



**TENDER DOCUMENT  
For**

**“Centralized Printing of Policy Bonds & Dispatch for LIC of India”**

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**Ref: LICI/CO/NBR/TENDER/ CPPB/2026-27/01**

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**Through Online Mode Only**

**Life Insurance Corporation of India  
New Business & Reinsurance Department,  
Central Office,  
5<sup>th</sup> floor, East wing,  
YOGAKSHEMA,  
J B Marg,  
Mumbai - 400021.**

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ACTIVITY SCHEDULE		
S.N.	Name of Project/Tender	"Centralized Printing of Policy Bonds & Dispatch for LIC of India"
1	Tender/Bid Invitation date	12.05.2026, 12:30 pm, Tuesday
2	Tender /Bid type Tender Reference Number	Open Market Ref: LIC/CO/NBR/TENDER/CPPB/2026-27/01
3	Raising of queries before Pre-Bid Meeting by email only	Email id : <a href="mailto:co_nbpost@licindia.com">co_nbpost@licindia.com</a> (co_nbpost) by 18.05.2026, 5.30 pm, Monday
4	Process of Online Tender/Bid	Online mode only: 1. Technical Bid 2. Commercial (Financial) Bid
5	Pre-Bid Meeting	22.05.2026/ 11.30 am, Friday LIC of India, New Business & Reinsurance Department, Central Office, 5 <sup>th</sup> floor, East wing YOGAKSHEMA, MUMBAI - 400021
6	Circulation of minutes of pre bid meeting	26.05.2026, Tuesday by 4.30 pm
7	EMD by online transfer methods like NEFT, Net banking etc. Closing Date & Time	08.06.2026, Monday 5.30 pm. For bank details, refer to Clause 4.3 Exemption will be given to Micro and Small Enterprises (MSEs) as defined in Public Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME)
8	Last date & time of Submission of Bid online by the Bidders	09.06.2026, Tuesday 23:59 hrs
9	Online Technical Bid Opening Date, Time & Venue (By Tender Opening Committee)	10.06.2026, Wednesday 03.30 pm LIC of India, New Business & Reinsurance Department, Central Office, 5 <sup>th</sup> floor, East Wing YOGAKSHEMA, MUMBAI - 400021
10	PPT (Presentation) Evaluation by LIC Internal Committee	Date & Venue to be informed later
11	Proof of concept	Dates will be informed later
12	Site Visit	Dates will be informed later
13	Online Opening of Commercial (Financial) Bid of Technically qualified bidders only	Dates will be informed later
14	Name & Address for Communication	Executive Director (NB&R/HI) LIC of India, NB & R Dept

		<b>Central Office, 5<sup>th</sup> floor, East Wing YOGAKSHEMA, MUMBAI - 400021</b>
<b>14</b>	<b>Bid Related queries</b>	<b>Deputy Secretary(NB &amp; R) Central Office, Mumbai Email: co_nbpost@licindia.com Contact Number- 022 66598890</b>
<p>Note: Any addendum/corrigendum/ date extension in respect of above Tender shall be issued on website: <a href="https://licindia.in/tenders">https://licindia.in/tenders</a> and <a href="http://www.tenderwizard.com/LIC">http://www.tenderwizard.com/LIC</a> portal only and no separate notification shall be issued in the press.</p> <p>Bidders are therefore requested to regularly visit above websites to keep themselves updated. Detailed tender notice and Bid documents for downloading are also available in this website.</p>		

- The Tender document can be downloaded from website <http://www.tenderwizard.com/LIC>, Central Public Procurement Portal (CPP Portal) and <https://licindia.in/tenders>. Corrigendum(s)/ Amendment(s), if any, would appear only on the website and will not be published in any other media. Bids must be uploaded on the Tender Wizard Portal only,
- For wider awareness and publicity, the Notice of this Tender will be published in the leading Newspapers.
- The Bids received after the last date and time as mentioned above shall be rejected.
- LIC of India reserves the right to call for missing/additional requirements or otherwise from the applicant at the time of analysis of the tenders received in response to this notice.
- LIC of India reserves the right to relax / amend the Terms & conditions, eligibility conditions or any other clause mentioned in this Tender document, at its sole discretion, which will be binding on all the bidders.
- LIC of India does not bind itself to accept the lowest or any Bid and reserves the right to reject all or any bid or cancel the tender without assigning any reason whatsoever.
- Bids must be submitted in soft copy electronically in PDF format only. The Bids completed in all respect must be uploaded on the Online portal before date and time indicated in the Activity Schedule of this Tender document as above.
- LIC of India will not be responsible for any technical fault/ problem occurring in website/portal and leading to non-submission of bids, hence bid should be submitted timely to avoid last minute submission.
- All Bidders are mandated to ensure compliance with all the applicable Laws / Acts / Rules including Labour Code 2025. Any non-compliance will be treated as breach of contract and LIC may take suitable actions as per the Contract (SLA) and/or any other prevailing regulations.

## **DISCLAIMER**

This Tender is issued for informational purposes and does not constitute an offer or obligation for LIC of India to enter into a contract. The Tender document is not a recommendation, offer or invitation to enter into a contract, agreement or any other arrangement, in respect of the services. The provision of the services is subject to observance of selection process and appropriate documentation being agreed between the LIC of India and any successful Bidder as identified by LIC of India, after completion of the selection process as detailed in this document. No contractual obligation whatsoever shall arise from the Tender process unless and until a formal contract (Service Level Agreement) is signed.

The purpose of this Tender is to provide the Bidder with information to assist the formulation of their Bid. This Tender does not claim to contain all the information each Bidder may require. Each Bidder should conduct their own investigations and analysis and should check the accuracy, reliability and completeness of the information in this Tender and where necessary obtain independent advice. LIC of India makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this Tender. LIC of India may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this Tender.

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**Confidentiality** - All information included in this Tender document is confidential and only for the recipient's knowledge. No information included in this document or disclosed in any discussions connected to it can be disclosed to any other party. Receipt and viewing of this document imply acceptance of the above confidentiality norms.

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## **Definitions & Abbreviations**

<b>Authorized Signatory</b>	The person authorized by the company's Board/ Managing Director/Director for signing the bid documents on behalf of the company.
<b>Acceptance of Tender</b>	Means the letter/e-mail or any memorandum communicating to the bidder about the acceptance of this tender.
<b>Bid</b>	The Bidder's Online submissions in response to the Tender signed by his Authorized signatory.
<b>Bidder</b>	An eligible firm i.e. firm fulfilling eligibility criteria and submitting a proposal in response to this Tender
<b>Clarifications</b>	Means Addenda, corrigenda and clarifications to the Tender
<b>Corporation</b>	LIC of India
<b>Day</b>	Calendar Day
<b>Default Notice</b>	Shall mean the written notice of Default of the Agreement issued by one Party to the other in terms hereof.
<b>Eligibility Bid</b>	This tender process is based on Two bid procedure (Technical & Financial). Eligibility conditions are used in this tender for selection process. Where the words "eligibility bid" appears the same should be read and understood as "response to eligibility conditions criteria."
<b>Law</b>	Shall mean any Act, notification, byelaw, rules and regulations, directive, ordinance, order or instruction having the force of law, enacted or issued by the Central Government and/ or the Government of any state or any other Government or Regulatory Authority.
<b>"Party" and "Parties"</b>	Each of the parties i.e., LIC of India and Selected bidder are collectively referred to as the 'Parties' and individually as a 'Party'.
<b>Service Level Agreement</b>	The contract signed between the LIC, CO/NB&R department and the Selected bidder and all the attached documents. The "Agreement" includes the schedules, this Tender, all addenda/corrigenda issued by LIC, communications with selected vendor, minutes of pre bid meeting, subsequent modifications to the Tender, response of the selected bidder to the Tender and the contract document itself.
<b>Successful Bidder</b>	The Bidder/s to whom LIC of India notifies the award of contract

<b>Specifications</b>	Means all the functional, operational, technical performance or other characteristics required of Service found in this Tender or any of the annexure or addendum to the Tender.
<b>Timelines</b>	Wherever Timelines have been defined as days, weeks, months, they will mean calendar days, calendar weeks and calendar months.
<b>Tender</b>	This Tender Ref: <b>LICI/CO/NBR/Tender/ CPPB/2026-27/01</b> inclusive of any clarifications/corrigenda that may be issued by LIC of India.
<b>Vendor</b>	Means the successful Bidder/s with whom LIC of India signs the contract for rendering of services required in the Tender.
<b>Working Day</b>	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 LICI office.
<b>Chartered Engineer</b>	An accredited master's degree in Engineering from recognized University, experience of atleast 3 years and membership with professional body like Institution of Engineers(India)(IEI), IMechE etc.
<b>"Must", "shall" "mandatory" or "required"</b>	"Must", "shall" "mandatory" or "required" means an absolute minimum function or capacity, which, if not satisfied in the proposal, will result in disqualification in the final evaluation;
<b>"Should", "may" or "is desirable"</b>	"Should", "may" or "is desirable" means desirable but not mandatory functions or capacities. Bidders who are able to provide these functions or capacities may be evaluated as per the Tender provisions. However the final decision shall rest with LICI.

### Acronyms Used

AMC	Annual Maintenance Contract
API	Application Programming Interface
B&W	Black and White
BCP	Business Continuity Plan
CIS	Customer Information Sheet
CISO	Chief Information Security Officer
CO	Central Office, LIC of India
CSV	Comma Separated Values
CVC	Central Vigilance Commission
DOP	Department of Post
DPDP	Digital Personal Data Protection
DRC	Disaster Recovery Centre
EMD	Earnest Money Deposit
FATCA	Foreign Account Tax Compliance Act
GST	Goods and Services Tax
IEM	Independent External Monitor
IP	Pre-Contract Integrity Pact
IRDAI	Insurance Regulatory and Development Authority of India
ISO	International Organization for Standardization
IT	Information Technology
KYC	Know Your Customer
LICI/LIC	Life Insurance Corporation of India
LOA	Letter of Acceptance
LOI	Letter of Intent
MFTP	Managed File Transfer Protocol
MIS	Management Information System
NB&R	New Business & Reinsurance
NDA	Confidentiality cum Non-Disclosure Agreement
OEM	Original Equipment Manufacturer
PAT	Profitability after Tax
PBG	Performance Bank Guarantee
PDF	Portable Document Format
PII	Personally Identifiable Information ;Professional Indemnity Insurance
POC	Proof of Concept
PSU	Public Sector Undertaking
SLA	Service Level Agreement
SPOC	Single Point of Contact
TAT	Turn Around Time
T&Cs	Terms & Conditions
TDS	Tax Deducted at Source
TIFF	Tag Image File Format
TOR	Terms of Reference
TQB	Technically Qualified Bidder
XML	Extensible Markup Language

## 1. Introduction and Background

### 1.1. Introduction

LIC of India came into existence on 1<sup>st</sup> September 1956. LIC is the largest life Insurance Company in India having strong presence in both urban and rural markets of India, and its products are accessible to a wide range of customers. Listed on the stock exchanges since 17.05.2022, LIC continues to prioritize customer-centric services. Policy bond is an important legal document and forms the basis of the Contract. It is the first hand information to the policyholder regarding terms and conditions and benefits of the policy.

### 1.2 Objective

This Tender is an invitation for the Online Bid to the open market players in India only, having experience and expertise in providing services / activities as detailed in the scope of this Tender.

LICI invites Online Bids from experienced single service providers for:

- i. End-to-end printing of policy bonds
- ii. Dispatch via India Post (Speed Post)
- iii. Dashboard-based MIS reporting on Real Time basis
- iv. Secure data handling and reverse CSV uploads
- v. Adherence to various TATs & Security Protocols along with Regulations

### 1.3 Relationship between Parties:

1. The parties to the Tender are the Bidder/s & LICI and subsequently selected bidder/s and LICI, as stated in the Tender.
2. Nothing contained herein shall be construed as establishing a relationship in the nature of master and servant or principal and agent between LICI and the selected bidder/s. The Bidder, subject to this Tender, is legally the main principal/master of the Experts, for performing the Services and shall be fully responsible for the Services performed by them or on their behalf hereunder.
3. **Authorized Representative:** Any action required or permitted to be taken and any document required or permitted to be executed under this Tender by LICI or the Selected Bidder may be taken or executed by the officials specified in the Tender.
4. **Good Faith:** The Parties shall act in good faith concerning each other's rights under this Tender and adopt all reasonable measures to ensure the realization of the objectives of this Tender. The Selected Bidder shall always act, in respect of any matter relating to this Tender or the Services, as a faithful adviser to LICI and shall at all times support and safeguard LICI's legitimate interests in any dealings with the third parties.

#### **1.4 Addresses:**

For all purposes of the contract including arbitration there under, the address of the Bidder mentioned in the Tender shall be final unless the Bidder notifies a change of address. The Bidder shall be solely responsible for the consequences of any omission or error to notify change of address in the aforesaid manner.

#### **1.5 Questions & Clarifications**

The Bidder will not disclose or discuss the contents of the Tender document with any officer, employee, consultant, director, Agent, or any other person associated or affiliated in any way with LIC of India or any of its customers, suppliers, or Agents without the prior written consent of LIC of India, except to the extent provided herein below in this Tender document.

Bidders are required to direct all communications related to Tender, including notification of late Response submission to the Nominated Point of Contact which is -

**Deputy Secretary (NB & R)**  
**Central Office, 5<sup>th</sup> floor, East Wing**  
**YOGAKSHEMA,**  
**MUMBAI - 400021**  
**Email: [co\\_nbpost@licindia.com](mailto:co_nbpost@licindia.com)**  
**Contact Number- 022 66598890**

## **1. Confidentiality cum Non Disclosure Agreement (NDA) & Pre-Contract Integrity Pact (IP):-**

### **A. Confidentiality cum Non Disclosure Agreement (NDA)**

The selected (successful) Bidders have to execute Non-Disclosure Agreement on a Non-judicial stamp paper of Rs 500/- or an amount as prescribed by the respective State Govt./authority as per Annexure - III. The NDA should be notarized and stamped and should be submitted within 30 days from receipt of LOI.

### **B. Pre-Contract Integrity Pact (IP)**

This Tender is issued on the condition that only those bidders who submit a signed Pre-Contract Integrity Pact to LIC on a stamp paper of requisite value would be eligible to participate in the bidding. The "Pre-Contract Integrity Pact" as per Annexure-IV is to be submitted.

The bidders are required to execute and upload a scan of the "Pre-Contract Integrity Pact" on requisite non judicial stamp paper, at the time of e-submission of the bid and submit the original to Executive Director (NB&R and HI) within prescribed timelines.

