

## CORRIGENDUM 1

### RFP for Supply, Integration and Management of Co-Browsing Solution on Software as a Service for 5 Users for 3 Years (Reference: LIC/CO/ITDT/RISE/RFP/2526-001/AI dated 04.11.2025)

Please Take Note of the Corrigendum 1:

#	Reference	Existing	Revised
1	RFP Document	Modification	<p>a. The existing RFP has been segregated as five (5) separate tracks. Bidders are required to submit separate proposals for each Track. The tender reference numbers are as follows:</p> <p><b>Track 1: Agentic Voice AI Platform</b> Reference: LIC/CO/ITDT/RISE/RFP/2526-001/AI</p> <p><b>Track 2: Email Analytics Platform</b> Reference: LIC/CO/ITDT/RISE/RFP/2526-002/AI</p> <p><b>Track 3: Task Automation using AI Agents</b> Reference: LIC/CO/ITDT/RISE/RFP/2526-003/AI</p> <p><b>Track 4: GenAI Knowledge Assistant Platform</b> Reference: LIC/CO/ITDT/RISE/RFP/2526-004/AI</p> <p><b>Track 5: Empanelment of Agentic AI / GenAI Platform Service Providers</b> Reference: LIC/CO/ITDT/RISE/RFP/2526-005/AI</p>

#	Reference	Existing	Revised
			<p>b. For each Track, the bidder shall upload a Single PDF Technical Proposal containing all requisite documents, specifications, and annexures as prescribed under Pre-Qualification and Technical Evaluation criteria.</p> <p>c. The Commercial Bid for each Track shall be submitted separately in the prescribed Commercial Bid Format only through the designated financial submission section of the e-Procurement portal.</p> <p>d. No commercial figures, pricing details, or cost components shall be disclosed or indicated anywhere in the Technical Proposal document. Any such disclosure will result in disqualification of the bid for that Track.</p> <p>e. Each Track will be evaluated independently, and the Procuring Entity reserves the right to award the contract or empanelment for one or more Tracks to the same or different bidders, based on evaluation outcomes.</p>
2	RFP Document Annexure F: Pre-Qualification Eligibility Criteria Table, Sl. No 2.3 Page No. 34	The solution, including all AI/LLM components, must be deployed by bidder on infrastructure located in India, <b>or</b> on a MeitY-empanelled Cloud Service Provider (CSP) in India.	<p>The solution, including all AI/LLM components, must be deployed by bidder on infrastructure located in India, on a MeitY-empanelled Cloud Service Provider (CSP) in India.</p> <p><b>Note: Applicable for all tracks as defined in Sl. No. 1 of this corrigendum.</b></p>

#	Reference	Existing	Revised
3	RFP Document Annexure B: Details of Bidder's Operations Table, Sl. No. 11, 12 and 13; Page No. 29	Turnover/Revenue Profits Net Worth  2022-23, 2023-24, 2024-25	<b>Clarification:</b> Bidders who are recognized as Startups by the Department for Promotion of Industry and Internal Trade (DPIIT) may submit the latest available Financial Year's details (Turnover, Profit, and Net Worth) for any one (1) Financial Year only, in place of the requirement for the last three (3) Financial Years. <b>Note: Applicable for all tracks as defined in Sl. No. 1 of this corrigendum.</b>
3	RFP Document Annexure F: Pre-Qualification Eligibility Criteria Table, Sl. No 13 Page No. 40	Micro & Small Enterprises (MSE) units are exempted from payment of EMD and tender fee provided the Services they are offering, are rendered by them. Exemption as stated above is not applicable for providing services, rendered by other companies. Bidder should submit supporting documents issued by competent Govt. bodies to become eligible for the above exemption.	Micro & Small Enterprises (MSE) units <b>and Startups recognized by the Department for Promotion of Industry and Internal Trade (DPIIT)</b> are exempted from payment of Earnest Money Deposit (EMD) and Tender Fee, provided that the services offered in the bid are rendered by them directly.  The above exemption shall not be applicable in cases where the services are proposed to be rendered by other companies or entities.  Bidders claiming exemption under this clause shall submit valid supporting documents issued by the competent Government authorities (such as MSE Registration Certificate / Udyam Registration or DPIIT Startup Recognition Certificate) along with their bid to become eligible for the exemption.  Submission of the Bid Fee is required only once, irrespective of the number of tracks for which the bidder is submitting a proposal. Bidders are not required to pay separately for each track; a single payment will cover all tracks under the RFP.

