



INVITATION FOR REQUEST FOR PROPOSAL FOR DEVELOPMENT OF NEXTGEN NEW BUSINESS PLATFORM FOR LIFE INSURANCE CORPORATION OF INDIA

(Ref: LIC/CO/IT/DT/2025/RFP/DIVE/01 Dated: 17.11.2025)

Corrigendum

S.No	Addition / Deletion / Modification / Clarification	RFP Clause No. / Annexure No.	Old Requirement / Condition / Annexure	New Requirement / Condition / Annexure
1	Modification	1.8 Appendix to RFP: Tender Information Summary (TIS) Page No.4	<p>Document Download End Date & Time</p> <p>Tuesday, 23.12.2025 till 3:25 PM</p> <p>Bid Submission Closing Date & Time</p> <p>Tuesday, 23.12.2025 till 3:25 PM</p> <p>Bid Opening (techno-commercial Proposal) Date & Time</p> <p>Tuesday, 23.12.2025 at 4:00 PM (ONLINE)</p> <p>Technical Bid Presentation/Customers Testimonials</p> <p>Will be intimated separately through email</p>	<p>Document Download End Date & Time</p> <p>Monday, 19.01.2026 till 3:25 PM</p> <p>Bid Submission Closing Date & Time</p> <p>Monday, 19.01.2026 till 3:25 PM</p> <p>Bid Opening (techno-commercial Proposal) Date & Time</p> <p>Monday, 19.01.2026 at 4:00 PM (ONLINE)</p> <p>Technical Bid Presentation/Customers Testimonials shall commence from Week starting from 20.01.2026 onwards</p>
2	Modification	Appendix A: Bidding Forms and Formats: Form T-6, Table #2: Bill of Material (Cloud	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	As part of their proposal, the bidder must submit detailed cloud capacity estimation and architecture sizing for their preferred CSP , covering compute, storage, networking, managed services, security tooling, and availability zones for the bidder's preferred CSP

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		Capacity Estimation)	<i>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</i>	
3	Modification	Appendix A: Bidding Forms and Formats: Form T-6 Commercial Bid, Table 3 Bill of Material (Software)	<p>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 -</p> <ul style="list-style-type: none"> • Navi Mumbai (Primary DC) – Dev, SIT, UAT, Pre-Prod, Prod, any other environment • Bangalore (Far DR) – Prod 	<p>The bidder is expected to size adequate OEM Software for the scope mentioned in the RFP on the CSP infrastructure in each of the following environments -</p> <ul style="list-style-type: none"> • Primary DC – Dev, SIT, UAT, Pre-Prod, Prod, any other environment • Far DR – Prod
4	Modification	Appendix A: Bidding Forms and Formats: Form T-6 Commercial Bid, Table 5 Bill of Material (AMC)	<p>During the AMC period, the bidder is liable to provide onsite support resources to LIC as follows considering 3 rosters for all 7 days.</p> <ul style="list-style-type: none"> • Next gen New Business Application - 4 resources for L1 and 3 resource for L2 	<p>During the AMC period, the bidder is liable to provide onsite support resources to LIC as follows considering 3 rosters for all 7 days.</p> <ul style="list-style-type: none"> • Technical Support for Next gen New Business 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 :-