As indicated, in the Tender document, all Bidders shall have to sign the Pre-Contract Integrity Pact with LIC as per 'Format: Integrity Pact'.

As per CVC Circular No 04/06/23 having Reference No 015/VGL/091 dated 14/06/2023 of Revised Standard Operating Procedure (SOP) under clause No 2.2. "Any violation of Integrity Pact would entail disqualification of the bidders and exclusion from future business dealings, as per the existing provisions of GFR, 2017, PC Act, 1988 and other Financial rules/ Guidelines etc. as may be applicable to the organization concerned."

Bids without a signed Pre-Contract Integrity Pact shall be rejected.

As per CVC Circular No 04/06/23 having Reference No 015/VGL/091 dated 14.06.2023 of Revised Standard Operating Procedure (SOP) for Adoption of Integrity Pact under clause No 2.02/2.04 provides "Integrity pact, in respect of a particular contract, shall be operative from the date of IP signed by both the parties till the completion of contract. After award of work, the IEM shall look into any issue relating to execution of contract, if specifically raised before them."

Bidders may refer:

[https://dtf.in/wp-content/files/CVC\\_Circular\\_dated\\_14.06.2023](https://dtf.in/wp-content/files/CVC_Circular_dated_14.06.2023) - Adoption and implementation of Integrity Pact - revision of eligibility criteria and process of nomination of Independent External Monitors.pdf

**Bidders should meet all the Eligibility Criteria and also submit the EMD & Pre-Contract Integrity Pact for this Tender.**

## **2. Tender – Scope of Work**

### **2.1 Invitation to Bid – Open Market:**

The Life Insurance Corporation of India (hereinafter referred to as “LICI”) a statutory Corporation established under section 3 of Life Insurance Corporation Act 1956 (Act 31 of 1956) and having its Central Office at “Yogakshema”, Jeevan Bima Marg, Mumbai – 400021 hereby invites e-bids through website <http://www.tenderwizard.com/LIC> Central Public Procurement Portal (CPP Portal) and <https://licindia.in/tenders> as a two bid system, to this **Open market** e-Tender from eligible and experienced service providers for the centralized printing of Policy Bonds and dispatch for LICI. Bids must be uploaded Online on the Tender Wizard Portal only. The selected vendor must deliver a comprehensive, end-to-end service that includes printing, packaging, dispatch, MIS reporting, information via reverse csv files and data security compliance, as outlined in this Tender document.

The Bidders are invited to submit an ONLINE Technical bid together with an ONLINE Commercial (Financial) bid. The Bids will be the basis for eligibility criteria evaluation, technical & commercial (financial) evaluation & consideration and ultimately for a signed Contract (SLA) with the selected Bidder. The Tender/Bid shall be submitted **ONLINE** in two parts i.e.

**Part - I** Technical Bid – Annexure I and  
**Part - II** Commercial (Financial) Bid – Annexure II.

The selection process will be for Pan India servicing. Technical Bids will be opened and evaluated. Those Technical bids which are found to be in order i.e. qualifying all the stipulated conditions shall be short-listed and Commercial (Financial) Bids of only such short-listed technically qualified bidders will be opened.

#### **Technical Bid Proposal:**

- a) **The Technical bid shall not include any financial information. A Technical bid containing financial information shall be declared non responsive / invalid.**
- b) The Technical bid may be declared nonresponsive / invalid, if the bid is not accompanied by the requisite documents & EMD, as stipulated in the Tender document.
- c) **Commercial (Financial) Bid Proposal:**

1. **The Commercial (Financial) bid shall not include any technical condition / information.**
2. **Commercial (Financial) bid shall be submitted in INR only, excluding GST and/or any other Tax/Duty.**

## **2.2 Broad scope of Work:**

- 2.2.1 End to end printing of Policy bonds.
- 2.2.2 Dispatch of policy bonds mentioned above through Speed Post Services of India Post. The bidder cannot sub-contract any work except the SPEED POST Dispatch with India Post.
- 2.2.3 Digital Communications (communication through e-mails ).
- 2.2.4 Designing and template making. Policy document file generation from Raw data (xml, text, images, etc.)
- 2.2.5 Conversion of policy schedule in pdf to bilingual word file for all modified/newly introduced plans, De-duplication of data, De-colouring, re-pagination and margin setting of T&Cs and clauses to ensure they are not in colour, Corrupt file reporting and Final print check of printability of a combined file on all samples for a specific plan and submit copies of the same for sign off
- 2.2.6 Real Time Dash Board and MIS Reporting & Reconciliation of Policy bonds and other such communications to LIC of India.
- 2.2.7 Online data collection from LIC of India in the server to be established by successful bidder (Through MFTP) or any other method of transmission as prescribed and approved by the CISO, LIC of India.
- 2.2.8 Carrying out all pre-mailing activities (such as folding, pinning, gumming, insertion, sealing, sorting, etc.) and handing over policy bonds in desired condition to Department of Posts at pre-specified locations.
- 2.2.9 Data Security clause needs to be adhered to, as mentioned by LIC of India.
- 2.2.10 Reverse csv files to LIC, with details regarding date of Printing, date of despatch, India Post Bar code , date of delivery & reasons for non -delivery, if undelivered.

## **2.3 Technical requirements:**

- 2.3.1 It is to be ensured by Bidder to meet all the technical requirements mentioned herein:
  - Duplex printing on A3 Size paper in a single pass for all the pages of the Policy Booklet.
  - Simplex printing multi color (4 color) Offset printing for the Folder / Cover
  - Variable data printing
  - Printing in single copy only
  - Printing in Bi-lingual (English and Hindi) from pdf
- 2.3.2 **Other printing features:**
  - a. Printing facility to be established by the Bidder in its own/leased premises. No space will be provided by LIC of India for the job/s awarded under the contract/SLA.
  - b. All the necessary printing and pre mailing activity machinery to be provided by the vendor.
  - c. Sufficient quantity of the stationery and consumables to be procured by the vendor.
  - d. Design of folder may be changed periodically.

- e. Paper quality for printing of policy bond and associated stationery + supporting documents + Riders required are as follows:

Sl. No.	Item	Requirement/Specification
i	Printing	Multicolor digital printing.
ii	Policy Folder (Cover)	A3 size 120 GSM glossy A- Grade Art paper, multi color (4 color) Offset printing on single side with two windows
iii	Envelope	120 GSM - A Grade Maplitho paper, 2 windows, multicolor (4 color) Offset printing.
iv	Policy Bond + copy of proposal form + CIS + Riders	A3 Size with 100 GSM - A Grade Maplitho paper, Duplex printing (Front & Back) in 4 color digital inkjet printing, multilingual (approx 30% of the policy bond pages )
v	Policy Bond + copy of Proposal form + CIS + Riders	A3 Size with 100 GSM - A Grade Maplitho paper, Duplex printing (Front & Back) in Black & White digital inkjet printing, multilingual (approx 70% of the policy bond pages ).
vi	India Post Bar code	To be printed on the Welcome Page of the Policy Document.
vii	Printing machinery	Owned, installed, operated and maintained by Bidder at its own/leased premises.
viii	Page Count	The machinery shall have an automated pages counter. The meter noting shall be made by end of every day and noted on a Register, to be checked, reviewed & countersigned by LIC Official periodically.
ix	Changes in design	Designs can be changed periodically. One (01) month notice will be given to the vendor.

### 2.3.3 Post-printing activities (Pre Mailing activities):

- (a) Forced printing
- (b) Collating
- (c) Tearing
- (d) Stapling
- (e) Check list
- (f) Insertion
- (g) Pasting

### 2.3.4 Dispatch

Hand over the printed Policy bonds duly inserted in Envelopes, to The Department of Posts at each of the locations within mentioned timelines (TATs). Location at Mumbai/ Navi Mumbai / Thane is mandatory. Other 03 locations should cover East, North and South of India as mentioned below in Clause 2.4 (f).

## 2.4 General Scope:

LICI expects the Bidder(s) to provide end-to-end solution for the activities covered in the scope section. The solution proposed should conform to the best industry standards and practices.

The scope & requirements described in this Tender document are broad and indicative in nature. LICI reserves its right to change the scope of work considering the size and variety of the requirements and the changing business conditions.

- a. The bidder shall represent and acknowledge to LICI that it possesses necessary experience, expertise and ability to undertake and fulfill its obligations, involved in the performance of the provisions of this Tender Document. The bidder represents that the proposal to be submitted in response to this Tender Document shall meet the proposed Tender Document requirement.
- b. If any services, functions or responsibilities not specifically described in this Tender Document are an inherent, necessary or customary part of the deliverables or services and are required for proper performance or provision of the deliverables or services in accordance with this Tender Document, they shall be deemed to be included within the scope of the deliverables or services, as if such services, functions or responsibilities were specifically required and described in this Tender Document and shall be provided by the bidder at no additional cost to LIC .
- c. Considering the scale of the assignment, any service which forms a part of the Scope of work that is not explicitly mentioned in scope of work as excluded would form part of this Tender Document, and the Bidder is expected to provide the same at no additional cost to LIC.
- d. The Bidder needs to consider and envisage all services that would be required in the Scope and ensure the same is delivered to the LICI. The LICI will not accept any plea of the Bidder at a later date for omission of services on the pretext that the same was not explicitly mentioned in the Tender Document.
- e. Upon submission of the bid by the bidder, the bidder takes full responsibility for the performance of all provisions and terms and conditions of this Tender Document, LICI expects the bidder to fulfill all the terms and conditions of this Tender Document.
- f. The proposed activity shall be carried out offsite, at the Bidder's own/leased premises. The Bidder must have operational facilities at a total of four (4) locations across India, with adequate capacity to handle the scope of work for Life Insurance Corporation of India (LICI). The Bidder must ensure that these facilities are ready and fully equipped to undertake the required activities. The proposed locations are as specified below;

- **Mandatory Location:** One location must be at **Mumbai/Navi Mumbai/Thane**
  - **Additional Locations:** The remaining three (3) locations must be strategically distributed across the following regions:
    - **North India:** Situated in either of the states of Delhi, NCR, Haryana, and Uttar Pradesh.
    - **South India:** Situated in either of the states of Andhra Pradesh, Karnataka, Tamil Nadu, and Telangana.
    - **East India:** Situated in either of the states of West Bengal, Odisha, and Chhattisgarh.
- g. Bidders have to adhere to the LICI Policy on Information Security Requirements for Third Party.
  - h. LICI would, as a part of the regular reviews/site audits carry out assessment of effectiveness of controls including surprise visits.
  - i. Vendor will have to adhere to the process and service quality parameters laid down by LICI.
  - j. There should be a facility for providing real-time Dashboard, which should be exposed to LICI CO & ZO with secured login credentials and multiple status reports should be available for download for reporting.
  - k. Application Programming Interface (API ) integrations wherever necessary and as and when required.
  - l. Vendor should adhere to IRDAI regulations and guidelines (issued from time to time) along with outsourcing policy of LICI.
  - m. Stationery required for the printing of policy bonds including plain white paper, policy cover and window envelopes will be procured by the bidder as per the requirement, design and specifications of LICI from time to time.
  - n. Vendor will maintain sufficient stationery (White Paper, Policy Cover and window envelope etc ) to cater to the volume requirements and avoid stock outs and to inform LICI on monthly basis.
  - o. Vendor should have the internal capability of managing digital communication and will be fully accountable for this activity.
  - p. It will be an SLA driven activity with clearly defined TAT (Turn around Time) and expectation parameters.

## 2.5 Service Solution

LICI is looking at a service solution that encompasses following activities / functionalities as mentioned below, in the Scope of work.

### 2.5.1 End to end printing of Policy Bonds:

- Policy bond will be prepared in the form of a booklet. It will combine printing of data and PDF/image files. In each policy booklet data will be printed in variable as well as in static forms. Variable part will consist of customer specific data and static part will have policy conditions pertaining to that particular policy & opted Riders. Sample of the policy bond booklet is attached as pdf with this Tender document as **Annexure-0**.
- PDF/Image files in the booklet shall consist of Welcome letter, Preamble, schedule, copy of Proposal Form, CIS, Riders and other documents such as policy specific terms & conditions (T&Cs), as defined by LICI (which will vary

from product to product). All policies will have a designed Policy folder/Cover page and envelope. All the content will be in bilingual as well, as per the requirement of LICl.

- Design or any subsequent modification in design of Policy Bond Booklet, Policy folder/Cover page, other pages or Envelope have to be specifically approved/provided by LICl. Version control protocol will take care of all such modifications.

## **2.5.2 Designing of Policy bond, Policy folder/Cover page and Envelope & Printing**

Standard templates for printing may be designed by the vendor as per the specification given by LICl in the Scope of Work. Vendor will create the printable files out of them. Vendor should design product/version wise templates as per the specifications given by LICl and approved by LICl.

One product can have multiple templates. Hence it is required to print all pages of the policy bond digitally both in colour and/or black & white at one go.

- Printing matter for each Policy bond will be different.
- Printing matter for different plans, Customer information sheet (CIS) and Riders will be different.
- Each Policy bond will have distinctive page no. starting from 1 in respect of each plan.

The vendor will be required to get the template artwork approved by LICl within 05 working days, as and when required.