#	Reference	Existing	Revised
			<i>Note: Applicable for all tracks as defined in Sl. No. 1 of this corrigendum.</i>
4.	RFP Document Definitions, Sl. No. (c), Page No. 5	Successful Bidder/L1 Bidder: The Bidder found eligible as per eligibility and technical criteria set out in this RFP, whose technical Bid has been accepted and who has emerged with L1 quote after reverse auction.	Successful Bidder/L1 Bidder: The Bidder found eligible as per eligibility and technical criteria set out in this RFP, whose technical Bid has been accepted and who has emerged with L1 quote.  <i>Note: Applicable for all tracks as defined in Sl. No. 1 of this corrigendum.</i>
4.	RFP Document Definitions, Sl. No. (i), Page No. 5	L1 Quote: Lowest price discovered through the commercial evaluation / Online Reverse Auction held as per the conditions of the RFP.	L1 Quote: Lowest price discovered through the commercial evaluation / Online Reverse Auction held as per the conditions of the RFP.  <i>Note: Applicable for all tracks as defined in Sl. No. 1 of this corrigendum.</i>

#	Reference	Existing	Revised
5.	RFP General Terms and Conditions Document	Reference to Online Reverse Auction	<p>All references to “Online Reverse Auction” or related provisions mentioned anywhere in the RFP / Tender document shall stand deleted in entirety. Accordingly, no process of Online Reverse Auction shall be conducted under this tender. All other terms and conditions of the RFP / Tender document shall remain unchanged.</p> <p><b>Note: Applicable for all tracks as defined in Sl. No. 1 of this corrigendum.</b></p>
6.	RFP Document Definitions, Page No. 5	<p><b>Addition:</b> Sl. No. (m) - Prime Bidder:</p>	<p>Prime Bidder refers to the entity or company that submits the bid in its own name and is solely responsible for the performance, obligations, and deliverables under the contract with LIC. The Prime Bidder may engage Subcontractor(s) for portions of the work, but LIC shall recognize only the Prime Bidder as the contracting party, and all communications, approvals, payments, and legal obligations shall be directed exclusively to the Prime Bidder. <b>Note: Applicable for all tracks as defined in Sl. No. 1 of this corrigendum.</b></p>

#	Reference	Existing	Revised
7.	RFP Document, Section 8, General Terms and Conditions, Sl. No. 11, Page No. 24 and 25	<b>Addition:</b> <b>Section 11.1:</b> <b>Subcontracting Limitations</b> <b>Sl. No. i , ii, iii, iv and v.</b>	<p>v. <b>Restriction on Core Activities:</b> Core, critical, and sensitive functions — including but not limited to project management, system design, data processing, data storage, security management, self-hosted and managed LLM, model-training and handling of sensitive information — shall not be subcontracted under any circumstances.</p> <p>vi. <b>Approval and Disclosure:</b> The Prime Bidder shall disclose details of all proposed Subcontractors along with their scope of work prior to award of the contract. Written approval from LIC shall be obtained before engagement. Any subsequent change, addition, or replacement of subcontractors shall also require prior written consent from LIC.</p> <p>vii. <b>Responsibility and Declaration:</b> The Prime Bidder shall be solely responsible for ensuring that any proposed Subcontractor is technically competent, financially sound, and not blacklisted or debarred by any Government, PSU, or regulatory authority. The Prime Bidder shall submit a self-declaration and indemnity confirming that due diligence has been conducted on each Subcontractor and that LIC shall bear no responsibility or obligation to verify such eligibility.</p> <p>viii. <b>Dealing and Contractual Relationship:</b> LIC will deal directly and exclusively with the selected Prime Bidder. LIC shall have no communication, contractual relationship, or obligation of any kind with any Subcontractor engaged by the Prime Bidder. All acts, omissions, and obligations of Subcontractors shall be</p>

