Company seal and signed by the Authorized signatory.
- h) Bid shall be signed by the Bidder or a person duly authorized to bind the Bidder to the Contract
- i) Authorization by the bidder for the signatory shall be in form of a Power of Attorney or a duly certified copy of the Board resolution appointing the authorized signatory. The person signing the bid shall sign all pages of the bid, except for an un-amended printed literature.
- j) The bidder shall attach/include the required supporting document wherever necessary in Eligibility Bid.
- k) The bid will be treated as legally void and will be rejected if:
  - a. Bid is not signed by the duly authorized person or
  - b. Bid submitted is unsigned or partially unsigned
  - c. Bids not accompanied by relevant supporting documents.
- l) By submitting a signed bid, the bidder's signatory certifies that in connection with this RFP:
  - The bidder's organization or an agent of the bidder's organization has arrived at the prices in its bid without consultation, cartel formation, communication or agreement with any other respondent or with any competitor, with a view to restrict competition,
  - The prices quoted in the bid have not been knowingly disclosed and will not be knowingly disclosed by the bidder's organization or by any agent of the bidder's organization, directly or indirectly, to any other respondent or to any competitor,
  - No attempt has been made or will be made by the bidder's organization or by any agent of the bidder's organization to induce any other person or firm to submit or not to submit a bid for the purpose of restricting competition.
- m) No consortium or joint bid or sub-contracting is allowed.
- n) The original Bid shall be typed on 8.5" by 11" (A4 size) paper in indelible ink.
- o) Ordinarily the bid shall contain no overwriting. Any interlineations, erasures or overwriting shall be valid only if the person signing the bid countersigns them.

- p) The Commercial Bid shall be submitted in the exact format provided [ in the same spread sheets as per the Annexure-VII (Commercial format)]
- q) All the documents submitted along with the bid have to be properly numbered in chronological manner.
- r) During Eligibility Bid evaluation if any deviation is observed, LIC may call for clarifications. The decision of LIC in this matter will be final. If any compliance or clarification sought by LIC is not submitted within 3 working days of being called for, the bids are liable to be REJECTED. The above matter is entirely at LIC's discretion and decision of LIC in this matter will be final. However, this will be done before the opening of the Commercial bids.

### **11. Non-Disclosure Agreement (NDA)**

During the contract period, the Personnel of Bidder will have access to confidential information of LIC of India such as IP addresses, server configuration, server security design, architecture, etc. The Bidder or its Personnel shall not disclose at any point of time to any other person/third party the information so received and use the same degree of care to maintain the confidentiality of the information as if the information is their own. Also the Bidder may use the information only for serving LIC's interest and restrict disclosure of information solely to those employees of Bidder having a need to know such information in order to accomplish the purpose stated above, advise each such employee, before he or she receives access to information, of the obligation of Bidder under this agreement and require such employees to maintain these obligations. The successful bidder has to sign NDA as per Annexure-VI. Violation of NDA will lead to legal action, forfeiture of PBG and blacklisting.

The Successful bidder shall submit a duly notarized non-disclosure agreement on a stamp paper of Rs.500/- (Rupees five hundred only) (either in the form of Stamp Paper of Rs. 500/- or franking of same value) as per the format given in **Annexure- VI** duly signed by the Authorized Signatory of the Company.

### **12. Language of Bid**

The bid prepared by the Bidder, as well as all correspondence and documents relating to the bid exchanged by the Bidder and LIC shall be in English language. As far as numbers are concerned the same should be in English Numerals.

### **13. Bid Currencies**

The Bidder has to quote the prices in commercial bid format in Indian Rupees.

### **14. Arithmetical errors**

In case the rates are quoted in numerals as well as in words, the rates quoted in words will be considered for evaluation.

Errors & Rectification: Arithmetical errors will be rectified on the following basis:

- If, in the price structure quoted by a bidder, there is discrepancy between the unit price and the total price (which is obtained by multiplying the unit price by the quantity), the unit price shall prevail and the total price corrected accordingly. If there is an error in a total price, which has been worked out through addition and/or subtraction of subtotals, the subtotals shall prevail and the total corrected; and If there is a discrepancy between the amount expressed in words and figures, the amount in words shall prevail,
- If, as per the judgment of LIC, there is any such arithmetical discrepancy in a bid, the same will be suitably conveyed to the bidder by post or e-mail. If the bidder does not agree to the observation of LIC, the bid is liable to be ignored.

### **15. Documents Required for the Bid submission:**

- a) **Eligibility Bid:**

**Documents required under Eligibility Bid ( Oracle ACS Services) along with supporting documents**

1	Covering letter, application form and details as per Annexure-I and II along with supporting documents (mentioned in Annexure I and II)
2	Bid proposal
3	Declaration about non-blacklisting as per Annexure-IV
4	Copy of GST Registration Certificate(Central/State)
5	Document authorizing authorized signatory to sign as per Annexure-V
6	Pre-Contract Integrity Pact (as per Annexure- X) ( scanned copy)
7	Minimum two reference customers in India where Oracle ACS service has been provided( as per Annexure III ) along with attested copies of Purchase orders
8	Copies of certificate of registration/incorporation
9	Copy of PAN Card
10	Copy of Cancelled Cheque
11	Executive summary of BCP framework as mentioned in section ---49 page no—43
12	Land Border Declaration Annexure-XI
13	Make in India Certificate (if applicable)-Annexure-XII
14	NSIC/MSME/Startups certificate (if applicable)

**\*\* Original hard copy of Pre-Contract Integrity Pact (as per Annexure- X) should be submitted within one working day to the LIC address mentioned in Activity schedule**

**b) Commercial Bid**

1	Commercial Bid Annexure – VII
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- a) The bidder should quote the prices for all the items in Commercial bid (Indicative Price) format as per **Annexure-VII**.
- b) 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.

The above lists of requirements are indicative only. The bidder should refer to the bid document for all requirements that are required to be submitted along with Eligibility Bid and Commercial Bid. The Annexures and their contents should be submitted as stated in the format only. The Bid may be rejected in case of non-adherence to any of the above instructions.

**c) Documents to be submitted by MSMEs/Startups**

- i) MSMEs have to submit NSIC Certificate/ Udyog Aadhaar Memorandum. Certificate/ Memorandum should be valid as on due date/ extended due date for bid submission.
- ii) 'Start-up' company should enclose the valid certificate of recognition issued by Department of Promotion of Industry and Internal Trade (DPIIT)

**16. Commercial Bid (Indicative Price)**

Price is to be quoted in **Indian Rupees** only.

- a) The quotes have to be submitted in the Commercial bid format only. Bidder should note that quotes should be in numeric only.
- b) 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.

- c) Only fixed price commercial bids indicating total price, as specified in commercial bid format for all the services specified in this bid document will be considered.
- d) The bidder shall quote the price as per specified format for the entire project on a single responsibility basis. The price shall be quoted entirely in Indian Rupees and taxes will be paid on actual basis. The price shall be written both in figures & words in the prescribed offer form.
- e) No line items in Commercial Bid shall be submitted as zero. Prices of different line items should not be clubbed under one-line item.

### **17. Clarification on Bids**

During evaluation of bids, LIC may, at its discretion, ask the Bidder for clarifications on its bid. The request for clarification and the response shall be in writing.

### **18. Modification and Withdrawal of the Bids**

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

### **19. Compliant Bids / Completeness of Response**

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

### **20. Bid Validity Period**

Bids shall remain valid for 90 days after the date of bid opening prescribed by LIC, in the **Activity Schedule**. LIC shall reject a bid as non-responsive if the bid is submitted with a shorter validity period. However, LIC reserves the right to seek bidder's consent for extension of the period of validity any time before the expiry of validity period as stated above.

### **21. Late Bids**

- a) The Bids received beyond date and time mentioned in the Activity Schedule will be termed as "Late" and will be rejected/returned to the bidder unopened.
- b) LIC will not be responsible for non-receipt of bids within the specified date and time for any reason.

- c) LIC may, at its sole discretion, change the date/time of submission of bids and LIC's decision in this matter will be final.

## **22. Procedure for opening of the bids:**

Bids received within the specified closing date and time in the Activity Schedule will be opened by the Tender Opening Committee of LIC on the specified date, time as given in the Activity Schedule.

- a) The date and time of the opening of the **Bids** shall be as per the Activity Schedule. The bids shall be opened through the E-Tendering options by the authorized personnel from Tendering opening committee
- b) The Eligibility Bid shall be opened as stated in the activity schedule and after completion of evaluation of eligibility bid, the result of the qualifying bidders will be informed to the participating Bidders. The list of short-listed eligible bidders and the date, time of opening of their Commercial bid will be notified to the participating Bidders. The decision on this matter will be taken by LIC according to the situations prevailing then
- c) The Commercial bids of the short listed bidders will be opened by the Tender Opening Committee of LIC .However the decision on this matter will be taken by LIC according to the situations prevailing then

## **23. Bid Evaluation:**

- a) LIC will evaluate the Bids submitted in response to the RFP and all supporting documents / documentary evidences as per the requirements stated in the RFP documents and its subsequent modifications (if any).
- b) LIC may ask for meetings with the Bidders to seek clarifications on their bids. LIC reserves the right to call for any clarification from any/all bidder(s) during the evaluation of the bids. Such clarifications should be submitted only in writing. No other correspondence on bids will be entertained.
- c) Technicalities or minor irregularities in bids may be waived during evaluation if it is in LIC's best interest. The bidder may either be given an opportunity to cure any deficiency resulting from a technicality or minor irregularity in its bid, or the deficiency waived if it is to LIC's advantage so.
- d) Evaluation of the responses to the bids and subsequent selection of the successful bidder(s) will be entirely at the discretion of LIC and will be binding on the bidders. LIC's decision shall be final and no correspondence seeking clarifications about the decision shall be entertained.