## **2.5.3 Activities to undertake**

- 2.5.3.1 The vendor will have to undertake the following activities whenever new/modified plans are introduced:
- a. Conversion of policy schedule [pdf] to bilingual word (docs) file for all modified/newly introduced plans.
  - b. De-coloring, re-pagination and margin setting of T&Cs and clauses to ensure they are not in color.
  - c. Final check of printability of a combined file done on all samples for a specific plan and submit copies of the same for sample sign off.
- 2.5.3.2 The template designed by the vendor will be exclusively for LICl. LICl will have the copy right on all the templates designed in this process.
- 2.5.3.3 All templates have to be specifically approved by LICl. Modifications in the templates by the vendor cannot be done without specific authorization from LICl.
- 2.5.3.4 Design or any subsequent modification in design of booklet, cover page, other pages or envelope have to be specifically approved by LICl. Version control protocol will take care of all such modifications.
- 2.5.3.5 Data for printing will be transferred by LICl in XML/CSV or any other format and also in PDF/ TIFF or any other file format through secured

- MFTP. Data will be in encrypted form only.
- 2.5.3.6 For encryption, a licensed Digital Rights Management solution may be installed at vendor's site. All the data movement shall be made through Digital Rights Management application only.
- 2.5.3.7 Vendor will download the images, data and other relevant files from secured MFTP or any other transmission method approved by CISO, LIC of India.
- 2.5.3.8 File containing data will be used for printing by the vendor. This file will be used for spool based printing after ensuring De-duplication of data and reporting of corrupt files
- 2.5.3.9 Document Images will be provided in PDF/TIFF format and will have to be aligned with policy printing processes.
- 2.5.3.10 Policy booklet will be developed into printable Postscript (PS)/PDF documents after the process of data and other related activities for data accuracy is completed.
- 2.5.3.11 Every policy PDF will be digitally signed by LICl.
- 2.5.3.12 The Policy Bond printing should also take place in variable digital color format with everything printed on-the fly to ensure no manual work is done to put the full booklet together - as per specific requirement of LICl.
- 2.5.3.13 LICl Policy bonds are of different products and all products have different Products Names & Headers. All to be printed in digital color/B&W through variable data printing on high capacity digital printing machines.
- 2.5.3.14 Printed policy pages will be specifically designed into an attractive and colored booklet. Booklet making will involve folding & binding (center pinning) of physical document as prescribed by LICl. Sample Policy folder/Cover page is enclosed as **Annexure A**.
- 2.5.3.15 Envelope for policy will be designed in attractive **color** on the basis of specifications provided by LICl. Sample envelope is enclosed as **Annexure B**.
- 2.5.3.16 It may have insertion of any standard literature/template information. Such insertion will be provided separately by LICl for incorporation into policy envelope/booklet. Insertion document may also be printed by the vendor as per the requirement of LICl.
- 2.5.3.17 India Post Bar code will be printed on policy documents which will be dispatched through Speed Post. India Post Barcode Printing will include:
- a) Printing the EMS bar code on the Policy Cover letter.
  - b) Reading the Bar code through Scanner & Updating the Express Mail Service (EMS) Number against the Policy Number in the database.
  - c) Managing the EMS Series and replenishing the new series in case the stock level goes down.
- 2.5.3.18 Vendor should be able to demonstrate end to end process which should be based on a robust automated software system with sound validations, logic, customizations, ability to scale etc as per requirements of LICl.
- 2.5.3.19 The process at vendor's end should conform to the best industry

standards and practices. Strength of such customization will be important criteria to determine relative robustness of the bidder.

- 2.5.3.20 Vendor should have a robust system of reporting of process status and other Real Time MIS on daily/periodic basis as per requirements of LICl. Online and real-time dissemination of MIS will be required.

## 2.6 Required Technical capabilities of the Vendor

- 2.6.1 CSV file:** will be sent with each batch and the reverse csv file is required to be sent by the vendor.

Vendor will share their part of the MIS, once a day, in the reverse CSV folder for all policy bonds printed upto 16:00 hours on that day by 18:00 hrs. This will be built upon the csv file as received from LICl with added columns for

- File receipt status – whether printable or corrupt
- Date of receipt
- Date of printing
- Bar code number allotted
- Date of hand over to Post for dispatch
- Number of pages in color
- Number of pages in B&W
- Speed Post/EMS Number
- Policy Bond delivery details
- If undelivered, reason for the same.

- 2.6.2 Corrupt files :** The Vendor will flag the folder, if there are any corrupt files in the folder in a reverse csv file (though the chances of such occurrence is remote) and the entire folder will be rejected. The entire batch would be resent again after necessary corrections. To make the work more superfluous and without many restrictions, Vendor would flag the corrupt files in the MIS at the end of the day and continue with other printable files.

- 2.6.3 Auto erasing/Purging:** facility of the print files should be available at the Vendors end after the reverse csv file is sent, ideally after 48 hrs. As the printed files are handed over to DoP, the files should be automatically purged at Vendor's end. **A Certificate of purging the data to be submitted on Monthly basis along with Invoice at LICl, Central Office** [ by 10<sup>th</sup> of the following month].

- 2.6.4 Duplicate files:** There will be necessary control at the vendor's end to identify the duplicate policy file received if any. The forced re-printing wherever required will happen only if it is flagged in the csv file sent by LICl. Vendor will do a duplication check before printing from starting of the services to current days printing for lifetime of the contract.

- 2.6.5 India Post Bar Codes:** The vendor will obtain the Bar Codes from India Post. CODE 128 font should be used for the Bar codes as it has improved readability and better printing efficiency. Vendor would be inserting the Bar Codes into the Welcome letters. The vendor would divide the Bar Codes into

04 (Four) Centres and then insert them into the Welcome letters. Necessary bar code reconciliations shall be shared by the vendor with both DoP and LICI.

## **2.7 Dispatch of printed policy bonds mentioned above through India Post**

- 2.7.1 Vendor will manage end to end process, which will include printing, inserting the printed document(s) including additional inserts /pamphlets etc. (if any) into window envelope as per the requirement, pasting of envelope, postal franking and handover to India Post.
- 2.7.2 Vendor will be handling end-to-end dispatch related activities to ensure policy bonds and Speed Post related lists are handed over to Post in the required format of India Post in soft/hard copy as per the requirements of LICI.
- 2.7.3 Vendor should have their independent postal dispatch arrangements through India Post and will be fully accountable for the services related to end to end dispatch of documents to the Customers.(A copy of such agreement to be submitted at the time of submission of Bid with a validity period of one (01) year or more). Validity of the India Post letter should be for the entire duration of the contract and any further extensions thereof. In case of renewal of the India Post letter falls, during the currency of the contract same should be obtained atleast one month (01 month) before the expiry of the earlier permission letter.
- 2.7.4 Vendor to share the acknowledgement receipt for the policies handed over to postal department on monthly basis along with Invoices, for each location.
- 2.7.5 Vendor will have to adhere to all the formalities/ processes required by postal department for handing over consignments to them.
- 2.7.6 Vendor will be coordinating with respective India Post offices (in all the respective regions where the policy bonds are getting printed) for the day to day activities and ensuring that dispatches are done within TATs agreed with LICI.
- 2.7.7 Postal Charges will be actual as per India Post Invoice/Agreement with vendor, after bulk rebate/discount. SLA with India Post - a copy of license & SLA for Speed Post services along with details of charges and rebates to be submitted to LICI.
- 2.7.8 Vendor will manage logistics of movement of printed material from printing facility to India Post & LICI Offices (if required). This is required wherever printed documents are to be sent to LICI Branch Offices.
- 2.7.9 Tracking details for delivery of Policy documents until Policy document is delivered from website of India post, to be handed over to LICI. The capacity to track the consignment through API services of postal services should be available.
- 2.7.10 Vendors will create PDF of delivery details (Proof of delivery) for every policy from website of India post and transfer to LICI through MFTP.
- 2.7.11 Vendor should also provide the details( reason for non-delivery) in respect of Undelivered Policy documents.

2.7.12 Vendor should provide the details of delivery alongwith the proof of delivery) / non-delivery with details and reason for non-delivery to LICl in case of any Complaints/ grievances of the Policy Holders within 2 days.

### 2.7.13 Turn Around Time (TAT)

Turn Around Time (TAT) details are outlined in the table below:

Sr. No.	Job details /Scheduled tasks.	Turn Around Time (TAT)
1	Submission of Confidentiality cum Non Disclosure Agreement [by successful vendor]	Within 30 days from Letter Of Intent.
2	Submission of PBG (by successful vendor)	Within 30 days from Letter Of Intent.
3	Signing of SLA	Within 30 days from Letter Of Intent subject to submission of PBG
4	Printing of Policy Documents across all locations on receipt of files from LICl.	Within 48 hours (02 days).
5	Dispatch of printed Policy documents across all locations -	Within <b>24hrs (01 Day)</b> from printing (same day)
6	Reverse csv files with printing details.	For all policy bonds printed upto 16:00 hours, reverse csv to be provided on the same day by 18:00 hrs
7	Reverse csv files with India Post delivery details.	03 days (72 hours) from the date of delivery.
8	De-duplication checks of csv files	Before printing - from start of services till current date.
9	Reporting of Corrupt print files /folder.	To be flagged and informed to LICl on same day,
10.	Purging of data transferred to the vendor for printing.	Within 02 days (48 hours).
11.	Submission of monthly Purging Certificate	By 10 <sup>th</sup> of the following month.
12.	Submission of monthly invoices	By 10 <sup>th</sup> of the following month
13	MIS data for enquiry and other administrative purposes.	Real time basis.
14.	Breakdown of any services related to the contract-Beyond 24 hours (01 day).	Immediate information to LICl alongwith it's resolution details.
15.	Any data breach.	Immediate information to LICl along with steps taken.
16.	Notification of conflict of interest (COI)	Within 07 days
17.	Conversion of policy bond template pdf to doc.file	Within 02 working days.
18.	Policy bond template artwork.	Within 05 working days (including Sr no. 17 above)

19.	Performance review of Selected Vendor by LICI	Quarterly or earlier.
20.	Activation /Start of printing and dispatch services.	30 days from the effective date of SLA.
21.	Printing page count Meter reading	End of every day.
22.	Acknowledgement receipt for the policies handed over to Postal Department	Monthly basis, By 10 <sup>th</sup> of the following month, with invoice

Various TATs may change as per Regulatory or other requirements which will be informed to the Vendor, as and when required. Adherence to the revised TATs are also mandatory to the Vendor. Apart from the above mentioned TATs, new TATs will also need to be adhered, during the currency of the contract period.

## 2.8 Management Information System (MIS)

Bidder will have the responsibility to provide a SLA dashboard confirming compliance to the activities, jobs and Turn around time (TAT).

- a) A daily MIS of files received and Policy Booklets printed shall be given to LICI.
- b) Transfer of print file is through MFTP (Managed File Transfer Protocol) and
- c) Bidders are required to set up a dedicated server for this purpose.
- d) Dash Board for MIS on real time basis –
  - i) Policy No wise enquiry : Policy No., Policy Bond Printed on, Printing Location, Destination Pincode, Dispatched on, Bar Code, Delivered on, Reason for non-delivery, if undelivered. This will also be required as API for integration with LIC applications.
  - ii) Day wise reconciliation
  - iii) Any other MIS as and when required by LICI
- e) SPEED POST handover details & delivery receipt through reverse csv files in the prescribed format of LICI.
- f) Invoice record- Each Location wise

## 2.9 Data security from Cyber Security perspective & backup:

- a) Data would be transferred through MFTP (Managed File Transfer Protocol).
- b) Data would be transferred only in encrypted format by LICI to the vendor.
- c) Zipped folder containing files would be escalated to Vendor with a dynamic password. The password logic will be shared with the Vendor.
- d) Technology should be able to limit the decryption only once. The moment data is uploaded onto the printing machine that data again becomes encrypted.
- e) The authorised LICI personnel/s may visit the printing location/s for inspection purposes.
- f) The printing unit shall not be connected to any kind of data transfer channel. The Vendor should provide RMS (Rights Management Solution) for printing.
- g) If for any reason the machine stops and the data is to be re-uploaded only a fresh decryption key can make it possible to decrypt and upload.

- h) The decryption key should be dynamic and changing to a new one every time it is used.
- i) Backup of 02 (two) days of encrypted file data will be kept by the Vendor unless desired for a longer time in writing by LICI. The data file shall be deleted after 02 (two) days.
- j) Ensuring that the dynamic passwords used to protect the zipped folders are securely shared with Vendor. Consider using secure password sharing mechanisms, such as password management tools or encrypted messaging platforms, to mitigate the risk of password interception.
- k) In the event of data breach, the Vendor should report it to LICI, immediately along with the details.
- l) If Vendor retains backups for a longer duration as requested by LICI, ensure that the backup storage is appropriately secured. Implement encryption, access controls, and regular monitoring to protect the backup data from unauthorized access or leakage.
- m) Employ robust access controls to restrict unauthorized access to the data. Use role-based access controls (RBAC) and ensure that only authorized individuals or systems have permission to access and modify the data.
- n) Use data masking techniques/encryption to obfuscate sensitive data, replacing it with fictional or altered values while preserving the data's format and structure. This can be useful for testing or development environments.
- o) Encryption algorithms - Strong encryption algorithms should be used.
- p) LICI has the right to revise the provision pertaining to data security process and notify the same under a minimum notice period of 15 days which would be communicated to the Vendor.

**2.10 Pre-printing Quality check of Policy files:**

- i. Pre-printing Data quality check will involve checking accuracy of details to be printed on policy document.
- ii. On receipt of data and image files, Vendors will carry out Data Quality check before sending them for printing.
- iii. Vendors must have its own IT system, manpower and infrastructure to carry out this activity, in its own/leased premise.
- iv. Number of fields/pages to be checked will be specified by LICI and may vary from plan to plan.
- v. Vendors will identify errors and inform LICI.
- vi. MIS of all the activities will have to be shared with LICI.
- vii. Vendors should have robust systems in place to carry out exchange of data with LICI where reconciliation and removal of duplicates can be done without exception.

