



कार्यालय सेवा विभाग, केंद्रीय कार्यालय, "योगक्षेम", जीवन बीमा मार्ग, पो. बा.न. 19953, मुम्बई- 400 021.

Office Services Dept., Central Office, "Yogakshema", Jeevan Bima Marg, P.B.No. 19953, Mumbai- 400 021.

27.01.2026

Corrigendum

Request for Procurement and implementation of Centralised number series 1600-series for All Service and Transactional voice calls made by entities regulated by IRDAI to the consumers.

After discussion in the pre-bid meeting held on ²³28.01.2026, the following changes/modifications are being incorporated in the RFP document and the same shall be published on tenderwizard Portal as a Corrigendum.

Table "A" showing changes/modifications to be effected in the RFP Documents as Corrigendum:

Sl No	Page no.	Description	Existing Condition	Modified Condition
1	11	Scope of Work	As given in Appendix-D of this document. a) 140 for promotional calls and 1600 for transactional calls b) Specific Requirements:- i) SMS Delivery:- Delivery of SMS alerts should be ensured to all National/International locations without any exception within the stipulated time frame. c) Bilingual Support d) Terms of payment (3):- The service provider has to generate the consolidated invoice on 1 st of the following month. If required the service provide may have to provide location wise / department invoice or	As given Revised Appendix-D. a) Modified as 1600 for transactional calls b) Specific Requirements:- i) SMS Delivery:- Delivery of SMS alerts should be ensured to all National locations without any exception within the stipulated time frame. c) clause is removed. d) Terms of payment (3):- The service provider has to generate the consolidated invoice on 1 st of the following month. If required the service provide may have to provide 8 Zonewise and 1 C.O. department invoice or as informed during

			as informed during course of the contract.	course of the contract.
2	5	Schedule Sr. 10	Earnest Money Deposit/Bank Guarantee (as per Appendix-K)	Earnest Money Deposit/Bank Guarantee (as per Revised Appendix-K) Bank Guarantee Soft copy should be submitted by Banker to LIC vide e-mail id :- co_furniture@licindia.com.
3	36	Bidder's Eligibility Criteria Sr. 1	Certificate of Shop & Establishment	Clause is Removed
4	37	Bidder's Eligibility Criteria Sr. 5	The Bidder should be profitable organization (on the basis of PAT) for last 3 financial year(s) i.e. FY 2024-25, FY 2023-24 and FY 2022-23.	Clause is Removed
5	37	Bidder's Eligibility Criteria Sr. 6	All service infrastructure should be hosted inside telecom service provider premises within India. The bidder should be a Telecom service provider and should have a valid national long distance service in India. The validity of the license should be for the duration of the contract period.	All service infrastructures should be hosted inside telecom service provider secured premises within India. The bidder should be a Telecom service provider and should have a valid national long distance service in India. The validity of the license should be for the duration of the contract period.
6	38	Bidder's Eligibility Criteria Sr. 7	Client references and contact details (email/landline/mobile) of customers for whom the Bidder has executed similar projects in India. (start and End Date of the Project to be mentioned) in the past (AT least three client references are required)	Client references and contact details (landline) of customers for whom the Bidder has executed similar projects in India. (start and End Date of the Project to be mentioned) in the past (AT least three client references are required) As per Revised Appendix-I
7	41	Technical Compliance Sheet Sr. 2.5	Feature in self-care portal to request for upgrade the channels, raise/tract service requests, whitelisting/de-whitelisting, view and pay bills online and view uptime reports. Dashboard to be provided location wise or	Feature in self-care portal to request for upgrade the channels (Purchase Order/E-mail will be sent by authorized person), raise/tract service requests, whitelisting/de-whitelisting, view and pay

			department wise for all applications.	bills online and view uptime reports. Dashboard to be provided location wise or department wise for all applications.
8	41	Technical Compliance Sheet Sr. 3.3	MIS reports should be dynamic in nature and should provide the user the freedom to select the data fields as per the requirement of LIC	MIS reports should be dynamic like, LIC branch wise/Call wise / Call duration wise/ userwise /end-customer disconnection call record/ etc in nature and should provide the user the freedom to select the data fields as per the requirement of LIC
9	51	Indicative Price Bid	As per Appendix-E. End to End Solution for centralized number series (1600xx)	As per Revised Appendix-E. A. End to End Solution for centralized number series (1600xx) B. SMS Charges (160 character).

We may publish corrigendum for these corrections in the technical bid on tender wizard platform,

Submitted for approval.

S. Khandel
Asstt. Secy (OS)

We may upload the above corrigendum.

Saidhwa
Secretary (OS)

Please proceed

Chief (OS)

28.01.2026

Format for Submission of Client References

To whosoever it may concern

Particulars	Details
Client Information	
Client Name	
Client address & Land line nos.	
Name of the contact person and designation	
Project Details	
Name of the Project	
Start Date	
End Date	
Current Status (In Progress / Completed)	
Size of Project	
No. of Sessions	

Name & Signature of authorised signatory

Seal of Company

Revised Appendix-K

Bank Guarantee for Earnest Money Deposit

Ref:

Date:

This Deed of Guarantee executed by the _____ (Bank name) (hereinafter referred to as "the Bank") in favour of Life Insurance Corporation of India, having its corporate office at Yogakshema, Jeevan Bima MArg, Mumbai – 400 021 (hereinafter referred to as LIC) for an amount not exceeding Rs.14,00,000/- (Rupees Fourteen lakhs only) the request of (Supplier's name and Address _____ (hereinafter referred to as the "Supplier)).

Therefore, we hereby affirm that we Guarantee and are responsible to you on behalf of the Supplier, upto a total amount of Rs.14,00,000/- (Rupees Fourteen Lakh only) and we under take to pay you upon your first written demand, without cavil or argument, any sum or sums as specified by you within the limit of Rs.14,00,000/- (Rupees Fourteen lakh only). LIC need not prove or show grounds or reasons for the demand of a part or the full amount of guarantee.

This Bank Guarantee will be valid for a period upto _____ (for period of 90 days s from the date of selection of Bidder)

The Bank hereby covenants and declares that the guarantee hereby given is an irrevocable one and shall not be revoked by a Notice or otherwise.

This Guarantee shall not be affected by any change in the Constitution of the Bank or the Supplier.

Dated at _____ this _____ day of _____ 2026.

Sealed & Signed by the Bank

Indicative Price Bid

The indicative Price Bid needs to contain the information listed hereunder and needs to be submitted on portal of e-Procurement agency.

Name of the Bidder:

Sr. No.	Type of services / Items	Quantity/ No. of Resources (Approximately)(A)	Rate per item/Per resource etc. (as applicable) (B)	Total amount in Rs. (C) = (A x B)
A.	End to End solution for centralised number series (1600xx)	2500 sessions	Per session/ month	*****
	Cost inclusive of all taxes other than GST* = (C x36) i.e for 3 years			*****
	GST (D)			
	Total Cost inclusive of all taxes & cost including GST. (E)			
B.	SMS Charges (160 character) inclusive of all taxes.		Per SMS	*****
C.	Total Cost inclusive of all taxes.			*****

Name & Signature of authorised signatory

Seal of Company