



Request for Proposal (RFP)

AI / ML- Enabled Automation of Customer Onboarding through
Handwritten Proposal Data Extraction
and Proposal Form Re-Engineering

RFP Reference No: LIC/CO/ITDT/RISE/2526/AI-006/HPDE
Date of Issue: 29th January 2026

Issued by:

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Online Bid Submission on: <https://www.tenderwizard.com/LIC>

DISCLAIMER

1. This Request for Proposal ("RFP") document has been prepared solely to assist interested and eligible Bidders in understanding the requirements for participation in the challenge-based Pilot procurement process for the Proposal Form Data Extraction Solution. This RFP, and the information contained herein or subsequently provided to the Bidders, whether verbally, in documentary form, electronic form, or otherwise, is provided on the terms and conditions set out in this RFP and any additional terms and conditions that may be notified by the Procuring Entity from time to time.
2. This RFP is not an Agreement, nor shall it be construed as an offer, invitation to offer, or commitment on the part of the Procuring Entity to procure, contract, or enter into any binding or non-binding arrangement with any Bidder. The purpose of this RFP is to provide information that may assist Bidders in preparing their Proposals. Nothing in this document shall be construed as creating any binding obligation on the Procuring Entity.
3. The information contained in this RFP is not exhaustive, is subject to change, and is provided in good faith. While reasonable care has been exercised in compiling the information, the Procuring Entity, its officers, employees, consultants, advisors, or agents make no representation or warranty, express or implied, as to the accuracy, completeness, adequacy, correctness, fitness for purpose, or reliability of any part of this RFP.
4. Bidders shall conduct their own independent investigations, analysis, due diligence, technical appraisal, legal review, financial assessment, and business judgement with respect to all matters relating to this RFP, including statutory, regulatory, operational, and deployment matters. Bidders shall obtain their own professional advice including legal, taxation, financial, and technical advice before submitting their Proposals.
5. The Procuring Entity reserves the right, in its sole discretion and without assigning any reason, to amend, modify, supplement, replace, extend, withdraw, cancel, or terminate this RFP or any part thereof, or to issue clarifications, addenda, corrigenda, or notices, at any time prior to completion of the procurement process, without incurring any obligation or liability whatsoever.
6. Issuance of this RFP does not imply that the Procuring Entity is bound to select or shortlist any Bidder or to award any contract pursuant to this RFP. The Procuring Entity further reserves the right to reject any or all Proposals, in whole or in part, without assigning any reason, and without liability or obligation of any kind.

7. Neither the Procuring Entity nor any of its officers, employees, representatives, advisors, or consultants shall be liable to any Bidder or any other person under any law, statute, rule, or regulation, or under principles of tort, contract, equity, or otherwise, for any loss, damage, cost, or expense arising from or in connection with:
 - a. any aspect of this RFP,
 - b. participation by any Bidder in the RFP process,
 - c. reliance on information contained in or omitted from this RFP,
 - d. any amendment, modification, suspension, or cancellation of this RFP.
8. Participation in this RFP shall be deemed to constitute an unconditional acceptance by the Bidder of all the terms and conditions of this RFP, including this Disclaimer Clause.

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Definitions

Throughout this RFP, unless inconsistent with the subject matter or context, the terminologies mentioned below would carry the following meaning:

- a. "Solution Provider /Bidder/Proponent/Vendor/Respondent/agency" - An entity submitting a response to this RFP. These words when used in the pre award period shall be synonymous with Bidder, and when used after award of the Contract shall mean the successful Bidder or Vendor or Solution Provider with whom LIC signs the agreement for rendering of services required in the RFP.
- b. "Corporation/LIC/LICI/LIC OF INDIA" - Reference to "LIC/LIC/LICI/LIC OF INDIA" and "Corporation LIC/LICI/LIC OF INDIA" shall be determined in context and may mean without limitation the "Life Insurance Corporation of India" (LIC), a statutory Corporation established under Life Insurance Corporation Act, 1956,(Act XXXI of 1956) having its Central Office at "Yogakshema", Jeevan Bima Marg, Mumbai 400 021, which expression shall, unless repugnant to the context and meaning thereof, shall mean its successors, permitted assignees;
- c. Successful Bidder/L1 Bidder: The Bidder found eligible as per eligibility and technical criteria set out in this RFP, whose technical Bid has been accepted and who has emerged with L1(Lowest) quote after commercial evaluation.
- d. Timelines: Wherever Timelines have been defined as days, weeks, months; they will mean calendar days, calendar weeks and calendar months
- e. Date of acceptance: The solution shall be deemed to have been accepted by LIC, subsequent to its commissioning, when all the activities as defined in the scope of work related to the acceptance of system have been successfully executed and completed and a certificate from LIC is obtained by the Bidder. The date of acceptance of the system will be the one stated in the Certificate issued in writing from LIC and duly signed by the authorized official of LIC.
- f. Authorized Signatory: The person authorized by the company's Board/ Managing Director/ Director for signing the bid documents on behalf of the company.
- g. Agreement/Contract Any written contract between the Life Insurance Corporation of India and the successful bidder with respect to any/all deliverables or services contemplated by this RFP. Any Agreement shall be deemed to incorporate, as schedules, this RFP, all addenda/corrigenda issued by LIC, clarifications to the RFP, the Bid of the successful bidder and mutually agreed modifications thereto.
- h. Day: Calendar Day.
- i. L1 Quote: Lowest price discovered through the commercial evaluation held as per the conditions of the RFP.
- j. "Solution"/"Services"/ "Work"/"System"/"IT System" : Means all services, scope of work and deliverables to be provided by a Bidder as described in the RFP and include services

ancillary to the implementation/ development of the solution, such as installation, commissioning, integration with existing systems, provision of technical assistance, training and other obligation of the vendor/bidder covered under this RFP.

- k. Business Day/Working Day: Shall be construed as a day excluding Saturdays, Sundays and public holidays declared under the Negotiable Instruments Act, 1881 by concerned Local Bodies or State Governments or Central Government of India as applicable to the concerned LIC office.
- l. Terms of Reference Means the section which explains the objectives, scope of work, activities, and tasks to be performed, respective responsibilities of the Bidder and expected results and deliverables of the assignment
- m. IDP refers to Intelligent Document Processing.
- n. DEQC refers to Data Entry & Quality Control.
- o. PII refers to Personal Identifiable Information.

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Abbreviations

| ABBREVIATIONS | DESCRIPTION |
|----------------|---|
| # | Serial Number |
| AI | Artificial Intelligence |
| AML | Anti-money Laundering |
| API | Application Programming Interface |
| BFSI | Banking, Financial Services and Insurance |
| CERT-In | Indian Computer Emergency Response Team |
| DEQC | Data Entry & Quality Control |
| DOB | Date of Birth |
| DPDPA | Digital Personal Data Protection Act |
| DPI | Dots Per Inch |
| EMD | Earnest Money Deposit |
| GST | Goods and Services Tax |
| HITL | Human-in-the-Loop |
| HTR | Handwritten Text Recognition |
| IDP | Intelligent Document Processing |
| IFSC | Indian Financial System Code |
| INR | Indian Rupee |
| IPA | Intelligent Process Automation |
| IPR | Intellectual Property Rights |
| IRDAI | Insurance Regulatory and Development Authority of India |
| ITB | Instruction to Bidders |
| IT /DT | Information Technology / Digital Transformation |
| JPG | Joint Photographic Experts Group |
| KPI | Key Performance Indicator |
| KYC | Know your Customer |
| LLM | Large Language Models |
| LOI | Letter of Intent |
| MEITY | Ministry of Electronics and Information Technology |
| ML | Machine Learning |
| MSA | Master Service Agreement |

| ABBREVIATIONS | DESCRIPTION |
|---------------|------------------------------------|
| MSE | Micro and Small Enterprise |
| NDA | Non-Disclosure Agreement |
| NEFT | National Electronic Funds Transfer |
| No. | Number |
| OCR | Optical Character Recognition |
| OEM | Original Equipment Manufacturer |
| OS | Operating System |
| PAN | Permanent Account Number |
| PBG | Performance Bank Guarantee |
| PDF | Portable Document Format |
| PII | Personal Identifiable Information |
| PNG | Portable Network Graphics |
| PO | Purchase Order |
| POC | Proof of Concept |
| PSU | Public Sector Undertaking |
| PT | Penetration Testing |
| RFP | Request for Proposal |
| RTGS | Real Time Gross Settlement |
| SaaS | Software as a Service |
| SDK | Software Development Kit |
| SLA | Service Level Agreement |
| STP | Straight Through Processing |
| TIFF | Tagged Image File Format |
| UI | User Interface |
| UTR | Unique Transaction Reference |
| VA | Vulnerability Assessment |

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1. RFP Timelines

| # | Particulars | Details |
|---|--|---|
| 1 | Date of issuance | 29.01.2026 17.00 Hrs. (IST) |
| 2 | Last date for Submission of Queries | 08.02.2026 |
| 3 | Online Pre-Bid Meeting Date and Time | 09.02.2026 15.00 Hrs. (IST) |
| 4 | Last date and time for RFP Online Submission | 20.02.2026 15.00 Hrs. (IST) |
| 5 | Date and time of Online opening of RFP | 20.02.2026 15.15 Hrs. (IST) |
| 6 | Tentative Schedule for Solution Demonstration and Technical Presentation by Eligible Bidders | 23rd – 27th February 2026 |

NOTE : ONE EXTENSION OF DUE DATE OF BID SUBMISSION:

If number of bids received online is found to be less than two on end date of bid submission then the following critical dates of the Tender will be extended at the time of bid opening for a period of four (4) days.

- Last date of submission of Bid
- Date of opening of Tender.

If any of the above extended Dates falls on Saturday/Sunday/Holiday i.e., a non-working day then the same is to be rescheduled to the next working day. This extension will be also applicable in case of receipt of Zero bid.

2. Pre-Bid Meeting and Clarifications

Important: Pre-registration by prospective bidder and confirmation by LIC for the attending the Pre-bid conference is mandatory. Firms can send email to get confirmation for attending the Pre-Bid Conference.

A Pre-Bid (Online –Video Conference –Webex) meeting will be held as per RFP Timelines.

Following are the details of the scheduled meeting:

Meeting Link:

<https://licindiasampark.webex.com/licindiasampark/j.php?MTID=m3d59a4c3958a8c9dfb4952adfa881232>

Meeting number: 2511 209 3907

Password: 0902

Note: In the Virtual Meeting, the participants must name themselves in the prescribed format i.e. (Name of the Organization – Participant's Name). For e.g., LIC-XYZ.

Name and contact details of the Contact Persons:

| | |
|---|--|
| Mr. Yashwant Sharma 022-67090422 9649928101 | Mr. Saurav Ganguli 022-67090427 9831386250 |
|---|--|

All the queries should be received on or before the prescribed date, through email only with subject line: "AI / ML-Enabled Automation of Customer Onboarding through Handwritten Proposal Data Extraction"

Email: co_ittenders@licindia.com

Language: Proposals should be submitted in English.

3. Venue for Submission of Proposals:

Online (Refer e-Tender Annexure e-TS).

A Notice inviting RFP is published on <https://licindia.in> under tenders Section, Central Public Procurement Portal (CPPP) at www.eprocure.gov.in/e-publish/app and e-Tendering System portal of LIC <https://www.tenderwizard.com/LIC>

Online bids are hereby invited for the requirement mentioned below through online e-Tendering System portal <https://www.tenderwizard.com/LIC> from the intending bidders.

The Corrigendum (if any) & clarifications to the queries from all bidders will be published on <https://licindia.in> under tenders Section, and e-Tendering System portal of LIC <https://www.tenderwizard.com/LIC>

4. Evaluation Stages

| | |
|--------------------|--|
| Evaluation Stage 1 | Pre-Qualification/Eligibility Criteria |
| Evaluation Stage 2 | Technical Proposal Evaluation and Solution Demonstration by Shortlisted Eligible Bidders, Reference Verification |
| Evaluation Stage 3 | Commercial Bid Opening and Commercial Evaluation. |

5. Request for Proposal

RFP - AI / ML-Enabled Automation of Customer Onboarding through Handwritten Proposal Data Extraction and Proposal Form Re-Engineering RFP Reference: LIC/CO/ITDT/RISE/2526/AI-006/HPDE; Date of Issue: 29th Jan 2026.

- a. LIFE INSURANCE CORPORATION OF INDIA (hereinafter referred to as LIC of India or LIC), a statutory Corporation established under section 3 of Life Insurance Corporation Act 1956 (Act 31 of 1956) is a major public sector enterprise having its Central Office at "Yogakshema", Jeevan Bima Marg, Nariman Point, and Mumbai – 400021.

- b. LIC invites Request for Proposal (RFP) from established, reputed and reliable and eligible technology service providers for AI / ML-Enabled Automation of Customer Onboarding through Handwritten Proposal Data Extraction and Proposal Form Re-Engineering. RFP No: LIC/CO/ITDT/RISE/2526/AI-006/HPDE; Date of Issue: 27th Jan 2026.
- c. The Scope of work will have to be carried out in accordance with the specifications in a detailed Request for Proposal (RFP) document which will be brought out by the LIC shortly.
- d. Prospective Firms are advised to study the RFP Document carefully. Submission of RFP shall be deemed to have been done after careful study and examination of the RFP Document with full understanding of its implications.
- e. The RFP document can be downloaded from the e-Tendering System portal of LIC <https://www.tenderwizard.com/LIC>
- f. Bidders meeting the prequalification criteria will be invited for the presentation, proof of solution and approach and demo of the solution capability proposed.
- g. LIC reserves the right to qualify or disqualify any or all RFP responses without assigning any reasons whatsoever.
- h. LIC reserves the right to extend services for additional OCR / ICR Use Cases. LIC also reserves the right to obtain services from the selected Bidder for additional use cases involving OCR, ICR, or AI-based text extraction beyond the scope defined in this RFP, based on evolving business requirements. Such additional use cases may include, but shall not be limited to, other proposal forms, claims documents, servicing forms, correspondence, or onboarding-related documents. The scope, timelines, commercials, and service levels for such additional requirements shall be mutually agreed upon in writing between LIC and the selected Bidder, in accordance with LIC's procurement and contractual guidelines. Exercise of this right shall be at LIC's sole discretion, and the Bidder shall not have any claim for exclusivity or guaranteed volumes beyond the scope explicitly contracted.
- i. Respondents should furnish a concise company profile, proof of relevant experience, client references, indicative solution architecture, and non-disclosure agreement (NDA).
- j. Submission of an RFP does not necessarily constitute a commitment to procure and is intended to identify capable vendors for participation in a competitive procurement process. All information provided will be treated as confidential and will be used solely for the purpose of qualification and shortlisting.
- k. This RFP is issued in accordance with the Government of India procurement framework and shall be governed by the Department of Expenditure, Ministry of Finance procurement guidelines.

(https://doe.gov.in/files/manuals_documents/MfPoNCS2025.pdf) Two Stage Bidding - Request for Proposal Tenders – Market Exploration/ Shortlisting (Rule 164 of GFR 2017).