## **24. Rejection of non-compliant bid:**

- a) LIC reserves the right to reject any or all bids on the basis of any deviation(s).
- b) Bids found with suppression of details, any mis-representation, subjective, conditional offers, partial offers will be rejected. The decision of LIC in the evaluation of bids shall be final.
- c) Bids which are incomplete, not supported by required supporting documents and Annexure

## **25. Eligibility Criteria Evaluation:**

The Bidder needs to comply with all the eligibility criteria as provided in Section B - Minimum Eligibility Criteria (MEC) [Stage I Evaluation] to be eligible for opening of indicative commercial bids. Non-compliance to any of these criteria would result in outright rejection of the Bidder's proposal. The Bidder is expected to provide proof for each of the points for eligibility evaluation. All credential letters / purchase orders / contract copies should be appropriately bound, labelled and segregated in the respective areas. The Bidder needs to provide the minimum number of credentials as provided in the eligibility criteria, but there is no restriction on the number of credentials a Bidder can provide.

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

## 26. Commercial Bid Evaluation process

The Commercial bids submitted by the Bidders will be opened. After the opening of the Commercial Bid LIC will conduct the Online Reverse Auction(ORA) .

If LIC decides then the Online Reverse Auction will be conducted and the eligible Bidders will be informed about the “Business Rules” and the details of the ORA, subsequently. The decision of LIC in this matter is final and will solely depend on the circumstances prevailing then.

- a) Only those Bidders who qualify in Eligibility evaluation would be shortlisted for commercial evaluation via Reverse Auction.
- b) The Bidder has to specify both in figures & words for all price quoted in Commercial Bid (indicative).
- c) Arithmetical errors will be rectified on the following basis:
  - i. 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.
  - ii. If there is discrepancy between the amount in words and figures, the amount in words will prevail.
- d) **Price Variation Factor and H1 Elimination clause:**

When the number of Eligible Bidders is more than Five, the Eligible H1 bidder (Bidder with the Highest Quoted Total Bid Price) will be disqualified and eliminated from participating in online reverse auction, if the bid value as per the submitted commercial bid (indicative) is higher by more than 40% as compared to the average of quoted prices of all Eligible bidders for all items in aggregate.
- e) The total Bid Price for this clause will be bid price exclusive of all taxes.
- f) No price variation/adjustment or any other escalation will be entertained after the closing of Bids.
- g) The specifications (Commercial Bids format) shall be submitted in the formats as per the respective Annexures specified in this RFP.
- h) **NPV Rule:** While evaluating the tenders covering a longer period (i.e. more than one year), the quoted prices pertaining to maintenance in future years are to be discounted to the net present value (NPV) as appropriate for comparing the tenders on equitable basis.
  - i) 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.
  - ii) Discounting rate to be used: 10%
  - iii) Standard software for example ‘Excel’ can be used for the NPV computation.

## 27. Online Reverse Auction:

After the opening of Commercial Bids (indicative) of Eligible bidders, Online Reverse Auction will be held.

- a) LIC shall provide web based E-tender system for reverse auction.
- b) The Eligible bidders subject to provisions of Price Variation Factor and H1 Elimination clause(refer point 26(d) above ), 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.
- c) LIC shall conduct the ‘Online Reverse Auction Process’ for the L1 Bid Price determination.

During reverse auction, the participating bidders shall input only the total cost that they have to offer.

- d) Only fixed price financial bids indicating total price for all the deliverables and services specified in this bid document will be considered.
- e) Price quoted by the Bidders at the end of online reverse auction will be taken as the final commercial quote of that bidder.
- f) The bidder with lowest commercial bid at the close of online reverse auction will be declared as L1 bidder.
- g) 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 2 business days (excluding Saturdays, Sundays and Holidays under NI Act. as applicable in Maharashtra), failing which LIC reserves the right to reject the bid.
- h) 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.
- i) The bidder shall arrange the Digital certificates (at no cost to LIC) from a Certifying Agency notified by Comptroller of Certifying Authority (CCA) as per Information Technology Act, 2000 as amended from time to time, to participate in the Online Reverse Auction.
- j) 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”.
- k) LIC will determine the Start Price and other parameters for the Reverse Auction –
  - i. on its own and / or
  - ii. by evaluating the price band information available in the (indicative) commercial bids of the Eligible bidders
  - iii. Based on the lowest quote received in the (indicative) commercial bids.
- l) 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.)
- m) **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.**
- n) 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.
- o) **The final outcome of the bidding process will be published on the LIC website.**
- p) The bid price shall be in Indian Rupees.
- q) The bidder would need to provide all costs in **Annexure-VII** Commercial bid details. The cost summary from these will flow into the Summary sheet of Annexure VII Commercial bid details.
- r) 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 2 days (excluding Saturdays, Sundays and Holidays under NI Act. As applicable in Maharashtra), failing which LIC reserves

the right to reject the bid.

- s) 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.
- t) The selected L1 bidder will be informed about the selection and the result will be notified on the LIC website [www.licindia.in](http://www.licindia.in) and the bidders are advised to visit the above website for any information in reference to this RFP.
- u) 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.
- v) The Bidder shall not add any conditions / deviations in the commercial bid. Any such conditions / deviations may make the bid liable for disqualification.
- w) The bidder with the lowest quote at the end of the reverse auction process will become the successful bidder.
- x) Notification Criteria

LIC will award contract to the Successful Bidder who has been determined to qualify to perform the Contract satisfactorily, and whose bid has been determined to be responsive, and is the lowest price bid at the end of online reverse auction subject to Guidelines on Public Procurement Preference to Make in India), Order 2017 (PPMII Order and revision thereto vide letter no. P-45021/2/2017-PP (BE-II) dated 16.09.2020

**Guidelines on Public Procurement (Preference to Make in India), Order 2017 (PPMII Order and revision thereto vide letter no. P-45021/2/2017-PP (BE-II)-Part(4)Vol.II dated 19.07.2024 will be applicable for this RFP and allotment will be done in terms of said Order as under:**

- a) Among all qualified bids, the lowest bid (as quoted in reverse auction) will be termed as L1. If L1 is 'Class-I local supplier', the contract will be awarded to L1.
- b) If L1 is not from a 'Class-I local supplier', the lowest bidder among the 'Class-I local supplier' will be invited to match the L1 price subject to Class-I local supplier's quoted price falling within the margin of purchase preference, and the contract shall be awarded to such 'Class-I local supplier' subject to matching the L1 price.
- c) In case such lowest eligible 'Class-I local supplier' fails to match the L1 price, the 'Class-I local supplier' with the next higher bid within the margin of purchase preference shall be invited to match the L1 price and so on and contract shall be awarded accordingly. In case none of the 'Class-I local supplier' within the margin of purchase preference matches the L1 price, then the contract will be awarded to the L1 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.**

## **28. Contacting LIC**

No Bidder shall contact through any means of communications with LIC or its employees on any matter relating to its bid, from the time of the bid opening to the time the Contract is awarded. If the bidder

wishes to bring additional information to the notice of LIC, it should do so through designated email-id as given in the Activity Schedule.

Any effort by a Bidder to influence LIC in its decisions on bid evaluation, bid comparison or contract award may result in rejection of the Bidder's bid.

### **29. Right to terminate the Process:**

- a) LIC may terminate the RFP process at any time without assigning any reasons whatsoever. LIC makes no commitments, express or implied, that this process will result in a business transaction with anyone.
- b) This RFP document does not constitute an offer by LIC. The bidder's response to this RFP may result into selection of bidder(s) after completion of the selection process as detailed in this RFP document.
- c) LIC reserves the right to accept or reject any proposal, and to annul the RFP process and reject all proposals at any time, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for its action.
- d) LIC may cancel any procurement under this RFP at any time without assigning any reasons whatsoever. Decision of LIC will be final in this matter.
- e) Bid with insufficient information to permit a thorough analysis may be rejected.
- f) LIC reserves the right to verify the validity of bid information, and to reject any bid where the same appears to be incorrect, inaccurate or inappropriate in LIC's estimation.
- g) Bids not conforming to the requirements of the terms and conditions may not be considered by LIC. However, LIC reserves the right, to waive/ modify any of the requirements of the BID, in the best interests of LIC.

### **30. Award Criteria**

LIC will declare a bidder who is evaluated as eligible, qualified and commercially lowest as the successful bidder. LIC will notify the successful bidder to enter into the contract in writing through a letter of Notification of Award or issue Purchase Order.

### **31. Request to extend validity period by LIC**

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.

### **32. Notification of Award**

After Online Reverse Auction, LIC will notify the successful bidder in writing, that its proposal has been accepted and send the Bidder the Contract Form and/or issue Purchase Order incorporating all terms and conditions between the two parties. The Bidder, in turn, has to confirm the acceptance for the Offer made by LIC through mail or registered letter.

#### **a) Contracting**

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

- a. LIC reserves the right 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.
- b. LIC, at all times, reserve the right to modify, include or exclude procurement of products under consideration in this RFP if it is to LIC's advantage to do so.

- c. 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.

**b) Signing of Contract/issue of Purchase Order**

LIC may enter into a contract with the successful bidder and/or issue Purchase Order to the successful bidder, incorporating all clauses of RFP, all clarifications and the response to the RFP of the successful bidder.

**33. Pre Contract Integrity Pact**

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

The "Pre-Contract Integrity Pact" format is given in the Annexure -X.

As per CVC Circular No 10/5/09 dated 18.05.2009 of Standard Operating Procedure (SOP) under clause No 2.02. "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 the same would entail disqualification of the bidders and exclusion from future business dealings." Bidders may refer: <http://www.cvc.nic.in/sites/default/files/iembank25022015.pdf>

The bidder shall submit Pre-Contract Integrity Pact as per the format given in Annexure -X. Any bid submitted without the Pre-Contract Integrity Pact will summarily be rejected.

**34. Response to the Bid**

The terms and conditions for the bidders who participate in this RFP are specified in the **Section-D named "Terms and Conditions"**. Responding to this RFP and submission of the bid by the Bidder will be deemed as consent from the Bidder to all the terms and conditions mentioned in this RFP document/subsequent corrigendum and the contents of the RFP along with the Annexure(s), clarifications issued, if any, will be contractually binding on the bidders. All these terms and conditions and the contents of the RFP along with the Annexure(s), corrigendum, clarifications issued will form the part of the work orders/any resulting contracts, to be issued to the successful bidder/s from time to time as an outcome of this RFP Process.