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				<ul style="list-style-type: none"> 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 																					
5	Modification	Appendix A: Bidding Forms and Formats: Form T-1C & Section 5.2 Eligibility Criteria	12. Relevant Certifications The Bidder should have CMMi Level 5 certificate valid as on date of submission (as outlined in RFP), Bidder to submit a Certificate Copy of CMMi Certification in Level 5 or equivalent certification	12. Relevant Certifications The Bidder should have a <i>CMMi Level 3 or higher</i> certificate valid as on date of submission (as outlined in RFP), Bidder to submit a Certificate Copy of <i>CMMi Certification in Level 3 or higher</i> or equivalent certification																					
6	Modification	Appendix A: Bidding Forms and Formats: Form T-14 & Appendix C: Scope of Work: Section 3.2 Target Architecture: Table 1 – Illustrative Integrations Required &	<table border="1"> <thead> <tr> <th>Platform Tool / Service</th> <th>Category</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>Medical Health Recommender</td> <td>Integrate</td> <td>The bidder is expected to re-use the SoE's MHR service as part of the onboarding journeys</td> </tr> <tr> <td>Identity Management</td> <td>Integrate</td> <td>The bidder shall leverage LIC's existing Identity Management solution for all applicable user segments, including customers, sales personnel, and LIC hierarchy. The bidder will be responsible for managing the relevant</td> </tr> </tbody> </table>	Platform Tool / Service	Category	Description	Medical Health Recommender	Integrate	The bidder is expected to re-use the SoE's MHR service as part of the onboarding journeys	Identity Management	Integrate	The bidder shall leverage LIC's existing Identity Management solution for all applicable user segments, including customers, sales personnel, and LIC hierarchy. The bidder will be responsible for managing the relevant	<table border="1"> <thead> <tr> <th>Platform Tool / Service</th> <th>Category</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>Medical Health Recommender</td> <td>Build and Implement</td> <td>The bidder is expected to build the MHR service as part of the onboarding journeys</td> </tr> <tr> <td>Identity Management</td> <td>Implement</td> <td>The bidder is expected to provision and setup eMudhra for Identity Management on the proposed infrastructure</td> </tr> <tr> <td>PII Data Vault</td> <td>Implement</td> <td>The bidder is expected to setup and provision the required PII data vault on the proposed infrastructure</td> </tr> </tbody> </table>	Platform Tool / Service	Category	Description	Medical Health Recommender	Build and Implement	The bidder is expected to build the MHR service as part of the onboarding journeys	Identity Management	Implement	The bidder is expected to provision and setup eMudhra for Identity Management on the proposed infrastructure	PII Data Vault	Implement	The bidder is expected to setup and provision the required PII data vault on the proposed infrastructure
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		Table 2 – Procure vs Build Services (Indicative) & Appendix C: Scope of Work, Section 2.2 Detailed Functional Scope of Work, Table 2	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 20%;"></td> <td style="width: 20%;"></td> <td style="width: 60%;">instance and handling all aspects of the integration and configuration as defined within the scope of this RFP Tool: eMudhra</td> </tr> </table>			instance and handling all aspects of the integration and configuration as defined within the scope of this RFP Tool: eMudhra	
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7	Modification	3.6.4.1 Payment Terms: Implementation	<p>Go-Live: Phase 2 (T₀ + 9 months) No P1 (Critical) and P2 (High) bugs</p> <ul style="list-style-type: none"> - Direct-to-Customer (D2C) onboarding via Customer Super App and Customer Portal, and LIC website - Onboarding at LIC branches by authorized users via internal LIC branch portal - Agentic AI Platform Part 2: Bidder shall implement a central KYC agent covering, but not limited to below functionalities: <ul style="list-style-type: none"> o Central orchestrator for all customer-submitted documents. o Accepts uploads via app/portals/email/API. o Routes docs to specialized validators. o Consolidates results for underwriting <p>Bidder shall implement Agentic AI solution for lead categorization and nurturing with below but not limited to capabilities :-</p>	<p>Go-Live: Phase 2 (T₀ + 9 months) No P1 (Critical) and P2 (High) bugs</p> <ul style="list-style-type: none"> o Onboarding through Bancassurance and alternate channels such as brokers, IMFs, and web aggregators - either by authorized personnel licensed to sell insurance or directly by customers (e.g., via banks' net banking platforms) – live with priority bank and alternate channel partners identified o Expansion of B&AC journey integration to cover all partners, joint execution of proposal journey and subsequent lifecycle between LIC & B&AC representative for performing applicable activities on proposal o Bancassurance & alternative channel to be supported by 			

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			<ul style="list-style-type: none"> ○ Automated classification of leads based on predefined business rules and AI-driven insights, including lead enrichment using available customer data sources ○ AI-based evaluation of customer needs, purchase propensity, and purchase intent to prioritize and route leads effectively ○ AI agent-driven automated calling and conversational engagement with customers to capture interest, validate intent, and assess conversion likelihood ○ Continuous engagement and follow-up with leads through contextual communication <p>Go Live : Phase 3 (T₀ + 12 months)</p> <ul style="list-style-type: none"> - No P1 (Critical) and P2 (High) bugs open. - Agent led onboarding (A2C) via the Sales Super App / Agent portal - Agentic AI Platform Part 3: <p>Build a Digital proposal agent covering, but not limited to below functionalities:</p> <ul style="list-style-type: none"> ○ Digital Proposal Agent to capture customer information through scanned proposal forms and perform subsequent backend updates ○ Accepts inputs via OCR from documents or digital uploads ○ Context aware validation and clarifies incomplete or ambiguous responses ○ Integrates with KYC workflow agent to extract data from Aadhar, PAN 	<ul style="list-style-type: none"> ▪ Redirection based Integration for seamless integration with the LIC Branch portal ▪ compatible Web SDK for integration with LIC Super Sales App ▪ Headless API(s) for any cross-system integration ▪ Standalone white labelled web interface ▪ Hybrid journey (including scan and upload of physical proposal form/documents, digital document submission, medical scheduling, etc. for in-branch paper form submissions), including identification and linking of paper form to submitted documents <p>- Agentic AI Platform Part 2:</p> <p>Bidder shall implement a central KYC agent covering, but not limited to below functionalities:</p> <ul style="list-style-type: none"> ○ Central orchestrator for all customer-submitted documents. ○ Accepts uploads via app/portals/email/API. ○ Routes docs to specialized validators.