- I. LIC may award for any/or all Programs to a single or multiple bidders at its discretion or to not proceed with procurement for any program. LIC reserves the right to separately procure individual requirements that are subject to this RFP during the contract term, when deemed necessary by LIC to be in the LIC's best interest.
- m. In addition to the current procurement, LIC proposes to empanel qualified Solution Providers possessing proven expertise in Agentic AI and Generative AI Platforms, to address future use cases and emerging business requirements in this area.
- n. Award of the PO for the Programs and continuity of engagement will be based on the outcome or progress of the program.
- o. LIC hereby invites responses (hereinafter referred to as "Bids") from all eligible bidders to meet the requirements set out in this document. Details of Bid related activities are given in the activity schedule.
- p. The formulation of the Evaluation criteria, the conduct of the evaluation of the responses to the RFP and the subsequent selection of the successful bidder(s) will be entirely at the discretion of LIC and its decision shall be final and no correspondence about the decision shall be entertained.
- q. Interested entities are advised to study this RFP document carefully before submitting their proposals in response to the Notice. Submission of a proposal in response to this notice shall be deemed to have been done after careful study and examination of this document with full understanding of its terms, conditions and implications.
- r. LIC reserves the right to negotiate, change, modify or alter any/all the terms and provisions of the RFP/agreement entered pursuant to the RFP and may request for additional information, if required, from the Bidder.
- s. LIC also reserves the right to withdraw this RFP without assigning any reason and without any liability to the Bidder or any other person or party. All actions taken by the Bidder or any other person or party in pursuance hereof are deemed to be so taken after taking into account the commercial acumen and LIC does not guarantee or warrant suitability hereof or success to Bidder/Bidders or any other person or party.
- t. LIC reserves the right, at its sole discretion, to:
 - i. **Select one or more solution providers** for development, and/or implementation of the proposed Agentic AI and Generative AI Platforms for AI / ML-Enabled Automation of Customer Onboarding through Handwritten Proposal Data Extraction and Proposal Form Re-Engineering.

- ii. **Reject any or all submissions** received in response to this RFP without assigning any reason;
- iii. **Modify, cancel, or suspend** the procurement process at any stage, including after completion of the Stage 1 Pre-Qualification or Stage 2 Innovation Challenge / Techathon / Demonstration or at any RFP stage;
- iv. **Initiate procurement or engagement** with a single or multiple technology solution providers, or not proceed with the procurement at all.
- v. Handwritten Proposal Data Extraction and Proposal Form Re-Engineering shall be treated as independent and separable activities. LIC may, at its discretion, require the Bidder to initiate the solution using the existing proposal forms, including the sample forms shared as part of the RFP, without mandating form re-engineering as a prerequisite. Successful extraction of handwritten data from existing proposal forms shall not be conditional upon prior modification, redesign, or re-engineering of the forms, unless explicitly instructed by LIC at a later stage. Proposal Form Re-Engineering, if undertaken, shall be considered an optional and subsequent activity, subject to separate approval, scope definition, and timelines by LIC. The per proposal processing cost will be inclusive of the Proposal Form Re-Design/Re Engineering activity undertaken to improve machine readability. No separate commercial will be there for such activity.

No bidder shall have any claim against LIC for rejection of its RFP submission or for any decision taken in this regard. The decision of LIC in this matter shall be final and binding.

All costs and expenses associated with the development, deployment, demonstration, and presentation of the prototype or Proof of Concept (PoC) during RFP **Stages including Innovation Challenge / Techathon** shall be **borne entirely by the participating bidder(s)**. This includes, but is not limited to, costs of hardware, software, cloud services, manpower, testing, travel, and any other expenses required to develop and demonstrate the working solution. LIC shall **not be responsible for any costs incurred** by bidders, irrespective of the outcome of the RFP and participation in the RFP, Techathon / prototype demonstration shall not entitle any bidder to reimbursement or compensation. Bidders acknowledge and accept that the prototype developed at this stage may be used as the basis for further procurement and final solution development, but LIC reserves the right to select one, multiple, or no solution providers without any obligation to cover the costs incurred.

This RFP describes what is required of the Bidder in terms of services, deliverables, performance measures and outcomes, and unless otherwise noted in the RFP, places the responsibility for how they are accomplished on the bidder.

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6. Objective and Scope of Work

6.1 Introduction

- a. The primary objective of this RFP is to identify technically competent and experienced Service Providers capable of designing, deploying, and demonstrating a comprehensive Vision LLM based **Automated Proposal Form Handwritten Data Extraction Solution** tailored for regulated Life Insurance operations, with a strong focus on field-level extraction accuracy, onboarding efficiency, and Straight-Through Processing (STP) enablement. (AI / ML-Enabled Automation of Customer Onboarding through Handwritten Proposal Data Extraction and Proposal Form Re-Engineering for Improved Accuracy and Machine Readability). The Bidder's solution may leverage **Vision-enabled Large Language Models (Vision-LLMs)** or **multimodal AI models** capable of processing document images and extracting structured information with handwritten content.
- b. The RFP seeks to assess bidder capability to execute a **challenge-based Pilot** involving extraction from **handwritten data from printed Proposal Forms**, annexures, and associated onboarding documents, and to automate customer on boarding.
- c. The Pilot shall validate the feasibility of transitioning from current, branch-based manual Data Entry & Quality Control (DEQC) onboarding processes to a more digital, advisor-assisted submission model leveraging AI/ML , Vision AI , Intelligent Document Processing (IDP), Mobile Capture, Human-in-the-Loop (HITL) validation, structured data output, and confidence-driven exception handling.
- d. LIC intends to evaluate and select bidder/s with maturity in implementing solutions compliant with Indian regulatory, privacy, cybersecurity, auditability, and data residency obligations applicable to the Life Insurance sector, including but not limited to **IRDAI cyber guidelines, DPDPA 2023, and data localization mandates**.
- e. The scope of this RFP includes the **design, deployment, execution, and demonstration** of a Proposal Form Data Extraction Solution capable of accurately extracting, validating, structuring, and exporting data from scanned handwritten and printed Proposal Forms and onboarding artifacts, using all required software components, workflows, and interfaces to complete the Pilot. **Mandatory integration thru Mobile and Web SDK with existing LIC Mobile Application and Web Application for customer Onboarding**.
- f. **Form Re-Engineering & Optimization** — Redesign and layout optimization of Proposal Forms to improve handwriting legibility, regulatory alignment, field anchoring, and underwriting interpretation, without compromising advisor/customer usability or mandated disclosures.
- g. **Intelligent Extraction Platform** — Deployment of a template-agnostic extraction engine leveraging **Vision-enabled Large Language Models (Vision-LLMs)** or **multimodal AI models** capable of processing document images and extracting structured information, including handwritten content. Solution capable of processing free-form handwriting, structured/semi-structured fields, annexures, KYC proofs, and banking documents, producing structured JSON/API output with confidence scoring, exception categorization, and continuous learning capability.

- h. **Mobile Capture & Advisor Interface** — Provision of a mobile application for advisor-side scanning and submission of onboarding artifacts with automated image optimization (crop, deskew, glare removal, resolution normalization) suitable for low-bandwidth environments and Indian vernacular contexts.
- i. **Human-in-the-Loop (HITL) Review & DEQC Workflow** — A validation interface for DEQC personnel to review and correct low-confidence extractions, resolve exceptions, ensure auditability, and certify data quality for underwriting and compliance consumption.
- j. **Structured Data Output & STP Readiness Mapping** — Generation of normalized and validated data suitable for underwriting, AML/KYC, compliance checks, and issuance processes, including mapping of completeness, confidence, and exception categories to enable STP decisioning.
- k. LIC may evaluate each component independently or as an integrated end-to-end capability to assess extensibility, interoperability, and suitability for enterprise adoption.
- l. All components deployed for the Pilot shall be hosted by bidder within its controlled infrastructure in India (MEITY Empanelled Cloud Service Provider), with no foreign network traversal, no data export.
- m. The Service Provider shall demonstrate the ability to process multiple Proposal Form variants without template locking, coordinate-based field extraction, or variant-specific pre-configuration, consistent with LIC's onboarding heterogeneity and field realities.
- n. For competitive selection, the Pilot shall adopt a challenge-based qualification mechanism, wherein only Bidders achieving the specified extraction accuracy threshold during Techathon evaluation shall qualify technically, and final commercial award shall be determined on L1(Least Cost) basis among qualified Bidders.
- o. Techathon (Technology + Hackathon) here is a competitive, time-bound technical challenge where vendors/teams are invited to demonstrate their technical capability against the problem statement of automating the customer onboarding using data extraction from handwritten insurance proposal forms and annexure with objectives to :
 - i. Compare vendors on a level playing field
 - ii. Assess actual hands-on capability,
 - iii. "AI/ML based Handwriting extraction"

With the following Accuracy & Performance KPIs:

- iv. **The solution must achieve a minimum field-level accuracy of 95% and character-level accuracy of 97%, with an automated rejection rate not exceeding 5% and manual correction requirement limited to 10% of processed forms, ensuring high accuracy with minimal human intervention.**
- v. **Confidence score availability: 100% of extracted fields**
- vi. Bidder to provide the Accuracy and Performance KPIs measurements and reporting.

Table: Accuracy and Performance KPIs Example

| Accuracy & Performance KPIs (Example) | |
|--|--|
| <ul style="list-style-type: none"> • Total proposal forms processed: 100 • Fields per form: 20 • Total fields extracted = $100 \times 20 = 2,000$ fields • Fields include: Name, DOB, Address, PAN, Sum Assured, Nominee Name, etc. | |
| 1. Field-Level Accuracy $\geq 95\%$ | |
| <p>What it means Out of all fields extracted, at least 95% must be correctly extracted end-to-end (value + position + meaning).</p> | |
| <p>Calculation</p> <ul style="list-style-type: none"> • Total fields = 2,000 • Minimum correct fields required = 95% of 2,000 = 1,900 • Allowed incorrect fields = 100 | |
| <p>Example If system extracts:</p> <ul style="list-style-type: none"> • Correct fields = 1,920 • Incorrect fields = 80 <p>Pass ($1,920 / 2,000 = 96\%$)</p> | |
| <p>If correct fields = 1,850</p> <p>Fail (92.5%)</p> <ul style="list-style-type: none"> ➤ Important: Even a <i>single wrong digit</i> in DOB or PAN counts as incorrect field, even if confidence is high. | |
| 2. Character Accuracy $\geq 97\%$ | |
| <p>What it means At the character level, how many characters were recognized correctly across all handwritten text.</p> | |
| <p>Calculation Assume:</p> <ul style="list-style-type: none"> • Average characters per field = 10 • Total characters = $2,000 \times 10 = 20,000$ characters • Minimum correct characters required = 97% = 19,400 | |
| <p>Example <ul style="list-style-type: none"> • Correct characters = 19,600 • Incorrect characters = 400 <p>Pass (98%)</p> </p> | |
| <p>Even if a name like: RAJESH → RAJESH (correct) KUMAR → KUMBR (1 character error)</p> | |
| <p>That's:</p> <ul style="list-style-type: none"> • Field = 1 incorrect • Characters = 4/5 correct → still helps character accuracy | |

Accuracy & Performance KPIs (Example)

This is why **character accuracy** is always higher than **field accuracy**.

3. Rejection Rate $\leq 5\%$

What it means

Percentage of forms **automatically rejected by the system** due to:

- Poor image quality
- Missing mandatory fields
- Confidence below threshold
- Illegible handwriting

Calculation

- Total forms = **100**
- Maximum allowed rejected forms = **5**

Example

| Form Outcome | Count |
|------------------------|-------|
| Successfully processed | 94 |
| Auto-rejected | 6 |

Fail (6%)

If rejected forms = **4**

Pass (4%)

Please note that Rejected \neq Incorrect

Rejected forms are **not processed at all** and go directly to manual handling.

4. Manual Correction Rate $\leq 10\%$

What it means

Percentage of processed forms that **require human correction** after AI extraction.

Calculation

- Forms successfully processed = **96** (after rejection)
- Maximum allowed manual correction forms = **9-10**

Example

| Status | Count |
|----------------------------|-------|
| Auto-approved (no edit) | 87 |
| Requires manual correction | 9 |

Pass (9.3%)

If manual correction needed = **15**

Fail (15.6%)

Even **one corrected field** makes the whole form count as "manual correction required".

6.2 Objective:

- a. AI / ML-Enabled Automation of Customer Onboarding through Handwritten Proposal Data Extraction and Proposal Form Re-Engineering for Improved Accuracy and Machine Readability.

Description: Redesign of existing insurance proposal forms including field boxing, alignment, spacing, anchor labels, constrained writing zones, and validation markers to enable high-accuracy handwritten data extraction using Computer Vision, OCR, and ML models.

End-to-end scope: mobile scan → image optimisation → AI extraction → human validation → API data & object storage

- b. Objective is to identify and select a technology service provider capable of delivering an end-to-end solution for extraction of handwritten and printed data from LIC's Insurance Proposal Forms with high accuracy using Vision AI / ML and OCR pipelines.
- c. The solution shall cover form re-engineering, mobile-based scanning, image optimisation, AI-based data extraction, human-in-the-loop validation, and secure system integration. The objective is to significantly reduce manual data entry, improve turnaround time, and ensure data accuracy and auditability.
- d. A sample scanned proposal form is enclosed for reference. The selected bidder shall be responsible for redesigning / re-engineering the form to make it machine-readable while retaining regulatory and business compliance.

6.3 Scope of Work (SoW)

All Components and Infrastructure are to be provided by the bidder only.

6.3.1 Proposal Form Re-engineering

- a. Analyse the existing proposal form (sample enclosed) and redesign it to improve machine readability.
- b. Introduce structured layouts such as:
 - i. Clearly demarcated boxes for handwritten entries
 - ii. Standardised field dimensions and alignment
 - iii. Use of anchors, labels, and reference markers
- c. Optimise font types, spacing, contrast, and field grouping.
- d. Ensure no loss of regulatory, underwriting, or legal content.
- e. Provide revised form templates (print-ready and digital).
- f. Mobile-captured images (camera scan) or Scanned PDF
- g. Image Rejection Criteria (Auto)
 - i. Excessive blur
 - ii. Cut or cropped fields
 - iii. Over/under exposure
 - iv. Page boundary missing

6.3.2 Web and Mobile Application (Android & iOS)

- a. Develop and Integrate as a secure web and mobile interface / application for advisors / field users to:
 - i. App to be suitable for integration with existing Agents Mobile App or Web Portal thus Mobile SDK or Web SDK is required.
 - ii. Scan multi-page proposal forms
 - iii. Show indication for capture area , if the Camera for capture is set proper for quality capture of the document. Ex. a Green Rectangle around the image i.e. a green rectangle appearing on the screen indicates that the positioning are correct.

The green rectangle appears when the camera and handwritten document is perfectly aligned ensuring the camera captures the correct angles.

- iv. Automatic Capture: The system will typically take a photo automatically once the rectangle turns green and the position is confirmed, reducing the need to click a button.
- v. Quality Check Pass: It signifies that the image is not blurred, is well-lit, suitable for the handwritten data extraction and meet the quality requirements and parameters. captures images at a resolution appropriate for OCR.
- vi. Review and Edit page for Document capture. Rotate, retake, delete, add etc.
- vii. Auto-crop, deskew, contrast and enhance images
- viii. Generate a combined searchable PDF
- ix. Trigger AI-based data extraction
- x. Review extracted data with confidence indicators
- xi. Validate and approve submissions
- xii. Dashboard, uploaded, processes, pending, confidence score
- xiii. Split Screen view, Left Screen- Captured Data , Right Screen Image (Original PDF) . Data Extracted in the Same Order as appearing in the PDF, Data field editable and non-editable as per configuration. Fields to Document Linkage . Scrolling the pdf aligned with auto document location. Field level confidence score . Visual highlight fields basis confidence score or missing fields.
- xiv. Each proposal data stats like Total Fields, Passed , Missing, Overall Form Completion, To be Checked fields etc .
- xv. Field level control , example some extracted fields cannot be altered .
- b. Support offline capture with deferred sync.
- c. Role-based access and secure authentication.

