

**Revised Annexure-H1: Commercial Bid –  
Track 1: Voicebot with Dialer and Cloud Hosting by Service Provider  
Reference: LIC/CO/ITDT/RISE/RFP/2526-001/AI**

**1. Purpose**

This annexure seeks commercial quotes for an **all-inclusive Voicebot Solution** with Dialer, Cloud Hosting, and required integrations on a **per-minute (with per-second pulse)** usage-based model.

The **performance parameters, concurrency levels, and usage volumes** etc applicable to this Track are defined separately in **Annexure-N**, which shall be read in conjunction with this commercial bid format.

**2. Commercial Bid Format**

| Sl. No.                       | Item Description                                              | Unit of Measurement                   | Estimated Quantity (Annual)<br>[a] | Unit Rate (INR)<br>[b] | Total Estimated Cost (INR)<br>[c=a*b] | Remarks                                                                 |
|-------------------------------|---------------------------------------------------------------|---------------------------------------|------------------------------------|------------------------|---------------------------------------|-------------------------------------------------------------------------|
| 1                             | Voice bot usage with Dialer and Cloud Hosting (All Inclusive) | Per Minute (Per-second pulse billing) | 24,00,000 Minutes                  |                        |                                       | Pay-per-use flexible model                                              |
| 2                             | Integration Effort – Configuration and API Integration        | Per Manday                            | As per actuals                     |                        |                                       | To include integration with enterprise systems, CRM, or telephony stack |
| 3                             | Any One-Time Setup / Platform Enablement Cost (if applicable) | One-time                              | 1                                  |                        |                                       | Optional – if justified                                                 |
| Total Cost of Ownership (TCO) |                                                               |                                       |                                    |                        |                                       |                                                                         |
| TCO in Words                  |                                                               |                                       |                                    |                        |                                       |                                                                         |

### 3. Terms and Conditions:

- a. The quantity of minutes indicated above is an **estimate only** for the purpose of commercial comparison.
- b. **Payment shall be made quarterly in arrears** based on actual usage (in minutes) and actual integration effort, as verified and certified by LIC.
- c. **One-time setup or enablement cost**, if applicable, shall be paid **15 days post successful deployment, completion of acceptance testing, and go-live confirmation** by LIC.
- d. **Taxes and levies** shall be quoted separately and will be payable as per applicable law.
- e. The quantities and usage volumes indicated in this RFP are for **bid comparison and evaluation only**. LIC reserves the right to procure **lesser or higher quantities** based on actual requirements. Payment shall be made on the basis of **actual consumption and verified effort**, and **no claim shall be entertained** for variations between estimated and actual usage.

**Revised Annexure-H2: Commercial Bid – Track 2: Email Analytics Solution**  
**Reference: LIC/CO/ITDT/RISE/RFP/2526-002/AI**

**1. Purpose**

To obtain commercial quotes for an **AI-based Email Analytics and Classification Solution** hosted and managed by the Service Provider on the cloud.

The **performance parameters, concurrency levels, and usage volumes etc** applicable to this Track are defined separately in **Annexure-N**, which shall be read in conjunction with this commercial bid format.

**2. Commercial Bid Format**

| Sl. No. | Item Description                                                | Unit of Measurement    | Estimated Quantity (Annual) [a] | Unit Rate (INR) [b] | Total Estimated Cost (INR) [c=a*b] | Remarks                                                             |
|---------|-----------------------------------------------------------------|------------------------|---------------------------------|---------------------|------------------------------------|---------------------------------------------------------------------|
| 1       | Email Analytics Processing (All Inclusive, with Cloud Hosting)  | Per Email Conversation | 3,00,000 Emails                 |                     |                                    | Includes inbound/outbound parsing, categorization, response tagging |
| 2       | Integration Effort – Email Gateway / CRM / Workflow Integration | Per Man day            | As per actuals                  |                     |                                    | Man day-based integration cost                                      |

| Sl. No.                       | Item Description                             | Unit of Measurement | Estimated Quantity (Annual) [a] | Unit Rate (INR) [b] | Total Estimated Cost (INR) [c=a*b] | Remarks  |
|-------------------------------|----------------------------------------------|---------------------|---------------------------------|---------------------|------------------------------------|----------|
| 3                             | One-Time Configuration / Setup Cost (if any) | One-time            | 1                               |                     |                                    | Optional |
| Total Cost of Ownership (TCO) |                                              |                     |                                 |                     |                                    |          |
| TCO in Words                  |                                              |                     |                                 |                     |                                    |          |

### 3. Terms and Conditions.

- The quantity of emails indicated above is **only an estimate** for the purpose of commercial comparison and bid evaluation.
- Payment shall be made quarterly in arrears**, based on **actual number of emails processed** and **actual integration effort**, as verified and certified by LIC.
- One-time configuration or setup cost**, if applicable, shall be payable **15 days post successful deployment, completion of acceptance testing, and go-live confirmation** by LIC.
- Taxes and statutory levies** shall be quoted separately and will be payable as per applicable law.
- The quantities and usage volumes indicated are for **evaluation purposes only**. LIC reserves the right to **increase or decrease the actual usage** based on operational requirements.  
Payment shall be made on **actual consumption and verified effort**, and **no claim shall be entertained** for variations between estimated and actual volumes.