#	Reference	Existing	Revised
			<p>deemed acts, omissions, and obligations of the Prime Bidder.</p> <p>ix. <b>Liability:</b> Any lapse, deficiency, or non-compliance on the part of the Subcontractor shall be deemed a breach by the Prime Bidder, and all resultant liabilities, damages, or penalties shall rest solely with the Prime Bidder.</p> <p>All other terms and conditions of the RFP shall remain unchanged.</p>
8.	RFP Document, Annexure Bank Account Details, Page No. 47	Bank Name: Kotak Mahindra Bank	<p><b>Bank Name: Union Bank of India</b></p> <p>The Virtual Bank account number and IFSC code remains unchanged.</p>
9.	RFP Document	<b>Revision of annexures</b>	<ol style="list-style-type: none"> <li>Annexure F</li> <li>Annexure G</li> <li>Annexure H1, H2, H3 and H4 will be applicable for tracks 1, 2, 3 and 4 respectively.</li> </ol>

#	Reference	Existing	Revised
10.	RFP Document	<b>Additions of Annexures</b>	<ol style="list-style-type: none"> <li>1. Annexure G1- Technical Compliance Matrix</li> <li>2. Annexure J - Solution Demonstration and Technical Presentation Guidelines</li> <li>3. Annexure K - Undertaking of Information Security</li> <li>4. Annexure L – Pre-Contract Integrity Pact</li> <li>5. Annexure M – e-Tendering Guidelines</li> <li>6. Annexure N – Clarification on Use of AI Models and LLM Frameworks</li> <li>7. Proposal Response Template/Format.</li> </ol>
11.	RFP Document	<b>Addition: Empanelment for Other Tracks</b>	<p><b>Annexure H5</b></p> <p>Bidders possessing any other solution relevant to the Agentic AI and GenAI tracks, other than those specified under Tracks 1 to 4, may submit their bids for empanelment purposes only, without any commercial bid submission.</p>



## ANNEXURE L: PRE-CONTRACT INTEGRITY PACT FORMAT

(To be submitted on plain paper and signed by the bidder on each page)

### PRE-CONTRACT INTEGRITY PACT

General:

This 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 (31 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, organization 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.

### 3. Commitments of BIDDERS

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 cartelization 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 Indian 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 may be further extended at the discretion of the BUYER.
  - (vii) To recover all sums paid in violation of this Pact by BIDDER(s) to any middleman or agent or broker with a view to securing the contract.

(viii) Forfeiture of Performance Bond in case of a decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this pact.

5.2 The BUYER will be entitled to take all or any of the actions mentioned at para 5.1(i) to (viii) of this pact also on the Commission by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER), of an offence as defined in chapter IX of the Indian Penal Code, 1860 or Prevention of Corruption Act, 1988 or any other statute enacted for prevention of corruption.

5.3 The decision of the BUYER to the effect that a breach of the provisions of this pact has been committed by the BIDDER shall be final and conclusive on the BIDDER. However, the BIDDER can approach the Independent Monitor(s) appointed for the purposes this Pact.

#### **6. Independent Monitors:**

6.1 The BUYER has appointed (hereinafter referred to as Monitors) for this Pact in consultation with the Central Vigilance Commission.