6.3.3 Image Processing & Optimisation Pipeline

- a. Mandatory Implement image pre-processing techniques including:
- b. Mandatory computer vision steps:
 - i. De-skewing & Orientation Detection
 - ii. Noise Reduction
 - iii. Median / bilateral filtering
 - iv. Contrast Enhancement
 - v. de-noising, binarisation
 - vi. Shadow and background removal
 - vii. Contrast and sharpness enhancement
 - viii. Adaptive thresholding
 - ix. Handwriting Stroke Enhancement
 - x. Region Cropping (Field-level)
 - xi. Automatic page detection and ordering.
 - xii. Quality checks to reject unusable images.

6.3.4 AI-based Data Extraction

- a. Extract handwritten and printed data at **field level**. Leverage **Vision-enabled Large Language Models (Vision-LLMs)** or **multimodal AI models** capable of processing document images and extracting structured information, including handwritten content. Use Vision AI / ML models combined with OCR pipelines.
- b. Generate:
 - i. Structured JSON output
 - ii. Field-level confidence score
 - iii. Visual Guidance Field Level
 - iv. Field to document linking
 - v. Editable for human in the loop. Few fields non editable as per configuration.
 - vi. Scrolling Alignment of the extracted data fields with document location of handwritten contents.

- c. Identify mandatory, optional, and critical underwriting fields.
- d. Regional Languages extraction and processing capabilities.
- e. Automated Identification & Extraction of Photograph and Signature. *(As per mandatory technical requirements table Sl. No. 17)*
- f. Proposal Annexure Processing. *(As per mandatory technical requirements table Sl. No. 18)*

6.3.5 Review, Validation & Exception Handling

- a. Human-in-the-loop review for low-confidence fields.
- b. Configurable confidence thresholds.
- c. Audit trail of changes between extracted and corrected data.
- d. Flag inconsistencies between image and edited data for critical fields.

6.3.6 Form Understanding & Field Localization

- a. Form Template & Layout Analysis
 - i. Static or semi-static proposal form
 - ii. Pre-defined Field Coordinates / Bounding Boxes
 - iii. Support for:
 - Boxes
 - Underlined fields
 - Free-flow handwriting zones

6.3.7 Technologies

- a. Computer Vision-based Layout Detection
- b. Vision Transformers for complex layouts
- c. **Vision-enabled Large Language Models (Vision-LLMs) or multimodal AI models**
capable of processing document images and extracting structured information, including handwritten content. Template agnostic processing.

6.3.8 Field Metadata

Each field must be defined as:

```
{  
  "field_name": "Proposer_Name",  
  "field_type": "Handwritten_Text",  
  "expected_length": "1-50",  
  "mandatory": true,  
  "data_type": "Alphabetic"  
}
```

6.3.9 Handwritten Text Recognition (HTR)

Model Requirements

- a. **Vision-enabled Large Language Models (Vision-LLMs) or multimodal AI models**
capable of processing document images and extracting structured information, including handwritten content.
- b. Transformer-based OCR trained specifically for:
 - Indian handwriting styles
 - Uppercase / lowercase mix
 - Numeric + alpha-numeric fields

6.3.10 Language Support

- a. English (mandatory)
- b. Indian Regional Languages preferred. Text Extraction in English

6.3.11 Fine-Tuning

- a. Custom fine-tuning on Insurance Proposal Forms
- b. Field-specific tuning (Name, DOB, Address, PAN, Amount, etc.)
- c. Generic OCR engines without domain fine-tuning will be considered non-compliant.

6.3.12 Key-Value Pair Extraction Logic

- a. Association Strategy
 - i. Template-based mapping (Key ↔ Bounding Box)
 - ii. Proximity-based KV association
 - iii. Rule-based + ML hybrid

6.3.13 Output Structure

```
{  
  "Proposer_Name": {  
    "value": "RAJESH KUMAR",  
    "confidence": 0.96  
  },  
  "Date_of_Birth": {  
    "value": "12/08/1985",  
    "confidence": 0.93  
  }  
}
```

6.3.14 Post-Processing & Validation

Field-Level Validation Rules

| Field | Validation |
|--------|-------------------------|
| DOB | Date format + age rules |
| PAN | Regex + checksum |
| Mobile | 10-digit numeric |
| Amount | Numeric range |

6.3.15 Business Rules

- a. Mandatory field completeness
- b. Cross-field validation (Age vs DOB)
- c. Logical consistency checks

6.3.16 Confidence Scoring & Accuracy Metrics

- a. Character-level confidence
- b. Field-level confidence
- c. Document-level confidence

6.3.17 Accuracy Benchmarks

| Metric | Target |
|-------------------------------|--------------------------|
| Field-level accuracy | ≥ 95% |
| Character accuracy | ≥ 97% |
| Rejection rate | ≤ 5% |
| Manual correction rate | ≤ 10% |
| Confidence score availability | 100% of extracted fields |

Bidder to generate compliance to the Accuracy Benchmarks.

6.3.18 Human-in-the-Loop (HITL) Review

Mandatory UI features:

- a. Side-by-side image and extracted data
- b. Highlighted bounding boxes
- c. Editable fields (Select fields to be allowed editable, some to be made non editable).
- d. Confidence-based auto-flagging.
- e. Supervisor approval workflow.

6.3.19. API & Integration Specifications

- a. Input API
 - i. Multipart upload (PDF/Image)
 - ii. Metadata support (Form Type, Channel)
- b. Output API
 - i. JSON Key-Value pairs
 - ii. Confidence scores
 - iii. Original PDF/Image upload to object storage
 - iv. Callback or synchronous REST response

6.3.20 Security, Compliance & Deployment

- a. Security
 - i. Data encryption at rest and in transit
 - ii. No data retention beyond processing (configurable)
 - iii. Masking of PII in logs.

6.3.21 Deployment

- a. MeitY-empanelled cloud, Bidder provided.
- b. GPU acceleration (recommended), Bidder Provided.
- c. Horizontal scalability, Bidder Arranged.

6.3.22 Audit & Compliance

- a. Extraction logs
- b. Model versioning
- c. Reproducibility of results

6.3.23 Integration & Storage

- a. Upload scanned PDF and extracted JSON to:
 - i. REST API endpoint (provided by Organisation)
 - ii. Object Storage (on-prem / cloud compatible)
- b. Metadata tagging for easy retrieval.
- c. Secure transmission using encryption.

6.3.24 Other Associated Activities

- a. Model training and tuning using Organisation-provided samples.
- b. Continuous accuracy improvement mechanisms.
- c. Dashboard for accuracy, confidence, and throughput metrics.
- d. Documentation, SOPs, and knowledge transfer.

6.3.25. Deliverables

- a. Re-engineered proposal form templates

- b. Mobile application (APK / IPA and source code)
- c. AI extraction engine with trained models
- d. Image processing pipeline
- e. Validation using Mobile OTP
- f. REST integration adapters
- g. Field-level confidence scoring mechanism
- h. Accuracy and performance dashboards
- i. Complete technical and user documentation
- j. Working prototype and production-ready solution

6.3.26. Accuracy & Performance KPIs

- a. The solution must achieve a minimum field-level accuracy of 95% and character-level accuracy of 97%, with an automated rejection rate not exceeding 5% and manual correction requirement limited to 10% of processed forms, ensuring high accuracy with minimal human intervention. Bidder to provide the Accuracy and Performance KPIs measurements and reporting. **Confidence score availability:** 100% of extracted fields.
- b. Accuracy to be validated on LIC's provided test samples.

7 Evaluation Framework

- a. Only the bidders who meet all the qualification criteria mentioned are eligible to participate in the RFP.
- b. The evaluation process for this Request for Proposal (RFP) shall be conducted in two stages as detailed below. Only those applicants who qualify in both stages shall be considered for the commercial bid evaluation.

7.1 Evaluation Stage I: Pre-Qualification Criteria

- a. At this stage, the participating entities will be evaluated for basic eligibility and compliance requirements. The objective is to ensure that only credible, technically capable, and financially sound entities participate in technical evaluation. The bidder shall meet all of the following pre-qualification criteria:

This space is left intentionally blank

Table 1 - Pre-Qualification/Eligibility Criteria

| Table 1: Pre-qualification / Eligibility Criteria | | |
|---|--|---|
| # | Eligibility Criteria | Evidence to be submitted |
| 1 | <p>Legal Entity and Statutory Compliance</p> <p>a. The bidder must be a legally registered entity in India under the Companies Act, 2013, LLP Act, 2008, or as a registered Startup/MSME under relevant Indian laws.</p> <p>b. The bidder must have a valid PAN and active GST registration in India.</p> | <p>i. Copy of Certificate of Incorporation / Registration Certificate.</p> <p>ii. PAN</p> <p>iii. GST</p> |
| 2 | <p>Deployment & Data Residency</p> <p>a. The bidder shall be capable of deploying the solution:</p> <p>i. On a MeitY-empanelled cloud service provider.</p> <p>b. All data, models, and logs must reside within India. The bidder must submit a self-declaration that no customer data or interaction data shall leave Indian Territory.</p> | <p>i. Certificate of Incorporation / Registration issued by ROC (Registrar of Companies) in India.</p> <p>ii. self-declaration.</p> |
| 3 | <p>Compliance & Security</p> <p>The primary development, support, and data processing facilities must be located within India.</p> <p>Ethical AI, Security & Compliance</p> <p>The bidder must adhere to Responsible AI principles, ensuring fairness, transparency, Explainability, and privacy.</p> <p>a. Compliance with the following frameworks is mandatory:</p> <p>i. IRDAI Cyber Security Guidelines</p> <p>ii. IT Act 2000 & amendments</p> <p>iii. DPDPA 2023 (Data Protection Act) and DPDPA Rules 2025 and Amendments.</p> <p>iv. MeitY Cloud & AI Security Guidelines</p> <p>v. ISO 27001</p> <p>VA/PT testing by CERT-In empanelled auditor</p> <p>b. The solution must support:</p> <p>i. Data encryption (at rest & in transit)</p> <p>ii. Role-based access control</p> <p>iii. Audit logs</p> <p>iv. PII Masking</p> | <p>Self-declaration / Undertaking on company letterhead signed by an authorized signatory confirming that no customer data or support processing will be performed outside India.</p> |

Table 1: Pre-qualification / Eligibility Criteria

| # | Eligibility Criteria | Evidence to be submitted |
|----|---|--|
| | <p>c. All logs, analytics, and user data must remain within India, encrypted at rest and in transit.</p> | |
| 4a | <p>Experience & References:</p> <p>The bidder should have demonstrable experience in processing document images and extracting structured information, handwritten content leveraging Vision-enabled Large Language Models (Vision-LLMs) or multimodal AI models .</p> <p>The bidder must have successfully executed at least one (1) such project in the last 3 years from the date of this RFP .</p> <p>And</p> <p>Satisfactory Performance Letter from such Client.</p> | <p>Self-Declaration on company letterhead signed by an authorized signatory with use cases and client details with Work/Purchase Orders</p> <p>The Bidder shall submit documentary evidence of satisfactory performance or performance certificate, or client-issued confirmation, from the concerned customer for the referenced project.</p> |
| 4b | <p>Technical Capability</p> <p>a. The bidder shall have in-house AI / ML development capability (not purely reseller or system integrator).</p> | <p>Self-Declaration on company letterhead signed by an authorized signatory.</p> |
| 4c | <p>a. The proposed solution must support:</p> <ul style="list-style-type: none"> i. Leverage Vision-enabled Large Language Models (Vision-LLMs) or multimodal AI models capable of processing document images and extracting structured information, including handwritten content. ii. Handwritten text extraction iii. Field-level confidence scores iv. Key-Value pair output v. Human-in-the-loop validation vi. Field to Document Linking vii. Field Extraction Summary(Total Fields, Missing Fields, Low Confidence, Confidence, Overall Form Fields Status) viii. Visual Indicators- Filed Highlight. ix. Split Screen View of the Extracted Data and | <p>Self-Declaration on company letterhead signed by an authorized signatory.</p> <p>Demonstration by the Solution Provider.</p> |

Table 1: Pre-qualification / Eligibility Criteria

| # | Eligibility Criteria | Evidence to be submitted |
|---|--|---|
| | x. Image/Document. x. Scrolling alignment between fields and document. xi. Field Edit Option xii. Non Editable Fields based on Configuration xiii. Integration Capability with LIC existing Onboarding Application thru Web and Mobile SDK and API data exchange. | |
| 5 | Financials The bidder shall have a positive net worth in each of the last three (3) completed financial years, as per audited financial statements. | Audited financial Statements of the last three (3) financial years i.e. 2024-25, 2023-24 and 2022-23. |
| 6 | Techathon / PoC Participation a. The bidder must agree to participate in a Techathon / Proof of Concept as part of the technical evaluation. b. Failure to participate or meet minimum benchmark criteria shall result in disqualification. | Self-Declaration on company letterhead signed by an authorized signatory. |
| 7 | OEM / IP Ownership Declaration The Bidder shall be the original developer, owner, and solution provider of the proposed handwritten data extraction and/or AI-based document processing solution. Participation by resellers, distributors, channel partners, aggregators, or pure system integrators offering third-party products or platforms without owning the underlying core solution is not be permitted under this RFP. | Self-Declaration on company letterhead signed by an authorized signatory. |
| 8 | Authorized Signatory & Compliance | Power of Attorney / Board Resolution authorizing the signatory to submit the proposal. |

Table 1: Pre-qualification / Eligibility Criteria

| # | Eligibility Criteria | Evidence to be submitted |
|----|--|--|
| 9 | <p>Compliance & Integrity:</p> <p>a. The bidder must not be blacklisted, debarred, or suspended by any Government or Public Sector Undertaking (PSU) in India at the time of submission of RFP.</p> <p>b. Bidder should not have been blacklisted or debarred by Govt. of India and/or any State Government and/or any Central/State PSU at the time of bid submission date</p> <p>And</p> <p>c. Bidder should not have any litigation against LIC or any other organizations which may materially impact the bidders' responsibility to implement the scope of this RFP.</p> | Self-Declaration on company letterhead signed by an authorized signatory. |
| 10 | The bidder shall submit a self-declaration confirming adherence to all applicable laws, data privacy, and Cybersecurity regulations. | Self-Declaration on company letterhead signed by an authorized signatory. |
| 11 | <p>Innovation and Capability Statement:</p> <p>The bidder shall submit a brief profile highlighting its technical competence, existing AI capabilities, and proposed approach to participate in the upcoming Techathon/ Innovation Challenge.</p> | Self-Declaration on company letterhead signed by an authorized signatory. |
| 12 | <p>Experience with LIC</p> <p>The Bidder(s), who have been associated with LIC for any contract within the period of last 5 years (from the date of this RFP), have to submit the satisfactory performance and timely delivery completion certificate to be eligible to participate in the bid. Certificate to be issued by the competent authority in LIC.</p> | Certificate / Letter declaring the satisfactory performance and timely delivery completion signed by Competent Authority of LIC. |