### 3. Minimum Eligibility Criteria for Technical Qualification:

**Kindly note that individually all Minimum Eligibility Criteria for technical qualification are to be fulfilled as on the date of issuance of this Tender Document.**

Sr. No.	Minimum Eligibility Criteria	Documents Required
1	The Bidders must have been established/registered under the Companies Act, 1956/Companies Act, 2013 amended from time to time and have a legal entity in India with <b>minimum 10 years of existence</b> on the day of submission of bid.	Certificate of Incorporation of the Company duly certified by a Notary Public (Details to be provided as per <b>Annexure- K</b> )
2	The Bidder must have an Average Annual Turnover of <b>INR 60 crores (INR Sixty crores)</b> within India business only during the last 03 Financial Years (2022-23, 2023-24, 2024-25)	Audited Financials for the last 03 Financial Years (2022-23, 2023-24, 2024-25) (Details to be provided as per <b>Annexure- C</b> )
3	Profitability after Tax (PAT) Average Annual Profit during the last 03 Financial Years within India business only (2022-23, 2023-24, 2024-25): <b>Minimum 5 Crores</b>	Last three financial years ( 2022-23, 2023-24, 2024-25) Profit details - duly certified by Chartered Accountant
4	The Bidder must have a Net worth of <b>at least INR 12 crores [INR Twelve crores]</b> within India business only as per the audited financials of Financial Year 2024-25. The net worth giving UDIN (Unique Document Identification Number ) of the bidder must not have eroded in the last three financial years ending on 31.03.2025.	Certificate from the statutory Auditor for the Net worth for Financial Year 2024-25. The Format of Net Worth Certificate is as given in <b>Annexure G</b> .
5	Number of Public sector/Private sector Life Insurance Companies serviced for Policy Bond Printing by the bidder in the financial year 2025-26 within India business only. Minimum: atleast <b>2 Life Insurance companies</b> to be serviced	Latest Performance certificate (including satisfactory performance and Proof of Experience) from all the Life Insurance Companies serviced is to be attached
6	The Bidder must have successfully executed Contract for Life Insurance Policy Bond Printing within India business only over last three years ( 2022-23, 2023-24, and 2024-25) fulfilling either of the conditions <b>Either:</b> The value of atleast <b>One (01)</b> of the Contract for the Life Insurance Policy Bond Printing must be minimum <b>INR 6 crores</b> in any one of the above mentioned financial years; <b>OR:</b> The value of atleast <b>Two (02)</b> Contracts for Life	Bidder should be fulfilling any <b>One (01)</b> of the mentioned Three <b>(03)</b> criterias. Copy of work orders/ agreements from the Life Insurance Companies indicating the Policy Bond Printing work, tenure & value. + <b>Annexure-D</b>

	<p>Insurance Policy Bond Printing , each having a value of minimum <b>INR 3 crores</b> in any one of above mentioned financial years;</p> <p><b>OR:</b> The value of atleast <b>Three (03)</b> Contracts for Life Insurance Policy Bond Printing, each having a value of minimum <b>INR 2 crores</b> in any one of the above mentioned financial years;</p>	
7	<p>The bidder must have its <b>own</b> infrastructure - premises, printing machines, manpower etc. in ready state at <b>04</b> locations across India for fulfilling the scope of work required under this Tender. Mumbai/ Navi Mumbai / Thane is mandatory. Other 03 locations should cover East, North and South of India as mentioned in Clause 2.4 (f) of General Scope. All such premises should be leased/owned &amp; in the name of the Bidder.</p>	<p>Details of Factory License of each location in Bidder's name and Property and Assets owned to be certified by Statutory auditor.</p> <p>GST certificate of each location to be submitted</p>
8	<p>The bidder must have the Policy bond printing machines (owned by the bidder) i.e. High speed Web/Reel-fed front and back printing in single pass (Duplex printing) color variable data printing done on inkjet machines installed and operational at all 04 locations, supported by the OEM/Distributor partner and the OEM/Distributor must undertake to support the bidder for the entire duration of the contract period mentioned in this Tender, at each location.</p>	<p>Undertaking Letter from OEM/Distributor for supporting the bidder for the entire contract duration of this Tender and clearly stating the printing capacity of the machine at each location.</p>
9	<p>Printing capacity to print at least 2 million A3 Duplex variable color impressions per day across all four locations. Printing capacity per location to print atleast <b>0.5 million A3 Duplex variable color impressions</b> per day.</p>	<p>Copy of work orders /agreements / satisfactory performance certificate from the Life Insurance Companies indicating the nature of work &amp; tenure. Bidder to provide machine make, model number and specifications sheet for each location demonstrating compliance to requisite capacity requirement as per <b>Annexure E.</b></p>
10	<p>The Service Provider should have experience in designing and template making of documents to be printed. Past experience of atleast one year as on date of submission of bid in Policy document file generation from Raw data (xml, text, images, etc.)</p>	<p>Experience with atleast two Life Insurers Certificate confirmation from Life insurance companies to be submitted</p>

11	<p>ISO Certification 9001 : 2015  ISO Certification 27001 : 2022  Details of Industry awards, recognitions, affiliations and any other certifications</p>	<p>ISO certificates for each location  All certifications should be issued prior to the date of tender and they should be Valid as on date. Certified copies to be submitted.</p>
12	<p>The Bidder must have <b>in-house</b> logistics arrangements with India Post for pickup of bulk articles on a daily basis from all the proposed printing locations.</p> <p>Independent Postal Dispatch arrangements &amp; tie up with India Post ( for SPEED POST ) services</p>	<p>Certified Copy of Postal arrangements tie up documents to be provided (Valid National Account letter) in the name of the Bidder, issued by India Post to be submitted having a validity period of 01 year or more. Validity of the India Post letter should be for the entire duration of the contract and any further extensions thereof. In case of renewal of the India Post letter falls, during the currency of the contract same should be obtained atleast one month (01 month) before the expiry of the earlier permission letter.</p>
13	<p>The bidder must own &amp; submit the list of machines at each location for scope of work under this Tender which is duly certified by a Chartered Engineer.</p>	<p>Machinery list duly certified by a Chartered Engineer. (Details to be provided as per <b>Annexure - E</b>)</p>
14	<p>The Bidder must have Disaster Recovery Centre (DRC), Risk Mitigation &amp; Business Continuity Plan (BCP) in place in case of any disruption (Pandemic, natural calamities and any other type of disruptions)</p>	<p>Details of Disaster Recovery Centre (DRC) with Machine capacity details, etc. Certificate by Chartered Engineer &amp; certified copy of BCP to be submitted by the Bidder.</p>
15	<p>The bidder having the history of Blacklisting/De-empament/ Debarring/Removal from Empanelment due to serious violation of terms and conditions of tender/Pending litigation due to serious violation of terms and conditions of tender by any Bank, Government/ Central/ State/ Semi Government/Public Sector Unit/autonomous bodies under State/ Central Government of India/any other foreign Government during the <b>last five (05) financial years</b> in India or abroad, will not be eligible to participate in this tender.  A similar ban subsequent to the submission of</p>	<p>Self declaration should be submitted with the bid in this regard, along with details of history of Blacklisting/ De-empament/ Debarring/Removal, if any. (Details to be provided as per <b>Annexure- H</b>)</p>

	the Bid, but before the award of the contract shall also be disclosed.	
16	Physical Security for each Printing site: a) Site should be manned by Security personnel - 24x7 for 365 days. b) Site should be under CCTV surveillance and monitoring - 24x7 for 365 days and recording should be available for 90 days. c) Site should have Access control mechanism for the designated sections of the activity ( Biometric/ Card punching system etc.).	Self declaration with sufficient evidences should be submitted with the bid in this regard. (Details to be provided as per <b>Annexure- S</b> )
17	Installed ready to go Printing & Dispatch capacity is a pre-requisite for this Tender	A Certificate for ready to go Capacity is to be provided on Company Letter head, duly signed by Authorized signatories. Chartered Engineer's Certificate
18	The Bidder must establish and manage centralized connectivity to LICI by provisioning one Primary Leased Line and one Backup Leased Line (from a different service provider) with minimum bandwidth of 70 Mbps (expandable on demand). The bidder shall be solely responsible for managing internal connectivity to all four operational locations through this centralized setup and ensure Data Security, redundancy and high availability.	Valid Agreements / recent Invoice copies with the respective Telecom Service Providers (ISPs) confirming the active primary and backup leased lines at the centralized location.
19	The bidder must have dedicated IT infrastructure viz. isolated network, servers and other IT hardware for managing the scope of work under this Tender.	Self declaration of the bidder along with information/list of the dedicated IT infrastructure. (Details to be provided as per <b>Annexure- T</b> )
20	Web based platform for reporting, integration with any life insurer for tracking status, various MIS for analytics – Real time Dashboard.	Self declaration should be submitted with the bid in this regard with proposed IT readiness and MIS details. (Details to be provided as per <b>Annexure- U</b> )
21	Bidder should comply with all applicable Union, State and local laws, ordinance, regulations in performing its obligations including the procurement of licenses, permissions, certificates, etc. payment of taxes, if required. Bidder has to submit self-certification in this regard, on its letterhead.	Self declaration should be submitted with the bid in this regard. (Details to be provided as per <b>Annexure- V</b> )

22	Details of fines/ penalties / litigation filed by/against the Company or any of the offices within India & abroad during last 5 years, if yes provide the details.	Self declaration should be submitted with the bid in this regard. (Details to be provided as per <b>Annexure- W</b> )
23	The Bidder should have full-fledged Administrative Office set up preferably in Mumbai/Navi Mumbai/ Thane and should be leased/owned in the name of the Bidder.	Municipal/Govt. Authority issued License, Permissions, Utility Bills, Tax paid receipts etc. to be attached, duly certified by Authorized signatories.
24	Data security measures – 1) IT / IS policies /Audit /DPDP Act /Cyber security -Adherence to all ISMS policies mandated by LICI to ensure strict security and confidentiality in terms of data and information by all its offices. 2) Quarterly Third Party Security Audit to ensure Compliance with IRDAI Regulations	Undertaking to abide by all the IS policies and DPDP Act  Proof of Third Party Audit done during FY 2025-26/ Declaration to abide by Third party Security Audit. (Details to be provided as per <b>Annexure- X</b> )
25	Logical / IT Security: a) Segregated network as per the scope of work in this Tender. b) Necessary firewalls are in place. c) Email restrictions. d) Adherence to all the LICI IT protocols and Guidelines, Rules & Regulations. e) User Role Based Access (RBAC) to Authorized Individuals	Self declaration with sufficient evidences should be submitted with the bid in this regard. (Details to be provided as per <b>Annexure- Y</b> )
26	Power backup: Stable 24x7 power supply should be available in the form of Generator supply and UPS supply at all 4 locations in case of breakdown of the main power supply line.	Self Declaration of Generators installed of requisite capacity for all the 4 locations. (Details to be provided as per <b>Annexure- Y</b> )
27	Commercials: a) Paper to be procured for all the items should be from <b>A grade</b> paper Mills. b) Paper samples to be attached for each of the item which would be used in the job.	Bidder to demonstrate current supply chain arrangements in place with suppliers providing <b>A grade</b> paper for the past 3 financial years. Self Declaration required from Bidder undertaking compliance to this requirement. Paper samples to be submitted with the Tender. (Details to be provided as per <b>Annexure- Z</b> )

28	The Bidder/firm and/or any of its Promoter Directors should not be - having any credit facilities classified as Non-Performing Assets and defaulter Account as on date of issuance of this Tender either in their individual capacity <b>Or</b> as Director/ Trustee/ Guarantor and having any litigation with Bankers/any other Organisation on account of Credit or any such similar facilities issued by them.	Bidder/Firm should submit a Declaration (as per <b>Annexure AA</b> ) on their letterhead and authority to check their /Credit Risk Score Reports. A copy of CRISIL/ Credit Risk Score is to be submitted by duly authorized signatory along with Declaration. <b>Minimum CRISIL Score required</b> : 'A' (Good). In case any such default/ litigation is there , the Bidder/ firm will be liable to be ineligible for the Tender Process.
29	Earnest Money Deposit (EMD) Bank details : <b>IFSC CODE : UBIN0996335 Bank Account Number (VAN): LIC9NB00</b> Exemption will be given for Micro and Small Enterprises	Each bid must be accompanied with an Earnest Money Deposit (EMD) of the value of <b>INR 2.5 Crores (Rupees Two Crores Fifty Lakhs Only)</b> to be paid online by NEFT / Net Banking etc.
30	The Bidder/firm and/or any of its Promoter Directors should not be - having any history of Insolvency and was/currently not engaged in any criminal case/s and proceedings as on date of issuance of this Tender either in their individual capacity or as Director/Trustee/ Guarantor or as a Firm. If any such instance or the case is there, the Bidder/Firm will be liable to be ineligible for the Tender Process.	Bidder/Firm should submit a Declaration (as per <b>Annexure-AC</b> ) on their letterhead with full facts.

Scanned copies of relevant documents, Certificates, Undertaking, Self declaration duly attested/certified as per requirements, should be uploaded as proof in support of the claims made. LIC reserves the right to verify/evaluate the claims made by the Bidder independently. Any decision of LIC in this regard shall be final, conclusive and binding upon the Bidder. Each document/page to be numbered, signed and sealed with date by the Bidder (Authorized official only).

### Eligibility to Participate

The Bidder must meet the eligibility criteria prescribed in the Tender document.

- a) Including restrictions on Bidders from specified countries as of the date of this Bid submission and should continue to meet these till the award of the contract and during the period of the Contract, including any extensions thereof.
- b) Bidders shall be required to declare continued fulfillment of Eligibility Criteria in

Format.

- c) Bidders must provide evidence of their continued eligibility to LICI if requested.
- d) Furthermore, it is the Bidder's responsibility to ensure that its Experts, service providers, suppliers and/or their employees similarly continue to meet such eligibility criteria.
- 3.1 Bids should be submitted by one single entity/organization. The interested bidders will not be permitted to submit the bid in a consortium with another service provider/Bidder. Additionally, the bidder cannot sub-contract the work (as defined in scope of work of this Tender) either, except the SPEED POST Dispatch with India Post.
- **Consortiums or sub-contractor**
    - No consortium bidding is allowed
    - LICI will not consider joint or collaborative proposals that require a contract with more than one prime Vendor
- 3.2 Bidders should not be a group entity or related party of any Insurer, Corporate Agent or Broker, Individual Agent, Bank etc.
- 3.3 One Company/firm/Bidder can submit only ONE BID. Submission of multiple Bids by a Company/firm/Bidder will lead to disqualification, without consideration of even single bid.
- 3.4 Bidder must be an Indian Company, registered under the relevant provisions of the Companies Act, **2013**. The Bidders must have been established/ registered under the Companies Act, 1956/Companies Act, 2013 amended from time to time or Partnership Act etc or any other Act and having a legal entity in India with minimum **10 (Ten) years** of existence on the day of submission of bid. Certificate of incorporation or registration duly certified by a Notary Public to be provided as supporting document.
- 3.5 Attested copy to be provided
- a) Certificate of Incorporation/Registration in the **name of Bidder** to be provided (duly certified by a Notary Public).
  - b) Details of Board of Directors/Trustee/MD/CEO/Partners.
  - c) Pan card of the Company registered in India.
  - d) Valid GST Registration Certificate of the Company & for each proposed printing location.
  - e) Industrial Operation License / Permission (valid) for each proposed printing location.
  - f) Board Resolution & affidavit of the authorized person to sign all bid documents.
  - g) Board Resolution & affidavit of the authorized person to execute the contract on behalf of the Company.
  - h) Power of Attorney (PoA).

- 3.6 Even if the Bidder meets the Minimum Eligibility Criteria, it shall be subject to disqualification if the Bidder or anyone of the constituent partner is found to have:
- a) Made misleading or false representations in the forms, statements, affidavits and attachments submitted in proof of the qualification requirements and / or
  - b) Records of poor performance during the last five years, as on the date of Tender/Bid, such as abandoning the work, rescission of the contract for reasons which are attributable to non-performance of the Bidder, inordinate delays in completion, consistent history of litigation resulting in awards against the Bidder or any of the constituents, or financial failure due to bankruptcy and so on.
  - c) Failed to provide clarifications related thereto, when sought;
  - d) Been declared ineligible by the Government of India/State/UT Government/ PSUs for corrupt and fraudulent practices or blacklisted.
  - e) Submitted a Proposal with price adjustment/variation provision. Made any form of canvassing/lobbying/ influence/query regarding short listing, status etc
  - f) On account of currency of debarment by any Government Agency or Private Institution/firm/board/corporation etc.
- 3.7 Apart from the above mentioned printing capacity – the Bidder’s printing facility should also have all the prerequisites like the following (which must be supported by a self-certification letter, Refer **Annexure-AB**):
- Centre Stitching Machines/Booklet Maker/Stapler
  - Manpower for Envelope insertion and other allied jobs etc
  - Data Composition Software
  - Paper cutting machine,
  - Valid National Account letter in the name of the Bidder, issued by India Post, etc.
  - Should have in house software development capabilities.
  - Logistics for dispatch and hand over of the Policy documents to India Post offices.