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			<p>Go Live: Phase 4 ((T₀ + 15 months) No P1 (Critical) and P2 (High) bugs open.</p> <ul style="list-style-type: none"> ○ Onboarding through Bancassurance and alternate channels such as brokers, IMFs, and web aggregators - either by authorized personnel licensed to sell insurance or directly by customers (e.g., via banks' net banking platforms) – live with priority bank and alternate channel partners identified ○ Expansion of B&AC journey integration to cover all partners, joint execution of proposal journey and subsequent lifecycle between LIC & B&AC representative for performing applicable activities on proposal ○ Bancassurance & alternative channel to be supported by <ul style="list-style-type: none"> ▪ Redirection based Integration for seamless integration with the LIC Branch portal ▪ compatible Web SDK for integration with LIC Super Sales App ▪ Headless API(s) for any cross-system integration ▪ Standalone white labelled web interface <p>Agentic AI Platform Part 4:</p> <ul style="list-style-type: none"> ○ Build Test Explainer Agent to cover but not limited to mentioned functionalities – 	<ul style="list-style-type: none"> ▪ Consolidates results for underwriting <p>Go Live : Phase 3 (T₀ + 12 months)</p> <ul style="list-style-type: none"> - Direct-to-Customer (D2C) onboarding via Customer Super App and Customer Portal, and LIC website - Onboarding at LIC branches by authorized users via internal LIC branch portal - No P1 (Critical) and P2 (High) bugs open. - Agentic AI Platform Part 3: Build a Digital proposal agent covering, but not limited to below functionalities: <ul style="list-style-type: none"> ○ Digital Proposal Agent to capture customer information through scanned proposal forms and perform subsequent backend updates ○ Accepts inputs via OCR from documents or digital uploads ○ Context aware validation and clarifies incomplete or ambiguous responses ○ Integrates with KYC workflow agent to extract data from Aadhar, PAN <p>Bidder shall implement Agentic AI solution for lead categorization and nurturing with below but not limited to capabilities:-</p> <ul style="list-style-type: none"> ○ Automated classification of leads based on predefined business rules and AI-driven insights, including lead

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			<p>Explains tests FAQs to reduce confusion and help mitigate anxiety</p> <ul style="list-style-type: none"> ○ Build Medical Report processor agent to cover but not limited to mentioned functionalities- Ingests report via PDF/API, checks tampering and summarizes results 	<p>enrichment using available customer data sources</p> <ul style="list-style-type: none"> ○ AI-based evaluation of customer needs, purchase propensity, and purchase intent to prioritize and route leads effectively ○ AI agent-driven automated calling and conversational engagement with customers to capture interest, validate intent, and assess conversion likelihood <p>- Continuous engagement and follow-up with leads through contextual communication</p> <p>Go Live: Phase 4 ((T₀ + 15 months) No P1 (Critical) and P2 (High) bugs open.</p> <ul style="list-style-type: none"> ○ Agent led onboarding (A2C) via the Sales Super App / Agent portal <p>Agentic AI Platform Part 4:</p> <ul style="list-style-type: none"> ○ Build Test Explainer Agent to cover but not limited to mentioned functionalities – Explains tests FAQs to reduce confusion and help mitigate anxiety ○ Build Medical Report processor agent to cover but not limited to mentioned functionalities- Ingests report via PDF/API, checks tampering and summarizes results