**35. Information provided in the RFP**

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

**36. Performance Guarantee and Contracting**

**36.1 Performance Guarantee**

The selected bidder will provide an unconditional and irrevocable Performance Bank Guarantee, within 10 days from the Notification of award, for a value equivalent to 5% of the total Contract

Value. The Bank Guarantee should be as per the format given as **Annexure-IX** and should be executed by a Nationalized/ Scheduled bank acceptable to LIC and having Branches in Mumbai.

The unconditional and irrevocable Performance Guarantee should be valid for the entire contract period and an additional 3 months from the date of notification. The selected bidder shall be responsible for extending the validity date and claim period of the Performance Guarantee as and when it is due on account of extension of contract period. In case the selected bidder fails to submit performance guarantee within the time stipulated, LIC at its discretion may cancel the notification placed on the selected bidder without giving any notice.

LIC shall invoke the unconditional and irrevocable performance guarantee in case the selected Vendor fails to discharge their contractual obligations during the period or LIC incurs any loss due to Vendor's negligence in carrying out the project implementation as per the agreed terms & conditions.

## **ii. Contracting**

The notified Bidder who submits the Performance Bank Guarantee as above may enter into the contract for the execution of this project with LIC as per the terms and conditions of this RFP.

LIC reserves the right to incorporate standard contract provisions and the contract shall at all times be compliant to:

- “Contract Agreement for Selection of System Integrators/ Implementation Agencies”  
<http://deity.gov.in/content/rfp-standardization-model-rfps-and-guidance-notes>
- Provision of the CVC and Gol on procurements
- General Financial Rules 2017 for contract management  
[http://finmin.nic.in/the\\_ministry/dept\\_expenditure/gfrs/GFR2017.pdf](http://finmin.nic.in/the_ministry/dept_expenditure/gfrs/GFR2017.pdf)

LIC reserves the right to incorporate standard contract provisions into any contract negotiated as a result of any proposal submitted in response to this RFP. 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. Further, the successful Vendor is to be aware that all material submitted in response to this RFP, as well as the RFP itself, will form a part the final contract. The selected Vendor(s) will sign a contract with LIC to provide the items named in their responses, at the prices listed. The Contract will be subject to review throughout its term. LIC will consider cancellation of contract upon discovery that the selected Vendor is in violation of any portion of the Contract, including an inability by the Vendor to provide the products, support and/or service promised in their response.

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

- a. LIC reserves the right 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.
- b. LIC, at all times, reserve the right to modify, include or exclude procurement of products under consideration in this RFP if it is to LIC's advantage to do so.

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

### iii. Signing of Contract

Post submission of Performance Guarantee by the successful bidder, LIC may enter into a contract with the successful bidder or issue Purchase Order to the successful bidder, incorporating all clauses of RFP, all clarifications and the response to the RFP of the successful bidder.

## SECTION–D: TERMS AND CONDITIONS

### A. Terms and Conditions regarding bidding:

1. The Bidder is expected to examine all instructions, statements, forms, terms, conditions and specifications in the bid document. Failure to furnish all information required by the RFP or submission of a bid not responsive to the RFP in every respect will be at the Bidder's risk and may result in rejection of his bid. While LIC has made considerable effort to ensure that accurate information is contained in this RFP, the information contained in this RFP is supplied solely as a guideline for bidders.
2. Any notice by one party to the other pursuant to the Contract shall be sent by e-mail/letter and confirmed in writing to the address specified for that purpose in the Contract. All communications shall be addressed to The ED (IT/DT), LIC of India, Central Office, IT/DT Department, 2nd Floor, Jeevan Seva Annexe Building, S.V. Road, Santacruz – West, Mumbai-400054.
3. LIC may waive off any minor non-conformity or irregularity in a bid, which does not constitute a material deviation, provided such waiving does not prejudice or affect the relative ranking of any bidder.
4. Bid with insufficient information may be rejected.
5. LIC reserves the right to verify the validity of bid information, and to reject any bid where the same appears to be incorrect, inaccurate or inappropriate in LIC's estimation.
6. It will be the responsibility of the bidder to take care of all the formalities (wherever and whatever applicable) as per rules / tax laws / regulations / orders of any government/non-government/ regulatory authority in force etc.

### B. Other / General Terms and Conditions:

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

#### 1. Contract period

The contract tenure will be for 24 months, from the date of signing the contract or from the date of Purchase Order unless otherwise mutually agreed upon between LIC and the selected Bidder. The escalation of cost for 2<sup>nd</sup> year support should not be **more than 4%** of first year support.

#### 2. Service location

Obligation to provide Services: The vendor offers to provide the Services to LIC at Mumbai and / or at such locations as may be required by LIC.

#### 3. General obligation of the Parties

The Selected vendor will, at all times:

- i. Act reasonably in performing its obligations;
- ii. Diligently perform their respective obligations' and work together with LIC in a collaborative manner.
- iii. The Vendor will supply the Services:

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

#### **4. Warranties**

The Vendor will have to represent and warrant that:

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

#### **5. Access to LIC'S Premises**

LIC will provide the Vendor necessary access, to its premises as and when required and is deemed reasonable.

#### **6. Conduct at LIC's Premises**

The selected 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 Vendor or as might reasonably be inferred from the circumstances.

#### **7. Assignment:**

The successful bidder (hereinafter mentioned as vendor / successful bidder) shall not assign in whole or in part, the obligations to perform under the contract, except with LIC's prior express consent.

#### **8. Varying the services in the Scope of Work**

##### **8.1. Variations proposed by LIC**

LIC reserves the right to make any changes in the scope of contract. Any change in the general scope will be informed to the vendor in writing.

If LIC wants to vary the Services mentioned in the scope of work:

- a. LIC will communicate the Vendor in writing setting out the proposed variations;
- b. within 15 days after receiving LIC's communication or within another period mutually agreed, the Vendor must respond in writing to LIC specifying what impact those variations will have on:

- i. the Service Charges; the Services or Deliverables, including any particular Deliverable;
  - ii. the Vendor's ability to perform its obligations under current Contract (including its ability to meet Milestones) and with respect to the change of scope proposed;
- c. After receiving the Vendor's response, within a period mutually agreed, LIC will give the Vendor a written notice accepting or rejecting the proposal.

### **8.2. Effective Date of Variation**

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

### **8.3. Change Order**

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

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

## **9. Co-operation with Personnel and entities interacting with LIC**

The Vendor, will, in the performance of the Services:

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

## **10. Performance Assessment**

### **10.1. Assessment of Services**

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

### **10.2. Notice of non-compliant Services**

- a. If LIC considers that all or part of the Services does not meet the specifications, LIC will notify the Vendor within seven Business Days of assessing the Services against the specifications.
- b. LIC will include reasons for the Services not meeting the specifications in the notice given under clause a.

### **10.3. Rectification of non-compliant Services**

If LIC notifies the Vendor that all or part of the Services does not meet the Performance Criteria, the Vendor will:

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

## **11. Personnel**

### **11.1. Use of Specified Personnel**

- a) The Vendor will provide the Services or any part of the Services to which their particular experience relates, with the active involvement of, and using the skill of the Specified Personnel

- b) Ensure that each of the Specified Personnel is aware of and complies with the Vendor's obligations in providing the Services.

### **11.2. If the Specified Personnel are not available**

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

The Vendor will:

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

### **11.3. LIC may Request Replacement of Personnel**

LIC may at any time request the Vendor to remove from work any of the Specified Personnel. The Vendor must promptly arrange for the removal of such Personnel and their replacement in accordance with the process outlined above in 11.2

## **12. Confidentiality and privacy**

### **12.1. Confidential Information not to be disclosed**

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

The Bidder including but not limited to its personnel, its partners, agents and associates is bound by the conditions of the Non-Disclosure Agreement submitted by the Bidder in response to the RFP as per **Annexure VI- NDA**.

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

- a. Use the information only for serving LIC's interest and restrict disclosure of information solely to their employees on a need to know basis in order to accomplish the purpose stated in this RFP
- b. Advise each such employee, before he or she receives access to information, of the obligation of bidder under this agreement and require such employees to honour these obligations. The Bidder will treat as confidential all data and information about LIC, obtained in the execution of his responsibilities, in strict confidence and will not reveal such information to any other party without prior written approval of LIC.

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

### **12.2. Exceptions to obligations**

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

- a. is disclosed by a party to its advisers or employees solely in order to comply with obligations, or to exercise rights, under the contract.
- b. is disclosed to a party's internal management personnel, solely to enable effective management or auditing of Contract related activities.
- c. is disclosed by LIC.
- d. is disclosed by LIC, in response to a request by a House or a Committee of the Parliament/ Assembly.

- e. is authorized or required by law, including under the contract, under a license or otherwise, to be disclosed. Or
- f. Is in the public domain otherwise than due to a breach of this clause 12.
- g. lawfully known by the Recipient at the time of disclosure without any obligation to keep the same confidential
- h. independently developed by the Recipient without use or reference to such Confidential Information

### **12.3. Obligations on disclosure**

Where a party discloses Confidential Information to another person:

- a. Pursuant to clauses a) and b) of 12.2 above, the disclosing party must: notify the receiving person that the information is Confidential Information; and not provide the information unless the receiving person agrees to keep the information confidential; or
- b. Pursuant to clauses c) and d) of 12.2 above, the disclosing party must notify the receiving party that the information is Confidential Information.

### **12.4. Additional confidential information**

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

### **12.5. Period of confidentiality**

The obligations under this clause 12 continue, notwithstanding the expiry or termination of the contract:

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

## **13. Performance Bank Guarantee:**

A PBG (As per Annexure- IX ) to the tune of 5% of the Contract value shall be submitted by the selected bidders.

The Performance Bank Guarantee shall be submitted within 10 days from the date of intimation/ letter issued for selection as Vendor. Failure to do so may attract a penalty of Rs.5,000/-per day, subject to maximum penalty of Rs. 25,000/-.

The PBG should be of a Scheduled Commercial Bank only and should be valid for the period of 24 months and the claim period will for additional three months that is up to 27 months from the date of submission of PBG. The PBG / part thereof may be invoked for an amount that will be decided by LIC, when the bidder backs-out of any of his obligations as per this RFP, including refusal to take up AMC for the equipment covered under AMC.

In case where PBG is invoked, the bidder shall replenish the used portion of PBG immediately through additional PBG within 15 days time period from the invocation.