### **3.8 Policies of the Government – For MSE units**

- (a) No Relaxation in Prior Turnover and Experience will be considered.
  - (b) Relaxation in EMD will be given to Micro and Small Enterprises (MSE) units.
  - (c) Central Government policies restrict the participation of entities from:
    1. Certain countries sharing land borders with India and
    2. Countries that restrict the participation of Bidders from India.(Declaration to be provided as per **Annexure- Q**)
  - (d) No Relaxation in any Technical Criteria (As per Minimum Eligibility Criteria for Technical Qualification) will be provided.
- 3.9 **PII- Professional Indemnity Insurance** – A certificate of Professional Indemnity Insurance is to be provided by the successful Bidder.
- 3.10 **Restrictive Clause** – Restrictive clause for appointment/ engagement of sub bidder – Bidder **will not** sublet any job/s entrusted by LICl with regards to printing of LICl policy bonds to any other third party bidder/sub bidder. **If**

**found violating this clause, contract will be terminated and penalty will also be imposed.** The selected Bidder will undertake to provide the services required in this Tender to LIC and will not outsource or subcontract any or all of the services being offered to LIC to any company or to another company fully / partly owned by the Bidder.

- 3.11 **SPOC** – The Bidder will provide to LIC of India the list of its nominated Officials along with escalation Matrix, office telephone numbers and mobile numbers, Email Ids, each location wise, who can be contacted in case of any grievance/information requirement and immediately intimate to LIC in case of any changes thereafter .
- 3.12 **Certificates:** Bidder’s offer is liable to be rejected if they do not upload any of the certificates / documents sought in the Bid/Tender document and Corrigendum, if any.
- 3.13 All the bidders should ensure that they are GST Compliant and their quoted tax structure/ rates are as per GST Act/ Rules. Bidders should be registered under GST and furnish a GSTIN number and GST Registration Certificate in their offer unless they are specifically exempted from registration under a specific notification /circular / section /rule issued by statutory authorities.
- GST Registration Number (15-digit GSTIN).** If the Bidder has multiple business verticals in a state and has separate registration for each vertical, the GSTIN of each vertical concerned with the service delivery shall be quoted. If the services provided are from multiple states, the Bidder should mention GST registration numbers for each state separately.
- 3.14 Notwithstanding anything stated above, LIC reserves the right to assess the capabilities and capacity of the Bidder to fulfill the contract in the overall interest of LIC of India.
- 3.15 **Net worth Certificate:**  
The Bidder must have a net worth of **at least INR 12 crores** as per the audited financials of Financial Year 2024-25. Certificate from the statutory Auditor for the net worth for Financial Year 2024-25 is to be submitted. The Format of Net Worth Certificate is as given in **Annexure G**.
- 3.16 Any statutory or regulatory approvals and compliances thereof shall be the sole responsibility of the bidders. LIC shall not be a party to any violation of any Laws / Regulations / Statutes / Intellectual Property Rights of whatsoever nature by the bidders.

**3.17 Signing of Bid:**

The individual signing the Bid or other documents connected with contract must specify whether he/she signs as:

- a) A representative of the company, in which case he/she must have authority to execute contracts on behalf of the company and to refer to arbitration disputes concerning the business of the company either by virtue of the agreement or by a power of attorney.

- b) Director or a Principal Officer duly authorized by the Board of Directors of the Company, if it is a company.
- c) In case of partnership firms, a copy of the partnership agreement or general power of attorney duly attested by a Notary Public, should be furnished on stamped paper duly sworn or affirmed by all the partners admitting execution of the partnership agreement or the general power of attorney. The attested copy of the certificate of registration of firm should also be enclosed along with the tender.
- d) In case of partnership firms, where no authority to refer disputes concerning the business of partnership firm has been conferred on any partner, the bid and all other related documents must be signed by all partners of the firm
- e) A person signing the bid format or any documents forming part of the tender on behalf of another person should have an authority to bind such other person and if, on enquiry it appears that the persons so signing had no authority to do so, the Competent Authority may, without prejudice, cancel the contract and hold the signatory liable for all costs, consequences and damages under the civil and criminal remedies available.
- f) The bidder should sign and affix the stamp of the firm on each page of the Bid and all its Annexures as the acceptance of the offer made by the bidder.
- g) **NO PAGE SHOULD BE REMOVED/ DETACHED FROM THIS TENDER NOTICE INVITING BID.**

### **3.18 Submission of Original Documents & Verification**

All participating Bidders need to submit the Original and Certified Documents, as applicable, as mentioned in this Tender document, as part of various Annexures etc. Also Bidders should submit the attested, signed & sealed copies of all other documents, along with Originals for verification at LICl on the day of Technical Bid Evaluation, as per Activity Schedule. If the Bidder/s is unable to submit the required documents in Original, bid shall be treated as unresponsive and liable to be rejected along with disqualification from the Tender Process. No further representation will be entertained in this regard.

### **3.19 Review**

The following decisions of LICl shall not be subject to review:

- i. Determination of the need for procurement.
- ii. Complaints against Terms of Reference except under the premise that they are either vague or too specific
- iii. Selection of the mode of procurement or bidding system;
- iv. Choice of the selection procedure.
- v. Provisions limiting the participation of Bidders in the Procurement Process, in terms of policies of the Government
- vi. Provisions regarding Service preferences to specific categories of Bidders in terms of policies of the Government
- vii. Cancellation of the Procurement Process except where it is intended to subsequently re-tender the same Services.

#### **4. Bid Terms and Conditions:**

The Bid Terms and Conditions are as follows:

It is the objective of LIC of India to obtain the best services possible by giving fair and impartial consideration to all Bidders invited to accept Tender for submitting Response to Tender. Every potential Bidder will be considered on fair and equal basis.

##### **Acceptance of Terms**

A Bidder, by submitting the Bid/Proposal in response to this Tender document shall be deemed to have accepted all the terms and conditions of this document, as mentioned therein. No legal actions, litigations, complaints etc, are allowed in any case of disqualification, non responsiveness of the bid, non selection as successful bidder etc,

**Participation in only one Bid:** The shortlisted Bidder shall not participate in more than one Bid in this Tender Process. Participation in any capacity by a Bidder in more than one Bid shall result in the disqualification of all Bids in which Bidder/firm is a party.

#### **4.1 Cost of Bidding:**

The bidder shall bear all the costs incurred in connection with participation in the Tender process, preparation and submission of its bid, 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 of India to facilitate the evaluation process. LIC of India will in no case be responsible or liable for any costs, regardless of the conduct or outcome of the bidding process.

#### **4.2 Performance Bank Guarantee (PBG) and Contracting**

4.2.1 Performance Bank Guarantee (PBG): The successful bidder will have to furnish a Performance Bank Guarantee for a sum equivalent to 5% of the Contract Value (in proportion to L1 & L2 ratio, as applicable). For proper fulfillment of the contract, the successful bidder will have to furnish an unconditional and irrevocable Performance Bank Guarantee for an initial **period of 3 year and 6 months (Total 42 months)** from the date of the agreement obtained from a nationalized / scheduled Bank. The agreement along with the Bank guarantee as per enclosed proforma ( Annexure VIII) should be submitted within 30 days from the date of letter of Intent(LOI). The amount of PBG will be informed in the LOI.

Communication from the bank giving the PBG is required confirming that they have issued PBG to the named bidder.

4.2.2 Failure to Submit Performance Bank Guarantee: If the bidder fails to submit the PBG within **30 (Thirty) business days** from the date of issue of letter of Intent

(LOI), LIC shall have the right to terminate the tender award /contract and seek damages from the bidder. The bidder shall be liable for any and all costs, expenses, losses, or damages incurred by LIC of India as a result of such failure to submit the PBG. This shall be without prejudice to any other rights or remedies available to LIC under this Tender or at law.

4.2.3 Validity of Performance Bank Guarantee: The PBG shall be valid for the entire duration of the agreement/contract, any further annual extension and for any additional period of days as decided by LIC of India from the date of completion of the obligations specified in this Tender. The PBG shall not be cancelled or withdrawn by the issuing Bank during the validity period without the prior written consent of LIC of India.

4.2.4 The bidder shall be responsible for renewing the PBG if necessary, in accordance with the terms of this Tender. If the PBG is not renewed or if the PBG expires before the completion of the obligations specified in this Tender, LIC of India shall have the right to call upon the PBG for the full amount. This shall be without prejudice to any other rights or remedies available to LIC of India under this Tender or at law.

4.2.5 LIC will not be responsible for payment of any interest on PBG.

The PBG may be invoked for entire amount if the Bidder backs-out of his obligations as per this Tender or if the fresh PBG is not received by LIC, **01 (ONE) month** prior to the expiry of the earlier PBG; apart from other actions that may be decided by LIC.

4.2.6 The PBG will be invoked in full or part (to be decided by LIC) in any of following eventualities during the period of contract:

- a) The bidder fails to honor expected deliverables or part as per this Tender after issuance /signing of SLA.
- b) Any legal action is taken against the bidder restricting its operations.
- c) Any action taken by statutory, legal or regulatory authorities for any breach or lapses which are directly attributable to the bidder.
- d) LIC incurs any loss due to Bidder's negligence in carrying out the Contract implementation as per the agreed terms and conditions.
- e) Penalty imposed by LIC.
- f) In case the Bidder is found to be indulging in Fraudulent & Corrupt practices.
- g) Blacklisted/de empanelled/ Debarred by any Govt Authority / Pvt Agency/PSU/Any other firm (within India or abroad), indulged in fraudulent & corrupt practices.
- h) Non disclosure of any material fact, which can impact the Tender consideration of the Bidder or during the currency of the contract, after the award of Tender.
- i) Insolvency and engagement in any criminal activities/proceedings during the currency of the Contract.

PBG should be payable at Mumbai, India. The PBG may be required to be submitted in multiple numbers, if required by LIC.

In the event of any contract amendment, the Vendor shall, within seven days of agreeing to such amendment, furnish the amended performance guarantee, valid for the duration of the Contract as amended, including warranty obligations.

#### 4.3 Earnest Money Deposit (EMD) / Bid Security

To safeguard against a bidder's withdrawing or altering its bid during the bid validity period, Bid Security (also known as Earnest Money) would be obtained from the bidders except Micro and Small Enterprises (MSEs) as defined in Public Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME). Details of MSME Certificate to be submitted in Annexure-L (If applicable).

The Bidder shall submit Earnest Money Deposit of **INR 2.5 Crores (Rupees Two Crore Fifty Lakhs Only)** in the form of unconditional and irrevocable Bank Guarantee to be paid online by NEFT / Net Banking etc. The Bidder should submit EMD through Nationalized/Scheduled Banks to LIC of India.

The bank details for remittance is as below.

IFSC CODE	Bank Account Number (VAN)
UBIN0996335	LIC9NB00

EMD EXEMPTION: The bidder seeking EMD exemption, must submit the valid supporting document for the relevant category.

- The Micro and Small Enterprises (MSEs) are exempted from payment of Earnest Money, subject to furnishing of relevant valid certificate and proofs [such as Udyam Registration Certificate or NSIC Certificate at the time of bid submission] for claiming the exemption.
- No interest shall be payable by the LIC on the sum deposited as EMD/ Bid Security.
- EMD should be submitted for the specified amount (as above) in one go. EMD submitted in parts/tranches will be liable to be rejected, without any further processing and the bid will be disqualified.
- Any bid not accompanied with the requisite EMD, or EMD not submitted conforming to above criteria, shall be treated as non-responsive and is liable to be rejected.
- EMD should be valid for 180 days from the date of Tender.

#### 4.4 Return of EMD

Bidders will submit the EMD of **INR 2.5 Crores (Rupees Two Crore Fifty Lakhs Only)** to be paid online by NEFT / Net Banking etc. The Bank details are mentioned in Clause 4.3.

The EMD of successful Bidder shall be returned / refunded after furnishing Performance Bank Guarantee (PBG) as required in this Tender.

Bid securities (EMD) of unsuccessful bidders during 1<sup>st</sup> stage and 2<sup>nd</sup> stage i.e Technical evaluation and Commercial (Financial) evaluation, will be returned within 60 (Sixty) days of result of 1<sup>st</sup> and 2<sup>nd</sup> stage respectively in the same Bank Account, through NEFT/Net Banking, from which the money is received, unless not forfeited for any violations/contradictions of the rules of this Tender Document / Process. Deviation will not be entertained in any case.

Kindly note that under any circumstances EMD will not fetch any interest.

#### 4.5 Forfeiture of EMD

The EMD made by the Bidder will be forfeited if:

- a) The Bidder withdraws his bid before opening of the bid.
- b) The Bidder withdraws his bid after opening of the bid but before Notification of selection of Bidder.
- c) The selected Bidder withdraws his bid before furnishing Performance Bank Guarantee (PBG).
- d) If a Bidder makes any statement or encloses any form which turns out to be false, Incorrect and/or misleading or information submitted by the Bidder turns out to be incorrect and/or conceals or suppresses material information.
- e) In case the Bidder is found to be indulging in Fraudulent & Corrupt practices as defined in this Tender or
- f) Bidder does not respond to requests for clarification of its Bid, after opening of Technical Bid, to be responded by the Bidder within the mentioned timelines, therein or
- g) Bidder fails to provide required information during the evaluation process or is found to be non-responsive or
- h) The Bidder makes any written statement or encloses any form which turns out to be False/ incorrect at any time prior to signing of Contract or
- i) In the case of a successful Bidder being identified, the successful Bidder

withdraws its offer or if the bidder fails to sign the Contract within the stipulated time, or fails to furnish Bank Guarantee towards the Performance Bank Guarantee as mentioned in this Tender or

- j) If any unilateral revision in the offer is made by the Bidder during the validity of the Bid/Tender or
- k) Upon non acceptance of LOI, when placed by LIC of India.
- l) In the case of a successful Bidder, the bidder qualifies and the Bidder fails to furnish Confidentiality cum Non-Disclosure Agreement(NDA) as per LIC's format

#### 4.6 Relationship between LIC and the bidders

It is clarified that no binding relationship exists between any of the bidders and LIC of India till the execution of a contractual agreement.