Table 1: Pre-qualification / Eligibility Criteria

| # | Eligibility Criteria | Evidence to be submitted |
|----|---|--|
| 13 | <p>Bid Processing Fee (Non-Refundable):</p> <p>INR 11,800/- (Rupees Eleven Thousand Eight Hundred Only) inclusive of GST.</p> <p>[INR 10,000/- Bid Fees + INR 1800/- GST.]</p> <p>Micro & Small Enterprises (MSE) units are exempted from payment of EMD and tender fee provided the services they are offering are rendered by them. Exemption as stated above is not applicable for providing services, rendered by other companies. Bidder should submit supporting documents issued by competent Govt. bodies to become eligible for the above exemption.</p> | <p>Mode of Remittance: Online NEFT/RTGS to Virtual Account of "Life Insurance Corporation of India".</p> <p>Please refer: Annexure: LIC Bank Account</p> <p>Details of UTR Number along with date are to be submitted.</p> |
| 14 | <p>Bid Security Declaration:</p> <p>Bidders shall submit duly filled Bid Security Declaration form as per the Annexure: Bid Security Declaration.</p> | Annexure to be submitted duly signed by the authorized signatory. |
| 15 | Pre – Contract Integrity Pact | As per format given by LIC. |
| 16 | <p>Data Privacy, PII Protection and LLM Usage Safeguards</p> <p>a. The Bidder shall ensure that all proposal forms, document images, extracted data, and personally identifiable information (PII) belonging to LIC are processed solely for the purpose of fulfilling the scope of this RFP.</p> <p>b. Under no circumstances shall LIC data, including raw images, extracted text, metadata, or derived insights, be:</p> <p>i. Used for training, re-training, fine-tuning, reinforcement learning, or improving any Large Language Model (LLM), Vision-enabled LLM, or AI model</p> | <p>Self-Declaration on company letterhead signed by an authorized signatory.</p> <p>The Bidder shall provide documented architectural controls and audit logs demonstrating:</p> <ul style="list-style-type: none"> • Data flow boundaries • PII masking or redaction where applicable • Model invocation logs • Assurance of non-retention and non-learning from LIC data |

Table 1: Pre-qualification / Eligibility Criteria

| # | Eligibility Criteria | Evidence to be submitted |
|---|--|--------------------------|
| | <ul style="list-style-type: none"> ii. Retained beyond the defined processing lifecycle, except where explicitly approved by LIC iii. Shared with, exposed to, or accessible by any third party, model provider, or external system without prior written consent from LIC. c. The Bidder shall ensure that any LLM or Vision-LLM used operates in a data-isolated inference-only mode, with: <ul style="list-style-type: none"> i. No data persistence post-inference. ii. No human access to LIC data at the model provider level. iii. Strict access controls and encryption for data in transit and at rest. d. All processing shall comply with applicable Indian data protection laws, regulatory guidelines issued by IRDAI, and LIC's internal information security policies. e. The Bidder shall provide documented architectural controls and audit logs demonstrating: <ul style="list-style-type: none"> i. Data flow boundaries ii. PII masking or redaction where applicable iii. Model invocation logs iv. Assurance of non-retention and non-learning from LIC data f. LIC reserves the right to audit, inspect, or seek third-party assurance on the Bidder's AI/LLM data handling practices at any time during the contract period. | |

b. The Bidding organizations must comply with the above mentioned criteria. Non-compliance of any of the criteria will entail summary rejection of the offer.

- c. **Pre-Contract Integrity Pact** –This RFP is an offer made on the condition that the bidder will sign the Integrity Pact with LIC. Only those vendors/bidders who have entered into Pre-Contract Integrity Pact with LIC would be eligible to participate in the bidding.
- d. The provisions of Public Procurement Policy for Micro and Small Enterprises (MSEs), as notified by the Government of India from time to time, shall be applicable to this RFP. Eligible Micro and Small Enterprises registered with the appropriate authority shall be entitled to benefits and relaxations, including but not limited to EMD exemption, tender fee exemption, and purchase preference, wherever applicable, subject to submission of valid and relevant documentary proof. The applicability of MSE benefits shall be governed by prevailing Government guidelines and LIC's internal procurement policies, and LIC's decision in this regard shall be final and binding. MSE benefits shall be applicable only for the portion of services directly offered by the eligible MSE Bidder, in accordance with Government guidelines.
- e. **Right to Accept Deviation in Eligibility Criteria**

Considering that the proposed initiative involves an innovation challenge in an emerging area of Artificial Intelligence / Machine Learning for handwritten text extraction, LIC reserves the right, at its sole discretion, to consider deviations from one or more eligibility criteria, provided such deviation is in the overall interest of LIC and does not compromise data security, regulatory compliance, or project objectives. Any such deviation shall be recorded with proper justification and approval by the Competent Authority, and shall not be construed as a waiver of mandatory statutory or regulatory requirements. The acceptance of any deviation shall be entirely at LIC's discretion and bidders shall not claim such deviation as a matter of right. LIC shall not be obliged to provide reasons for acceptance or rejection of any deviation.

7.2 **Evaluation Stage II: Technical Evaluation and Demonstration/Challenge/ Techathon Evaluation**

- a. Shortlisted Bidders from Stage I shall participate in a competitive, time-bound **Demonstration / Challenge / Techathon**, during which each Bidder shall process a designated set of scanned **Proposal Forms and onboarding documents** , proposal forms redesigned / re-engineered by the bidders using the existing proposal templates provided by LIC for reference . The Demonstration shall validate the Bidder's technical capability to accurately extract, normalize, and structure form data under controlled and supervised evaluation conditions.
- b. Bidder will design and deploy Mobile App to Scan and Capture the Proposal Form and Integrate with LIC's Customer Onboarding Application/s with the data extracted to Automate Customer Onboarding.
- c. The objective of Stage II is to identify technically capable Bidders who demonstrate the maturity, readiness, and scalability of their **Proposal Form Data Extraction** systems and are able to meet or exceed the extraction accuracy threshold prescribed under this RFP for the Pilot.
- d. Evaluation during this Stage shall be based on demonstrable performance and not on descriptive submissions, brochures, or claims. The emphasis shall be on a working, functional system capable of real-time or near real-time extraction, validation, and structured output generation.

- e. The evaluation shall focus on the following dimensions:
 - i. **Technical Readiness & Platform Capability** — Demonstrated ability of the Bidder's extraction platform to ingest, interpret, and process scanned handwritten and printed forms, multi-page Proposal variants, and associated onboarding artifacts without template-locking or form-specific configuration.
 - ii. **Extraction Accuracy & Output Quality** — Ability to achieve the minimum field-level extraction accuracy threshold prescribed by LIC ($\geq 95\%$ overall accuracy), with structured JSON/API output reflecting field values, confidence scores, and exception classification.
 - iii. **Processing Robustness & Handling of Variability** — Capability to manage real-world onboarding variability including handwriting differences, vernacular content, infill corrections, annotation noise, page misalignments, and multi-page continuity.
 - iv. **Platform Architecture & Deployment Suitability**
 - v. **Compliance & Controlled Processing Environment** — Adherence to regulatory, auditability, data residency, and privacy constraints applicable to Life Insurance sector, including IRDAI guidelines, DPDPA 2023, and data localization requirements.
 - vi. **Operational Readiness for Pilot Execution** — Demonstrated ability to support time-bound Pilot execution, DEQC HITL workflows, exception validation, reporting, and integration with downstream underwriting and compliance workflows.
- b. During the Techathon, Bidders shall be required to demonstrate functional prototypes or working platforms capable of processing LIC-provided Proposal Forms and producing structured output ("show-me stage"). Proof-of-concept slides, mock-ups, non-functional demos, descriptive materials, and speculative representations shall not be considered sufficient.
- c. This Stage follows the principle of "**Show me, not only tell me**"; evaluation shall be based on concrete, demonstrable functionality, performance under supervision, and measurable extraction outcomes rather than narrative descriptions.
- d. Bidders failing to participate in the Techathon or failing to meet the minimum accuracy threshold shall be deemed **technically Non-Qualified** and shall not proceed to the Commercial bid opening.
- e. This stage emphasizes "**Show me, not only tell me**" — evaluation will be based on demonstrable functionality rather than descriptive documentation. The bidder's prototype shall represent a workable codebase forming the foundation for potential system development (not a throw-away prototype).
- f. **Right to Accept Technical Deviations or Alternative Approaches**
LIC may, during the course of technical evaluation, Techathon, or Proof of Concept, consider alternative technical approaches or deviations from prescribed technical specifications, provided the bidder demonstrates equal or superior performance in terms of accuracy, scalability, security, and compliance with the stated objectives of the RFP. Such deviations shall be evaluated objectively against defined success criteria and recorded as part of the technical evaluation process. The acceptance of any deviation shall be entirely at LIC's discretion and bidders shall not claim such deviation as a matter

of right. LIC shall not be obliged to provide reasons for acceptance or rejection of any deviation.

- g. LIC encourages innovative and non-conventional approaches in AI / ML-based handwritten text extraction, provided such approaches are demonstrably robust, explainable, and suitable for enterprise-scale deployment.

7.3 Evaluation Parameters

The evaluation parameters shall include, but not be limited to:

- a. The Evaluation Parameters under this RFP shall be designed to assess the Bidder's technical maturity, operational readiness, deployment feasibility, and capability to accurately extract Proposal Form data under controlled challenge-based Pilot conditions.
- b. Evaluation shall focus primarily on demonstrable performance and measurable technical outcomes rather than descriptive submissions or narrative claims.
- c. The following Evaluation Parameters shall be applied during Stage II (Techathon):

7.3.1 Field-Level Extraction Accuracy

- i. The Bidder's ability to accurately extract handwritten and printed fields from scanned Proposal Forms and associated onboarding documents.
- ii. Evaluation shall be based on ground-truth comparison using structured outputs (JSON/API).
- iii. Minimum qualification threshold shall be **≥95% overall extraction accuracy** across all evaluated fields.

7.3.2 Handling of Real-World Variability

Ability to process Proposal Form variants with differences in:

- i. handwriting styles and legibility
- ii. annotations and corrections
- iii. vernacular and English mix
- iv. page misalignment and scanning artifacts
- v. plan-specific and channel-specific layouts

7.3.3 Processing Performance & Functional Robustness

- i. Ability to ingest, pre-process, and extract data from:
 - a. multi-page scans
 - b. mixed file formats (PDF/JPG/PNG/TIFF)
 - c. different DPI settings
- ii. No template-locking or coordinate-based extraction permitted.

7.3.4 Structured Output Readiness

- i. Conformance to structured data formats (JSON/API) suitable for downstream use in underwriting, AML/KYC, and issuance workflows.
- ii. Output shall include confidence scores and exception categorization.

7.3.5 Human-in-the-Loop (HITL) Validation Readiness

- i. Availability of DEQC-facing workflows for low-confidence field validation and correction.
- ii. Adequacy of auditability, timestamping, lineage tracking, and role-based control.

7.3.6 Deployment Feasibility & On-Prem Compliance

- i. Verification that the proposed solution can be deployed within LIC's On-Premise infrastructure.
- ii. No reliance on foreign-hosted cloud, external inference APIs, or international LLM/OCR services.
- iii. Compliance with data localization and data residency requirements.

7.3.7 Security, Regulatory & Audit Alignment

- i. Adherence to sectoral obligations including:
 - a. IRDAI cybersecurity and outsourcing norms
 - b. DPDPA 2023 personal data handling and consent norms
 - c. IT Act & digital evidence standards
- ii. Availability of audit logs, change trails, and monitoring mechanisms.

7.3.8 Operational Readiness for Pilot Execution

Demonstrated ability to support time-bound activities including:

- i. Techathon participation
- ii. data validation cycles
- iii. reporting and exception handling
- iv. integration with DEQC processes

7.3.9 Downstream Applicability

- i. Utility of output for underwriting, AML/KYC validation, compliance checks, and issuance processes.
- ii. Alignment to STP enablement objectives.

7.3.10 Scalability & Extensibility Considerations

- i. Assessment of solution's ability to scale to:
 - a. additional onboarding documents
 - b. future enterprise rollout
 - c. integration with digital underwriting systems
- ii. Extensibility for future phases beyond the Pilot.

7.3.11 No-Template & No-Manual Configuration Constraint

- i. Capability to operate without:
 - a. template locking
 - b. coordinate mapping
 - c. case-wise tuning
- ii. Consistent with onboarding operational heterogeneity.

7.3.12 Compliance with Challenge Evaluation Rules

- i. Participation in supervised evaluation
- ii. adherence to time-bound submissions
- iii. adherence to data handling, no-cloud, and fairness rules

Bidders violating evaluation rules may be disqualified.

7.4 Technical Evaluation Criteria

The proposed solutions shall be evaluated based on the predefined evaluation parameters (Section 7.3) such as extraction accuracy, robustness, deployment feasibility, regulatory compliance, operational suitability, and demonstration performance during the Techathon. The evaluation emphasizes practical, demonstrable capability over descriptive submissions, applying a **“Show me, not only tell me”** approach. The Technical Evaluation shall serve as a **challenge-based qualification filter**, wherein only those Bidders who demonstrate minimum technical performance shall advance to commercial evaluation.

The evaluation shall consist of the following assessment dimensions:

- a. **Extraction Challenge** — Evaluation of the Bidder's capability to accurately extract structured field-level data from scanned handwritten and printed Proposal Forms under challenge conditions.
- b. **Operational Suitability Challenge** — Assessment of solution's applicability under real-world onboarding conditions, including handling of handwriting variability, vernacular content, annotations, page misalignment, and scanning artifacts.
- c. **Integration & Output Challenge** — Verification of structured JSON/API output, including confidence scoring, exception classification, and completeness of extracted fields, and downstream suitability for underwriting and AML/KYC workflows.
- d. **Deployment & Compliance Challenge** — Assessment of solution's ability to operate on Cloud / On-Premise infrastructure, comply with data residency mandates.
- e. **Outcome:** Solutions achieving the minimum qualifying accuracy threshold ($\geq 95\%$) shall be deemed **Technically Acceptable** and shortlisted for commercial bid opening.
- f. In this RFP for Handwritten Proposal Form Extraction, award shall be made on **L1 basis among Technically Qualified Bidders**, subject to conditions specified as per item 7.4 (g) and 7.4(h) below.
- g. The desired benchmark for handwritten field-level extraction accuracy is $\geq 95\%$. However, during Proof of Concept (POC) evaluation, multiple bidders may not achieve the desired benchmark. **In such cases, if fewer than two (2) bidders** achieve a **field-level accuracy of $\geq 95\%$** , the evaluation committee shall consider the **top two (2) bidders** achieving a **minimum field-level accuracy of $\geq 90\%$, ranked in descending order of achieved accuracy**, for further technical qualification. Bidders achieving **less than 90% field-level accuracy** shall be treated as **non-qualified** and shall not be considered for further stages of evaluation.
- h. During technical evaluation, bidders shall be assessed based on the field-level accuracy achieved during the Proof of Concept (POC), as per the evaluation methodology defined by LIC. Only the top three (3) bidders achieving a minimum field-level accuracy of $\geq 95\%$ shall be shortlisted for opening of the commercial bids, subject to meeting all other technical and

eligibility criteria specified in the RFP. Bidders achieving field-level accuracy of less than 95% shall not be considered for commercial bid opening, irrespective of their ranking subject to provision of 7.4(g). In case fewer than three (3) bidders achieve the prescribed benchmark of $\geq 95\%$, LIC reserves the right to shortlist a lesser number of bidders as per item 7.4 "g" or to take any other decision deemed appropriate in accordance.

