

## CORRIGENDUM 2

**Procurement of Agentic AI and GenAI Platforms:  
Selection and Empanelment of Service Provider  
(Reference: LIC/CO/ITDT/RISE/RFP/2526-001/AI dated 04.11.2025)**

### Order of Precedence Clause:

The following Order of Precedence shall apply in the event of any conflict, inconsistency, ambiguity, or contradiction among the documents forming part of this RFP and the subsequent Contract. The documents shall be interpreted in the sequence listed below, with the item at the top having the highest precedence:

1. Corrigenda / Addenda issued to this RFP.
2. The RFP Document (including all Chapters, Sections, and the Scope of Work).
3. The Contract / Agreement executed with the Selected Bidder.
4. Clarifications and Responses to Pre-Bid Queries issued by LIC.
5. Commercial Bid submitted by the Bidder.
6. Technical Bid submitted by the Bidder.
7. Annexures, Schedules, Formats, and Templates attached to the RFP.
8. Any other written communication, including emails, exchanged during the bidding process.

In the event of any conflict between the Contract Agreement and the RFP/Corrigenda, the provisions of the RFP and its Corrigenda shall prevail, unless expressly agreed otherwise in writing by LIC.

### Existing: REVISED ANNEXURE F – PRE-QUALIFICATION / ELIGIBILITY CRITERIA RESPONSE FORMAT, Point No 5

5	<b>Experience &amp; References:</b>  The bidder should have demonstrable experience in Artificial Intelligence, Natural Language Processing, or	<input type="checkbox"/> Yes <input type="checkbox"/> No	The bidder shall provide details of at least Two (2) client references or deployments relevant to each track ( <b>commercial, pilot, or proof-of concept</b> ).
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	<p>Conversational AI domains for the mentioned requirements.</p> <p>Interested Service Provider should submit details of minimum two (2) relevant projects.</p> <p>Such projects should have been executed in the last three (3) years from the last submission date of the RFP. Requirement to be met Separately for each of solution track.</p> <p>Brief project summaries / case studies (maximum 2 pages each) describing relevant AI/NLP/Voice AI projects executed.</p> <p>Work orders / completion certificates / client testimonials for <b>at least three deployments</b> (commercial, Paid pilot, or Paid POC).</p> <p>Client reference letters or contact details (name, Designation, email, and phone) for verification. Such project details shall be submitted separately and independently for each solution track for which the bidder is participating, namely:</p> <p>Track 1: Voice bot with Dialer and Cloud Hosting Track 2: Email Analytics Solution Track 3: Task Automation using AI Agents Track 4: Enterprise GenAI Knowledge Assistant</p> <p>Each track shall be evaluated independently, and the bidder must demonstrate relevant and verifiable project experience specific to the applied track.</p>		<p>Page No in Submission :</p>
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	Project details shall include: Client name, project title, scope and duration, deployment type (on-premise / cloud), technologies used, project value or scale, key outcomes, and client contact details for verification (name, designation, email, and phone).		
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**Revised: REVISED ANNEXURE F – PRE-QUALIFICATION / ELIGIBILITY CRITERIA RESPONSE FORMAT, Point no 5**

5	<p><b>Experience &amp; References:</b></p> <p>The bidder should have demonstrable experience in Artificial Intelligence, Natural Language Processing, or Conversational AI domains for the mentioned requirements.</p> <p>Interested Service Provider should submit details of <b>minimum two (2)</b> relevant projects.</p> <p>Such projects should have been executed in the last three (3) years from the last submission date of the RFP. Requirement to be met Separately for each of solution track.</p> <p>Brief project summaries / case studies (maximum 2 pages each) describing relevant AI/NLP/Voice AI projects executed.</p> <p>Work orders / completion certificates / client testimonials for <b>at least Two (2) deployments</b> (commercial, Paid pilot, or Paid POC).</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No	<p>The bidder shall provide details of at least Two (2) client references or deployments relevant to each track <b>(commercial, Paid pilot, or Paid proof-of concept)</b>.</p> <p>Page No in Submission :</p>
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	<p>Client reference letters or contact details (name, Designation, email, and phone) for verification. Such project details shall be submitted separately and independently for each solution track for which the bidder is participating, namely:</p> <p>Track 1: Voice bot with Dialer and Cloud Hosting Track 2: Email Analytics Solution Track 3: Task Automation using AI Agents Track 4: Enterprise GenAI Knowledge Assistant Each track shall be evaluated independently, and the bidder must demonstrate relevant and verifiable project experience specific to the applied track.</p> <p>Project details shall include: Client name, project title, scope and duration, deployment type (on-premise / cloud), technologies used, project value or scale, key outcomes, and client contact details for verification (name, designation, email, and phone).</p>		
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**Addition Clarification regarding merger/demerger:**

In case any Bidder has undergone corporate restructuring (including merger, demerger, hive-off, slump sale, etc.) during the last three financial years, it should submit the credentials of its erstwhile or current entity, provided that adequate documentary evidence is furnished along with an undertaking confirming that such credentials have been legally transferred to the bidding entity and that the bidding entity is authorized to use them.

**Secretary (IT/Digital Transformation)**