#### 4.7 Pre-Bid Queries/Clarifications:

Queries/Clarifications if any, regarding the terms & conditions of this Tender, any error, omission or discrepancy found in this Tender document have to be raised/obtained by the bidder through the pre-bid queries only. Thereafter, no representations/queries will be entertained in this regard. Later on, if any issue(s) arise, LIC of India will consider the matter on merits and decide the same.

The queries for pre-bid meeting should necessarily be **submitted 03 (Three) days prior to pre-bid meeting i.e. latest by 18.05.2026, 5.30 pm, Monday** in the following format to the email ([co\\_nbpost@licindia.com](mailto:co_nbpost@licindia.com)) and the file size per email should not exceed **1MB**. No other form of communication shall be entertained.

Ref: LIC/CO/NBR/TENDER/CPBP/2026-27/01				
S No	Tender Document Reference (s) Page Number	Tender Document Reference (s) Section	Clause (in brief) of Tender requiring clarification(s)	Brief details/ Query in reference to the clause
1.				
2.				

LIC of India shall not be responsible for ensuring that the bidders' queries have been received. Any requests for clarifications received after the indicated date and time may not be entertained by LIC of India.

No consideration will be given to communications from bidders seeking clarifications for Pre-bid queries received after the date and time stipulated by LIC of India and no extension of time will be permitted for the same. However, LIC of India reserves the right to extend the last date and time for the same at its own sole discretion.

At any time prior to the last date for receipt of bids, LIC of India may, for any reason, whether at its own initiative or in response to clarifications requested by prospective bidders, can modify the Tender Document. At any time prior to the last date for receipt of bids, LIC may, for any reason, modify the Tender Document by issuing corrigendum. Any such corrigendum shall be deemed to be incorporated into this Tender.

Clarifications/ Corrigendum (if any) issued by LIC of India at any time before the due date of submission of the bid will become a part of the Tender document and would be notified on the official webpage of LIC <https://licindia.in/tenders> ;  
<http://www.tenderwizard.com/LIC>

In order to provide prospective bidders a reasonable time, taking the modifications into account, LIC may at its discretion extend the date for the submission of Bids, any time prior to the date of Bid submission.

Requests for clarification on telephone/mail/messages will not be entertained; queries will be addressed only during Pre-bid meeting as per schedule.

LICI will reply only to those queries which are essentially required for submission of bids/Tender. LICI will not reply to the queries which are not considered fit like replies of which can be implied /found in the Tender/Bid Document, or which are not relevant or in contravention to Tender/Bid Documents, extension of time for opening of Technical Bids & Commercial (Financial) Bids, etc.

#### **4.8 Pre-bid Meeting:**

- A Pre-bid Meeting will be held with all the interested bidders as per the details given in the Activity schedule, to
  - a) Address the concerns and queries of all the interested bidders. Interested bidders may send their queries in advance to Email Id: [co\\_nbpost@licindia.com](mailto:co_nbpost@licindia.com)
  - b) Subsequently, the summary of deliberations held during the pre-bid meeting will be sent to all bidders and will form the part of Tender process.
  - c) Any deviation/requirements other than what is stated in the Tender shall be discussed in the pre-bid meeting and if necessary appropriate addendum/amendment/corrigendum to the Tender shall be put in place by the LICI, as deemed fit. Any deviation/requirement or pre-condition other than allowed by the LICI and stated in the Tender including addendum / amendment, to that extent will be invalid. The successful bidder cannot define and limit the Scope of Work mentioned in the Tender including addendum/amendment/corrigendum. If it is necessary to sign the Scope of Work document with successful bidder such scope of work document shall be an exact replica of the Scope of Work stated in the Tender including addendum / amendment/corrigendum. If any deviation is noticed thereafter then the Tender Scope of Work mentioned in the Tender including addendum / amendment / corrigendum will be final.

#### 4.9 Duration of Contract:

- The Contract shall be valid and enforceable for an initial period of **03 (Three)** years from the date of the Contract execution, which may be renewed/ extended on the same terms and conditions, for **One (01) more year** or part thereof at a time, on satisfactory performance at the sole discretion of LIC of India, subject to maximum of **05 (Five)** years, inclusive of initial 03 (three) years and 02 (two annual) one year extensions thereof.

#### Termination of Contract

- The LIC reserves the right to terminate the Contract [with a notice of 03 months], prior to the end of the term of the Contract, at its sole discretion. If Vendor terminates the contract on its own discretion, then Vendor has to adhere to the Business Continuity Clause for another 06 months and/or any part thereof, till LIC has alternative arrangements i.e. total of **03 + 06 = 09 Months** from the date of termination notice.
- During the pendency of the above Five-year contract, LIC reserves the right to terminate the contractual relationship at any point in time without assigning any reason, by giving a notice of 3 months. Further, the contractual relationship may deem to have terminated in occasions where the Vendor's act violates any of the existing or future guidelines and policies of LIC, IRDAI and other regulatory bodies or results in gross dissatisfaction among the customers of the LIC or results in grossly damaging LIC's image in the marketplace.

#### 4.10 Business Continuity Clause:

- In case of any unforeseen event, Bidder shall ensure that it has adequate backup for the purpose of business continuity requirement.
- At the end of the Contract period, Bidder shall support & provide continuous services to LIC for another period of **06 (Six) months**, from the end of the Contract period for the takeover or transfer of services by LIC to a new Bidder selected by LIC for business continuity, at no extra cost to LIC of India.

#### 4.11 Change in Structure or Associations

- **Changes in Structure:** Any change in the structure, formation, eligibility, or qualification of a Bidder after being selected shall be subject to the written approval of LIC.

Any such changes shall be submitted for approval to LIC no later than 14 days after publishing the Tender document. Such approval shall be denied if

- I. A Bidder proposes to associate with an ineligible Bidder or, in case of an ineligible joint venture, any of its members
- II. Because of the change, the Bidder no longer substantially meets the eligibility criteria outlined in Tender Document, or

III. In the opinion of LICl, a substantial reduction in competition may result.

#### **4.12 Corrigendum/Modification**

LICl reserves the right to issue any corrigendum, modification, change in conditions etc, related to Tender conditions and/or related to future contract/services during the Tender activity schedule, as deemed fit. This will be binding on all Bidders.

The corrigenda and addenda shall be published in the same manner as the original Tender Document. Without any liability or obligation, the Portal may send intimation of such corrigenda/addenda to Bidders who have downloaded the document under their login. However, the Bidders must check the Tender Wizard Portal for any corrigenda/addenda. Any corrigendum or addendum thus issued shall be considered a part of the Tender Document.

To give reasonable time to the prospective Bidders to take such corrigendum/addendum into account in preparing their Bids, LICl may suitably extend the deadline for the Bid submission as necessary. After LICl makes such modifications, any Bidder who has submitted his Bid in response to the original invitation shall have the opportunity to either withdraw his Bid or re submit his Bid superseding the original Bid within the extended time of submission

LICl may extend the deadline for the Bid submission by issuing an amendment. In this case, all rights and obligations of LICl and the bidders previously subject to the original deadline shall then be subject to the new deadline for the Bid submission.

#### **4.13 Alternate Bids are not allowed**

Conditional offers, alternative offers, and multiple Bids by a Bidder shall not be considered. The Portal shall permit only one Bid to be uploaded.

## **5. Instructions for Bid Submission - Online**

Life Insurance Corporation of India, Mumbai (hereinafter referred to as "Corporation") having its Central office at Yogakshema, Nariman Point, Mumbai- 400021 invites E –Bids/Proposals for selection of Bidder.

1. The Tender document can be downloaded from website <http://www.tenderwizard.com/LIC>, Central Public Procurement Portal (CPP Portal) and <https://licindia.in/tenders>. Corrigendum(s)/ Amendment(s), if any, would appear only on the website and will not be published in any other media. Bids must be uploaded Online on the Tender Wizard Portal only, mentioned in the Tender document until the deadline for the Bid submission as notified therein. If the office happens to be closed on the deadline to submit the Bid, this deadline shall not be extended. No manual Bids shall be made available or accepted for submission. Bids submitted through modalities other than those stipulated in Tender document shall be liable to be rejected as nonresponsive.
2. In the case of downloaded documents, the Bidder must not make any changes to the contents of the documents while uploading, except for filling in the required information- otherwise, the Bid shall be rejected as nonresponsive. Uploaded Pdf documents should not be password protected. Bidders should ensure the clarity/legibility of the scanned documents uploaded by them.
3. The date and time of the Tender Wizard server clock (also displayed on the dashboard of the bidders) shall be the reference time for deciding the closing time of the Bid submission. Bidders are advised to ensure they submit their Bid within the deadline of submission, taking the server clock as a reference, failing which the portal shall not accept the Bid. No request, on the account that the server clock was not showing the correct time and that a particular bidder could not submit their Bid because of this, shall be entertained.
4. Failure or defects on the internet or heavy traffic at the server shall not be accepted as a reason for a complaint. LIC shall not be responsible for any failure, malfunction or breakdown of the electronic system used during the e-Tender process.
5. Only one copy of the Bid can be uploaded. Multiple / Duplicate Bids will not be entertained, if any found and noticed all such Bids are liable to be rejected. The Bidder shall sign all statements, documents, and certificates uploaded by him, owning sole and complete responsibility for their correctness/authenticity as per the IT Act 2000 as amended from time to time.
6. Unless otherwise instructed in the Tender Document, the bidder must declare in his Bid Form that they have read, understood, complied with, and stand bound by all requirements of the Tender document.

7. Originals /certified copies, as applicable of the following documents shall be submitted to LIC and acknowledgement be obtained at the venue mentioned in Tender Document.
  - a. Pre-Contract Integrity Pact
  - b. All Annexures and documents as required and mentioned in this Tender document
  - c. EMD
8. Failure to do so is likely to result in the bid being rejected. If the office is closed on the deadline for such physical submission, the physical submission deadline shall stand extended to the next working day at the same time and venue.
9. LIC reserves its right to call for verification, at any stage of evaluation, especially from the successful Bidder(s) before the issue of a Letter of Intent (LOI), originals of uploaded scanned copies of documents uploaded in the Tender process stage. If a bidder fails at that stage to provide such originals or, in case of substantive discrepancies in such documents, it shall be construed as a breach of the Code of Integrity. Such tender Bids shall be liable to be rejected as nonresponsive and other punitive actions for such a breach.
10. All Bids uploaded by the Bidder to the portal shall get automatically encrypted. The encrypted Bid can only be decrypted/opened by the LIC authorized Officials as per the Activity schedule. The Bidder should ensure the correctness of the Bid before uploading and take a printout of the system-generated submission summary to confirm the successful Bid upload.

The Bid shall be submitted ONLINE in two parts (stages) i.e.

1. Part – I Technical Bid
2. Part – II Commercial (Financial) Bid

The mode of submission of tender will be **Online only** on the <http://www.tenderwizard.com/LIC> website. No other document and condition shall be uploaded along with documents of Commercial (Financial) Bid.

LIC of India will not be responsible for any technical fault/ problem occurring in the Website/portal and leading to non-submission of bids. Hence bidders are requested to upload their bids well in advance to avoid last minute issues.

For submission of bids a two-bid system will be followed.

**5.1 Online Submission :** Bidder has to submit the Tender/Bid Online as under:

**5.1.1 Technical Bid with other documents:**

The Bidder shall fill and sign Technical Bid as per Annexure-1. Bidder shall upload all required documents along with scanned copy of the details of the EMD on the above said website.

**EMD submission:** EMD is to be paid online by NEFT / Net Banking etc., as per LIC Bank Details provided in Clause 4.3 of this Tender document. If the Bidder fails to submit EMD on or before the specified date and time, the Bid Document will be declared non-Bonafide.

All Pages from Terms, Conditions and instructions for Bidders Corrigendum/ Amendments (if any) duly signed by the authorized Signatory of the Bidder should be submitted.

### **5.1.2 Commercial (Financial) Bid: Annexure II**

The figures shall be quoted in the Commercial (Financial) Bid Template in INR, excluding GST and/or any other Tax/duty. No other document, conditions shall be uploaded along with Commercial (Financial) Bid. The bid should be strictly in the format as given in Annexure II.

Commercial (Financial) Bid shall be filled online only and should not be uploaded along with Technical Bid documents.

### **5.1.3 Registration on website:**

Those intending tenderer/Bidder not registered on the website i.e. <http://www.tenderwizard.com/LIC> mentioned above with M/s Antares Systems are required to get registered. If needed they can be imparted training on online tendering process as per details available on the website ie, <http://www.tenderwizard.com/LIC>. The intending tenderer/Bidder must have class-III Digital signature to submit the tender/bid.

Possession of Digital Signature Certificate (DSC) and registration of the Bidder on the portal i.e. <http://www.tenderwizard.com/LIC> is a prerequisite for E-Tendering.

For Registration and for further details on E-tendering, please visit above mentioned portal (website) or below mentioned Helpdesk details.

#### **Office Address:**

Antares Systems "Honganasu",  
#137/3, Bangalore Mysore Road,  
Opp. KMS Coach Builders,  
Kengeri, Bangalore - 560 060

#### **Help Desk Contact Details:**

Name	e-mail address	Landline Phone	Mobile No
Help Desk No.		080-45811365 080-40482100	
Mr. Senthil Raj	<a href="mailto:senthil@antaressystems.com">senthil@antaressystems.com</a>		9731467274
Ms. Hithaishi	<a href="mailto:hithaishi.p@antaressystems.com">hithaishi.p@antaressystems.com</a> <a href="mailto:lokesh.hr@antaressystems.com">lokesh.hr@antaressystems.com</a>		9731737722
Mr. Rudresh K S (For DSC Queries)	<a href="mailto:rudresh.ks@etenderwizard.com">rudresh.ks@etenderwizard.com</a>		9969395522

## **Relationship between Bidder and Tender wizard Portal**

LICI is neither a party nor a principal in the relationship between the Bidder and the organization hosting the Tender wizard (hereinafter called the Portal). Bidders must comply with the rules, regulations, procedures, and implied conditions/agreements of the Tender wizard, including registration, compatible Digital Signature Certificate (DSC) etc. Bidders shall settle clarifications and disputes, if any, regarding the Portal directly with them. In case of conflict between provisions of the Portal with the Tender Document, provisions of the Portal shall prevail. Bidders may study the resources provided by the Portal for Bidders.