In case the selected bidder fails to submit performance bank guarantee even after the elapse of 20 days from the time stipulated, LIC, at its discretion, may cancel the allotment and it will be treated as vendor has backed out.

## **14. Issue of Purchase Order:**

Post submission of Performance Guarantee by the successful bidder, Life Insurance Corporation of India will issue a purchase order in favour of successful bidder, incorporating references to this RFP,

corrigendum, all clauses, pre-bid clarifications and the proposal of the bidder.

## 15. Dispute:

- a. In the event of any dispute or disagreement over the interpretation of any of the terms in this bid document or claim of liability, the same shall be referred in writing first to Executive Director (IT/DT) with 15 days of any such matter arising. Executive Director (IT/DT) on receipt of such communication will get it investigated and then call a meeting of the Vendor and the LIC team and get the matter resolved with mutual agreement.
- b. In the event of any dispute or disagreement over the interpretation of any of the terms in this bid document or claim of liability not getting resolved through above mutual discussion, , the same shall be referred in writing to a person to be nominated by mutual consent of both parties whose decision shall be final and binding upon both the parties. Such reference shall be deemed to be a submission to arbitration under the Arbitrations and Conciliation Act 1996. The venue of arbitration shall be Mumbai. The courts in Mumbai shall have exclusive jurisdiction to the exclusion of all other courts.
- c. Each Party shall bear the cost of preparing and presenting its case, and the cost of arbitration, including fees and expenses of the arbitrators, shall be shared equally by the Parties unless the award otherwise provides.
- d. The Bidder shall not be entitled to suspend the Service(s) or the completion of the job, pending resolution of any dispute between the Parties and shall continue to render the Service(s) in accordance with the provisions of the RFP notwithstanding the existence of any dispute between the Parties or the subsistence of any arbitration or other proceedings.

## 16. Termination

### 16.1. Right to terminate:

If Bidder fails to comply with the Performance Assessment and, if any part of the service does not meet the specifications on three or more occasions, LIC may (in addition to its other remedies) terminate the Contract immediately by giving the Bidder written notice of 15 days.

### 16.2. Termination and reduction for convenience:

- a. LIC may, at any time, by a prior written notice of 30 days, terminate the contractor and / or reduce the scope of the Services.
- b. On receipt of a notice of termination or reduction 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.
- c. If the contract is terminated, LIC is liable only for payments in respect of services rendered before the effective date of termination.
- d. 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.
- e. LIC is not liable to pay compensation under clause ('C') supra, 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.
- f. The systems that are complete and ready for delivery within 30 days after the Bidder's receipt of notice of termination shall be accepted by LIC as per the Contract. For the remaining systems, LIC may choose to have any portion completed and delivered at the Contract terms and prices, and /or to cancel the remainder and pay to the Bidder an agreed amount for partially completed systems and for materials and parts previously procured by the Bidder.

### **16.3. Termination by LIC for default:**

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

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

### **16.4. Termination for Insolvency:**

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

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

### **16.5. After termination:**

On termination of the contract the Bidder must:

- a. Stop work on the Services;
- b. Deal with LIC Material as directed by LIC; and
- c. Return all LIC's Confidential Information to LIC

## **17. Survival**

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

- a) (Intellectual Property Rights);
- b) (Indemnity);
- c) (Insurance);
- d) (Confidentiality);
- e) (Protection of personal information);
- f) (Security);
- g) (Knowledge transfer);
- h) (Non-disclosure Agreement);

## **18. Severability**

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

**19. Consequences of Termination of contract with the Selected Bidder:**

In the event of termination of contract with the selected Bidder due to any cause whatsoever, [whether consequent to the stipulated terms of the RFP or otherwise], LIC shall be entitled to impose any such obligations and conditions 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, and further allow the next successor Bidder to take over the obligations of the terminated Bidder in relation to the execution/continued execution of the scope of the work defined in RFP.

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 or 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.

**20. Knowledge transfer**

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

- a. Transferring or providing access to LIC to all information stored by whatever means held by the Vendor or under the control of the Vendor in connection with the contract; and
- b. Making Specified Personnel and Vendor 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 Vendor.
- c. The Parties agree that duration of Knowledge transfer shall in no event exceed for more than 90 days.

**21. Notices and other communications**

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

**21.1. Service of notices**

A Notice must be:

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

**LIC's Address for notices:**

Executive Director (IT / DT)  
Life Insurance Corporation of India,  
Central Office, IT Department,  
6th Floor, West Wing, "Yogakshema",  
Nariman Point, Mumbai – 400021.

**Bidder's Address for notices:**

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Notices served at any address other than above shall not be treated as served or delivered.

The successful bidder shall provide the contact details of their officials for similar communication from LIC.

### **21.2. Effective on receipt**

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

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

### **22. Force Majeure Condition:**

- a. For purposes of this clause, “force majeure” means an event beyond the control of the Bidder and does not cover events involving supplier’s/ OEM faults such as lack of funds for any reason, strike, lockout or labour disputes etc. Such events may include, but are not restricted to, acts of the government in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.
- b. In case a Force Majeure situation arises, the Bidder shall immediately notify LIC of India in writing of such conditions and the cause thereof within two calendar days identifying the effect the situation will have on its performance. The Bidder will make all reasonable efforts to minimize the effects of such circumstances on the performance of the contract. Unless otherwise directed by LIC of India in writing, the Bidder shall continue to perform its obligations under the contract as far as it is reasonably practical, and shall seek all reasonable means for performance not prevented by the Force Majeure event.

### **Force majeure or unforeseen events**

#### **1. Occurrence of unforeseen event**

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

#### **2. Notice of unforeseen event**

When the circumstances described in the contract arise or are reasonably perceived by the affected party as an imminent possibility, the affected party will give notice of those circumstances to the other party as soon as possible but within 2 calendar days, identifying the effect they will have on its performance. An Affected Party will make all reasonable efforts to minimize the effects of such circumstances on the performance of the contract.

#### **3. Consequences of termination**

If the Contract is terminated:

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

**23. Limitation of liability:**

Except in cases of criminal negligence or willful misconduct and in the case of infringement of patent, IPR, trademark, copyright or industrial design rights arising from use of the Solution or any part thereof in any of the services supplied by the Bidder and used/consumed by LIC, the Supplier/Bidder shall not be liable to LIC, whether in contract, tort or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the supplier/Bidder to pay liquidated damages to LIC. The aggregate liability of the supplier/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.

**24. Confidentiality:**

The contents of this RFP and the supporting documentation are confidential to LIC and are provided solely for the purpose of response to the RFP. The bidder shall not, without the written permission of LIC make any public statements in relation to the details of contract or the award of any subsequent order or contract to the bidder.

**25. Copyright Violation and Patent Rights:**

The Bidder shall indemnify LIC in respect of all claims arising out of violation of any Patents or Copyrights, for all software supplied by the bidder. The Bidder shall indemnify LIC against all third party claims of infringement of patent, trademark or industrial design rights arising from use of the software packages. The Bidder should have back to back agreement with OEM to safeguard the Corporation's interest with regards to IPR. IF THE BIDDER IS NOT ABLE TO COMPLY WITH THIS CONDITION, THE BID WILL BE TREATED AS NON-RESPONSIVE.

**26. Fraud and Corrupt Practices:**

The bidder, its employees and representatives shall observe the highest standard of ethics at all times (pre and post the RFP process). Notwithstanding anything to the contrary contained in this RFP, LIC shall reject a Bid or terminate the contract without being liable in any manner whatsoever to the Bidder, if it determines that the Bidder has, directly or indirectly or through an agent, engaged in corrupt / fraudulent / coercive / undesirable / restrictive practice (collectively the "Prohibited Practices") at any time. In such an event, LIC shall, without prejudice to its any other rights or remedies, forfeit in part or full PBG, as the case may be for, inter alia, time, cost and effort of LIC, with regard to the RFP, including consideration and evaluation of such Bids and such Bidder/Bidder may not be allowed to participate in any RFP issued by LIC, for a period which will be decided by LIC, from the date such Bidder is found by LIC to have directly or through an agent, engaged or indulged in corrupt / fraudulent / coercive / undesirable / restrictive practice, as the case may be. For the purposes of this Section, the following terms shall have the meaning hereinafter respectively assigned to them:

(a) "Fraudulent practice" means a misrepresentation or omission of facts or disclosure of incomplete facts, suppression of facts in order to influence the Selection Process or violation of statutory requirements/regulations etc.

(b) "Coercive practice" means impairing or harming or threatening to impair or harm, directly or indirectly, any person or property to influence any person's participation or action in the Selection Process;

(c) "Undesirable practice" means (i) establishing contact with any person connected with or employed or engaged by LIC with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Selection Process; or (ii) having a Conflict of Interest; and

(d) "Restrictive practice" means forming a cartel or arriving at any understanding or arrangement among Bidders with the objective of restricting or manipulating a full and fair competition in the Selection Process.

## **27. Ambiguities within the Document:**

In case of ambiguities or discrepancies within this RFP, the following principles shall apply:

- a. as between two Clauses of this RFP, the provisions of a specific Clause relevant to the issue under consideration shall prevail over those in a general Clause;
- b. as between the provisions of this RFP and its Annexures, the RFP shall prevail, save and except as expressly provided otherwise in the RFP or the Annexures; and
- c. as between any value written in numerals and that in words, the value in words shall prevail.

## **28. Conflict of interest:**

The Bidder shall disclose to LIC in writing, all actual and potential conflicts of interest that exists, arises or may arise in the course of performing the obligation(s) as soon as it becomes aware of that conflict.

### **28.1. Warranty that there is no conflict of interest**

The Vendor will warrant that, to the best of its knowledge after making diligent inquiry, at the date of signing the contract no conflict of interest exists or is likely to arise in the performance of its obligations under the contract.