- i. The decision of LIC in respect of technical evaluation and shortlisting shall be final and binding.
- j. Any of the Qualification Criteria not met by the Bidder will make the proposal technically non-compliant and disqualified for commercial bid opening.

Table 2: Mandatory Technical Requirements

| Table 2: Mandatory Technical Requirements | | | |
|---|-------------------------------------|--|--|
| Sr. No. | Technical Evaluation Parameter | Technical Evaluation Method | Qualification Criteria |
| 1 | Proposal Form Extraction Capability | Live Techathon Demonstration + Offline Output Verification | <p>Evaluation Method: Live Technical Demonstration and Offline Output Verification</p> <p>(a) The Bidder shall demonstrate the capability to extract all defined fields from scanned LIC proposal forms and onboarding documents, including handwritten fields, during a live technical demonstration.</p> <p>(b) The Bidder shall provide a demo application to LIC users enabling upload and processing of up to 100 handwritten proposal forms. Bulk upload capability from a file location should be provided. Field-level extraction accuracy shall be computed and evaluated based on the outputs generated from these proposal forms, as per the evaluation methodology defined by LIC.</p> <p>(c) The Bidder shall provide a dashboard or reporting interface displaying accuracy and performance Key Performance Indicator (KPI) scores, including field-level accuracy, processing throughput, and rejection/error rates.</p> |

Table 2: Mandatory Technical Requirements

| Sr. No. | Technical Evaluation Parameter | Technical Evaluation Method | Qualification Criteria |
|---------|-------------------------------------|--------------------------------|--|
| 2 | Extraction Accuracy | Ground Truth Comparison | <p>Accuracy & Performance KPIs Scores.</p> <ul style="list-style-type: none"> a. The solution must achieve a minimum field-level accuracy of 95% (Subject to relaxation as mentioned in 7.4 (g) and b. character-level accuracy of 97%, with an automated rejection rate not exceeding 5% and c. manual correction requirement limited to 10% of processed forms, ensuring high accuracy with minimal human intervention. Bidder to provide the Accuracy and Performance KPIs measurements and reporting and d. Confidence score availability: 100% of extracted fields |
| 3 | Handling of Real-World Variability | Techathon Real-Case Dataset | Must handle handwritten, printed, vernacular, multi-page, annotations & scanning distortions |
| 4 | Structured Output Readiness | Review of JSON/API Output | Output must include field values, confidence scores & must be integration-ready |
| 5 | HTL (DEQC) Validation Readiness | Demonstration / Walkthrough | Must provide UI/workflow for low-confidence field validation & audit trail |
| 6 | Deployment Feasibility | Review of Architecture | Must support Public Cloud, On-Prem deployment; no foreign cloud/API dependency |
| 7 | Data Residency & Privacy Compliance | Documentation & Review | Must comply with IRDAI, DPDPA 2023, IT Act & Indian data localization requirements |
| 8 | Template & Variant Independence | Evaluation under Variant Forms | Must operate without template-locking, coordinate mapping, or manual tuning |

Table 2: Mandatory Technical Requirements

| Sr. No. | Technical Evaluation Parameter | Technical Evaluation Method | Qualification Criteria |
|----------------|---|------------------------------------|---|
| 9 | Regulatory & Audit Alignment | Review of Logs & Controls | Must support audit logs, exception tracking & compliance-grade traceability |
| 10 | Operational Readiness for Pilot | Techathon Participation Review | Must demonstrate readiness for time-bound Pilot execution & DEQC workflows |
| 11 | Vendor Competence & Experience | PQ Document Review | Must have experience in Vision-enabled Large Language Models (Vision-LLMs) or multimodal AI models capable of processing document images and extracting structured information, including handwritten content.; BFSI preferred |
| 12 | Mobile App | Document Scan | Design , Develop and Deliver a Secure mobile application for advisors / field users to Scan Proposal and Annexures and integrate with LIC's Customer Onboarding Applications . |
| 13 | SDK for Web and Mobile | Document Scan | App to be suitable for integration with existing Agents Mobile App or Web Portal thus Mobile SDK or Web SDK is required. |
| 14 | Solution Capabilities: Data Extraction and Processing | Demonstration / Walkthrough | <p>The proposed solution must support:</p> <ul style="list-style-type: none"> i. Leverage Vision-enabled Large Language Models (Vision-LLMs) or multimodal AI models capable of processing document images and extracting structured information, including handwritten content. ii. Handwritten text extraction iii. Field-level confidence scores iv. Key-Value pair output v. Human-in-the-loop validation vi. Field to Document Linking vii. Field Extraction Summary (Total Fields, Missing Fields, Low Confidence, Confidence, Overall Form Fields Status) viii. Visual Indicators- Filed Highlight. ix. Split Screen View of the Extracted Data and Image/Document. |

Table 2: Mandatory Technical Requirements

| Sr. No. | Technical Evaluation Parameter | Technical Evaluation Method | Qualification Criteria |
|---------|---|-----------------------------|---|
| | | | <ul style="list-style-type: none"> x. Scrolling alignment between fields and document. xi. Field Edit Option xii. Non-Editable Fields based on Configuration xiii. Integration Capability with LIC existing Onboarding Application thru Web and Mobile SDK and API data exchange. |
| 15 | Solution Capability Mobile Device-Based Scanning of Handwritten Proposal Forms | Demonstration / Walkthrough | <ul style="list-style-type: none"> a. The solution shall provide a mobile device-based scanning capability to enable capture of handwritten proposal forms using the built-in camera of standard Android and/or iOS devices, without requiring specialized hardware. b. The mobile scanning capability shall include: <ul style="list-style-type: none"> i. Auto-detection of document edges and automatic cropping ii. Perspective correction to handle angled captures iii. Automatic orientation and de-skewing iv. Image quality assessment (blur, glare, lighting) with real-time user feedback v. Auto-capture functionality once acceptable image quality is detected c. The solution shall support multi-page proposal capture, including automatic page ordering and completeness checks. Captured images shall undergo on-device or server-side image enhancement, including noise reduction and contrast optimization, to ensure suitability for handwritten data extraction. e. The mobile scanning module shall ensure secure handling of images, including: <ul style="list-style-type: none"> i. Encryption of images at rest on the device and during transmission. ii. Secure session management and access |

Table 2: Mandatory Technical Requirements

| Sr. No. | Technical Evaluation Parameter | Technical Evaluation Method | Qualification Criteria |
|---------|---|-----------------------------|--|
| | | | <ul style="list-style-type: none"> iii. controls. iii. No persistence of proposal images on the device beyond successful upload, unless explicitly permitted by LIC f. The solution shall support offline capture with deferred secure upload when network connectivity is available. g. The mobile scanning capability shall be integrated with the handwritten data extraction workflow, enabling seamless submission of scanned proposal forms for processing. |
| 16 | Solution Capability Processing of Handwritten Proposal Forms from PDF Files or Folder Locations | Demonstration / Walkthrough | <ul style="list-style-type: none"> a. The solution shall support ingestion and processing of handwritten proposal forms provided as scanned PDF files or image files available in designated folder locations, shared storage, or document repositories. b. The system shall be capable of: <ul style="list-style-type: none"> i. Automatically detecting and ingesting new files from configured folders or repositories ii. Supporting single-page and multi-page PDF documents iii. Handling batch uploads as well as near real-time processing iv. Preserving page order and document integrity during ingestion c. The solution shall perform PDF-to-image conversion, image optimization, and pre-processing as required to ensure suitability for handwritten data extraction. d. Upon successful processing, the solution shall: <ul style="list-style-type: none"> i. Extract handwritten data as structured key-value pairs |

Table 2: Mandatory Technical Requirements

| Sr. No. | Technical Evaluation Parameter | Technical Evaluation Method | Qualification Criteria |
|---------|--|--------------------------------|--|
| | | | <ul style="list-style-type: none"> ii. Generate and store the processed PDF along with extracted data, as per LIC-defined storage requirements iii. Produce processing status, confidence scores, and error logs for each proposal e. Access to folder locations and document repositories shall be securely configured, with appropriate authentication, authorization, and audit logging, in line with LIC's information security policies. |
| 17 | Continuous Improvement in Accuracy & Performance KPIs | Documentation & Explainability | <ul style="list-style-type: none"> a. The Bidder shall demonstrate a commitment to continuous improvement in field-level extraction accuracy over the contract period. b. The Bidder shall periodically analyse aggregate accuracy metrics, error patterns, and rejection reasons, and implement model refinements, rule enhancements, and process optimizations to improve overall performance. c. Any improvements shall be carried out in a manner that: <ul style="list-style-type: none"> i. Does not use LIC data or PII for model training or fine-tuning, unless explicitly approved in writing by LIC. ii. Preserves data privacy, security, and regulatory compliance at all times. iii. Ensures backward compatibility with previously processed proposals. d. The Bidder shall provide periodic performance reports to LIC, including: <ul style="list-style-type: none"> i. Field-level accuracy trends ii. Improvement measures implemented iii. Impact of improvements on rejection and manual correction rates |

Table 2: Mandatory Technical Requirements

| Sr. No. | Technical Evaluation Parameter | Technical Evaluation Method | Qualification Criteria |
|---------|---|-----------------------------|---|
| | | | <p>e. LIC reserves the right to review and validate accuracy improvements through periodic audits or sample evaluations, and to seek corrective action in case of sustained performance degradation.</p> <p>f. Persistent failure to demonstrate reasonable improvement or to maintain agreed accuracy levels may be treated as a performance deficiency, subject to contractual remedies as decided by LIC.</p> |
| 18 | Automated Identification & Extraction of Photograph and Signature | Demonstration / Walkthrough | <p>a. The solution shall provide an AI/ML-based document layout intelligence capability to automatically identify, extract, and classify customer Photograph and Signature from uploaded or scanned onboarding documents and render the same in the Digital Onboarding / Proposal User Interface.</p> <p>b. Automated Detection & Classification: The solution must be capable of automatically detect and distinguish:</p> <ul style="list-style-type: none"> i. Customer Photograph ii. Customer Signature (handwritten) iii. From documents such as Proposal Forms, KYC Documents, Application Forms and Scanned PDFs / Images <p>c. Image Extraction & Cropping: Extract Photo and Signature as separate image objects Auto-crop with correct orientation and resolution Remove background noise where applicable</p> <p>d. Real-time UI Rendering: Display extracted Photo and Signature on:</p> <ul style="list-style-type: none"> i. Digital Onboarding Page ii. Proposal Review Screen iii. Agent / Employee Assisted Journey iv. Allow user/agent confirmation or |

Table 2: Mandatory Technical Requirements

| Sr. No. | Technical Evaluation Parameter | Technical Evaluation Method | Qualification Criteria |
|---------|--------------------------------|-----------------------------|------------------------|
| | | | correction if required |

- e. **Validation Rules:** Validate:
 - i. Minimum image resolution
 - ii. Aspect ratio
 - iii. Signature presence (not blank / not stamp) Flag poor-quality or missing images for re-capture Confidence Scoring & Review Assign confidence score to extracted elements
- f. **Configurable thresholds for:**
 - i. Auto-acceptance
 - ii. Manual verification
 - iii. Human Override & Relearning
 - iv. Allow manual override / replacement of Photo or Signature Capture corrections for continuous model improvement
- g. **Accuracy Expectations**
 - i. Photo detection accuracy \geq 98%
 - ii. Signature detection accuracy \geq 95%
 - iii. During POC, solutions achieving \geq 90% may be considered
- h. **Explainability & Auditability**
 - i. Security & Privacy
 - ii. Extracted Photo and Signature to be:
 - Encrypted at rest and in transit
 - Stored in secure document repository / DMS
- i. **Integration**
 - i. API-based integration with:
 - Digital Onboarding Platform
 - Document Management System
 - eSign / Proposal Generation modules

Table 2: Mandatory Technical Requirements

| Sr. No. | Technical Evaluation Parameter | Technical Evaluation Method | Qualification Criteria |
|---------|--------------------------------|-----------------------------|---|
| | Processing Proposal Annexures | Demonstration / Walkthrough | <p>j. The solution shall support AI/ML-based processing of scanned proposal forms along with all accompanying enclosures, including but not limited to Cancelled Cheque, PAN Card, and other KYC documents. The system shall automatically identify, classify, and extract relevant data elements from these enclosures and perform intelligent cross-validation and matching against the data entered in the Proposal Form and Digital Onboarding screens. Any mismatches, missing fields, or confidence breaches shall be system-flagged for review, with appropriate audit trails and user override capabilities.</p> <p>k. Document Identification & Classification :Automatically detect and classify:</p> <ul style="list-style-type: none"> i. Proposal Form ii. Cancelled Cheque iii. PAN Card iv. KYC Documents (Aadhar, Passport, Voter ID, Driving License, etc.) v. Support mixed uploads and multi-page scanned PDFs. <p>l. Data Extraction from Enclosures :Extract key data fields including:</p> <ul style="list-style-type: none"> i. Cancelled Cheque: Account Holder Name, Account Number, IFSC Code, Bank Name. ii. PAN Card: PAN Number, Name, And Date of Birth, KYC Documents: Name, Address, Date of Birth, Document Number. <p>m. Intelligent Data Matching & Validation: Match extracted data against:</p> <ul style="list-style-type: none"> i. Proposal Form data ii. Digital onboarding data entry must support Exact match, Fuzzy match (spelling variations, abbreviations), |

Table 2: Mandatory Technical Requirements

| Sr. No. | Technical Evaluation Parameter | Technical Evaluation Method | Qualification Criteria |
|---------|--------------------------------|-----------------------------|---|
| | | | <p>Configurable tolerance rules and confidence thresholds.</p> <p>n. Exception Handling & Review: Auto-flag:</p> <ul style="list-style-type: none"> i. Data mismatches ii. Missing or unreadable fields iii. Low-confidence extractions iv. Enable manual correction with: v. Side-by-side document view vi. Override logging vii. Maintain field-level audit trail showing: viii. Extracted value ix. Source document x. Matching outcome xi. Confidence score xii. User override (if any) xiii. Ensure compliance with IRDAI, AML, and KYC guidelines. xiv. PII masking in logs and analytics views. |

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7.5 Evaluation Methodology

The evaluation process under this RFP shall adopt a single-track, challenge-based, and performance-driven assessment framework to ensure objective selection of the most suitable technology partner for the Proposal Form Data Extraction Pilot. The end-to-end evaluation shall focus on measurable accuracy, operational suitability, deployment feasibility, and regulatory compliance for Life Insurance onboarding workflows.

7.5.1 Evaluation Track Structure

Given that this RFP pertains to solution category— **Proposal Form Data Extraction Solution** the evaluation shall be conducted through a structured three-stage process comprising:

- **Eligibility & Qualification Assessment (Stage-I)**
- **Technical Demonstration / Techathon Evaluation (Stage-II)**
- **Commercial Evaluation (Stage-III)**

Performance or qualification in any stage shall not be influenced by narrative claims, brochures, or unrelated solution capabilities outside the scope of this RFP.