### **5.1.4 Last Date for submission & Opening of Bid:**

Bids must be uploaded by the submission deadline/s mentioned in the Tender Document. If the office happens to be closed on that date, this deadline shall not be extended. Bids received shall be opened online on or after the specified date and time in the Tender document. If the office is closed on the specified date of opening of the Bids, the opening shall be done on the next working day at the same time.

The last date and time of online submission of e-tender is **09.06.2026, Tuesday 23.59 hrs**. The tender (**Technical Bid**) will be opened on **10.06.2026, Wednesday 15.30 hrs**.

LICI reserves the right to not open Commercial (Financial) Bid of any / all the Bidders at its sole discretion without assigning any reason whatsoever.

The venue of opening of Technical Bids will be as given below (which may be changed).

LIC of India  
Yogakshema, Central Office NB&R Dept,  
East Wing, 5<sup>th</sup> Floor,  
Jeevan Bima Marg,  
Nariman Point,  
Mumbai- 400021.

The Tender documents received **after 23.59 hrs on 09.06.2026**, will not be entertained and shall be rejected forthwith. Decision of the LICI Competent Authority in this regard shall be final, conclusive and binding on the bidders and the Corporation takes no responsibility for any delay whatsoever for submission of tender on or after due date and time given here above.

Those Technical bids which are found to be in order i.e. qualifying all the stipulated conditions shall be short-listed and Commercial (Financial) Bids of only such short-listed bidders will be opened by Tender opening Committee.

**Note: ONE EXTENSION OF DUE DATE OF BID SUBMISSION:**

If number of bids received online is found to be less than three 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 days.

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

If any of the above extended Dates falls on Sunday/Holiday i.e., a non-working day then the same is to be rescheduled to the next working day.

Even after such extended dates/period, if the number of bids received remains same i.e. no new bids received, then LICl will proceed with the processing of the received Bids as detailed in this Tender document.

Final decision in this respect will be of LICl.

**5.1.5 Bid Validity Period**

1. The bid shall be valid for the period of **180 days** from the deadline for the Bid submission stipulated in Tender Activity Schedule. A declaration to this effect is to be provided by the Bidder.
2. In case the day up to which the Bids are to remain valid falls on/subsequently declared a holiday or closed day for LICl, the Bid validity shall automatically be deemed to be extended upto the next working day.
3. In exceptional circumstances, before the expiry of the original time limit, LICl may request the Bidders to extend the validity period for a specified additional period. The request and the Bidders' responses shall be made in writing or electronically. The Bidder has the right to refuse to extend the validity of its Bid, in which case such Bid shall no longer be valid.

**5.1.6 Language of the Proposals/Bids**

All bids and supporting documentation shall be submitted in English. The bid prepared by the Bidder, as well as all correspondence and documents relating to the bid exchanged by the Bidder and LICl shall be in English language. As far as numbers are concerned the same should be in English Numerals.

**5.1.7 Bid Currencies**

Prices for all the components shall be quoted in Indian Rupee (INR). The Bids in currencies other than INR will be rejected. Tenders, where prices are quoted in any other way, shall be rejected as nonresponsive.

**5.1.8 Arithmetical errors**

The Arithmetical errors will be rectified on the following basis.

- i) If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected.
- ii) If there is a discrepancy between words and figures, the amount in words shall prevail. If the bidder does not accept the correction of errors, its bid will be rejected and its EMD shall be forfeited.

**5.1.9 Association among Bidders** No consortium/association bidding is allowed. LICI will not consider joint or collaborative bids that require a contract with more than one prime Bidder. Bidders need to fulfill all the eligibility criteria and technical evaluation criteria in its **individual capacity** unless mentioned otherwise.

**5.2 Notes:**

- 5.2.1 Submission of Bid in response to the Tender Document is deemed to be acceptance of the procedures and conditions of e-Procurement and the Tender Document. Unconditional letter of acceptance of Tender /Bid conditions duly signed on letter head (**Annexure - N**) and Notarized Affidavit (**Annexure - M**) for correctness of document/information are mandatory documents and are required to be checked carefully for its correctness (strictly as per prescribed format) before submission of bid. The bid shall be rejected outright in case of its non-submission without seeking any further clarification. No claim of the Bidder whatsoever shall be entertained by LICI on this account.
- 5.2.2 The Bidders are advised to submit complete details with their bids. The Technical Bid Evaluation will be done on the basis of documents uploaded on e-tendering web site by the Bidder with the bids, and site visit & verification by the LICI Internal Evaluation Committee. Please note no fresh document other than in the form of clarification/revision in respect of an existing document shall be accepted after the last date of submission of bids, unless called by LICI for the purpose.
- 5.2.3. The information should be submitted in the prescribed format. Bids with Incomplete/Ambiguous information are liable to be rejected.
- 5.2.4 Conditional Bids shall not be accepted. Incomplete Bids or Bids submitted with insufficient, ambiguous, or misleading information shall be rejected without any further reference or clarification. The Corporation reserves the right to accept/reject any or all tenders in part or in whole without assigning any reason thereof. The decision of the Corporation in this regard shall be final, conclusive and binding on the bidders. No bidder shall have any cause of action against the LICI for rejection/disqualification of his Bid.
- 5.2.5 Set of Bid Documents: All the documents of Bid submission will constitute set of Bid documents:
1. Online technical bid documents submitted by intending Bidder shall be opened only of those Bidder, who have deposited requisite EMD.
  2. Online Commercial (Financial) bid documents submitted by the intending Bidders
  3. Unconditional letter of acceptance of tender/ bid conditions and affidavit for correctness of documents/ information are to be submitted along with the bid.
  4. Any corrigendum published by LICI after the publishing of the Tender.
  5. Minutes of the Meeting/s with Bidder/s.
  6. Any further information/document called for by LICI in writing

7. All supporting documents, declarations, certifications etc as mentioned in this Tender document.
8. Pre-Contract Integrity Pact.

**5.3** The bid submitted shall become invalid, if:

- 5.3.1 The Bid/Tender document is found ineligible
- 5.3.2 The Bidder does not upload all the documents as stipulated in the Bid
- 5.3.3 Bids in which any of the prescribed conditions are not fulfilled or found incomplete in any respect are liable to be rejected
- 5.3.4 Non submission of valid EMD as mentioned in this Tender Document
- 5.3.5 Submission of any fraudulent document/s etc
- 5.3.6 Non Submission of Pre-Contract Integrity Pact
- 5.3.7 Non disclosure of material facts, which may impact the bid eligibility.

**5.4** In case any Bidder withdraws his bid before the said period or issue a letter of non-acceptance or makes any modifications in the terms and conditions of the bid which are not acceptable to LICl, then LICl shall, without prejudice to any other right or remedy, be at liberty to forfeit the EMD as aforesaid. Further the Bidder shall not be allowed to participate in the re-bidding process of work.

**5.5** The acceptance of any or all Bid(s) will rest with LICl and reserves to itself the right to reject any or all of the bids received without assigning any reason thereof.

**5.6** The award of Services/work, execution and completion of work shall be governed by Bid & SLA documents consisting of (but not limited to) SLA, General Conditions of Contract, Special Conditions of Contract, Technical Evaluation, Commercial (Financial) Price bid, selection process , satisfactory performance, adherence to LICl specified quality standards, IT Security and protocols, 'Information Security Requirements' Criteria (Annexure- VI), Confidentiality cum Non Disclosure Agreement (Annexure – III) and Pre-Contract Integrity pact(Annexure –IV) etc, subject to periodic review.

**5.7** The Bidder shall be deemed to have gone through the various conditions while making /preparing their technical & financial proposals/Bids & submitting the Bid(s) including proposed printing site conditions, locations and accessibility etc. or any other condition which in the opinion of Bidder will affect his price/rates before quoting their rates.

**5.8 Submission, Receipt and Opening of bids:**

- 5.8.1 Letter for acceptance of Tender /BID conditions should be submitted in the prescribed format of **Annexure-N**.
- 5.8.2 An authorized representative of the Bidder shall sign the Technical & Commercial (Financial) bids.
- 5.8.3 The authorization shall be in the form of a legally enforceable written Power of Attorney (PoA) executed on non-judicial stamp paper of appropriate value duly notarized and shall be submitted along with the bid/proposal.
- 5.8.4 LICl shall open the technical bid after the deadline for the submission of e-bid/ Tender, as per Tender document timelines.
- 5.8.5 The Commercial (Financial) bid shall remain securely stored.

## **6. Technical Evaluation Criteria**

The basis of evaluation will be on Technical and Commercial (Financial) criteria. The Bidders will be evaluated exclusively for capability and meeting the scope. The Bidders should satisfy the Minimum Eligibility criteria as mentioned above. They should have dedicated printing machinery & manpower for LIC I exclusively. A declaration to such effect with Machine & Manpower details to be provided as per **Annexure- E**.

Based on the bid submitted, technical evaluation would be done to shortlist eligible bidders. Only those bidders, who qualify in the Technical evaluation, will be considered for Commercial(Financial) evaluation. The decision of LIC I in this regard shall be final and binding.

### **6.1 Evaluation Process**

#### **Technical and Commercial(Financial) Bid:**

There shall be a two-stage bidding process – Technical Bid and Commercial (Financial) Bid.

#### **6.1.2 Modification and Withdrawal of the Bids:**

1. No bid can be modified or withdrawn by a bidder, after the submission of the bid. The bid and all the supporting documents submitted by the bidders shall be the property of LIC of India.
2. The Bidder may withdraw his Bid before the Bid submission deadline, and it shall be marked as withdrawn and shall not get opened during the Bid opening.
3. No Bid should be withdrawn after the Bid submission deadline and before the Bid validity period expires. If a Bidder withdraws the Bid during this period, LIC I shall be within its right to forfeit the Bid Security/EMD (or enforce the Bid Securing Declaration, if it was allowed in lieu of Bid Security/EMD ), in addition to other punitive actions provided in the Tender Document for such misdemeanor.
4. Any bidder invited to participate in the Tender but is not in a position to provide services due to major modifications in the scope or terms and conditions, is allowed to withdraw from the bidding proceedings before submission of Tender bid without forfeiting his Earnest Money Deposit (EMD), by declaring his intention to withdraw from procurement proceedings with adequate justification. The decision of the LIC I in the matter shall be final. Withdrawal of submitted Bid will be allowed on or before the last date of submission of the Bid.

#### **6.1.3 Compliant Bids / Completeness of Response**

The responses to this Tender must be complete and comprehensive with explicit documentary evidence in support. Information should be submitted in the same format as per the Annexure(s) attached. Any unilateral change in format/s by the

Bidder, shall be liable to be rejected and disqualified from the Tender process.

Bidders are advised to study all instructions, clarifications, terms, requirements, Appendices/ Annexures and other information in this Tender document carefully. Submission of the bid / proposal shall be deemed to have been done after careful study and examination of the Tender document with full understanding of its implications. At his own cost, responsibility, and risk, the Bidder is encouraged to visit, examine, and familiarize himself with the local conditions and factors. The Bidder acknowledges that before the submission of the Bid, he has, after a complete and careful examination, made an independent evaluation of the local conditions, infrastructure, logistics, communications, legal, environmental, and any other conditions or factors which would have any effect on the performance of the contract. Bidders shall be responsible for compliance with Rules, Regulations, Laws and Acts in force from time to time at relevant places. On such matters, LIC shall have no responsibility and not entertain any request from the Bidders

Failure to comply with the requirements as set out within the Tender and failure to submit the bid as detailed in the Tender may render the bid non-compliant and the bid will be rejected.

LIC of India reserves the right to verify the validity of bid information and to reject any bid where the same appears to be incorrect, inaccurate or inappropriate in LIC of India's estimation.

Bids not conforming to the requirements of the terms and conditions will not be considered by LIC of India.

***If a bid is not responsive and not fulfilling all the conditions of the Tender, it will be rejected by the Corporation and may not be allowed subsequently to be made responsive by the Bidder by correction of the non-conformity.***

#### **6.1.4 Competitive and Independent Prices**

The prices should be arrived at independently, without restricting competition, any consultation, communication, or agreement with any other Bidder or competitor relating to:

- a) those prices; or
- b) the intention to submit an offer; or
- c) the methods or factors used to calculate the prices offered.

The prices should not be knowingly disclosed by the Bidder, directly or indirectly, to any other Bidder or competitor before the Financial Bid opening unless otherwise required by law.

#### **Price Components**

Bidder shall indicate in the Commercial (Financial) Price Bid template - prices/rates against all the specified jobs/services.

## Price Schedule

Bidders are to upload only the downloaded Price Bid template after entering the relevant fields without any alteration/deletion/modification of other portions of the Price Bid template. All the columns in the Commercial (Financial) Price Bid template should be filled up as required. If any column does not apply to a Bidder, he should clarify the same.

Bidders shall fill in rates other than zero value in the specified cells without leaving them blank.

The quoted price/rate card shall be considered to include all relevant financial implications, including inter-alia the scope of the Services to be delivered and the incidental goods/works to be supplied, location of the Bidder, site(s) of the delivery of Services, terms of delivery, extant rules and regulations relating to taxes, duties, customs, transportation, environment, labour, Mining & Forest in India.

### 6.1.5 Deviations/Reservations/Omissions - Substantive or Minor

1. During the evaluation of Bids, the following definitions apply:
  - a) "Deviation" is a departure from the requirements specified in the Tender Document.
  - b) "Reservation" is the setting of limiting conditions or withholding from complete acceptance of the requirements specified in the Tender Document; and
  - c) "Omission" is failing to submit part, or all of the information or documentation required in the Tender Document.
2. A deviation/reservation/omission from the requirements of the tender Document shall be considered a substantive deviation as per the following norm, and the rest shall be considered a Minor deviation:
  - a) which affects in any substantive way the scope, quality, or performance standards of the Services;
  - b) which limits in any substantive way, inconsistent with the Tender Document, LICl's rights, or the Bidder's obligations under the contract; or
  - c) Whose rectification would unfairly affect the competitive position of other Bidders presenting substantively responsive Bids.
3. The decision of LICl shall be final in this regard. Bids with substantive deviations shall be rejected as nonresponsive.
4. Variations, deviations, and other offered benefits (Technical & Commercial or Financial) above the scope/quantum of Services stipulated in the Tender Document shall not influence evaluation Bids. If the Bid is otherwise successful, such benefits shall be availed by LICl, which would become part of the contract, without any extra cost.
5. LICl reserves the right to accept or reject Bids with minor deviations. Wherever necessary, LICl shall convey its observation on such 'minor' issues to the Bidder by registered/speed post/electronically etc., asking Bidder to respond by a specified date. If the Bidder does not reply by the specified date or gives an evasive reply

without clarifying the point at issue in clear terms, that Bid shall be liable to be rejected as nonresponsive.