##### **Name address of the Monitor(s):**

1. Shri Jose T. Mathew, IFS(Retd.),  
House No. 37/930, Ebrahim Pillai Lane,  
Via Kakkanad, Thrikkakara-682021, Dt. Ernakulam, Kerala.  
Email: [jtmat507@gmail.com](mailto:jtmat507@gmail.com)
2. Shri. Sanjay Kumar Srivastava, IAS (Retd.)  
C-II, 2475, Vasant Kunj,  
New Delhi – 110070  
Email: [srivastava.sk001@gmail.com](mailto:srivastava.sk001@gmail.com)

6.2 The task of the Monitors shall be to review independently and objectively, whether and to what extent the parties comply with the obligations under this Pact.

- 6.3 The Monitors shall not be subject to instructions by the representatives of the parties and perform their functions neutrally and independently. It will be obligatory for him to treat the information & documents of the Bidder as confidential.
- 6.4 Both the parties accept that the Monitors have the right to access all the documents relating to the project/procurement, including minutes of meetings.
- 6.5 As soon as the Monitor notices, or has reason to believe, a violation of this pact, he will so inform the Executive Director (E&OS), LIC.
- 6.6 The BIDDER(s) accepts that the Monitor has the right to access without restriction to all Project documentation of the BUYER including that provided by the BIDDER. The BIDDER will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The same is applicable to Subcontractors. The Monitor shall be under contractual obligation to treat the information and documents of the BIDDER/Subcontractor(s) with confidentiality.
- The Monitor has also signed declarations on 'Non-Disclosure of Confidential Information' and of 'Absence of Conflict of Interest'. In case of any conflict of interest arising at a later date, the IEM shall inform 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 Chairperson, 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 up to 12 months after the last payment under the contract. In case BIDDER is unsuccessful, this Integrity Pact shall expire after six months from the date of the signing of the contract.
- 10.2 Should one or several provisions of this Pact turn out to be invalid; the remainder of this pact shall remain valid. In this case, the parties will strive to come to an agreement to their original intentions.

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

BUYER

Bidder



Executive Director (IT-SD)  
Life Insurance Corporation of India

CEO

Witness

Witness

1.

1.

2.

2.

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

All pages must be signed and numbered.

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

## ANNEXURE M- Online Tendering Guidelines

### Information and Instruction to the Bidders for using ONLINE ELECTRONIC TENDERING SYSTEM (e-TS)

**Special Conditions & instructions for using online Electronic Tendering System (eTS) through portal (website)** <http://www.tenderwizard.com/LIC> adopted by Life Insurance Corporation of India (LIC), Central Office, Mumbai as given in the subsequent pages will over-rule the conditions stated in the Bid documents, wherever relevant and applicable.

- **Registration of the Contractors/Bidders:** All the Contractors intending to participate in the Bids floated online using Electronic Tendering System (eTS) are required to get registered on the e-Tender Portal (website) <http://www.tenderwizard.com/LIC>. After successful Registration on the above mentioned portal, the bidder will get a User ID and Password to access the website.
- **Viewing of Online Tenders:** The contractors/bidders can view tenders floated on online Electronic Tendering System (eTS) hereinafter referred as “e-Tendering System” through portal (website) at <http://www.tenderwizard.com/LIC>. They can view the details like Tender Notice, Terms and Conditions, drawing (if any) and any other information. To download through, they need to login on to the above portal and can download the tender documents of an e-Tender.
- **Key Dates:** The contractors/bidders can view the Online Scheduled dates of e-tendering System (time schedule) hereinafter referred as “Key Dates” for all the tenders floated using the online electronic tendering system on above mentioned portal (website) <http://www.tenderwizard.com/LIC>

The bidders are strictly advised to follow dates and time as mentioned in Key Dates of a particular Bid/tender. The date and time will be binding on all the bidders. The bidders are required to complete the stage within the stipulated time as per the schedule (Key Dates) to continue their participation in the Bid/tender. All online activities are time tracked and the system enforces time locks that ensure that no activity or transaction can take place outside the start and end dates and time of the stage as defined.