7.5.2 Technical Evaluation Criteria

Technical evaluation in Stage-II shall focus on, but not be limited to, the following assessment parameters:

- a. Field-level extraction accuracy and structured output quality
- b. Ability to handle handwritten and printed Proposal Form variants
- c. Operational robustness under real onboarding variability (noise, DPI, vernacular, corrections, etc.)
- d. On-Prem/cloud deployment feasibility without reliance on foreign cloud/API services
- e. Compliance with IRDAI, DPDPA 2023, data residency, and auditability norms
- f. Suitability of extracted data for downstream underwriting, AML/KYC, compliance, and issuance workflows
- g. Support for HITL validation and DEQC exception workflows
- h. Extensibility for future onboarding digitization and STP initiatives

Qualification shall be determined solely based on achievement of the mandatory extraction accuracy threshold as defined in this RFP and Meeting the Mandatory Technical Requirements.

7.5.3 Technical Qualification via Techathon

Stage-II shall be executed through a Demonstration / Challenge / Techathon, during which participating Bidders shall process LIC-provided scanned Proposal Forms and submit structured JSON/API outputs for verification. Solutions shall be evaluated using standardized and randomized datasets to ensure both fairness and robustness.

Minimum technical qualification threshold shall be:

- i. $\geq 95\%$ Overall Field-Level Extraction Accuracy (Pass/Fail) subject to 7.4(g)
- ii. Bidders achieving $<95\%$ accuracy shall be deemed technically Non-Qualified and eliminated from further consideration.
- iii. No weighted scoring or QCBS methodology shall be applied for Technical Qualification under this RFP.

7.5.4 Commercial Evaluation

Commercial proposals shall be opened only for Technically Qualified Bidders.

- i. Final selection shall be made on Least Cost (L1) basis among Technically Qualified Bidders.
- ii. No normalization, technical scoring, or composite QCBS method shall be adopted.
- iii. Commercial quotes shall be evaluated on all inclusive per-proposal processing costs. Per-proposal all inclusive fee which also include on-going maintenance and integration support for existing LIC Sales App.
- iv. **Evaluation Methodology:** Least Cost Based selection from among the eligible and technically stage I and stage II (Demonstration) qualified bidders.

7.5.5 Final Selection and Award

The Procuring Entity reserves the right to:

- i. Select the L1 Bidder from among Technically Qualified Bidders,
- ii. Decide not to proceed with Pilot execution if no Bidder meets the minimum technical qualification threshold,
- iii. Evaluate Pilot outcomes for subsequent enterprise deployment or extension to additional onboarding document classes.

All selected solutions must comply with the RFP's data privacy, information security, without reliance on foreign-hosted APIs or cloud inference services.

8 General Terms and Conditions

1. Completeness of Response

- a. Bidders are advised to study all instructions, forms, terms, requirements and other information in the RFP documents carefully. Submission of the bid shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.
- b. The response to this RFP should be full and complete in all respects. Failure to furnish all information required by the RFP documents or submission of a proposal not substantially responsive to the RFP documents in every respect will be at the Bidder's risk and may result in rejection of its Proposal.

2. RFP Proposal Preparation Costs & related issues

- a. The bidder is responsible for all costs incurred in connection with participation in this process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings, discussions, presentations, preparation of proposal, in providing any additional information required by LIC to facilitate the evaluation process, conduct of "Proof of Solution" /Demo.
- b. LIC will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.
- c. This RFP does not commit LIC to award a contract or to engage in negotiations. Further, no reimbursable cost may be incurred in anticipation of award or for preparing this RFP.

- d. All materials submitted by the bidder will become the property of LIC and may be returned completely at its sole discretion.

3. Pre-Bid Meeting

- a. LIC shall hold a pre-bid meeting with the prospective bidders as per RFP Timelines.Venue: Online
- b. The Bidders will have to ensure that their queries for Pre-Bid meeting should reach by email on or before the date and time mentioned in RFP Timelines.
- c. All queries to be raised in the pre-bid meeting will relate to the RFP alone and no queries related to detailed analysis of Scope of work, payment terms and mode of selection will be entertained. These issues will be amply clarified at the RFP stage.

4. Responses to Pre-Bid Queries and Issue of Corrigendum

- a. LIC will endeavor to provide timely response to all queries. However, LIC makes no representation or warranty as to the completeness or accuracy of any response made in good faith.
- b. At any time prior to the last date for receipt of bids, LIC may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFP Document by a corrigendum.
- c. The Corrigendum (if any) & clarifications to the queries from all bidders will be posted on the website.
- d. Any such corrigendum shall be deemed to be incorporated into this RFP.
- e. In order to afford prospective Bidders reasonable time in which to take the corrigendum into account in preparing their bids, LIC may, at its discretion, extend the last date for the receipt of RFP Bids

5. Right to Terminate the Process

- a. LIC may terminate the RFP process at any time and without assigning any reason whatsoever. LIC makes no commitments, express or implied that this process will result in a business transaction with anyone.
- b. This RFP does not constitute an offer by LIC. The bidder's participation in this process may result in LIC short listing the bidder to submit a complete technical and financial response at a later date.

6. Submission of Responses (Online)

- a. The bids shall be submitted online e-Tendering System portal <https://www.tenderwizard.com/LIC> .
- b. Bids shall consist of supporting proofs and documents as defined in the RFP. Bidder shall submit all the required documents as mentioned in the Appendix including various templates. It should be ensured that various formats mentioned in this RFP should be adhered to and no changes in the format should be done.
- c. The document should be page numbered, must contain the list of contents with page numbers.
- d. RFP document submitted by the bidder should be concise and contain only relevant information as required under this RFP.

7. Bid Submission Format

The entire proposal shall be strictly as per the format specified in this Invitation for Request for Proposal and any deviation may result in the rejection of the RFP proposal.

8. Deadline for Submission

- a. Proposal received by the LIC after the last date of submission shall be rejected/Not Accepted.
- b. The bids submitted by courier/telex/telegram/fax/e-mail etc. shall not be considered. No correspondence will be entertained on this matter.
- c. LIC shall not be responsible for any issue related to login/network/PKI/system issue in uploading of the documents to the online tender platform. No further correspondence on the subject will be entertained.
- d. LIC reserves the right to modify and amend any of the above stipulated condition/criterion depending upon project priorities vis-à-vis urgent commitments.
- e. RFP will be opened as per mentioned RFP timelines at the given address by the Tender Opening Committee (TOC) in the presence of bidders or their authorized representatives who choose to attend.

9. Short Listing Criteria and Empanelment

- a. LIC will shortlist bidders who meet the Pre-Qualification and evaluation criteria mentioned in this Invitation to Request for Proposal.
- b. Any attempt by a Bidder to influence the bid evaluation process may result in the rejection of its RFP Proposal.

10. Evaluation Process

- a. LIC will constitute a Proposal Evaluation Committee to evaluate the responses of the bidders.
- b. The Proposal Evaluation Committee constituted by the LIC shall evaluate the responses to the RFP and all supporting documents & documentary evidence. Inability to submit requisite supporting documents or documentary evidence, may lead to rejection of the RFP Proposal.
- c. Each of the responses shall be evaluated to validate compliance of the bidders according to the Pre-Qualification criteria, Proof of Solution/Demonstration, Presentations, Forms and the supporting documents specified in this document.
- d. The decision of the Proposal Evaluation Committee in the evaluation of responses to the Request for Proposal shall be final. No correspondence will be entertained outside the evaluation process of the Committee.
- e. The Proposal Evaluation Committee may call for additional documentary submission/requirements and/or ask for meetings with the bidders to evaluate its suitability for the assignment.
- f. The Proposal Evaluation Committee reserves the right to reject any or all proposals.

11. Consortiums and Use of Subcontractors

Consortium bidding is not permitted.

Use of Subcontractors: Subject to the conditions listed in this RFP and herewith, the Bidder may propose to use Subcontractor(s) to make a complete offer to perform all services. Any prospective Subcontractor that is not a wholly owned subsidiary of the Bidder will be subject to conditions specified in this clause. The conditions for proposing to use Subcontractors include, but are not limited to, the following:

- i. Prior to any communication or distribution of LIC's confidential information to the potential Subcontractor, the Bidder must provide LIC with the name of the potential Subcontractor in advance and in writing. The Bidder will also provide contact information for the potential Subcontractor. Bidder must obtain prior written approval before providing any confidential information of LIC to a potential Subcontractor or another entity.
- ii. If selected, the Bidder will be the Prime Bidder for services provided to LIC by approved Subcontractors. The Bidder and all the Subcontractors shall be jointly and severally responsible for performance of the solution.
- iii. The Bidder will be ultimately responsible for the provision of all services, including Subcontractor's compliance with the service levels, if any.
- iv. Subcontractor's cost will be included within the Bidder's pricing and invoicing. No subcontract under the contract shall relieve the Bidder of the responsibility for ensuring that the requested services are provided and the provisions of the Non-Disclosure Agreement are adhered to. Bidders planning to subcontract all or a portion of the work to be performed must identify the proposed Subcontractors sufficiently in advance to ensure timely delivery of services. The Bidder may only submit one proposal as a Prime Bidder. If the Bidder submits more than one proposal, LIC may reject one or more of the submissions. This requirement does not limit a Subcontractor's ability to collaborate with one or more Bidders submitting proposals.

12. LIC Rights

- i. LIC may, at its sole discretion, issue a Request for Proposal (RFP) which may be extended only to those vendors shortlisted through the RFP Evaluation and/or Proof of Solution processes. However, for the purpose of any such subsequent RFP, LIC reserves the right to float an open RFP and to amend the proposed requirements, the description of services required or any other aspect of this RFP document. LIC may also conclude the process without tendering or awarding any contract.
- ii. LIC may reject any or all proposals and may or may not waive an immaterial deviation or defect in a bid. LIC's waiver of an immaterial deviation or defect shall in no way modify the RFP document or excuse a vendor from full compliance with RFP document specifications. LIC reserves the right to accept or reject any or all of the items in the proposal, to award the contract in whole or in part and/or negotiate any or all items with individual vendors if it is deemed in the LIC's best interest. Moreover, the LIC reserves the right to make no

selection if proposals are deemed to be outside the fiscal constraint or against the best interest of the LIC.

- iii. In addition to the right to reject any and all proposals, in whole or in part, LIC also reserves the right to issue similar RFPs in the future. This RFP is in no way an agreement, obligation, or contract and in no way is the LIC responsible for any proposers cost of preparing the proposal, including providing additional documentation or participating in presentations, demos, proof of solution, interviews, if required.

13. Normalization of Bids

1. LIC may, at its sole discretion, decide to seek more information from the Bidders in order to normalize the Bids to ensure that Bidders are more or less on the same technical ground. However, Bidders will be notified separately, if such normalization exercise is resorted to.
2. Normalization will be done to the extent possible and feasible to ensure that Bidders are meeting the requirements of the RFP to the extent possible and that the interest of LIC is protected. LIC reserves the right to normalize any or all of the technical bids. If such normalization has a bearing on the price, LIC may at its discretion ask the bidders to submit the technical and commercial bids once again for scrutiny. LIC can repeat this normalization process at every stage of Technical submission or before the commercial evaluation till LIC is satisfied.
3. The submissions can be requested by LIC in the following two manners: a. Incremental technical bid and/or incremental price submissions in part of the requested clarifications by LIC (or) b. Revised technical and/or price submissions of the part or whole Bid
4. The process of normalization may be iterative till such time LIC is satisfied with the response of the Bidders.
5. Post the normalization process in case any Bidder has not quoted for any of the components, the response would be deemed to conclude that the unquoted components required for meeting the functional and technical requirements including the service levels specified in this RFP have been included in the total fixed cost in the commercial bid in prescribed format.
6. The Bidder by participating in this tender agrees to the normalization process being followed and adopted by LIC and has no reservation on the process adopted. In the event the Bidder has any query on the normalization process the same may be raised by the Bidder as part of the pre-bid queries.
7. This clause is applicable for only those items where the Bidder has quoted inadequately in terms of quantity or description or sizing, in such cases the bidder will provide the additional quantities at the same rates quoted in the price Bid.

8. This clause is not applicable for items where the Bidder has missed out quantities or scope items, in such cases the bidder will have to make good such items or scope at no additional cost to LIC.

9. The Bidders, by submitting the response to this RFP, agree to the process and conditions of the normalization process.

14. Award & Signing of contract

- i. LIC will notify successful bidder L1 in writing by letter in duplicate or email that its bid has been accepted. The Selected bidder has to return the duplicate copy to LIC and/or shall acknowledge through return email within 7 working days duly accepted, stamped and signed by Authorized Signatory in token of acceptance. The successful bidder may be required to enter into a contract/MSA with LIC, within 28 days of the award of the tender or within such extended period as may be decided by LIC along with the letter of acceptance, NDA, PBG, all RFP terms along with all corrigenda/addenda/clarifications to the RFP and other terms and conditions as may be determined by LIC to be necessary for the due performance of the work in accordance with the Bid and acceptance thereof.
- ii. The notified Bidder who submits the unconditional and irrevocable Performance Bank Guarantee as above will enter into the contract for the execution of this project with LIC as per the terms and conditions of this RFP. Copy of board resolution or power of attorney showing that the signatory has been duly authorized to sign the acceptance letter, contract and NDA should be submitted. The contract/agreement will be based on bidder's offer document with all its enclosures, modifications arising out of negotiation /clarifications etc. and will include SLA, project plan phases & milestones and schedule, copies of all necessary documents, licenses, certifications etc. LIC reserve the right to stipulate, at the time of finalization of the contract, any other document(s) to be enclosed as a part of the final contract. Purchase Order will be issued to successful bidder after signing of MSA between LIC and selected bidder.

Place: Mumbai

Dated: 29.01.2026

EXECUTIVE DIRECTOR (IT/DT)

Annexure A: Covering Letter with Correspondence Details

<Location, Date>

To

The Executive Director (IT/DT),
Life Insurance Corporation of India, Central Office,
Information Technology - DT Department, 2nd Floor, South Wing,
"Jeevan Seva Annexe", Santacruz (W), S.V.Road, Mumbai – 400054.

Dear Sir,

We, the undersigned, hereby submit our response to the RFP Ref: LIC/CO/ITDT/RISE/2526/AI-006/HPDE dated 29.01.2026 as per requirements and scope mentioned in this RFP document.

Our correspondence details with regard to this RFP are:

| S. No | Information | Details |
|-------|---|--------------------------|
| 1 | Name of the Contact Person | <Insert Name of Contact> |
| 2 | Address of the Contact Person | <Insert Address> |
| 3 | Name, designation and contact, address of the person to whom, all references shall be made, regarding this RFP. | <Insert Name of Contact> |
| 4 | Telephone number of the Contact Person. | <Insert Phone No.> |
| 5 | Mobile number of the Contact Person | <Insert Mobile No.> |
| 6 | Email ID of the Contact Person | <Insert Email.> |
| 7 | Corporate website URL | <Insert Website URL.> |

We are hereby submitting our Request for Proposal. We understand you are not bound to accept any Proposal you receive. We fully understand and agree to comply that on verification, if any of the information provided here is found to be misleading the short listing process or unduly favours our company in the short listing process, we are liable to be dismissed from the selection process or termination of the contract during the project.

We hereby declare that our proposal submitted in response to this RFP is made in good faith and the information contained is true and correct to the best of our knowledge and belief.