- a. A Vendor will not have a conflict of interest that may affect the Services
- b. LIC requires that the Vendor provides professional, objective, and impartial services and at all times hold LIC's interests paramount, avoid conflicts with other assignments or its own interests, and act without any consideration for future work. The Vendor shall not accept or engage in any assignment that would be in conflict with its prior or current obligations to LIC, or that may place it in a position of not being able to carry out the assignment in the best interests of LIC.
- c. Without limiting the generality of the above, a Vendor shall be deemed to have a Conflict of Interest, if there is a conflict among this and other assignments of the Vendor (including its personnel and other members, if any) and any subsidiaries or entities controlled by the Vendor or having common controlling shareholders. The duties of the Vendor will depend on the circumstances of each case. While providing services to LIC for this particular assignment, the Vendor shall not take up any assignment that by its nature will result in conflict with the present assignment;

### **28.2. Notification of a conflict of interest**

The Vendor 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 Vendor under this Clause, decide whether it wishes to terminate this Services or otherwise, and convey its decision to the Vendor within a period not exceeding 15 (fifteen) days.

## **29. Protection of Personal information**

### **1. Application of the clause**

This clause applies only where the Vendor deals with personal information and for the purpose of, providing Services under the contract.

### **2. Obligations**

The Vendor acknowledges that it will use or disclose personal information obtained during the course of providing Services under the contract, only for the purposes of the contract.

### **30. Rights reserved by LIC:**

- a. If at any future point of time, it is found that the bidder had made a statement which is factually incorrect, LIC reserves the right to reject its bid and / or debar the Bidder from participating in future RFPs floated for a period decided by LIC and take any other action as may be deemed necessary including the invocation of PBG in part or full.
- b. LIC reserves the right to accept or reject any bid and annul the RFP process and reject all bids, at any time prior to award of contract without assigning any reason whatsoever and without thereby incurring any liability to the affected bidder(s). Reasons for cancellation will be determined by LIC at its sole discretion.
- c. LIC reserves the right to accept or reject any or all Bids without assigning any reasons. Bids may be accepted or rejected in total or in any part thereof.
- d. LIC reserves the right to verify the validity of bid information, and to reject any bid where the same appears to be incorrect, inaccurate or inappropriate in its estimation.
- e. Bids not conforming to the requirements of the RFP may not be considered. LIC reserves the right, at any time, to waive any of the requirements of the RFP, at its sole discretion and in its best interest. However, this will be done before opening of the commercial bid(s).
- f. LIC may call for any additional information /document by way of clarification before the finalization of this tender process.
- g. Procurement of any equipment/components outside this tender.
- h. In case of any unforeseen issues, LIC will decide the course of action based on merits of each case. The decision taken by LIC will be final and binding on all the bidders/ selected bidder.
- i. LIC may terminate the agreement if it determines at any time that the Bidder or its representative(s) were engaged in corrupt, fraudulent, collusive or coercive practices during the selection process or the execution of the agreement, even if the concerned Bidder has taken timely and appropriate action satisfactory to LIC to remedy the situation.
- j. The decision of LIC in all matters will be final and binding on all bidders participating in this bid.

### **31. Change in Constitution**

Any Change in the constitution of the firm, etc. shall be notified forth with by the Bidder in writing to LIC within 15 days of such change and such change shall not relieve any former member of the firm, etc., from any liability under the contract.

### **32. Intellectual Property Rights**

#### **32.1. Third Party Material:**

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

#### **32.2. LIC ownership of Intellectual Property Rights in Contract Material:**

- a. All Intellectual Property Rights in the Contract Material shall vest in LIC;
- b. to the extent that LIC needs to use any of the Auxiliary Material provided by the Bidder to receive the full benefit of the Services (including the Contract Material), the Bidder grants to, or must obtain for LIC, a world-wide, royalty free, perpetual, non-exclusive license to use, reproduce, adapt, modify and communicate that Auxiliary Material.

#### **32.3. Rights in Bidder's Pre-existing IPR**

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

#### **32.4. IPR Warranty**

The Bidder will warrant that:

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

#### **32.5. Remedy for breach of warranty**

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

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

#### **32.6. Patent Rights and other litigation costs**

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

### **33. Security**

#### **33.1. Compliance with LIC requirements / Regulatory Compliance**

The Vendor will ensure that its Personnel comply with:

- a. All relevant security and other requirements specified in LIC's Information Security Policy, if the same has been made aware by LIC;
- b. Any other security procedures or requirements notified, in writing, by LIC to the Vendor. The Vendor must comply with such a security procedure or requirement, from the date specified in the notice, or if none is specified, within five Business Days of receipt of the notice.
- c. Any regulatory guidelines about IT security issued by Regulator.

#### **33.2. Security clearance**

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

- b. LIC is responsible for all costs associated with obtaining security clearances.

### 33.3. Removal of LIC Data

The Vendor will not, and will ensure that its Personnel do not:

- a. Remove LIC Data or allow LIC Data to be removed from LIC's premises; or
- b. Take LIC Data or allow LIC Data to be taken outside of offices premises of LIC.

## 34. Moral rights

### 34.1. Obtaining consents

To the extent permitted by applicable Laws and for the benefit of LIC, the Vendor will:

- i. give, where the Vendor is an individual; and
- ii. Use its best endeavours 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.

### 34.2. Specified Acts

In this clause, Specified Acts means:

- i. Crediting the authorship of any Contract Material, or any content in the Contract Material (including without limitation literary, dramatic, artistic works and cinematograph films within the meaning of the Copyright Act, 1957);
- ii. Materially altering the style, format, colours, content or layout of the Contract Material and dealing in any way with the altered Contract Material;
- iii. Reproducing, communicating, adapting, publishing or exhibiting any Contract Material; and
- iv. Adding any additional content or information to the Contract Material.

## 35. Indemnity

Bidder will undertake to indemnify LIC from and against all losses on account of bodily injury, death or damage to tangible personal property arising in favour of any person, corporation or other entity (including LIC) attributable to the Bidder's negligence or wilful default in performance or non-performance under the contract. If LIC promptly notifies Bidder in writing of a third party claim against LIC that any Service provided by the Bidder infringes a copyright, trade secret or Indian patents of any third party, Bidder will defend such claim at its own expense and will pay any costs or damages that may be finally awarded against LIC. Bidder will not indemnify LIC, however, if the claim of infringement is caused by:

- LIC's misuse or modification of the service;
- LIC's failure to use corrections or enhancements made available by the Bidder;
- LIC's use of the Service in combination with any product or information not owned or developed by Bidder;
- LIC's distribution, marketing or use for the benefit of third parties of the Service; or
- Information, direction, specification or materials provided by LIC or any third party contracted to it.

If any Service is or likely to be held to be infringing, Bidder will at its expense and option, either:

- a. Procure the right for LIC to continue using it,
- b. Replace it with a non-infringing equivalent,
- c. Modify it to make it non-infringing.

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

The indemnities set out shall be subject to the following conditions:

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

## 36. Insurance

### Obligation to Maintain Insurance

In connection with the provision of the Services, the Vendor must have and maintain for the Contract Period, valid and enforceable insurance policies for: public liability; either professional indemnity or errors and omissions; workers' compensation as required by law.

## 37. Dispute Resolution

### 37.1. Reconciliation Process

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

### 37.2. Notification

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

### 37.3. Parties to resolve Dispute

During the 30 days after a notice is given under clause (clause no.) (Or longer period if the parties to the Dispute agree in writing), each party to the Dispute must use its reasonable efforts through a meeting of Senior Executive (or their nominees) to resolve the Dispute. If the parties cannot resolve the Dispute within that period then, the parties agree that any dispute or differences under or in connection with agreement or any breach thereof, which cannot be settled by mutual negotiation between the parties shall be finally

settled by arbitration conducted in accordance with Arbitration and Conciliation Act, 1996 or any modifications, Rules, or enactments thereof. Each party shall appoint its Arbitrator and the two respective arbitrators appointed by each party shall appoint presiding arbitrator to adjudicate the dispute, difference, or claim between the parties. The arbitration proceedings shall be conducted in English Language and the venue of the arbitration shall be Mumbai. The parties agree that the award passed by the arbitrators shall be final and binding upon the parties. The parties hereby further agree to submit themselves to the exclusive jurisdiction of the courts in Mumbai. The cost of arbitration shall be borne by the parties in such manner, as the arbitrator shall decide in the arbitral award.

### **38. Varying the Contract**

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

### **39. Approvals and consents**

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

### **40. Assignment and Novation**

A party may only assign its rights or novate its rights and obligations under the contract with the prior written consent of the other party.

### **41. Further action**

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

### **42. Waiver**

Waiver of any provision of or right under the contract:

- a. must be in writing signed by the party entitled to the benefit of that provision or right; and
- b. is effective only to the extent set out in any written waiver.

### **43. Relationship**

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

### **44. Announcements**

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

### **45. Governing law and jurisdiction**

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

### **46. Performance Guarantee**

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

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

In the event of any contract amendment the Vendor shall within seven days of receipt of such amendment furnish the amendment to the Performance guarantee rendering the same valid for the duration of the Contract as amended for 60 days after the completion of performance obligations including warranty obligations.

#### **47. Handing over of the contract.**

The Purchase Order shall be issued by Central Office only after the submission of NDA, Performance Bank Guarantee, Escalation Matrix by the Bidder.

#### **48. Right to Audit**

The Service Provider shall be subject to audits conducted by LIC, its internal or external auditors, the Insurance Regulatory and Development Authority of India (IRDAI), or any other regulatory authority, as and when required. Such audits may be conducted on an annual basis or at any other frequency deemed necessary by LIC or the relevant authority. The Service Provider shall provide full cooperation, access to records, systems, personnel, and premises as required to facilitate the audit process without any delay or hindrance.

#### **49. Business Continuity Plan**

The Service Provider shall establish and maintain a comprehensive and robust framework for Business Continuity Planning (BCP) and Disaster Recovery (DR), which includes detailed procedures for ensuring the continuity of LIC's critical operations in the event of a disruption. This framework must be documented, regularly updated, and tested at least annually. LIC reserves the right to participate in joint BCP/DR testing exercises with the Service Provider, as deemed necessary.

The Service Provider shall recognize LIC's right to retain sufficient control over all outsourced processes to ensure uninterrupted business operations in case of unexpected termination of the contract, liquidation, or any material failure on the part of the Service Provider. LIC shall have the right to invoke contingency measures that ensure continued service delivery without undue delay, additional cost, or disruption to LIC's customers.