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8	Modification	Section 3.6.4.2 Payment Terms: Software		Please refer to 3.6.4.2 Payment Terms: Software (Revised)																								
9	Modification	Section 3.6.4.3 Payment Terms: Annual Maintenance and Support	<table border="1"> <thead> <tr> <th>S.No</th> <th>Deliverables</th> <th>Milestones</th> <th>Payment Terms as per commercial bid</th> </tr> </thead> <tbody> <tr> <td colspan="4" style="text-align: center;">AMS (Custom developed application)</td> </tr> <tr> <td>1</td> <td>Year 2</td> <td>T₀ + 27 months</td> <td>100%</td> </tr> </tbody> </table>	S.No	Deliverables	Milestones	Payment Terms as per commercial bid	AMS (Custom developed application)				1	Year 2	T ₀ + 27 months	100%	<table border="1"> <thead> <tr> <th>S.No</th> <th>Deliverables</th> <th>Milestones</th> <th>Payment Terms as per commercial bid</th> </tr> </thead> <tbody> <tr> <td colspan="4" style="text-align: center;">AMS (Custom developed application)</td> </tr> <tr> <td>1</td> <td>Year 2</td> <td>T₀ + 24 months</td> <td>100%*</td> </tr> </tbody> </table> <p>* First wave will go live in T₀ + 6 months, second wave will go live in T₀ + 9 months, Relevant warranty will be up to T₀ + 18 months and T₀ + 21 months respectively. Hence applicable payment for AMS post warranty for the quarters T₀ + 21 months and T₀ + 24 months will be paid at the end of T₀ + 24 months</p> <p># Payment milestones for AMS (custom developed applications) will be dependent on related go-live milestones and will be delayed if related go-live milestones are delayed</p> <p>Rest, AMS for Year 3 and onwards, AMC (OEM) remains unchanged from RFP</p>	S.No	Deliverables	Milestones	Payment Terms as per commercial bid	AMS (Custom developed application)				1	Year 2	T ₀ + 24 months	100%*
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10	Addition	Section 5.1 Evaluation Process - Introduction		To enable LIC to gain a clear understanding of the Bidder's solution approach, development methodology, and effort estimation for the proposed custom development, the Bidder shall submit, as part of the Technical Bid, an Indicative																								

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				<p>Masked Commercial Proposal without disclosing any prices, rates, or financial values. The Technical Proposal should also include the following details:</p> <ul style="list-style-type: none"> • Module-wise / Feature-wise Development Effort Break-up, clearly indicating estimated effort in terms of man-days / person-months for each functional module, feature, integration, and activity (including but not limited to configuration, customization, development, testing, security hardening, deployment, and documentation) • Resource Mix and Skill Profile proposed (e.g., Architect, Backend Developer, Frontend Developer, QA, DevOps, Security, etc.) mapped to the above modules/features • Assumptions, dependencies, exclusions, and estimation methodology used for arriving at the above effort estimates • Implementation phasing and milestones aligned with the proposed effort estimates. <p>The Indicative masked Commercial submitted with the Technical Bid shall not contain any commercial prices, cost figures, rates, or financial totals and shall not be used for commercial evaluation or price comparison. It is intended solely for technical understanding, estimation validation, and</p>

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				<p>assessment of the Bidder's comprehension of scope, complexity, and delivery approach.</p> <p>The final unmasked Commercial Bid, including prices and financial details, shall be submitted separately in the Commercial Bid envelope only, in the format prescribed in this RFP. Any deviation, price disclosure, or inclusion of commercial values in the Technical Bid may render the bid liable for rejection</p>												
11	Modification	Appendix A: Bidding Forms and Formats: Form T-1C & Section 5.2 Eligibility Criteria, Table: Bidder Eligibility Criteria	<p>1. Legal The Bidder must be a Company/LLP /Partnership firm registered under applicable Act in India (as outlined in RFP), Certificate of Incorporation issued by Registrar of Companies and full address of the registered office along with Memorandum & Articles of Association/ Registered Partnership Deed.</p>	<p>1. Legal The Bidder must be a Company/LLP /Partnership/ <i>Autonomous Scientific Society of Govt. of India</i> firm registered under applicable Act in India, Certificate of Incorporation issued by Registrar of Companies and full address of the registered office along with Memorandum & Articles of Association/ Registered Partnership Deed. <i>In case of an Autonomous Scientific Society, Society Registration document is required.</i></p>												
12	Modification	Section 5.3.1.3 Quality of Team	<table border="1"> <thead> <tr> <th>Profile / Position</th> <th>Marks per resource</th> </tr> </thead> <tbody> <tr> <td>Lead Solution Architect</td> <td>4</td> </tr> <tr> <td>Technical Lead (Back End)</td> <td>3</td> </tr> <tr> <td>Project Manager</td> <td>2</td> </tr> </tbody> </table>	Profile / Position	Marks per resource	Lead Solution Architect	4	Technical Lead (Back End)	3	Project Manager	2	<p>The marks per resource for the skillsets mentioned are updated as below, rest of the column remains unchanged from the RFP :-</p> <table border="1"> <thead> <tr> <th>Profile / Position</th> <th>Marks per resource</th> </tr> </thead> <tbody> <tr> <td>Lead Solution Architect</td> <td>5</td> </tr> </tbody> </table>	Profile / Position	Marks per resource	Lead Solution Architect	5
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							Technical Lead (Back End)		2	
							Project Manager		4	
13	Modification	Appendix C: Scope of Work: Section 3.2: Target Architecture, Table 2 – Procure vs Build Services (Indicative)	S.No	Platform Tool / Service	Category	Description	S.No	Platform Tool / Service	Category	Description
			3	API Management Platform (API Gateway, Developer Portal)	Implement	The bidder shall provision and extend a cloud-hosted API Management Platform, that meets LIC's security and scalability requirements, for exposing all APIs related to the new business solution. The bidder shall be solely responsible for provisioning, licensing, hosting, configuring, deploying, and ongoing management of the API gateway platform within the proposed cloud environment	3	API Management Platform (API Gateway, Developer Portal)	Implement	The bidder shall provision, manage and extend a WSO2 API Management Platform, that meets LIC's security and scalability requirements, for exposing all APIs related to the new business solution. The bidder shall be solely responsible for provisioning, licensing, hosting, configuring, deploying, and ongoing management of the API gateway platform within the proposed cloud environment
			27	Offline Database To be discussed	Implement	Lightweight encrypted DB for storing form data & logs	28	Offline Database and Data capture	Implement	Lightweight encrypted DB for storing form data & logs
			30	Offline Validation Engine	TBD	Local offline module to run field validations offline without connecting to the server	31	Offline Validation Engine	Build and Implement	Local offline module to run field validations offline without connecting to the server
			31	Offline OCR	TBD	Ability to scan documents for text extraction for form	33	Offline Authentication	Build and Implement	Ability to authenticate users