Sincerely,

[Bidder's Name with seal+]

<Applicant's Name with seal>

Name: <<Insert Name of Contact>>

Title: <<Insert Name of Contact>> Signature: <<Insert signature>>

Annexure B: Details of the Bidder's Operations

| SI No. | Information Sought | Details to be Furnished |
|--------|---|-------------------------|
| 1 | Name and address of the bidding Company | |
| 2 | Incorporation status of the firm (public limited / private limited, etc.) | |
| 3 | Year of Establishment | |
| 4 | Date of registration | |
| 5 | ROC Reference No. | |
| 6 | Details of company registration | |
| 7 | Details of registration with appropriate authorities for service tax | |
| 8 | Name, Address, email, Phone nos. and Mobile Number of Contact Person | |
| 9 | Recent Awards and Recognitions | |
| 10 | Website | |
| 11 | Turnover/Revenue 2022-2023 2023-2024 2024-2025 | |
| 12 | Profits 2022-2023 2023-2024 2024-2025 | |
| 13 | Net worth 2022-2023 2023-2024 2024-2025 | |
| 14 | No of full time Technology Consultants/Experts / Software Developers/Software Engineers on its payroll as on the date of this RFP | |
| 15 | MSME/Startup Certification | |

Annexure C: Compliance Sheet for Pre-Qualification Criteria

Authorization for signing of all documents related to RFP

[Either (a) or (b) on bidder's letterhead]

(a) To be signed by the bidder's company's Board / Director / Managing Director

Date:

To,
The Executive Director (IT/DT),
LIC of India, Central Office,
2nd Floor, Jeevan Seva Annexe,
Santacruz (W), S V Road,
Mumbai - 400 054

Sir,
SUB: Authorisation to sign on behalf of the Company for LIC RFP Ref : LIC/CO/ITDT/RISE/2526/AI-006/HPDE dated 29.01.2026.

I / We, _____ (name & designation), by the powers vested in me / us, hereby authorize Mr./ Mrs./ Ms. _____ to sign the documents to be submitted for participation in the above referred RFP, and its subsequent modifications/clarifications, as "Authorized Signatory" on behalf of our company.

The signature of Mr. / Mrs./ Ms. _____ is as below.

(Sample Signatures of the Authorized Signatory)

Dated at _____ this _____ day of _____ 20__.

Yours faithfully,

Signature(s):

Name(s):

Designation:

Name & Address of the company:

Seal of the Company

OR

(b) To be signed by the bidder's Company Secretary

Date:

To,
The Executive Director (IT/SD),
LIC of India, Central Office,
2nd Floor, Jeevan Seva Annexe,
Santacruz (W), S V Road,
Mumbai - 400 054

Sir,
SUB: Authorization to sign on behalf of the Company for LIC RFP Ref : LIC/CO/IT-SD/IPC/RFP/2022-23 , Insurance Premium Collections(Premium Point) System Modernization and all its subsequent modifications/clarifications.
Mr./ Mrs./ Ms. _____ has been authorized by our Company Board/ Director/ Managing Director to sign the documents to be submitted for participation in the above referred RFP, and its subsequent modifications/clarifications, as "Authorized Signatory" on behalf of our company. The copy of our board resolution is enclosed herewith.
The signature of Mr. / Mrs./ Ms. _____ is as below.

(Sample Signatures of the Authorized Signatory)

Dated at _____ this _____ day of _____ 20__.

Yours faithfully,

Signature(s):

Name(s):

Designation:

Name & Address of the company:

Enclosures:

Annexure D: Self-Declaration Format for Non-Blacklisting / Non-Litigation / Land Border Clause

| | |
|--|---|
| Eligibility Criteria (Pre- Qualification) | Bidder should not have any litigation against LIC or any other organizations which may materially impact the bidders' responsibility to implement the scope of this RFP |
| | Blacklisting Bidder should not have been blacklisted or debarred by Govt. of India and/or any State Government and/or any Central/State PSU at the time of bid submission date |

Details of Litigation(s)

(A) Details of litigation(s) the Bidder is currently involved in, or has been involved in for the last three years:

| |
|---|
| 1. Party in dispute with : |
| 2. Year of initiation of dispute: |
| 3. Detailed description of dispute: |
| 4. Resolution / Arrangement arrived at (if concluded) : |

(B) Under debarment/blacklist period for breach of contract/fraud/corrupt practices by any Public Sector Undertaking / State or Central Government or their agencies/ departments on the date of submission of bid .

YES / NO

(C) I have read Office Memorandum F.No.6/18/2019-PPD dated 23.07.2020 issued by the Ministry of Finance, Department of Expenditure, Public Procurement Division inserting Rule 144 (xi) in GFRs 2017 which defines clauses regarding restrictions or procurement from a bidder of a country which shares a land border with India. I certify that this bidder/OEM is not from such a country or, if from such a country, has been registered with the competent authority,

I certify that this bidder fulfills all requirements in this regard and is eligible to be considered. [Where applicable, evidence of valid registration by the competent authority shall be attached.]

Bidder:

Signature:

Name and Address:

Date:

Annexure E: Bid Securing Declaration Form

(Notarized on stamp paper)

RFP Ref: LIC/CO/ITDT/RISE/2526/AI-006/HPDE dated 29.01.2026

Date:

To,
The Executive Director (IT/DT),
LIC of India, Central Office,
2nd Floor, Jeevan Seva Annexe,
Santacruz (W), S V Road,
Mumbai - 400 054

Sir,

I/We understand/declare that, according to your conditions, bids must be supported by a Bid Securing Declaration.

I/We accept that I/We may be disqualified from bidding for any contract with you for a period of one year from the date of notification if I am /We are in a breach of any obligation under the bid conditions, because I/We

- a. have withdrawn/modified/amended, impairs or derogates from the tender, my/our Bid during the period of bid validity specified in the form of Bid; or
- b. having been notified of the acceptance of our Bid by the purchaser during the period of bid validity
 - i. fail or refuse to execute the contract, if required, or
 - ii. fail or refuse to furnish the Performance Security, in accordance with the Instructions to Bidders.

I/We understand this Bid Securing Declaration shall cease to be valid if I am/we are not the successful Bidder, upon the earlier of

- i. the receipt of your notification of the name of the successful Bidder; or
- ii. thirty days after the expiration of the validity of my/our Bid.

Signature of the Authorized Signatory

Name:

Designation:

Name & Address of the company:

Seal of the Company

Duly authorized to sign this Authorization on behalf of: [insert complete name of Bidder]

Dated on _____ day of _____ 2026.

Annexure-H: Commercial Bid

RFP Ref: LIC/CO/ITDT/RISE/2526/AI-006/HPDE dated 29.01.2026

1. Purpose

This annexure seeks commercial quotes for an all-inclusive Automated Proposal Form Handwritten Data Extraction Solution inclusive of Infra , Cloud Hosting, and required integrations on a per-proposal basis model.

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 | All Inclusive Proposal Form Data Extraction and Processing Application Cost Inclusive of Integration Effort – Configuration and API Integration, Infrastructure , Setup and Applications . | Per Proposal form | 10,00,000 | | | Pay-per-use flexible model |
| Total Amount | | | | | | |
| TCO in Words | | | | | | |
| GST | | % | | Amount | | |
| TCO with GST | | | | Amount | | |

3. Terms and Conditions:

- a. The quantity of proposal forms indicated above is an estimate only for commercial comparison.
- b. Payment shall be made based on actual usage (number of forms successfully extracted and processed as per accuracy and performance benchmarks).
- c. Taxes and levies shall be quoted separately as per applicable law.
- d. Payment shall be Quarterly in arrears on actual usage during the quarter.
- e. The quantities and usage volumes indicated in this RFP are only for the purpose of bid comparison and evaluation. LIC reserves the right to procure lesser or higher quantities based on actual requirements, and payment shall be made strictly on actual

consumption / actual effort basis. No claim shall be entertained for variations between estimated and actual usage.

- f. Payments to the successful Bidder shall be made on a per proposal successfully processed basis, subject to achievement of the accuracy benchmarks and acceptance criteria defined by LIC. A proposal shall be considered successfully processed and eligible for payment only if:
 - i. All mandatory fields are extracted and delivered in the prescribed format.
 - ii. The field-level accuracy benchmark as specified in the RFP is achieved for the proposal.
 - iii. The extracted data is validated and accepted by LIC or its authorized representative, either through automated validation or human-in-the-loop review.
 - iv. Proposals failing to meet the prescribed accuracy benchmark, validation rules, or acceptance criteria shall be treated as non-billable, and no payment shall be made for such proposals.
 - v. LIC shall have the right to audit, sample, and verify processed proposals for accuracy and compliance prior to release of payment.
 - vi. The methodology for accuracy computation, sampling, and acceptance shall be defined by LIC, and LIC's determination in this regard shall be final and binding.
 - vii. Re-processing or correction of proposals that do not meet the acceptance criteria shall be carried out **at no additional cost to LIC**.

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ANNEXURE I: PRE-CONTRACT INTEGRITY PACT FORMAT

(To be submitted on plain paper and signed by the bidder on each page)

PRE-CONTRACT INTEGRITY PACT

General:

This pre-contract Agreement (hereinafter called the Integrity Pact) is made on..... day of the month of2025, between, on one hand, the Life Insurance Corporation of India (hereinafter referred to as "LIC") a statutory Corporation established under section 3 of Life Insurance Corporation Act 1956 (31 of 1956) and having its corporate office at "Yogakshema" Jeevan Bima Marg, Mumbai 400021. (here in after called the "BUYER" which expression shall mean and include, unless the context otherwise requires, his successors in office assigns) of the First part. And M/srepresented by Shri..... (Hereinafter called the "BIDDER /SELLER/SERVICE PROVIDER" which expression shall mean and include, unless the context otherwise requires, his successors and permitted assigns) of the Second part.

WHEREAS the BUYER proposes to procure (Name of the Stores/Equipment/Item/Service) and the BIDDER/Seller/Service Provider is willing to offer/has offered the stores/services and WHEREAS the BIDDER/Seller/Service Provider is a private company/public company/Government undertaking/partnership/registered export agency, constituted in accordance with the relevant law in the matter and the BUYER is performing its function under the LIC Act 1956.

NOW, THEREFORE,

To avoid all forms of corruption by following a system that is fair, transparent and free from any influence/prejudiced dealings prior to, during and subsequent to the currency of the contract to be entered into with a view to:-

Enabling the BUYER to obtain the desired said stores/ equipment/ item/service at a competitive price in conformity with the defined specifications by avoiding the high cost and the distortionary impact of corruption on public procurement, and Enabling BIDDERs/Sellers/Service Providers to abstain from bribing or indulging in any corrupt practice in order to secure the contract by providing assurance to them that their competitors will also abstain from bribing and other corrupt practices and the BUYER will commit to prevent corruption, in any form, by its officials by following transparent procedures.

The parties hereto hereby agree to enter into this Integrity Pact and agree as follows:-

1. Commitments of the BUYER

- 1.1 The BUYER undertakes that no official of the BUYER, connected directly or indirectly with the contract, will demand, take a promise for or accept, directly or through intermediaries, any bribe, consideration, gift, reward, favour or any material

or immaterial benefit or any other advantage from the BIDDER, either themselves or for any person, organization or third party related to the contract in exchange for an advantage in the bidding process, bid evaluation, contracting on implementation process related to the contract.

- 1.2 The BUYER will, during the pre-contract stage/evaluation stage, treat all BIDDERs alike and will provide to all BIDDERs the same information and will not provide any such information to any particular BIDDER which could afford an advantage to that particular BIDDER in comparison to other BIDDERs.
- 1.3 All the officials of the BUYER will report to the "Chief Vigilance Officer" of the Buyer any attempted or completed breaches of the above commitments as well as any substantial suspicion of such a breach.
2. In case any such preceding misconduct on the part of such official(s) is reported by the BIDDER to the BUYER with full and verifiable facts and the same is *prima facie* found to be correct by the BUYER, necessary disciplinary proceedings, or any other action as deemed fit, including criminal proceedings may be initiated by the BUYER and such a person shall be debarred from further dealings related to the contract process. In such a case while an enquiry is being conducted by the BUYER the proceedings under the contract would not be stalled.

3. Commitments of BIDDERS

The BIDDER commits itself to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of its bid or during any pre-contract or post-contract stage in order to secure the contract or in furtherance to secure it and in particular commit itself to the following:-

- 3.1 The BIDDER will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER, connected directly or indirectly with the bidding process, or to any person, organization or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.
- 3.2 The BIDDER further undertakes that it has not given, offered or promised to give, directly or indirectly any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER or otherwise in procuring the Contract or forbearing to do or having done any act in relation to the obtaining or execution of the contract of any other contract with the government for showing or forbearing to show favour or disfavor to any person in relation to the contract of any other contract with the Government.

- 3.3 Foreign BIDDERS shall disclose the name and address of their Indian agents and representatives in India, and Indian BIDDERS shall disclose their foreign BUYERS or associates.
- 3.4 BIDDERS shall disclose the payments to be made by them to their agents/brokers or any other intermediary, in connection with this bid/contract.
- 3.5 The BIDDER further confirms and declares to the BUYER that the BIDDER is the original manufacturer/ integrator/authorized agent of the stores/equipment/items and has not engaged any individual or firm or company whether Indian or foreign to intercede, facilitate or in any way to recommend to the BUYER or any of its functionaries, whether officially or unofficially to the award of the contract to the BIDDER, nor has any amount been paid, promised or intended to be paid to any such individual, firm or company in respect of any such intercession, facilitation or recommendation.
- 3.6 The BIDDER, either while presenting the bid or during pre-contract negotiations or before signing the contract, shall disclose any payments he has made, is committed to or intends to make to agents, brokers or any other intermediaries, including officials of the BUYER or their family members, if any, in connection with the contract and the details of services agreed upon for such payments.
- 3.7 The Bidder will not enter with other Bidders into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelization in the bidding process.
- 3.8 The BIDDER will not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.
- 3.9 The BIDDER/Contractor will not commit any offence under the relevant Indian Penal Code (IPC)/Prevention of corruption (PC) act. Further, the bidder will not use improperly, for purposes of competition or personal gain, pass on to others, any information provided by the BUYER as part of the business relationship, regarding plans, technical proposals and business details, including information contained in any electronic data carrier. The BIDDER also undertakes to exercise due and adequate care lest any such information is divulged.
- 3.10 The BIDDER commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.
- 3.11 The BIDDER shall not instigate or cause to instigate any third person to commit any of the actions mentioned above.
- 3.12 If the Bidder or any of the key personnel of the bidder, actively involved in the project is a relative of any of the actively involved personnel of the Buyer, the same should be

disclosed. The term 'relative' for this purpose would be as defined in section 2(77) of the Companies Act, 2013.

- 3.13 The BIDDER shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employee or the BUYER.
- 3.14 The Bidder(s) /Contractor(s) who have signed the Integrity Pact shall not approach the Courts while representing the matter to IEMs and shall wait for their decision in the matter.

4. Previous Transgression

- 4.1 The BIDDER declares that no previous transgression occurred in the last three years immediately before signing of this Integrity Pact, with any other company in any country in respect of any corrupt practices envisaged hereunder or with any Public Sector Enterprise in India or any Government Department in India that could justify; BIDDER's exclusion from the tender process.
- 4.2 The BIDDER agrees that if it makes an incorrect statement on this subject, or committed a transgression through a violation of any of the clauses of the commitments of bidder, BIDDER can be disqualified from the tender process or the contract, if already awarded, can be terminated for such reason.