## Revised Annexure-H3: Commercial Bid – Track 3: Task Automation using AI Agents

Reference: LIC/CO/ITDT/RISE/RFP/2526-003/AI

### 1. Purpose

To obtain commercial quotes for **AI Agent-based Task Automation Solution** with Cloud Hosting, configurable workflows, and integration capabilities.

The **performance parameters, concurrency levels, and usage volumes** etc applicable to this Track are defined separately in **Annexure-N**, which shall be read in conjunction with this commercial bid format.

### 2. Commercial Bid Format

| Sl. No.                       | Item Description                                          | Unit of Measurement     | No of Workflows [a] | Estimated Quantity (Annual) [b] | Unit Rate (INR) [c] | Total Estimated Cost (INR) [d=a*b*c] | Remarks                                             |
|-------------------------------|-----------------------------------------------------------|-------------------------|---------------------|---------------------------------|---------------------|--------------------------------------|-----------------------------------------------------|
| 1                             | AI Agent Task Automation – Subscription (For 3 Workflows) | Per Month Per work flow | 3                   | 12 Months                       |                     |                                      | Cloud-hosted subscription, all inclusive            |
| 2                             | Integration Effort – Workflow/Systems Integration         | Per Man day             | As per actuals      |                                 |                     |                                      | For configuration and enterprise system integration |
| 3                             | One-Time Configuration / Setup                            | One-time                | 3                   | One Time                        |                     |                                      | Optional                                            |
| Total Cost of Ownership (TCO) |                                                           |                         |                     |                                 |                     |                                      |                                                     |
| TCO in Words                  |                                                           |                         |                     |                                 |                     |                                      |                                                     |

### 3. Terms and Conditions.

- a. The **workflow counts** indicated above are **for bid comparison and evaluation purposes only**.
- b. **Payment shall be made quarterly in arrears**, based **number of active workflows**, and **integration effort** as verified and certified by LIC.
- c. **One-time configuration or setup cost**, if applicable, shall be payable **15 days post successful deployment, completion of acceptance testing, and go-live confirmation** by LIC.
- d. **Taxes and levies** shall be quoted separately and will be payable as per applicable law.
- e. LIC reserves the right to **procure higher or lower volumes** based on actual operational requirements. Payment shall be made on **actual consumption and verified effort**, and **no claim shall be entertained** for any variation between estimated and actual usage.

## Revised Annexure-H4: Commercial Bid – Track 4: Enterprise GenAI Knowledge Assistant

Reference: LIC/CO/ITDT/RISE/RFP/2526-004/AI

### 1. Purpose

To obtain commercial quotes for an **Enterprise GenAI Knowledge Assistant** solution, including configuration, cloud hosting, and integration with document repositories and enterprise systems.

The **performance parameters, concurrency levels, and usage volumes** etc applicable to this Track are defined separately in **Annexure-N**, which shall be read in conjunction with this commercial bid format.

### 2. Commercial Bid Format

| Sl. No.                       | Item Description                                                  | Unit of Measurement | Estimated Quantity<br>(Annual)<br>[a] | Unit Rate<br>(INR)<br>[b] | Total<br>Estimated Cost<br>(INR)<br>[c=a*b] | Remarks                                                                                                   |
|-------------------------------|-------------------------------------------------------------------|---------------------|---------------------------------------|---------------------------|---------------------------------------------|-----------------------------------------------------------------------------------------------------------|
| 1                             | Enterprise GenAI Knowledge Assistant Subscription                 | Per Month           | 12 Months                             |                           |                                             | All Inclusive with Cloud Hosting and Vector DB Storage , RAG pipeline, embedding storage, model inference |
| 2                             | Integration Effort – Document Management System / API Integration | Per Man day         | As per actuals                        |                           |                                             | Includes model setup and data pipeline configuration                                                      |
| 3                             | One-Time Setup and Configuration                                  | One-time            | 1                                     |                           |                                             | Optional – if applicable                                                                                  |
| Total Cost of Ownership (TCO) |                                                                   |                     |                                       |                           |                                             |                                                                                                           |
| TCO in Words                  |                                                                   |                     |                                       |                           |                                             |                                                                                                           |

### **3. Terms and Conditions.**

- a. Payment shall be made quarterly in arrears, based on the actual subscription duration, integration effort, and approved deliverables, as verified and certified by LIC.
- b. One-time setup or configuration cost, if applicable, shall be payable 15 days post successful deployment, completion of acceptance testing, and go-live confirmation by LIC.
- c. Taxes and statutory levies shall be quoted separately and will be payable as per applicable law.
- d. LIC reserves the right to procure higher or lower volumes based on actual operational requirements. Payment shall be made on actual consumption and verified effort, and no claim shall be entertained for any variation between estimated and actual usage.



**Annexure H5 : Empanelment of Agentic AI / GenAI Platform Service Providers**  
**Solution Submission Table – For Empanelment**  
**Reference: LIC/CO/ITDT/RISE/RFP/2526-005/AI**

| Sr No. | Solution / Platform Name | Solution Category (e.g., Voice AI, GenAI, NLP, Automation) | Primary Use Case / Functionality | Client / Sector Reference | Solution Maturity (Live Since) |
|--------|--------------------------|------------------------------------------------------------|----------------------------------|---------------------------|--------------------------------|
| 1      |                          |                                                            |                                  |                           |                                |
| 2      |                          |                                                            |                                  |                           |                                |
| 3      |                          |                                                            |                                  |                           |                                |

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