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						prefill when offline. Example Tesseract, ML Kit				locally by using an App PIN stored securely without the need to connect to central Auth server																	
			32	Offline Authentication	TBD	Ability to authenticate users locally by using an App PIN stored securely without the need to connect to central Auth server																					
										“Offline OCR” stands deleted																	
14	Addition	Appendix C: Scope of Work: Section 3.2 Target Architecture, Point 7 Front - end					The bidder shall also design, develop and maintain a standalone mobile application (for Android and iOS platforms) for customers and sales users, providing full onboarding and servicing functionality equivalent to the web / hybrid application, with seamless integration to the backend systems and adherence to all security, performance and language requirements specified in this RFP																				
15	Modification	Appendix C: Scope of work: Section 4.3, Volumetrics	<table border="1"> <thead> <tr> <th></th> <th>Metric</th> <th>Number</th> </tr> </thead> <tbody> <tr> <td rowspan="3">Average / Regular Volume of Usage (Non-Peak Load Capacity)</td> <td>Total no. of proposals initiated (Daily)</td> <td>2030 (projected) – 1,50,000</td> </tr> <tr> <td>Total no. of leads (Daily)</td> <td>2030 (projected) - 40,00,000</td> </tr> <tr> <td>Total no. of quote (Daily)</td> <td>2030 (projected) - 40,00,000</td> </tr> </tbody> </table>					Metric	Number	Average / Regular Volume of Usage (Non-Peak Load Capacity)	Total no. of proposals initiated (Daily)	2030 (projected) – 1,50,000	Total no. of leads (Daily)	2030 (projected) - 40,00,000	Total no. of quote (Daily)	2030 (projected) - 40,00,000	<table border="1"> <thead> <tr> <th>Category</th> <th>Metric Description</th> </tr> </thead> <tbody> <tr> <td rowspan="2">Average / Regular Volume of Usage</td> <td>2025 (current) Daily Policy Issued – 60,000 Daily Proposals Initiated – 1,06,250 Daily Day Leads (Anticipated) – 2,12,500 Daily Quotes - 2,12,500</td> </tr> <tr> <td>2030 (Anticipated) Daily Policy Issued – 91,262 Daily Proposals Initiated – 1,71,117 Daily Day Leads – 3,42,234 Daily Quotes - 3,42,234</td> </tr> <tr> <td></td> <td>*Peak volumes in 2025 are 6 lacs policy issued on given day, the systems should</td> </tr> </tbody> </table>				Category	Metric Description	Average / Regular Volume of Usage	2025 (current) Daily Policy Issued – 60,000 Daily Proposals Initiated – 1,06,250 Daily Day Leads (Anticipated) – 2,12,500 Daily Quotes - 2,12,500	2030 (Anticipated) Daily Policy Issued – 91,262 Daily Proposals Initiated – 1,71,117 Daily Day Leads – 3,42,234 Daily Quotes - 3,42,234		*Peak volumes in 2025 are 6 lacs policy issued on given day, the systems should
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			Maximum Volume of Usage (Peak Load Capacity)	Total no. of proposals initiated (Daily)	2030 (projected) - 8,00,000	be elastic to handle the burst load including the future anticipated demand	
		Total no. of leads (Daily)		2030 (projected) - 4,00,00,000			
		Total no. of quote (Daily)		2030 (projected) - 4,00,00,000			
16	Modification	Appendix C: Scope of Work: Section 7: Platform Build Approach: RACI Matrix				Please refer to <i>7 Platform Build Approach (Revised)</i>	