The Service Provider shall support LIC in the development of a viable contingency strategy, including but not limited to the identification and onboarding of alternate service providers or the internalization of the outsourced activities. The Service Provider shall cooperate fully in any such transition and provide all necessary assistance, including knowledge transfer, data handover, and technology migration.

In case of shared infrastructure or facilities, the Service Provider must ensure that LIC's information, documents, records, and assets are logically and physically segregated and can be isolated at short notice. This includes ensuring that, under adverse conditions, all such materials and assets can be promptly retrieved, transferred, or securely destroyed as per LIC's instructions, to safeguard business continuity and data confidentiality.

### **Section E: Payment Terms**

#### **1. Payment terms for Oracle ACS Support Services:**

- a. Payment for the Oracle ACS support (S. No. 1 of Annexure-VII-Commercial Bid) will be made **quarterly in advance.**

## **2. Documents to be produced for release of payment, as applicable:-**

- a. Invoice (with reference of Purchase Order, description of services delivered)
- b. The proof of payment of taxes (wherever applicable)
- c. Proof of Order copy with Oracle for Oracle ACS support or confirmation from Oracle through mail that order is placed with them.

## **3. In addition to the above, the following general terms will also apply:**

- a. LIC shall make payments in Indian Rupee (INR) on receipt of invoices, after deduction of penalties and applicable taxes at source from the agreed price to the selected Vendor.
- b. The payment will be released by the IT /DT department, Central Office. Payment related objections, if raised after 3 months from the date of release of payment, would not be entertained. Such objection must be raised in writing.
- c. The vendor is also duty bound to report to LIC about any short recovery of taxes, cess, etc. at source. Such reporting to LIC should also happen at the earliest. In case, vendor fails to inform LIC about such short recoveries of tax, cess, etc. at source, LIC will have the right to recover all short recoveries of tax, related cess and surcharges, interest and penalties as per the demand note of Income Tax dept. or any other govt. body or regulator.
- d. The vendor shall be solely responsible to make payment to OEM Vendors.
- e. The Amount against Penalties, if any, will be recoverable from the Payment OR from any other payment due to the Vendor OR from performance Bank Guarantee.
- f. The payment will be released from IT department, Central Office, LIC of India, Mumbai.
- g. Payment will be subject to deduction of TDS, penalties (if any), etc.
- h. Expenses: It may be noted that LIC will not pay any amount/ expenses/ charges/ fees/ travelling expense/ boarding expenses/ lodging expenses/ conveyance expenses/ out of pocket expenses other than the —Agreed Contract Value.

The Amount against Penalties, if any, will be recoverable from any payment due to the Bidder **OR** from the Performance Bank Guarantee.

## **4. Due Date for Payment**

LIC will make payment of a correctly rendered invoice on undisputed work within 30 working days after receiving the invoice.

## **5. Expenses**

The Vendor will not be entitled to charge LIC for any other fees, charges or expenses (including travel and accommodation, document reproduction, transportation and courier charges, and telecommunications charges, etc.) in addition to the Charges mentioned in the Payment Schedule.

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

### **5.1. Incorrect Invoices, under/over Payment**

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

### **5.2. Prices and :**

#### **5.2.1. Prices**

Prices payable to the Bidder will be fixed as derived from the Final L1 quote after Online Reverse Auction and will be exclusive of GST, Taxes and Octroi/LBT. Prices once fixed will be valid throughout the entire contract period.

Escalation of Costs: The Bidder will in no circumstance be entitled to any escalation of costs or price of any material / items supplied or services tendered under the contract. The prices will not be subject to variation on any account.

### **5.2.2. Taxes and Duties**

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

GST and Octroi/LBT, if any, will be reimbursed only at actual on production of appropriate receipts within 15 days of such tax payment to the respective authorities by the Bidder.

### **5.2.3. Deduction of Taxes at Source**

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

## **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 Bidder. Any changes in law, taxes and policies shall be governed through the provision of above under the head "Prices and Taxes".

**EXECUTIVE DIRECTOR (IT/DT)**

**Section-F :Annexures**  
**Annexure-I: Covering letter**

To,  
The Executive Director (IT/DT),  
Life Insurance Corporation of India, Central Office, IT Dept.,  
2nd Floor, Jeevan Seva Annexe, S.V. Road, Santacruz (West), Mumbai  
400 054

Sir,  
**Re: RFP for Procurement of Oracle Advanced Customer Support (ACS) services**  
**Ref: LIC/CO/IT-DT/ODS/ORACLE-ACS-SERVICES/2025 dated: 03.09.2025**

Having examined the RFP document, terms and conditions including all Annexures the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide **Oracle Advanced Customer Support (ACS) services**, in conformity with the said RFP documents in accordance with schedule of prices attached in the commercial bid and made part of this tender. We hereby agree and accept all the clauses/terms and conditions mentioned in the RFP document dated \_\_\_\_\_ and also subsequent modifications / clarifications / corrigenda. We understand that,

- 1) If our Bid for this RFP/tender is accepted, we undertake to enter into and execute at our cost, when called upon by LIC to do so, a contract in the prescribed form. Unless and until a formal contract is prepared and executed, this bid together with your written acceptance thereof and notification of award shall constitute a binding contract between us.
- 2) If our Bid is accepted, we undertake to comply with the delivery schedule as mentioned in the Tender Documents.
- 3) We agree to abide by this Tender Offer for 3 months from date of Tender (Eligibility Bid) opening and our offer shall remain binding on us and may be accepted by LIC at any time before expiry of the offer.
- 4) We undertake that in competing for and if the award is made to us, in executing the subject Contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".
- 5) We agree that LIC is not bound to accept the lowest or any Bid that LIC may receive and LIC may reject any bid, or accept or entrust the entire work to any Bidder without assigning any reasons or giving any explanation whatsoever.
- 6) We certify that we have provided all the information requested by LIC in the format requested for. We also understand that LIC has the exclusive right to reject this offer in case LIC is of the opinion that the required information is not provided or is provided in a different format.
- 7) We will indemnify LIC against all third-party claims of infringement of patent, Intellectual Property Rights, trademark, copy right or industrial design rights arising from use of the Bidder 's Solution or any part thereof throughout the Offices of LIC, including but not limited to the legal actions by any third party against LIC.

Dated at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 2025

Thanking you,

Yours faithfully

Authorized Signatory

**Annexure-II: Company profile and other information**

**Company Profile**

**Re.: RFP for Procurement of Oracle Advanced Customer Support (ACS) services**

**Ref. No.: LIC/CO/IT-DT/ODS/ORACLE-ACS-SERVICES/2025 dated: 03.09.2025**

1	<b>Name of the Company</b>				
2	<b>Whether OEM, System Integrator or Authorized Channel Partner of OEM with Gold/Tier-1 or Silver/Tier2 partnership with the proposed product OEM (Partnership level to be stated)</b>				
3	<b>Company Registered as [Public Limited/Private Limited]</b>				
4	<b>Date of Incorporation</b>				
5	<b>Address of Corporate/ Registered Office</b>				
	Line 1				
	Line 2				
	Name Of City				
	State				
	Postal Code				
	Email id				
	Phone no./ FAX no.				
6	<b>GST Registration No. and Date of registration</b>				
7	<b>Names of the States for which the bidder has GST Registration No. (including all Billing offices) (Attach registration Certificates)</b>				
8	<b>PAN No. ( Attach certified copy of PAN)</b>				
9	<b>Turnover of the Company:</b>				
	<b>Financial Year : (INR in Crores)</b>				
	2022-2023				
	2023-2024				
2024-2025					
10	<b>Profit of the Company after Tax</b>				
	<b>Financial Year : (INR in Crores)</b>				
	2022-2023				
	2023-2024				
2024-2025					
11	<b>Details of Projects undertaken</b>				
	<b>Details of Projects/PO's executed for supply of Oracle ACS Services in last five Financial years: (Multiple Purchase Orders from the same customer in the same year can be clubbed.)</b>				
	<b>Financial year</b>	<b>Names of the clients</b>	<b>Name and contact details of Sr. officer representing the client for the purpose of reference</b>	<b>Approximate Order Value (INR in crores)</b>	<b>Whether the Project has been successfully executed as on date of bid submission (Date of completion of the Project)</b>
		1			
		2			
12	<b>Bidder's Address for communication :</b>				
	Line 1				
	Line 2				
	Name Of City				
	State				
	Postal Code				
Email id					

	Phone no./ FAX no.	
<b>13</b>	<b>Bank Details</b>	
	Name of Bank	
	Branch	
	MICR Code	
	Type of A/C	
	Account No.	
	IFSC Code	
<b>14</b>	<b>Bidder`s Official Web Site (URL)</b>	
<b>15</b>	<b>Any other relevant information not covered in the above points :</b>	
<b>16</b>	<b>We hereby confirm that we, M/s _____ have not been debarred / banned by Govt/LIC/Leading Pvt Sector, as on date of submission of the bid.</b>	

**Enclosures:**

- a) GST Registration, PAN, Certificate of Incorporation, Profit & Loss Statement, Audited Balance sheet attested by the authorities mentioned in the Tender.
- b) Attested Copies of the Purchase Orders or Certificate from customers
- c) Power of Attorney or the copy of the Board Resolution appointing the Authorized Signatory
- d) Cancelled cheque-leaf of the mentioned Bank Account.
- e) Attested Copies of Audited financial statements.

**Signature of the Authorized Signatory**

**Name:**

**Designation:**

**Name & Address of the company:**

**Seal of the Company**

**Date:**

**Place:**

**Annexure-III: Minimum 2 reference customers in India where Oracle ACS services are provided**

**Re.: RFP for Procurement of Oracle Advanced Customer Support (ACS) services.  
Ref. No.: LIC/CO/IT-DT/ODS/ORACLE-ACS-SERVICES/2025 dated: 03.09.2025**

Sl. No.	Financial year	Name of the customer where Oracle ACS services provided	Project details	Name, designation and contact details of official representing the customer for the purpose of reference
1				
2				
3				

I certify that the above mentioned information is true and correct.

Authorized Signatory

Name:

Designation:

Date :

Place:

Mobile No. :

E-mail ID :

FAX No.

