Total Cost of Ownership

LIFE INSURANCE CORPORATION OF INDIA			
RFP Document No.: LIC/CO/IT/DT/2025/RFP/DIVE/01 dated 17.11.2025			
Tender Title: Invitation For Request For Proposal For Development of NextGen New Business Platform For Life Insurance Corporation Of India			
Form T-6: Commercial Bid			
a. Total Cost of Ownership			
Name of the bidder			
Address and Contact Details			
Sr. No.	Description	Cost (INR)	Aggregate TCO (INR)
1	One Time Implementation (Table#1)	0.00	
2	Cloud Consumption (Table#2)		
3	Software (Table#3)	0.00	
4	AMC (Table#4)		
5	Change Request costs - Annual price for 1 pod (Table#5); Rate card utilized as per Section B below (To be utilized on a need basis)		

Table 1

LIFE INSURANCE CORPORATION OF INDIA	

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Table#1: Bill of Material (One Time Implementation)

One-off Implementation cost to be quoted for independent modules within the Development of NextGen New Business Platform For LIC India – includes design, implementation, testing, deployment into production and roll-out support for the solution

Name of the bidder			

Sr. No.	Next Gen New Business Platform Application modules	Efforts Estimation (Person Days)	One Time Implementation (INR)
1	Lead Management		
2	Quote Management		
3	Product Configurator		
4	Underwriting Engine		
5	AI Platform for Agent and Customer onboarding		
	Total	0.00	0.00

Table 2

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RFP Document No.: LIC/CO/IT/DT/2025/RFP/DIVE/01 dated 17.11.2025
Table#2: Bill of Material (Cloud Capacity Estimation)

The bidder shall be responsible for provisioning and managing the complete cloud infrastructure required for building and operating the New Business Platform. This includes selecting an appropriate Cloud Service Provider (CSP), setting up the tenancy, provisioning required services, and ensuring ongoing management in accordance with the scope defined in this RFP.

As part of their proposal, the bidder must submit detailed cloud capacity estimation and architecture sizing, covering compute, storage, networking, managed services, security tooling, and availability zones. All cost estimations should be benchmarked using Google Cloud Platform (GCP) pricing calculator, factoring in LIC's enterprise discount (as applicable). These benchmarks will be used solely for commercial evaluation under the QCBS methodology to normalize pricing across bidders.

The bidder shall also be responsible for provisioning and managing all associated cloud infrastructure services including:
- Compute, storage, container orchestration, and database services
- Network and perimeter security components (e.g., WAF, DDoS protection)
- Security and compliance tooling (e.g., anti-virus, audit logging)
- DevSecOps toolchain and automation for CI/CD
- Monitoring, alerting, and backup/recovery tooling

The solution must be designed for high availability, scalability, security, and compliance with IRDAI guidelines and LIC's internal policies, including adherence to data residency in Indian regions approved by LIC.

In the Bill of Material Table below the bidder should provide details in a granular manner.

Name of the bidder	

Sr. No.	Cloud Provider	Cloud service	Description	Environment (Interim Dev, Dev, SIT, UAT, Pre-Prod , Prod, Any Other)	Unit Capacity Specification	Estimated Qty	Unit Cost	Total Cost
1								
2								
3								
4								
5								

Table 3

LIFE INSURANCE CORPORATION OF INDIA
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Table#3: Bill of Material (Software)
The bidder to procure and install the OEM software on behalf of LIC. LIC reserves the right to provide the licenses available under Enterprise Unlimited Licensing agreement (EULA) to the Successful Bidder. The Successful Bidder shall deduct from the invoice for such licenses as provided by LIC equivalent to the amount quoted for such licenses in their Price Bid LIC has Primary DC in Navi Mumbai and Far DR in Bangalore. The bidder is expected to size adequate OEM Software for the scope mentioned in the RFP in each of the following environments - • Primary DC – Dev, SIT, UAT, Pre-Prod, Prod, any other environment • Far DR – Prod In the Bill of Material Table below the bidder should provide details of the above in a granular manner.

Name of the bidder	

Sr. No.	SW (Software)	Description	Primary DC / DR	Environment (Interim Dev, Dev, SIT, UAT, Pre-Prod, Prod, Any Other)	License Type Perpetual / Subscription	Qty (A)	Rate Per Unit (B)	5-year TCO (INR) (C = A*B)
1								
2								
3								
	Total							

The quoted 5-year TCO is to be discounted to the net present value (NPV) as appropriate for comparing the tenders on equitable basis. The Net Present Value is to be calculated on the annual cash outflows. Discounting rate to be used: 10%.