The bidder should ensure that the status of a particular stage should be shown as “Completed” before the expiry date and time of that particular stage and they should possess a copy of receipt of completion of each stage to be performed from their end which should match with the status with their offer on online portal. It will be the sole responsibility of the bidder if the status of a particular stage is “Pending” till the expiry date and time of that stage and he is not able to proceed further in the e-Tendering process. The Key dates are subject to change in case of any corrigendum / amendment in schedule due to any reason stated by the Department.

### Obtaining a Digital Certificate and its Usage:

- On e - Tendering System, the bids should be Encrypted and Signed electronically with a Digital Signature Certificate (DSC) to establish the identity of the bidder on online Portal. The Digital Signature Certificate (DSC) has two keys i.e. Public Key and Private Key. The Public Key is used to Encrypt (code) the data and Private Key is used to decrypt (decode) the data. The Encryption means conversion of normal text into coded language whereas decryption means conversion of coded language into normal text. These Digital Signature Certificates (DSCs) are issued by an approved Certifying Authority, by the Controller of Certifying Authorities (CCA India), Government of India.
- The contractors may obtain Class III digital certificate from any Certifying Authority or Sub-certifying Authority authorized by the Controller of Certifying Authorities on the portal <http://cca.gov.in>. or may obtain information and application format and documents required for issue of digital certificate from our Service Provider for Electronic Tendering System (ETS):

E-Tender helpdesk	
Address	#24, Sudha Complex, 03rd Stage, 04th Block, Basaveshwaranagara, Bangalore – 560079.
email	dscprocessingunit@yahoo.com

Help Desk Contact Details:
<p><b>E-mail&amp; Mobile Numbers:</b></p> <p>sushant.sp@antaressystems.com -- +91 9731468511</p> <p>lokesh.hr@antaressystems.com -- +91 9686115304</p>

- The Bid (Online Offer) for a particular e - Tender may be submitted only using the Digital Signature Certificate (DSC), which is used to Encrypt (codified) the data and sign the Hash (Impression of your data) during the stage of Bid Preparation and Hash submission. In case, during the process of a particular e-Tender, the user loses his Digital Certificate (i.e. due to virus attack, hardware problem, operating system problem), he may not be able to submit the bid online. Hence, the users are advised to keep their Digital Signature Certificates in safe custody.
- In case of online Electronic Tendering, if the Digital Certificate issued to the authorized user of a firm is used for signing and submitting an online bid, it will be considered equivalent to a no-objection certificate/power of attorney to that User. The firm has to authorize a specific individual via an authorization certificate signed by all partners to use the Digital Certificate as per Indian Information Technology Act 2000 and its amendments. Unless the certificates are revoked, it will be assumed to represent adequate authority of the user to bid on behalf of agency for LIC of India, Central Office, Mumbai as per Information Technology Act 2000 and its amendments. The Digital Signature of this authorized user will be binding on the firm. It shall be the responsibility of management / partners of the registered firms to inform the certifying authority or Sub Certifying Authority; in case of change of authorized user and that a fresh digital certificate is procured and issued an "Authorization Certificate for the new user. The procedure for application of a Digital Certificate will remain the same for the new user.
- The same procedure holds true for the authorized users in a private/Public limited company. In this case, the authorization certificate will have to be signed by the directors of the company.
- Bidders participating in e-tendering shall check his/her validity of Digital Signature Certificate before bidding in the specific work floated online at the e-Tendering Portal (website) through <http://www.tenderwizard.com/LIC>.

#### **Submission of Tender Fees: (When Applicable)**

- The Contractors have to submit a Demand Draft /Banker's cheque of requisite amount as mentioned in the particular e-Tender (against the Tender fee) of any of the Nationalized / Scheduled Banks drawn in favour of the "Life Insurance Corporation of India" payable at "Mumbai" only, and not in favour of any other Authority or Location.
- The scanned copy of the Demand Draft / Banker's cheque against Tender Fees should be uploaded mandatorily during "Bid Hash Submission" stage (as per the due date mentioned in Key Dates of e-Tender and original DD should be submitted to the Executive Director

(IT.), Central office, Life Insurance Corporation of India, 'Yogakshema', 6th Floor West wing, J B Marg, Mumbai - 400021 in a sealed envelope on or before the due date mentioned in Key Dates of respective e-Tender, otherwise your Tender will not be scrutinized.