Official Seal of the company

Note:

Supporting documents to be enclosed:

Copies of Purchase orders:

**Annexure-IV: Declaration regarding non-Blacklisting**

**Re: RFP for Procurement of Oracle Advanced Customer Support (ACS) services**

**Ref: LIC/CO/IT-DT/ODS/ORACLE-ACS-SERVICES/2025 dated: 03.09.2025**

To,

The Executive Director (IT/DT),  
Life Insurance Corporation of India,  
Central Office, IT Dept.,  
2nd Floor, Jeevan Seva Annex,  
S.V. Road, Santacruz (West),  
Mumbai 400 054

This has reference to the LIC's RFP Reference No- **LIC/CO/IT-DT/ODS/ORACLE-ACS-SERVICES/2025 dated: 03.09.2025** regarding Procurement of Oracle Advanced Customer Support (ACS) services

We \_\_\_\_\_ (name and address of the bidder) hereby confirm that we have not been black-listed/de-barred by any Govt./ PSU/ BFSI organization/ Government Departments in India, including LIC, as on date of submission of the bid.

Also, there has been no occasion of disassociation with any of our customers in India on account of delayed/defaulted deliveries or services during last three years.

Sd/-

Authorized Signatory

Name:

Designation:

Date: \_\_\_\_\_/ 2025

Place:

Company Seal

**Annexure-V: Authorization for signing all the documents related to RFP**

**(a) To be signed by the bidder company's Board / Director / Managing Director**

Date:

To,  
The Executive Director (IT/DT),  
Life Insurance Corporation of India,  
Central Office, Information Technology – IT/DT  
Department, 2nd Floor, South Wing, Jeevan Seva Annexe,  
Santacruz (W), S.V. Road, Mumbai – 400054.

Sir,

Sub: Authorization to sign on behalf of the Company for LIC RFP for Procurement of Oracle Advanced Customer Support (ACS) services  
[Ref. No.: LIC/CO/IT-DT/ODS/ORACLE-ACS-SERVICES/2025 dated: 03.09.2025]

I / We, \_\_\_\_\_ (name & designation), by the powers vested in me / us, hereby authorize Mr./ Mrs./ Ms. \_\_\_\_\_ to sign the documents to be submitted for participation in the above referred RFP, and its subsequent modifications/clarifications, as "Authorized Signatory" on behalf of our company.

The signature of Mr. / Mrs./ Ms. \_\_\_\_\_ is as below.



(Sample Signatures of the Authorized Signatory)

Dated at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 2025.

Yours faithfully,

Signature(s): Name(s):  
Designation:  
Name & Address of the company:

Seal of the Company

Contd.....

Enclosure:  
Attested Copy of the Board resolution Authorizing Director/Managing Director to authorize a personnel as Authorized signatory on behalf of the company for signing bid documents

**(b) To be signed by the bidder's Company Secretary**

Date:

To,  
The Executive Director (IT/DT),  
Life Insurance Corporation of India,  
Central Office, Information Technology - DT Department,  
2nd Floor, South Wing, "Jeevan Seva Annexe", Santacruz  
(W), S. V. Road, Mumbai – 400054.

Sir,

Sub: Authorization to sign on behalf of the Company for LIC RFP-- Procurement of Oracle Advanced Customer Support (ACS) services

[Ref. No.: LIC/CO/IT-DT/ODS/ORACLE-ACS-SERVICES/2025 dated: 03.09.2025].

Mr./ Mrs./ Ms. \_\_\_\_\_ has been authorized by our Company Board/ Director/ Managing Director to sign the documents to be submitted for participation in the above referred RFP, and its subsequent modifications/clarifications, as "Authorized Signatory" on behalf of our company. The copy of our board resolution is enclosed herewith.

The signature of Mr. / Mrs. / Ms. \_\_\_\_\_ is as below.



(Sample Signatures of the Authorized Signatory)

Dated at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 2025.

Yours faithfully,

Signature(s): Name(s):

Designation:

Name & Address of the company:

Enclosures:

**Annexure-VI: Non-Disclosure Agreement  
(To be executed by the Successful Bidder only)**

**Instructions:** No deviations in wordings permitted. To be executed over Rs.500 Stamp/Franked paper & notarized)

**Re: RFP for Procurement of Oracle Advanced Customer Support (ACS) services for ODS project of LIC of India**

**RFP Ref: LIC/CO/IT-DT/ODS/ORACLE-ACS-SERVICES/2025 dated: 03.09.2025**

This Non-disclosure Agreement (“NDA”) is made and entered into this \_\_\_ day of \_\_\_\_\_ in the year \_\_\_\_.

BY AND BETWEEN Life Insurance Corporation of India, with registered office at Central Office, ‘Yogakshema’, J B Marg, Mumbai 400 021, hereinafter referred to as “LIC” AND <Company Name> a company incorporated under the laws of Indian Companies Act, 1956 and having its principal place of business at < Company Name &Address> shall be referred to herein as a “Respondent”.

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

WHEREAS, the Respondent is aware that while responding to LIC’s Request For Proposal **RFP Ref : LIC/CO/IT-DT/ODS/ORACLE-ACS-SERVICES/2025 dated: 03.09.2025** the Respondent may be gathering information on LIC’s Business/ Operations, certain proprietary information such as Technically and commercially detailed information regarding the respective products & service offerings, Organization, decision processes, technical infrastructure, working processes and delegation of responsibilities, project management and planning methods, reports, plans and status including but not limited to technical manuals, specifications, product features, customer list, specializations, documents, financial statements and business/development plans etc., (“Proprietary Information”) indicated as confidential by LIC and made available to the Respondent while responding to the RFP, is privileged and strictly confidential to and / or proprietary of LIC.

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

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

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

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

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

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

That discussions, investigations or negotiations are taking place concerning a possible transaction between the Parties, or the terms, conditions, status or other facts regarding a possible transaction between the Parties, or that Respondent has received Confidential Information from LIC. Notwithstanding the above, Respondent may disclose the Confidential Information, and portions thereof to its directors, officers, employees and representatives of its

advisors (collectively, "Representatives") who need to know such Confidential Information for the purpose of evaluating a possible transaction between the Parties. It is understood that the Respondent will inform their respective Representatives of the confidential nature of the Confidential Information and will require its Representatives to be bound by this Agreement and not to disclose the Confidential Information to any other person.

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.

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 agree 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 agree and acknowledge 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.

The Respondent agree that during the existence of the term of this NDA and for a period of one year thereafter, the respondent shall not solicit directly or indirectly the employees of LIC.

Respondent agree 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 understand and agree 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 agree and undertake 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 honour, 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 arbitration tribunal shall be composed of a sole arbitrator, and the Parties shall appoint such arbitrator with mutual consent. The place of arbitration shall be Mumbai, India and the arbitration proceedings shall take place in the English language.

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

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

Authorized Signatory

Name:

Designation:

Office Seal:

Date:

**Annexure-VII: Commercial Bid (indicative) Format**

**RFP for Procurement of Oracle Advanced Customer Support (ACS) services**

**Ref. No.: LIC/CO/IT-DT/ODS/ORACLE-ACS-SERVICES/2025 dated: 03.09.2025**

Sl. No	Item Description,	Oracle cost Year 1	ACS Year 1	Oracle cost Year 2	ACS Year 2	Total Cost (at Actuals) (I+II)	Grand Total Cost ( NPV i.e. Net Present Value) (I)+(II*0.90909)
		(I)		(II)			
1	24x7 Oracle ACS support via Remote Shared Services and 25 man-days T & M onsite support per year						
	<b>Grand Total</b>						

**Grand Total Cost (NPV) - Figures will be used for Comparison as per RFP point No. 26(d) of SECTION–C: INSTRUCTIONS TO BIDDERS i.e. Price Variation Factor and H1 Elimination clause. Also NPV Figure is to be quoted in Online Reverse Auction.**

Note: Bidders are requested to note the following:

- Grand total cost (NPV) should be exclusive of GST.**
  - The escalation of cost for 2<sup>nd</sup> year support should not be more than 4% of first year support.**
- LIC would reimburse GST to the vendor at the actual rate.
- While Online Reverse Auction will be on the basis of **Grand total cost (NPV), the Purchase Order will be given for Total Cost (Actuals).**
- All the payments will be made by LIC, Central Office Mumbai electronically through RTGS / NEFT by crediting the same in vendor's bank a/c as per details furnished in the Company Profile i.e. **Annexure II.**
- TDS will be deducted as per rules applicable.
- Change in Tax structure at the time of actual invoicing : While any increase in the rates of applicable taxes or impact of new taxes subsequent to the submission of the quotation/rates shall be borne by LIC, any subsequent decrease in the rates of applicable taxes or impact of new taxes shall be passed on to LIC in its favour.

7.

Date: \_\_\_\_\_ Signature of Authorised Signatory ...

Place: \_\_\_\_\_ Name of the Authorised Signatory ...

Designation ...

Name of the Organisation

Seal...

**Annexure-VIII: Sample Indicative Commercial Bid (For reference & information only)**

Ref. No.: LIC/CO/IT-DT/ODS/ORACLE-ACS-SERVICES/2025 dated: 03.09.2025

RFP for Procurement of Oracle Advanced Customer Support (ACS) services

Sl. No	Item Description,	Oracle ACS cost Year 1	Oracle ACS cost Year 2	Total Cost (at Actuals) (I+II)	Grand Total Cost ( NPV i.e. Net Present Value) (I)+(II*0.90909)
		(I)	(II)		
1	24x7 Oracle ACS services via Remote Shared Services and 25 man-days T & M onsite support per year	100000	120000	220000	209090

**Annexure IX: Format for Performance Bank Guarantee (PBG)**

(To be executed and submitted by selected bidder)

**RFP Ref: LIC/CO/IT-DT/ODS/ORACLE-ACS-SERVICES/2025 dated: 03.09.2025**

This Deed of Guarantee executed by the \_\_\_\_\_ (Bank name) (hereinafter referred to as “the Bank”) in favour of Life Insurance Corporation of India, having its corporate office at “Yogakshema”, Jeevan Bima Marg, Mumbai – 400021 (hereinafter referred to as “LIC”) for an amount not exceeding Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_ only) at the request of (Supplier’s Name & Address) \_\_\_\_\_ (hereinafter referred to as the “Supplier”).

