CORRIGENDUM 1

Please Take Note of the Corrigendum 1:

S. No.	Earlier Criteria	Revised Criteria
1.	ANNEXURE E: ELIGIBILITY CRITERIA (Sl. No 8) Bidder must have 3 Active BFSI Clients in India for the proposed Co-Browsing Solution.	Bidder must have 3 Active Clients with minimum 1 Client in India for the proposed Co-Browsing Solution.
2	ANNEXURE H: PoC Compliance (Sl. No 9): Video recording for KYC	Screen Recording of Session
3.	ANNEXURE H: PoC Compliance (Sl. No 13): VOIP/Voice Calling within the Session	Desired Requirement. (Non Mandatory Item)
4.	RFP Document, section 4.12 – Bid Submission page no. 20 and 21: The bid may be treated as legally void and will be rejected if Bid is not signed by the duly authorized person, Pre-contract Integrity Pact (not duly filled and not signed).	The reference to Pre-Contract Integrity Pact in the RFP stands deleted.
5	ANNEXURE H : Additional Item	Only show the "Co-Browse / Share Screen / Get Help" option to the end-user if a support agent is currently available and logged into the backend

Please find revised annexure E (Eligibility Criteria) and revised annexure H (POC Compliance) in the subsequent pages (Page no. 2 to 5) of Corrigendum 1.

Secretary (IT/Digital Transformation)

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REVISED ANNEXURE E: ELIGIBILITY CRITERIA

Bidder's Eligibility Criteria and Submission Requirements and Format

A.1   Compliance to Eligibility Criteria:

Bidders meeting the following criteria are only eligible to submit their Bids along with supporting documents. If the Bid is not accompanied by all the required documents supporting eligibility criteria, the same would be rejected.

Sl	Criteria	Documents to be submitted	Service Provider Response
1	Bidder must be a Legal Entity registered in the applicable laws in India	Copy of Certificate of Incorporation/ Registration	
2	Bidder must be Registered with the Tax Authorities	PAN No: GSTIN No:	
3	Bidder should not have been debarred / blacklisted by Indian Government/PSU/Bank or RBI or any other regulatory authority or Financial Institutions in India as on date of RFP submission.	Annexure D Self-declaration to this effect on the company's letterhead should be submitted	
4	Bidder should submit that there are no legal proceedings / inquiries / investigations have been commenced / pending / threatened against service provider by any statutory or regulatory or investigative agencies or any other for which performance under the contract will get adversely affected / may get affected	Annexure D Self-declaration to this effect on the company's letterhead should be submitted	
5	Bidder must be Indian OSD (Original Software Developer) i.e. the IPR for the Solution must be with the Bidder. The solution must be a Make in India product as defined in Preference to Make in India. Guidelines on Public Procurement (Preference to Make in India), Order)	Self-declaration to this effect on the company's letterhead should be submitted	
6	Bid Securing Declaration	As per Annexure C	

Sl	Criteria	Documents to be submitted	Service Provider Response
7	Bidder should have MEITY Empanelled India Hosted Security Cloud for SaaS offering. The Cloud offering of RASP should be proven with at least 3 BFSI clients. There should be no requirement / dependency on procurement of License for any Proprietary Commercial Software, Licensed Database or Framework) for deployment at LIC.	Self-declaration to this effect on the company's letterhead should be submitted with Solution Architecture and Software Components.	
8	Bidder must have 3 Active Clients with minimum 1 Client in India for the proposed Co-Browsing Solution.	Self-declaration to this effect on the company's letterhead should be submitted with the Name of the Clients.	**Name of Clients.**
9	The OEM should have experience of more than 5 years from the date of RFP in the product category of the proposed solution.	Early product commercial release date certificate by OEM.	
10	Bidder must demonstrate the PoC of the proposed solution. PoC must demonstrate all mandatory features: secure session initiation, consent capture, privacy masking, multi-channel session link, in-built chat & annotation.	Successful PoC at LIC's premise as per Annexure H	
11	OEM/OSD's Compliance : a. ISO 27001:2013 OR ISO 27001:2017 OR ISO 27001:2018 OR ISO 27001:2022	Valid Documentary Evidence Submission.	

Signature of the Authorized Signatory
Name:
Designation:
Name & Address of the company:
Seal of the Company
Duly authorized to sign this Authorization on behalf of: [insert complete name of Bidder]
Dated on _____ day of _____ 2025.

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REVISED ANNEXURE H: PoC Compliance

S. No.	Feature / Requirement	Mandatory/ Desired	Bidder's Compliance (Yes/No)	Remarks / Supporting Details
1	Zero download on customer side (no plug-in required)	M		
2	Masking of sensitive information (PAN, mobile, etc.)	M		
3	Only one tab shared at a time	M		
4	Easy integration into Web and Android App (SDK/API)	M		
5	Integration with LIC Webpages (eSales.licindia.in)	M		
6	Support Agents Login and Dashboard	M		
7	Dynamic Support Tab Display on Webpages	M		
8	Highlight Fields Using Marker	M		
9	Screen Recording of Session	M		
10	Integrated Live Chat	M		
11	Group Co-Browsing (Multi-Agent Support)	M		
12	Capture Snapshot Capability	M		
13	VOIP/Voice Calling within the Session	D		

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S. No.	Feature / Requirement	Mandatory/ Desired	Bidder's Compliance (Yes/No)	Remarks / Supporting Details
14	Document/Brochure Sharing	M		
15	Geo-Tagging (with Consent)	M		
16	Reporting & Analytics Dashboards	M		
17	Share Invite via Email/SMS	M		
18	API Integration with LIC Backend Systems (CRM/Policy DB)	M		
19	End-to-End Encryption and Audit Logging	M		
20	Only show the "Co-Browse / Share Screen / Get Help" option to the end-user if a support agent is currently available and logged into the backend	M		

Signature of the Authorized Signatory
Name:
Designation:
Name & Address of the company:
Seal of the Company
Duly authorized to sign this Authorization on behalf of: [insert complete name of Bidder]
Dated on _____day of _____2025.

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