5. Sanctions for Violations:

- 5.1 Any breach of the aforesaid provisions by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER) shall entitle the BUYER to take all or any one of the following actions, wherever required:-
 - (i) To immediately call off the pre contract negotiations without assigning any reason or giving any compensation to the BIDDER. However, the proceedings with the other BIDDER(s) would continue.
 - (ii) The Earnest Money Deposit (in pre-contract stage) and/or Security Deposit/ Performance Bond (after the contract is signed) shall stand forfeited either fully or partially, as decided by the BUYER and the BUYER shall not be required to assign any reason therefore.
 - (iii) To immediately cancel the contract, if already signed, without giving any compensation to the BIDDER.
 - (iv) To encash the advance bank guarantee and performance bond/warranty bond, if furnished by the BIDDER, in order to recover the payments, already made by the BUYER, along with interest.

- (v) To cancel all or any other contracts with the BIDDER. The BIDDER shall be liable to pay compensation for any loss or damage to the BUYER resulting from such cancellation/recession and the BUYER shall be entitled to deduct the amount so payable from the money(s) due to the BIDDER.
- (vi) To debar the BIDDER from participating in the future bidding processes of LIC for a minimum period of five years which may be further extended at the discretion of the BUYER.
- (vii) To recover all sums paid in violation of this Pact by BIDDER(s) to any middleman or agent or broker with a view to securing the contract.
- (viii) Forfeiture of Performance Bond in case of a decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this pact.

5.2 The BUYER will be entitled to take all or any of the actions mentioned at para 5.1(i) to (viii) of this pact also on the Commission by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER), of an offence as defined in chapter IX of the Indian Penal Code, 1860 or Prevention of Corruption Act, 1988 or any other statute enacted for prevention of corruption.

5.3 The decision of the BUYER to the effect that a breach of the provisions of this pact has been committed by the BIDDER shall be final and conclusive on the BIDDER. However, the BIDDER can approach the Independent Monitor(s) appointed for the purposes this Pact.

6. Independent Monitors:

6.1 The BUYER has appointed (hereinafter referred to as Monitors) for this Pact in consultation with the Central Vigilance Commission.

Name address of the Monitor(s):

1. Shri Jose T. Mathew, IFS (Retd.),
House No. 37/930, Ebrahim Pillai Lane,
Via Kakkanad, Thrikkakara-682021, Dt. Ernakulam, Kerala.
Email: jtmat507@gmail.com
2. Shri. Sanjay Kumar Srivastava, IAS (Retd.)
C-II, 2475, Vasant Kunj,
New Delhi – 110070
Email: srivastava.sk001@gmail.com

6.2 The task of the Monitors shall be to review independently and objectively, whether and to what extent the parties comply with the obligations under this Pact.

- 6.3 The Monitors shall not be subject to instructions by the representatives of the parties and perform their functions neutrally and independently. It will be obligatory for him to treat the information & documents of the Bidder as confidential.
- 6.4 Both the parties accept that the Monitors have the right to access all the documents relating to the project/procurement, including minutes of meetings.
- 6.5 As soon as the Monitor notices, or has reason to believe, a violation of this pact, he will so inform the Executive Director (E&OS), LIC.
- 6.6 The BIDDER(s) accepts that the Monitor has the right to access without restriction to all Project documentation of the BUYER including that provided by the BIDDER. The BIDDER will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The same is applicable to Subcontractors. The Monitor shall be under contractual obligation to treat the information and documents of the BIDDER/Subcontractor(s) with confidentiality.

The Monitor has also signed declarations on 'Non-Disclosure of Confidential Information' and of 'Absence of Conflict of Interest'. In case of any conflict of interest arising at a later date, the IEM shall inform MD & CEO, LICI and recues himself / herself from that case.

- 6.7 The BUYER will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the parties. The parties will offer to the Monitor the option to participate in such meetings.
- 6.8 The Monitor will submit a written report to the Chairperson, LIC within 8 to 10 weeks from the date of reference or intimation to him by the BUYER /BIDDER and, should the occasion arise, submit proposals for correcting problematic situations.
- 6.9 If the Monitor has reported to the MD & CEO, LIC, a substantiated suspicion of an offence under relevant IPC/ PC Act, and the MD & CEO LICI has not, within the reasonable time taken visible action to proceed against such offence or reported it to the Chief Vigilance Officer, the Monitor may also transmit this information directly to the Central Vigilance Commissioner.

7. Facilitation of Investigation:

In case of any allegation of violation of any provisions of this pact or payment of commission, the BUYER or its agencies shall be entitled to examine all the documents including the Books of Accounts of the BIDDER. The BIDDER shall provide necessary information and documents in English and shall extend all possible help of the purpose of such examination/inspection.

8. Law and Place of Jurisdiction:

This Pact is subject to Indian Law. The place of performance and jurisdiction is the seat of the BUYER.

9. Other Legal Actions:

The actions stipulated in this Integrity Pact are without prejudice to any other legal action that may follow in accordance with the provisions of the extent law in force relating to any civil or criminal proceedings.

If the Contractor is a partnership or a consortium, this agreement must be signed by all partners or consortium members. Changes and supplements as well as termination notices need to be made in writing

10. Validity:

- 10.1 The validity of this Integrity Pact shall be from date of its signing and extend up to 12 months after the last payment under the contract. In case BIDDER is unsuccessful, this Integrity Pact shall expire after six months from the date of the signing of the contract.
- 10.2 Should one or several provisions of this Pact turn out to be invalid; the remainder of this pact shall remain valid. In this case, the parties will strive to come to an agreement to their original intentions.

11. The parties hereby sign this Integrity Pact at.....on.....

BUYER

Bidder

Executive Director (IT-SD)
Life Insurance Corporation of India

CEO

Witness

Witness

1.

1.

2.

2.

(Note: Bidder/Seller/Service Provider/Stores/equipment/item/service Bidding process/ bid evaluation/process of availing services.

All pages must be signed and numbered.

Appropriate word may be used where ever applicable without altering the purpose /desired intention of the clause.)

ANNEXURE e-TS- Online Tendering Guidelines

Information and Instruction to the Bidders for using ONLINE ELECTRONIC TENDERING SYSTEM (e-TS)

Special Conditions & instructions for using online Electronic Tendering System (eTS) through portal (website) <http://www.tenderwizard.com/LIC> adopted by Life Insurance Corporation of India (LIC), Central Office, Mumbai as given in the subsequent pages will over-rule the conditions stated in the Bid documents, wherever relevant and applicable.

- **Registration of the Contractors/Bidders:** All the Contractors intending to participate in the Bids floated online using Electronic Tendering System (eTS) are required to get registered on the e-Tender Portal (website) <http://www.tenderwizard.com/LIC>. After successful Registration on the above mentioned portal, the bidder will get a User ID and Password to access the website.
- **Viewing of Online Tenders:** The contractors/bidders can view tenders floated on online Electronic Tendering System (eTS) hereinafter referred as “e-Tendering System” through portal (website) at <http://www.tenderwizard.com/LIC>. They can view the details like Tender Notice, Terms and Conditions, drawing (if any) and any other information. To download through, they need to login on to the above portal and can download the tender documents of an e-Tender.
- **Key Dates:** The contractors/bidders can view the Online Scheduled dates of e-tendering System (time schedule) hereinafter referred as “Key Dates” for all the tenders floated using the online electronic tendering system on above mentioned portal (website) <http://www.tenderwizard.com/LIC>

The bidders are strictly advised to follow dates and time as mentioned in Key Dates of a particular Bid/tender. The date and time will be binding on all the bidders. The bidders are required to complete the stage within the stipulated time as per the schedule (Key Dates) to continue their participation in the Bid/tender. All online activities are time tracked and the system enforces time locks that ensure that no activity or transaction can take place outside the start and end dates and time of the stage as defined.

The bidder should ensure that the status of a particular stage should be shown as “Completed” before the expiry date and time of that particular stage and they should possess a copy of receipt of completion of each stage to be performed from their end which should match with the status with their offer on online portal. It will be the sole responsibility of the bidder if the status of a particular stage is “Pending” till the expiry date and time of that stage and he is not able to proceed further in the e-Tendering process. The Key dates are subject to change in case of any corrigendum / amendment in schedule due to any reason stated by the Department.

Obtaining a Digital Certificate and its Usage:

- On e - Tendering System, the bids should be Encrypted and Signed electronically with a Digital Signature Certificate (DSC) to establish the identity of the bidder on online Portal. The Digital Signature Certificate (DSC) has two keys i.e. Public Key and Private Key. The Public Key is used to Encrypt (code) the data and Private Key is used to decrypt (decode) the data. The Encryption means conversion of normal text into coded language whereas decryption means conversion of coded language into normal text. These Digital Signature Certificates (DSCs) are issued by an approved Certifying Authority, by the Controller of Certifying Authorities (CCA India), Government of India.
- The contractors may obtain Class III digital certificate from any Certifying Authority or Sub-certifying Authority authorized by the Controller of Certifying Authorities on the portal <http://cca.gov.in>. or may obtain information and application format and documents required for issue of digital certificate from our Service Provider for Electronic Tendering System (ETS):

| E-Tender helpdesk | |
|-------------------|---|
| Address | #24, Sudha Complex, 03rd Stage, 04th Block, Basaveshwaranagara, Bangalore - 560079. |
| email | dscprocessingunit@yahoo.com |

| Help Desk Contact Details: |
|---|
| E-mail& Mobile Numbers: |
| sushant.sp@antaressystems.com -- +91 9731468511 lokesh.hr@antaressystems.com -- +91 9686115304 |

- The Bid (Online Offer) for a particular e - Tender may be submitted only using the Digital Signature Certificate (DSC), which is used to Encrypt (codified) the data and sign the Hash (Impression of your data) during the stage of Bid Preparation and Hash submission. In case, during the process of a particular e-Tender, the user loses his Digital Certificate (i.e. due to virus attack, hardware problem, operating system problem), he may not be able to submit the bid online. Hence, the users are advised to keep their Digital Signature Certificates in safe custody.
- In case of online Electronic Tendering, if the Digital Certificate issued to the authorized user of a firm is used for signing and submitting an online bid, it will be considered equivalent to a no-objection certificate/power of attorney to that User. The firm has to authorize a specific individual via an authorization certificate signed by all partners to use the Digital Certificate as per Indian Information Technology Act 2000 and its amendments. Unless the certificates are revoked, it will be assumed to represent adequate authority of the user to bid on behalf of agency for LIC of India, Central Office, Mumbai as per Information Technology Act 2000 and its amendments. The Digital Signature of this authorized user will be binding on the firm. It shall be the responsibility of management / partners of the registered firms to inform the certifying authority or Sub Certifying Authority; in case of change of authorized user and that a fresh digital certificate is procured and issued an

“Authorization Certificate for the new user. The procedure for application of a Digital Certificate will remain the same for the new user.

- The same procedure holds true for the authorized users in a private/Public limited company. In this case, the authorization certificate will have to be signed by the directors of the company.
- Bidders participating in e-tendering shall check his/her validity of Digital Signature Certificate before bidding in the specific work floated online at the e-Tendering Portal (website) through <http://www.tenderwizard.com/LIC>.

Submission of Tender Fees: (When Applicable)

- The Contractors have to submit a Demand Draft /Banker's cheque of requisite amount as mentioned in the particular e-Tender (against the Tender fee) of any of the Nationalized / Scheduled Banks drawn in favour of the “Life Insurance Corporation of India” payable at “Mumbai” only, and not in favour of any other Authority or Location.
- The scanned copy of the Demand Draft / Banker's cheque against Tender Fees should be uploaded mandatorily during “Bid Hash Submission” stage (as per the due date mentioned in Key Dates of e-Tender and original DD should be submitted to the Executive Director (IT.), Central office, Life Insurance Corporation of India, 'Yogakshema',6thFloor West wing, J B Marg, Mumbai -400021 in a sealed envelope on or before the due date mentioned in Key Dates of respective e-Tender, otherwise your Tender will not be scrutinized.
- If the tenders are cancelled or recalled on any grounds, the tender document fees will not be refunded to the agency.

Submission of Earnest Money Deposit: (When applicable)

- Contractors have to deposit EMD of required amount in the form of BANK GUARANTEE of any of the Nationalized / Scheduled Banks drawn in the favour of the “Life Insurance Corporation of India” payable at “Mumbai” only, and not in the favour of any other Authority or Location.
- A scanned copy of Bank Guarantee against EMD should be uploaded mandatorily alongwith Bid submission stage (as per the Key Dates mentioned in e-Tender and Tender document) and original Bank Guarantee(B.G) should be submitted to the Executive Director, IT- SD Department, Central office, Life Insurance Corporation of India, Yogakshema, 6thFloor West wing, J B Marg, Mumbai - 400 021 in the sealed envelope (BID I) within the time &date as mentioned in Key Dates of e-Tender, otherwise your BID will not be evaluated / scrutinized.
- Refund of Earnest Money Deposit to the unsuccessful bidders will be made through RTGS/NEFT or Guarantee returned as applicable.

Tender Download:

- The Eligible Bidders can download the Tender Document online from above e - Tendering Portal <http://www.tenderwizard.com/LIC> before the Tender closing date & time mentioned in the e-Tender floated.

Submission of online bids:

(These may be clarified from M/s Antares (Tenderwizard) as required)

- The bidders are required to prepare their bids on online e-Tendering Portal as mentioned above. During bid preparation, the bidders have to send their Public Key of DSC hence they are advised to procure DSCs at earliest to participate in the e-Tender. They are required to upload the scan copies of Demand Draft for Tender Document Fees and Earnest Money Deposit. Also, bidders are required to scan and upload any other documents related to their credentials and submit wherever asked online. The bidders have to prepare their commercial bid online during in this stage only and seal (Encrypt) and digital sign the online bid with their Digital Signature Certificates. The Bidders should take note of any corrigendum being issued on the web portal on a regular basis. They should view and note down or take a printout the Bid Hash submitted and ensure that it matches during "Re-Encryption of Bids" stage. The bidders will not be able to change their technical details and offer (rates) after expiry of due date and time on online portal.
- **Generation of Super Hash:** After the time of submission of Bid Seal (Hash) by the Contractors/Bidders has lapsed, the bid round will be closed and a "Digitally signed tender Super-Hash" will be generated by concerned LIC Department official. This is equivalent to sealing the tender box.
- **Re-Encryption of Bids:** Once the Generation of Super Hash stage is completed the Contractors/bidders have to decrypt their bids as they are in encrypted mode by their DSC and re-encrypt with Department user's Public Key which will be included in the e-Tender. During this process they need use their DSC for decryption of Bids and signing of Bid Hash once again for security. The electronic bids of only those Contractors/bidders who have submitted their bid seals (hashes) within the stipulated time, as per the tender time schedule (Key Dates), will be accepted by the system. A Contractor who does not submit his bid seal (hash) within the stipulated time will not be allowed to submit his bid (Re-Encryption). This stage could be considered as transfer of control to LIC Department user.
- Pre-bid discussion with all applicants as per key dates to clarify doubts of potential bidders in respect of this RFP. Any prospective bidder may, in writing seek clarification in respect of the bidding documents, However, last date of submitting clarification request shall be 2 (two) days before the schedule Pre-bid meeting

Opening of Tender (Electronic offers):

(a) Eligibility and Technical Bid shall be opened on the mentioned dates.
(b) The date of opening of Price Bid shall be intimated to the Eligible Bidders.

Annexure Bank Account Details

RFP for Procurement of Agentic AI and GenAI Platforms: Selection and Empanelment of Service Provider (Reference): LIC/CO/ITDT/RISE/2526/AI-006/HPDE dated 29.01.2026.

Bank Virtual Account No: LIC9IT00

Bank IFSC Code: UBIN0996335

Bank Name: Kotak Mahindra Bank

----- End of Document -----