Therefore, we hereby affirm that we Guarantee and are responsible to you on behalf of the Supplier, upto a total amount of Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_ only) and we undertake to pay you, upon your first written demand, without cavil or argument, any sum or sums as specified by you within the limit of Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_ only).

LIC need not prove or show grounds or reasons for the demand of a part or the full amount of guarantee.

This Bank Guarantee will be valid for a period up to \_\_\_\_\_ (for a period of 27 months from the date of submission including 3 months claim period)

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

This Guarantee shall not be affected by any change in the Constitution of the Bank or the Supplier.

Dated at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 2025

**Sealed & Signed by the Bank**

**Annexure –X : Pre contract Integrity pact**

**(To be printed on stamp paper of Rs.500/-)**

**Re: RFP for Procurement of Oracle Advanced Customer Support (ACS) services of LIC of India**

**RFP Ref: LIC/CO/IT-DT/ODS/ORACLE-ACS-SERVICES/2025 dated: 03.09.2025**

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 (XXXI of 1956) and having its corporate office at “Yogakshema” Jeevan Bima Marg Mumbai 400021. (here in after called the “BUYER” which expression shall mean and include, unless the context otherwise requires, his successors in office assigns) of the First part. And M/s .....represented by Shri..... (Hereinafter called the “BIDDER /SELLER/SERVICE PROVIDER” which expression shall mean and include, unless the context otherwise requires, his successors and permitted assigns) of the Second part.

WHEREAS the BUYER proposes to procure ..... (Name of the Stores/ Equipment/Item/Service) and the BIDDER/Seller/Service Provider is willing to offer/has offered the stores/services and

WHEREAS the BIDDER/Seller/Service Provider is a private company/public company/Government undertaking/partnership/registered export agency, constituted in accordance with the relevant law in the matter and the BUYER is performing its function under 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 India Penal Code (IPC) /Prevention of corruption (PC) act. Further, the bidder will not use improperly, for purposes of competition or personal gain, pass on to others, any information provided by the BUYER as part of the business relationship, regarding plans, technical proposals and business details, including information contained in any electronic data carrier. The BIDDER also undertakes to exercise due and adequate care lest any such information is divulged.

**3.10** The BIDDER commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.

**3.11** The BIDDER shall not instigate or cause to instigate any third person to commit any of the actions mentioned above.

**3.12** If the Bidder or any of the key personnel of the bidder, actively involved in the project is a relative of any of the actively involved personnel of the Buyer, the same should be disclosed.

The term 'relative' for this purpose would be as defined in section 2(77) of the Companies Act, 2013.

**3.13** The BIDDER shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employee or the BUYER.

**3.14** The Bidder(s) /Contractor(s) who have signed the Integrity Pact shall not approach the Courts while representing the matter to IEMs and shall wait for their decision in the matter.

#### **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 of 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):

**A. Shri Jose T. Mathew, IFS(Retd.), House No. 37/930, Ebrahim pillai Lane, Via Kakkanad, Thrikkakara – 682021, Dt. Ernakulam, Kerala, E-mail: [itmat507@gmail.com](mailto:itmat507@gmail.com)**

**B. Shri Arun Chandra Verma, IPS (Retd), Flat No. C-1204, C Tower, Amrapalli Platinum Complex, Sector-119,**

- 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 MD & CEO, LIC 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 MD & CEO, **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 MD & CEO, LIC, a substantiated suspicion of an offence under relevant IPC/ PC Act, and the MD & CEO, LIC 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  
Executive Director (IT-DT)  
LIC of India

BIDDER  
CEO:

Witness

1.....

1.....

2.....

2.....

(Note: Bidder/Seller/Service Provider Stores/equipment/item/serviceBidding process/ bid evaluation/process of availing services. Appropriate word may be used where ever applicable without altering the purpose /desired intention of the clause)

**Annexure –XI : Land Border Declaration**

**(Separate Land Border Declarations to be submitted by both Bidder and OEM)**

**Subject : RFP for Procurement of Oracle Advanced Customer Support (ACS) services of LIC of India**  
**RFP Ref: LIC/CO/IT-DT/ODS/ORACLE-ACS-SERVICES/2025 dated: 03.09.2025**

**The Executive Director (IT-DT),  
Life Insurance Corporation of India,  
IT-DT Department, Central Office  
"Jeevan Seva Annexe", 2<sup>nd</sup> Floor  
S.V.Road, Santacruz West, Mumbai – 400054.**

Dear Sir,

**Re: RFP for Procurement of Oracle Advanced Customer Support (ACS) services of LIC of India**  
**RFP Ref: LIC/CO/IT-DT/ODS/ORACLE-ACS-SERVICES/2025 dated: 03.09.2025**

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

Dated at this day of 2025

Authorized Signatory (Bidder /OEM)

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

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

**Annexure –XII : Make in India Certificate**

(To be filled in by OEM – if the total contract value is above 10 crore, certificate from statutory auditor of OEM to be submitted)

**Subject: RFP for Procurement of Oracle Advanced Customer Support (ACS) services of LIC of India**

**RFP Ref: LIC/CO/IT-DT/ODS/ORACLE-ACS-SERVICES/2025 dated: 03.09.2025**

Bidder's Reference No. \_\_\_\_\_

Date.....

**To,  
The Executive Director (IT-DT),  
Life Insurance Corporation of India,  
IT-DT Department, Central Office  
"Jeevan Seva Annexe", 2<sup>nd</sup> Floor  
S.V.Road, Santacruz West,  
Mumbai – 400054.**

**Sub: RFP for Procurement of Oracle Advanced Customer Support (ACS) services of LIC of India**

**RFP Ref: LIC/CO/IT-DT/ODS/ORACLE-ACS-SERVICES/2025 dated: 03.09.2025**

Dear Sir/Madam,

**(To be certified by statutory auditor or cost auditor of the company (in the case of companies) for a tender value above Rs.10 crores giving the percentage of local content.)**

In line with Government Public Procurement Order No. P-45021/2/2017-PP (BE-II) dated 16.09.2020, gguidelines on Public Procurement (Preference to Make in India), Order 2017 (PPPMII Order and revision thereto vide letter no. P-45021/2/2017-PP (BE-II)-Part (4) Vol. II dated 19.07.2024 will be applicable and its amendments, we hereby certify that we M/s \_\_\_\_\_ are local supplier meeting the requirement of minimum local content i.e., \_\_\_\_% against LIC Tender No..... dated..... We qualify as a \_\_\_\_\_ (Class-I or Class II) local supplier. Details of location at which local value addition will be made as follows:

\_\_\_\_\_.

1. We also understand, false declarations will be in breach of the code of integrity under rule 175(1)(i)(h) of the General Financial Rules for which a bidder or its successors can be debarred for up to two years as per Rule 151(iii) of the General Financial Rules along with such other actions as may be permissible under law.
2. We have submitted the details indicating total cost value of inputs used, total cost of inputs which are locally sourced and cost of inputs which are imported, directly or indirectly with the commercial proposal.

Place:  
Date:

[Signature of Authorized Signatory of OEM]

Name:  
Designation:  
Seal:

(Certificate from statutory auditor of the company giving the percentage of local content to be submitted if contract value is above 10 crores)

## Section-G: Schedules

### Schedule-1 SCOPE OF WORK

#### 1. Support Environment (Remote Support via Shared Services Model)

- 24\*7 Reactive L3 Support for 3 primary Data bases(PRODS,PRSMS,UAT) and their DR setups running on 3 Exadata Systems (Exadata X7-2 , Exadata X9M-2 and Exadata X5-2)
- Yearly DB Performance Review (2 in number) and Yearly Exadata System Review (2 in number)
- Quarterly Rack patching on 3 Exadata systems(X7-2,X9M-2,X5-2) and data bases running on it.
- Number of Tickets for Prod is 200 per year and 10 Change requests (max of 8 hrs.)

#### 2. Section A: Database and Exadata Support Activities via Remote Support

- Support in planning DB related activities
  - i) Database Configuration Tasks
  - ii) Create Modify Delete DB Instance
- Clusterware Infrastructure Support
- DR Drill every quarter for Database under scope
- Critical business period support for DBs that includes End of the Day & End of the Month on planned basis
- Technical analysis & Escalate to development on Bug Fix Support and One-Off/Merge Patch request
- Prioritizing Production related issues
- Backup and Restore Support
- Support for backup restoration whenever required and planned restoration drills.
- Plan and support GRID Version Upgrades
- Incident management: Analysis and diagnosis, resolution, root cause analysis
- Problem management: Analysis, diagnosis and review, resolution, escalations, root cause analysis
- Availability management: Backup, restore support
- Governance: Quarterly review, reporting, single point of contact
- Patching for Exadata (which includes PSU patching for Database and GRID). Post Patching the system would be under observation for 2 days
- Perform database review activities as per scope
- Exadata System review & Health checks

#### 3. Section B: Time & Material (T&M) Based Support

CSS will provision 25 man-days per year of assisted support on Database Technologies for activities such as below:

Unutilized man-days in a year shall be carried forward to the next year.

##### a) **Implementation of Review Recommendations**

- Oracle will conduct a meeting to review and discuss the recommendations with LIC. The aim of the discussion would be for all stakeholders to agree on a timeline for configuration of the recommendations, or to reject them with mutually acceptable reason
- Providing technical guidance during configuration of recommendation to customer team.

- Those recommendations, which are independent of customer team, will be configured as per agreed plan
- b) **OEM Support**
  - Support in OEM Target discovery errors
  - Setup the monitoring thresholds as per the feedback from customer on specific target
  - Setup the Email Alerts for the Integrated Targets
- c) **Security Vulnerability**
  - Providing the technical assistance for configuring the Oracle data base & Oracle Enterprise Linux(OEL) security vulnerability
  - Fixing of gaps reported in Security audits (CA/VA and VAPT) both at Data base level and OS level.
- d) **Additional Points**
  - The T&M activities will be estimated and agreed with customer before execution
  - The T&M activities will be limited to the man-days available. The T&M based services will be performed during business hours Monday – Friday 9:00 AM - 5:00 PM on Business days. For T&M based non-business and holiday support, the man day will be calculated as 1.5X multiplication factor.

**LAST PAGE**