Table 4

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Table#4: Subscription based and serverless services						
The bidder is required to provide detailed costing information for all subscription-based and consumption-based software components proposed as part of the solution (e.g., serverless computing services such as AWS Lambda, Azure functions etc). The table below includes illustrative examples to guide the expected structure and level of detail for the costing template submission:						
Name of the bidder						
S. No.	Cloud Provider	Service / component	Unit of measurement	Estimated Units	Cost per unit	Anticipated Monthly costs
1	AWS	Lambda	No . of Invocations and Duration			
2	AWS	API Gateway	Per million of API calls			

Table 5

LIFE INSURANCE CORPORATION OF INDIA
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Table#5: Bill of Material (AMC)
In the Bill of Material Table below the bidder should provide details of the annual maintenance and support services for own developed custom application, third-party (OEM) software and hardware in a segregated manner as shown below. It includes application maintenance of the NextGen New Business Platform as well as the annual maintenance of hardware and OEM software licenses required to enable the same. The bidder shall provide L1/L2/L3 support.   During the AMC period, the bidder is liable to provide onsite support resources to LIC as follows considering 3 rosters for all 7 days.   • Next gen New Business Application Application - 4 resources for L1 and 3 resource for L2   • The Bidder shall provide TCO costing for a hybrid support model that includes offshore operational support for a total of 25 people staggered across 24x7 shift. Inclusion of this model in the final implementation scope will be at LIC's discretion. The high level scope will be as per below :-   • Assisting in completion of partial onboarding journeys across applicable channels, including co-browsing support with end users, as required.   • Logging and tracking user queries in the agreed ITSM / ticketing tool

Name of the bidder							
S. No.	Nature of support	Y1 (INR)	Y2 (INR)	Y3 (INR)	Y4 (INR)	Y5 (INR)	TCO for 5 years (INR) Y1+Y2+Y3+Y4+Y5
1	AMS (custom developed application)						0.00
2	AMC (OEM software)						0.00
3	Operational support						0.00
	Total						0.00

Table 6 Change request costs

LIFE INSURANCE CORPORATION OF INDIA	

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Table #5: Change request costs: Annual price for 1 pod

A change request is qualified as follows subject to approval by LIC. This will be charged on as-needed basis subject to LIC raising a formal change request with the Selected Bidder.
• Major Requirement changes (additions, deletions, modifications) to the Scope of work
• Request for enhancements in production systems post implementation with functional requirements beyond the scope of this RFP. BAU changes to keep the system relevant and up to date shall not be entertained as Change Request and need to be performed by the bidder for the duration of the contract. Illustrative set of such changes which will not recognized as change requests are present in Section 4.16 of Appendix C – Scope of Work
Bidder is required to submit a detailed rate card as shown in part B. If the actual change request costs exceed the estimated cost, the rate card below in B will be utilized to arrive at the change request cost.

Name of the bidder				
Sr. No.	Role	No. of resources per pod (A)	Person Month Price per Rate Card Part B (INR) ©	12 Months Price for 4 Pods (INR) D = (B * C)*12
1	Technical Program Manager	0.5		

2	Business Analyst/PO	0.5		
3	Sr. Backend Developer	1		
4	Jr. Backend Developer	1		
5	DevOps Engineer	0.5		
6	Front end Developer	1		
7	AI Engineer - Senior	1		
8	AI Engineer - Junior	0.5		
9	SDET	1		

Part B - Rate Card

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Part B - Rate Card

The bidder should provide a monthly rate card (in the highlighted column below) for the below mentioned resources that will be utilized when calculating change requests costs if the actual cost exceeds the total estimated cost mentioned in Section A – Total Cost of Ownership.
The rate card mentioned in this table will stand confirmed for the first year. For subsequent years, an annual increase in price at a rate of 4% shall be allowed to account for inflation.

Name of the bidder	

Sr. No.	Professional Figure	Price/Month (INR)
1	Technical Program Manager	
2	Business Analyst/PO	
3	Dev/Pod Tech lead	
4	Sr. Backend Developer	
5	Jr. Backend Developer	
6	DevOps Engineer	
7	Front end Developer	
8	SDET	