Appendix

3.6.4.2 Payment Terms: Software (revised)

T₀: From the date of issuance of Letter of Intent (LOI)

Sr .No	Deliverables	Milestone	Payment terms as per Commercial Bid
Software licenses (Perpetual and subscription) Till Go Live			
1	The bidder is expected to use the development / testing / non production licenses for non-production environments	-	-
2	Delivery of Software licenses for production environment and DR applicable for the wave 1 milestone. The required documents to be provided are original invoice along with Original Delivery Challans duly stamped and signed by the LIC Official & Selected Bidder representative.	T₀ + 6 months	70 % of cost of the perpetual software licenses put to use in Go Live . For subscription based licenses will be paid quarterly in arrears as per the actual consumption
3	Delivery of Software licenses for production environment and DR applicable for the wave 2 milestone. The required documents to be provided are original invoice along with Original Delivery Challans duly stamped and signed by the LIC Official & Selected Bidder representative.	T₀ + 9 months	70 % of cost of the perpetual software licenses put to use in Go Live . For subscription based licenses will be paid quarterly in arrears as per the actual consumption
4	Delivery of Software licenses for production environment and DR applicable for the wave 3 milestone. The required documents to be provided are original invoice along with	T₀ + 12 months	70 % of cost of the perpetual software licenses put to use in

Sr .No	Deliverables	Milestone	Payment terms as per Commercial Bid
	Original Delivery Challans duly stamped and signed by the LIC Official & Selected Bidder representative.		Go Live . For subscription based licenses will be paid quarterly in arrears as per the actual consumption
5	Delivery of Software licenses for production environment and DR applicable for the wave 4 milestone. The required documents to be provided are original invoice along with Original Delivery Challans duly stamped and signed by the LIC Official & Selected Bidder representative.	T₀ + 15 months	70 % of cost of the perpetual software licenses put to use in Go Live . For subscription based licenses will be paid quarterly in arrears as per the actual consumption. 30% arrears of the prior milestones for installed software shall be released at this stage, as per the actual consumption
Software licenses (Subscription) post Go Live, starting from the start of usage of the licenses of respective environment			
1	Delivery of Software Licenses and their installation on all applicable environments. The required documents to be provided are original invoice along with Original Delivery Challans dully stamped and signed by the LIC Official & Selected Bidder representative. LIC official to sign off that new licenses have been satisfactorily installed.	All subscription charges will paid in quarterly in arrears post delivery and installation of the relevant software license on all applicable environments as per actual consumption	

7. Platform Build Approach (Revised):

The following table identifies the responsibilities associated with the listed services. The selected bidder responsibilities are indicated in the column “Selected Bidder”.

Sr.No	Description	Selected Bidder	LIC team
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Requirements and Design

1	Conduct interviews, group workshops and surveys to determine functional and end-user requirements	R,A	C
2	Develop and Document Business Requirements	R,A	C
3	Develop functional, business requirements documents and conceptual data model	R,A	C
4	Develop technical requirements to support business and functional requirements	R,A	C
5	Develop Logical Data model	R,A	C
6	Develop Physical Data Model	R,A	C
7	Create and update product backlog	R,A	C
8	Write functional user stories	R, A	C
9	Write detailed technical user stories	R, A	C
10	Requirement prioritization	R	A
11	Sprint planning	R, A	I, C
12	Story point estimation	R, A	I
13	Develop and maintain the traceability matrix for business to functional requirements	R, A	C
14	Define design standards and documentation	R,A	I,C