- If the tenders are cancelled or recalled on any grounds, the tender document fees will not be refunded to the agency.

#### **Submission of Earnest Money Deposit: (When applicable)**

- Contractors have to deposit EMD of required amount in the form of BANK GUARANTEE of any of the Nationalized / Scheduled Banks drawn in the favour of the "Life Insurance Corporation of India" payable at "Mumbai" only, and not in the favour of any other Authority or Location.
- A scanned copy of Bank Guarantee against EMD should be uploaded mandatorily alongwith Bid submission stage (as per the Key Dates mentioned in e-Tender and Tender document) and original Bank Guarantee(B.G) should be submitted to the Executive Director, IT-SD Department, Central office, Life Insurance Corporation of India, Yogakshema, 6th Floor West wing, J B Marg, Mumbai - 400 021 in the sealed envelope ( BID I ) within the time & date as mentioned in Key Dates of e-Tender, otherwise your BID will not be evaluated / scrutinized.
- Refund of Earnest Money Deposit to the unsuccessful bidders will be made through RTGS/NEFT or Guarantee returned as applicable.

#### **Tender Download:**

- The Eligible Bidders can download the Tender Document online from above e - Tendering Portal <http://www.tenderwizard.com/LIC> before the Tender closing date & time mentioned in the e-Tender floated.

#### **Submission of online bids:**

**(These may be clarified from M/s Antares (Tenderwizard) as required)**

- The bidders are required to prepare their bids on online e-Tendering Portal as mentioned above. During bid preparation, the bidders have to send their Public Key of DSC hence they are advised to procure DSCs at earliest to participate in the e-Tender. They are required to upload

the scan copies of Demand Draft for Tender Document Fees and Earnest Money Deposit. Also, bidders are required to scan and upload any other documents related to their credentials and submit wherever asked online. The bidders have to prepare their commercial bid online during in this stage only and seal (Encrypt) and digital sign the online bid with their Digital Signature Certificates. The Bidders should take note of any corrigendum being issued on the web portal on a regular basis. They should view and note down or take a printout the Bid Hash submitted and ensure that it matches during "Re-Encryption of Bids" stage. The bidders will not be able to change their technical details and offer (rates) after expiry of due date and time on online portal.

- **Generation of Super Hash:** After the time of submission of Bid Seal (Hash) by the Contractors/Bidders has lapsed, the bid round will be closed and a "Digitally signed tender Super-Hash" will be generated by concerned LIC Department official. This is equivalent to sealing the tender box.
- **Re-Encryption of Bids:** Once the Generation of Super Hash stage is completed the Contractors/bidders have to decrypt their bids as they are in encrypted mode by their DSC and re-encrypt with Department user's Public Key which will be included in the e-Tender. During this process they need use their DSC for decryption of Bids and signing of Bid Hash once again for security. The electronic bids of only those Contractors/bidders who have submitted their bid seals (hashes) within the stipulated time, as per the tender time schedule (Key Dates), will be accepted by the system. A Contractor who does not submit his bid seal (hash) within the stipulated time will not be allowed to submit his bid (Re-Encryption). This stage could be considered as transfer of control to LIC Department user.
- Pre-bid discussion with all applicants as per key dates to clarify doubts of potential bidders in respect of this RFP. Any prospective bidder may, in writing seek clarification in respect of the bidding documents, However, last date of submitting clarification request shall be 2 (two) days before the schedule Pre-bid meeting

#### **Opening of Tender (Electronic offers):**

**(a) Eligibility and Technical Bid shall be opened on the mentioned dates.**

**(b) The date of opening of Price Bid shall be intimated to the Eligible Bidders.**

**Secretary (IT/Digital Transformation)**