15	Create high level solution architecture, tech stack suggestions, integration model and approaches, delivery model including DevSecOps	R, A	C
16	Create the detailed design documents from the business and functional and non-functional requirements and high-level design	R, A	C
17	Create a design to contain security features in compliance with LIC security policies	R, A	C
18	Set up an architecture review board for all technical architecture decisions	R	A, C
19	Review and sign-off on the high-level design and detailed design documents	R	A
20	Provide user-experience design library & guiding principles	R,A	C
21	Manage and update design library & guiding principles	R, A	C
22	Provide bootstrap UX for a few journeys for onboarding	R,A	C
23	Design the UX for all customer onboarding journeys	R, A	C
24	Approve the UX for customer onboarding journeys	R,A	C
25	Develop the UI for the onboarding journey	R, A	C
26	Approve UI for all onboarding journeys	R	A
27	Define implementation and deployment policies and staffing requirements to meet deployment and delivery requirements	R,A	C

28	Maintain document repository with all relevant documents stored in a structured manner with proper version control	R,A	I,C
Digital Onboarding Solution Development and Quality Assurance			
29	Perform all necessary technical design, programming, development, automated unit testing, scripting, configuring, or customizing of application modules as required to develop and implement the design plans and specifications	R,A	C
30	Review and establish programming, development, and technical documentation policies, procedures, and standards	R, A	C
31	Manage all programming and development efforts using industry-standard project management tools and methodologies	R,A	C
32	Understanding of how to build/integrate with the current platform and services	R, A	C
33	Understanding and documentation of the COBOL logics in eFEAP for Quote engine , underwriting and various other modules as required	R, A	C
34	Validation and sign-off of the COBOL logics elicited	C	R, A
35	Platform and code build for in-scope onboarding application front-end, backend and integrations with external systems apart from LIC in-house systems	R, A	C
36	Design AI interaction flows	R,A	I,C
37	Select CSP-native AI/LLM platform (e.g., Azure OpenAI, Vertex AI) and finalize architectural approach	R,A	I,C

38	Develop and train AI/ML models for use in onboarding decision support and nudging	R,A	C
39	Develop integration APIs for plug-in across mobile, web, SDK, and backend	R,A	C
40	Conduct predetermined development status reviews and provide written reports on results to LIC	R,A	I,C
41	Manual code review, to verify the code quality and to verify if code is compliant with agreed conventions, standards, and best practices	R, A	C
42	Execute automated static code analysis and verify no blocking or major issues are detected	R, A	C
43	Review code scan reports and provide sign-off	R	A
44	Create concept paper for code security mentioning traceability and code ownership sanctity mechanis	R,A	C
45	Implementation of Code Security Standards	R,A	C
46	Setup code observability using open telemetry standards and create granular dashboards	R, A	C
47	Perform the required FinOps practices to govern and optimize the CSP Infrastructure Costs	R,A	I,C
48	Maintain software release matrices across development, quality assurance, and production environments and networks	R, A	C
49	Develop an overall test plan that documents the test strategy, test coverage, test scenarios, test bed, test data, test methods, test schedule and responsibilities to accomplish quality assurance of the affected system	R,A	C
50	Provide and manage a test environment with either scrambled real-time production data or relevant generated test data.	R,A	C

51	Provide and maintain tooling (incl. licenses) related to the QA Services	R,A	C
52	Mask the test data for sensitive information	R,A	C
53	Run automated testing such as unit testing, functional testing, security testing, integration testing, etc. periodically as part of the build process, to get fast feedback on the quality of the code	R, A	C
54	Setup a system with capability to log & track the testing results, upload & maintain the test cases and log & track issues/bugs identified.	R,A	C
55	Create Test Execution Entry and Exit Criteria Checklist	R,A	C
56	Execute low load performance testing for key use cases in each sprint	R, A	C
57	Review test reports, bug list and remediations	R, A	C
58	Re-work solution and perform bug-fixes basis user-feedback as required at end of sprint	R, A	C
59	Recurring sessions with LIC to inform about the build progress and demo the artefacts which will be delivered at the end of the build phase	R, A	C
60	Provide observations on demo	R	A
61	Update bi-directional traceability	R, A	C
62	Validate that all the activities necessary to design, develop and implement any Changes are not only effective and efficient for quality assurance and control but geared toward continuous quality improvement	R,A	C

63	Maintain document repository with all relevant documents stored in a structured manner with proper version control	R,A	C
System Integration Test			
64	Create test cases and suitably use the existing data to generate new test data to perform all appropriate testing, including Assembly Testing, End-to-end Testing, Stress Testing, Regression Testing, Cross-browser/platform testing	R, A	C
65	Conduct functional and technical smoke tests	R, A	C
66	Perform Application Integration Testing	R, A	C
67	Test all the Application Integration Scenarios	R, A	C
68	Document Integration Test Results	R, A	C
69	Test Regression Scenarios and run full regressions at the end of a major release	R, A	C
70	Perform configuration management and Change management activities related to integration and testing	R,A	C
71	Continuously improve the testing services, for example by introducing new automated test approaches or any other improvements	R,A	C
72	Update bi-directional traceability	R, A	C

73	Review and signoff Work Products/Deliverables	R	A
User Acceptance Test			
74	Provide shared access to the mutually agreed defect tracking system for purposes of allowing LIC to initiate, track, and the report found defects	R,A	C
75	Confirm testing environment appropriately matches the production environment. Ensure complete segregation via air gap between testing and production environment.	R,A	C
76	Define and prepare sufficient qualitative test cases for the Functional Acceptance Testing for each of these types: story testing, core functional testing, end-2-end integration testing, end-2-end regression testing, end-2-end functional testing	R,A	I,C
77	Provision and maintain the Acceptance Test environment	R,A	C
78	Release and deploy signed-off code to UAT environment. Support compilation and configuration, as appropriate	R,A	C
79	Conducting UAT	R,A	C
80	Bug fixes during UAT	R, A	C
81	Document UAT Test Results	R, A	C

82	Provide Reports which prove conformance with the nonfunctional requirements (responsiveness, transaction times, scalability, security, maintainability...)	R,A	C
83	Provide a neutral point of contact to obtain the test preparation and to monitor the test progress of the Acceptance Testing phases. This SPOC will provide LIC with real-time test progress reports	R,A	C
84	Maintain document repository with all relevant documents stored in a structured manner with proper version control.	R,A	C
85	UAT sign-off from BU users	R	A
Performance/Load Test			
86	Create/Update Performance Test Scenarios	R, A	C
87	Conduct Performance and Load Testing	R, A	C
88	Validate Performance Test Results	R	A
Go Live/Deployment			
89	Prepare deployment plan, including release management process and Go-Live approach	R, A	C
90	Create Pre and Post Implementation Checklist	R, A	C
91	Define observability metrics list to track the usage and performance of the onboarding platform	R, A	C

92	Configure/Build the various observability metrics for front end and backend services	R,A	C
93	Conduct Beta Testing	C	R, A
94	Readiness for End User Support – manuals, training, L1/L2/L3 support	R, A	C
95	Review and sign-off on materials	R	A
96	Create IT Operations Manual	R, A	C
97	Provide Post-Production IT Operations, Security Operations, network operations	R, A	C
98	Provide training and knowledge transfer	R, A	C
99	Create training contents and materials	R, A	C
100	Review and sign-off training and KT materials	R	A
101	Provide detailed walk thorough of source code and other technical artefacts	R, A	C
102	Monitor AI model drift, usage stats	R, A	C
Application Support & Maintenance			
103	Compliance to SLA	R, A	I

104	End to end operation and support of CSP platform	R, A	I
105	Application Software Maintenance/AMS (All patches and upgrades from OEMs / CSP, version upgrades of the software/tool/application etc.)	R, A	I, C
Security			
106	Application Security (Authentication, Authorization, PIM, RASP, SAST, DAST)	R, A	C
107	Network Security (WAF, Firewall, DDoS, IDS/IPS, APT, Threat Intelligence, etc.)	R,A	C
108	Server Security (Anti-malware, patch management, etc.)	R, A	C
109	API Security (API Gateway)	R, A	C
110	Data Security (Strong Data model, encryption/tokenization of data, transport and payload encryption, Data masking)	R, A	C
111	Vulnerability Assessment and Penetration testing every 6 months	R, A	C
112	SOC & SIEM integration	R, A	C
113	Device Endpoint Security	R,A	C
Systems & Database Administration			
114	Administration, Configuration, Maintenance, Performance Tuning, Performance Monitoring, Observability, Troubleshooting	R, A	C
115	Capacity management and planning	R,A	C
116	Clusters/Containers/Storage Management, Continuous monitoring	R, A	C

Compliance to Industry Standards

117	Security - CERT-IN and ISO 27001	R, A	C
118	BCP - ISO 22301 ITSM	R, A	C
119	Development & Service Delivery - CMMI Level 3 or higher	R, A	C
120	Testing & Quality – STQC	R, A	C
121	Payments & Financial data - PCI-DSS compliant	R, A	C
122	Meeting the security standards or desired security aspects of all the ICT resources as per LIC's IT/Information Security / Cyber Security Policy/BCP Policy	R, A	C

During application development and maintenance, the bidder is expected to follow and comply with the processes as per a minimum of CMMI Level 3 standards, using agile delivery methodologies

Date: 18th December 2025
Place: Mumbai

Executive Director
(IT & Digital Transformation)