#### **6.1.6 Preliminary Examination of Bids - Determining Responsiveness**

A substantively responsive Bid is complete and conforms to the Tender Document's essential terms, conditions, and requirements without substantive deviation, reservation, or omission. Bids with substantive techno-commercial deviations or other essential aspects of the Tender shall be rejected as nonresponsive. Only substantively responsive Bids shall be considered for further evaluation. Following are some of the crucial aspects for which a Bid shall be rejected as nonresponsive:

1. The Bid is not in the prescribed format or is not submitted as per the stipulations in the Tender Document.
2. Failure to provide and/or comply with the required information, instructions etc., incorporated in the Tender Document or evasive information/reply against any such stipulations.
3. Required Bid Security (EMD) has not been provided/deposited before the closing date/time of bid- submission.
4. Bidder no longer complies with the eligibility criteria.
5. The Services offered are not eligible as per the provision of this tender.
6. The Bid validity is shorter than the required period.
7. The Bid departs from the essential requirements stipulated in the bidding document.
8. Non-submission or submission of illegible scanned copies of stipulated documents/declarations
9. Furnishing wrong and/or misleading data, statement(s) etc. In such a situation, besides rejecting the Bid as nonresponsive, it is liable to attract other punitive actions under relevant provisions of the Tender Document for violating the Code of Integrity.
10. Suppression and Non Disclosure of any material fact/information, which can impact the selection process.

#### **6.2 Late Bids**

- The Bids received beyond date and time mentioned in Activity schedule will be termed as "Late" and will be rejected.
- The Bid where EMD received beyond date and time mentioned in the Activity Schedule will be termed as "Invalid and late" and shall be rejected.
- LIC of India will not be responsible for non-receipt of bids/quotations within the specified date and time due to any reason.
- LIC of India may, at its sole discretion change the date/time of submission of bids and LIC of India's decision in this matter will be final.

### **6.3 Procedure for opening of the Bids:**

The bidder may either himself or authorize not more than two (02) representatives to be present at the time and date of the opening of the tender/bid at the venue specified by the LIC. The representative attending the opening of the bid on behalf of the Bidder should bring with him a letter of authority from the bidder and proof of identification on the date and time indicated in the "Activity Schedule". Only Technical bids will be opened and read out in the presence of Bidder's representatives. Further:

- Bids received within the specified closing date and time in the Activity Schedule will be opened by the Internal Bid Opening Committee of LIC.
- The Date and Venue of the opening of the Bids shall be as per the Activity Schedule. The Representatives of the bidders should carry the identity card and a letter of authority from the bidder to identify their bonafides for attending the opening of the Bids.
- The Online technical bids shall be opened in the presence of the bidders who choose to attend the meeting. In case, no Bidder chooses to attend the meeting/remains absent, LIC shall go ahead with the process as per the Activity Schedule.

### **6.4 Bid Evaluation:**

LIC of India will evaluate the Bids submitted in response to the Tender and all supporting documents / documentary evidences as per the requirements stated in the Tender documents and its subsequent modifications (if any).

LIC of India may seek clarifications from the Bidders on their bids, after opening of Technical Bid , to be responded by the Bidder within the mentioned timelines, therein.

Each Bidder acknowledges and accepts that LIC of India may at its absolute discretion apply whatever criteria it deems appropriate in the selection of Bidder to submit a response including, but not limited to, those selection criteria set out in this Tender document. LIC has no obligation to make public the detailed results of the Tender evaluations, the reasons for selection of Bidder, reasons why a specified Bidder was not selected, or the name of the final Bidder.

Evaluation of the responses to the bids and subsequent selection of the successful bidder(s) will be entirely at the discretion of LIC of India and will be binding on the bidders. Decision of LIC of India in all matters with regard to this tender will be final and binding on all Bidders participating in this Bid and no correspondence seeking clarifications about the decision shall be entertained.

### **6.5 Rejection of non-compliant Bid:**

LIC of India reserves the right to reject any or all bids on the basis of any deviation(s). Bids found with suppression of details, subjective, conditional offers, partial offers will be rejected. The decision of LIC of India in the evaluation of bids shall be final.

## **6.6 Technical Bid Evaluation process:**

The technical bids will be evaluated to assess the bidders who fulfill the Minimum eligibility criteria.

## **6.7 Evaluation of Bids:**

The evaluation of the Bids will be done in parts:

1. **Preliminary Scrutiny:** Each proposal will be scrutinized by an **Internal Evaluation Committee of LICl** to determine whether the documents have been properly signed, all relevant papers submitted and the proposal is in order. Bids/Proposals not conforming to such requirements will be prima facie rejected.
2. **Minimum Eligibility Criteria :** The minimum qualifying criteria as mentioned in eligibility criteria under Clause 3 of this Tender document, will need to be met, to be considered for technical evaluation.

### 6.7.1 Technical Evaluation:

The Technical Evaluation will be done in two Phases.

**Phase I :** Minimum eligibility criteria for technical qualification is to be fulfilled / met as per Clause 3 of this Tender document, failing which it will lead to disqualification/rejection of the bid.

**Phase II : Will be informed /done after assessment of Phase I.**

	Activity	Details	Outcome (Qualified/ Not Qualified)
a	Presentation (along with PPT & Videos) of Project Implementation methodology, capability and solution for implementing the Policy printing activity to the LICI Committee.	Max Time allowed for presentation = 90 minutes  Refer Annexure P	
b	<b>Proof of Concept :</b> i) Conversion of policy schedule(pdf) to bilingual word file for all modified/newly introduced plans, De-colouring, re-pagination and margin setting of T&Cs and clauses to ensure they are not in colour and ii)Final print check of printability of a combined file on all samples for a specific plan and submit copies of the same for sign off. Time Schedule : 21 calendar days	Sample pdf will be provided after the technical evaluation. Word files have to be prepared as per the specifications in criteria and the final print check of printability has to be verified and confirmed by the bidder. Proof of Concept (printed sample booklet and details mentioning the number of Colour and B&W pages) for the sample booklet generated by them.	
c	<b>Site Inspection</b> by LIC of India Officials to all the specified sites	Physical Visit of all sites/facilities as proposed in the Bid.	

All bidders who meet the Minimum Eligibility Criteria for Technical Qualification will qualify for Phase II of Technical evaluation.

- a. They must submit and present a Powerpoint presentation **covering all aspects showcasing their capabilities.** The presentation must contain a video of the actual printing facilities available (as per the requirement of this Tender) at the proposed site/s. Date , time & venue will be informed separately for PPT presentation to these Bidder/s (PPT presentation will be evaluated by the LICI Internal Evaluation Committee as per the details in the **Annexure P**).

- b. Proof of Concept:** A sample pdf file will be given to the bidders who have to perform the activities outlined in **item b of Phase II above**. Detailed instructions will be given when the bidders come for Powerpoint presentation.
- c. LICl Officials will visit all the sites/facility of those bidder/s (who fulfil/meet the Minimum Eligibility Criteria for technical qualification). Misrepresentation/falsification of details submitted shall render the bidder disqualified. Bidder will facilitate and coordinate for such visit to the site/s. (Refer Annexure VII for Site Visit Evaluation).
- d. In order to qualify as 'Technically Qualified Bidder' (TQB), the bidders should qualify in both Phase I and Phase II. Only TQBs will be considered for Commercial (Financial) Bid Evaluation.

## 6.7.2 Index of Documents to be Submitted

Documents to be submitted are as follows:

Sl. No.	Eligibility Conditions	Fulfilled (Yes/No/NA)	Details of Supporting Document (Duly certified)	Page No.	Page No.
				From	To
1.	CA certified Copies of Annual Reports of the last 03 financial years viz., 2022-23, 2023-24 , 2024-25				
2	Details of Board of Directors /Trustee /MD/CEO/Partners				
3.	Board Resolution of the Authorized person to sign all bid documents. Kindly submit a specimen signature of the Authorized person duly attested by the Board.				
4.	Ownership (specify): - <ul style="list-style-type: none"> <li>• Indian Holding</li> <li>• Global tie up</li> <li>• Total Capital infused (in INR)</li> </ul> Company registration Number and its Validity period				
5.	Last three financial years 2022-23, 2023-24 and 2024-25 Profit details – duly certified by Chartered Accountant alongwith Audited P&L A/C & Balance Sheets				
6.	a. Information regarding Bidder website, toll free no., call centre no., etc. b. Escalation Matrix – Name, designation, contact number, Email Id etc.				
7.	List of the Registered Life Insurers in India with whom Bidder has SLA				
8.	Latest Performance certificate (including satisfactory performance and Proof of Experience) from all the Life Insurance Companies serviced				
9.	Copy of work orders/agreements from the Life Insurer indicating the Policy Bond Printing work, tenure & value.				
10	Details of Factory License of each location in Bidder's name and Property and Assets owned to be certified by				

	Statutory auditor.				
11.	GST registration certificates for each location must be attached.				
12.	PAN details & copy of the Company				
13	Undertaking Letter from OEM/Distributor for supporting the bidder for the entire contract duration of this Tender.				
14	Certificate confirmation regarding experience in designing and template making from Life insurance companies				
15.	Copy of the ISO Certification 9001:2015 & 27001:2022 & any other industry certification/ award				
16.	IT infrastructure details - Real time Dash Board (Sample MIS to be attached)				
17	Certified Copy of Postal arrangements tie up documents to be provided (Valid National Account letter) in the name of the Bidder, issued by India Post to be submitted having a validity period of 01 year or more.				
18.	Effective Business Continuity Plan (BCP) - A certified copy to be submitted.				
19	Details of Disaster Recovery Centre (DRC) with Machine capacity details, etc. Certificate by Chartered Engineer				
20	Self declaration with sufficient evidences for Physical security for each printing site as per <b>Annexure-S</b>				
21	Self declaration with sufficient evidences for Logical/IT security for each printing site as per <b>Annexure-Y</b>				
22	A Certificate for ready to go Capacity is to be provided on Company Letter head, duly signed by Authorized signatories.				
23	Invoice copies/agreements with ISP for primary line and backup line.				
24	Self declaration of the bidder along with information/list of the dedicated IT infrastructure as per <b>Annexure-T</b>				
25	Self declaration should be submitted with the bid in this regard with proposed IT readiness and MIS details as per <b>Annexure-U</b>				
26	Self declaration should be submitted				

	regarding compliance with all applicable Union, State and local laws, ordinance, regulations in performing its obligations including the procurement of licenses, permissions, certificates, etc. payment of taxes, if required as per <b>Annexure-VV</b>				
27.	1) Details of Network and System Capabilities installed at operative locations (along with address), 2) Details of internal work flow for Distribution of work, Real-time MIS & Reporting Capability. 3) Details explaining lead time required to set up activities				
28.	Self declaration regarding details of fines/ penalties / litigation filed by/against the Company or any of the offices within India & abroad during last 5 years, if yes provide the details as per <b>Annexure-W</b>				
29.	Annexure – I Technical Proposal/Bid Format Cover Page				
30.	Annexure – II Commercial (Financial) Bid/Price bid template				
31.	Annexure – III Confidentiality cum Non-Disclosure Agreement (NDA) – duly Notarized ( <b>by selected Bidders only</b> )				
32.	Annexure – IV Pre- Contract Integrity Pact (IP) – duly Notarized				
33.	Annexure – V Offer Letter and Compliance Certificate for Tender conditions and Bid validity duly Notarized				
34.	Annexure – VI Mandatory ‘Information Security Requirements’ Criteria				
35.	Annexure- IX Bid Covering letter				
36.	Annexure – C ITR and Turnover for last three years – duly certified by Chartered Accountant				
37.	Annexure – D Proof of experience for working with				

	the Central/ State Government Department/ Ministry/ PSU /Other Life Insurer/s				
38.	Annexure – E Details of Manpower and Machinery				
39.	Annexure – F Certificate of location/s of printing establishment				
40.	Annexure – G Format for Net Worth Certificate				
41.	Annexure – H – Declaration Regarding Blacklisting/ Debaring from taking part in Tender /Bid and Criminal activities.				
42.	Annexure – I Undertaking for Genuineness of the Document(s)/ Certificate(s)				
43.	Annexure – J Format of bid security declaration from Bidders.				
44.	Annexure – K Company Incorporation Certificate from Registrar of Companies				
45.	Annexure – L MSME Certificate issued by competent authority				
46.	Annexure-M Affidavit				
47.	Annexure – N Acceptance of Tender / Bid Conditions.				
48.	Annexure-Q Land Border Declaration				
49.	Annexure-R Authorization to attend Pre-Bid & Other Meeting/s				
50.	Annexure-X Self-Declaration–Data Security Measures –IT/IS Policies & Third-Party Audit				
51.	Annexure-Z Self Declaration-Commercials-A-Grade Paper Procurement				
52.	Annexure- AA - Self-Declaration- NPA & defaulter Account Status, Credit Facilities & Authority to check CRISIL / Credit Risk Score.				
53.	Annexure- AB – Self Declaration for Infrastructure and operational				

	capabilities				
54.	Annexure- AC – Self Declaration - No history of Insolvency and No Criminal cases				
55.	Declaration regarding Bid validity Period for 180 days – On Company Letter Head duly signed with seal				
56.	<p>Details of installed capacity requested will require the following documentary evidence for evaluation:</p> <p>a. OEM (original equipment manufacturer) certificate/brochure stating variable data digital colour printing speed (mentioned in A3 impressions/pages per minute) and capacity to match the proposed sites capacity from the said machines.</p> <p>b. Invoice of the proposed digital printing machines (for all 4 proposed sites) along with installation reports</p> <p>c. Proof of Regular AMC of machines must be submitted.</p>				
57.	Earnest Money Deposit (EMD)				
58.	Index of all documents submitted				

\* Use separate page/s if required.

\*\* All the pages submitted should be clearly marked with page numbers and Serialized.

\*\*\* All pages should be signed by the Authorized Representative of the Bidder and the seal of the Company/Firm to be affixed, along with date & place.

\*\*\*\* **Any other document/declaration/certification not mentioned in the above list but mentioned otherwise in this Tender Document and required by LICl also need to be submitted along with above list of documents.**

### 6.8 Criteria for evaluation of Bids at Technical Bid Stage

To be considered as qualified under Technical Bid Evaluation:

The bidder should fulfill all the criteria mentioned in the minimum eligibility Criteria for Technical Qualification and submit all documents in support of the mentioned criteria. If any criteria is not supported with relevant documents, same will be considered as disqualified

### 6.9 Opening of Technical Bids

The technical Bids submitted shall be opened by LICl for evaluation as per Activity schedule. Representatives of the Bidders (only 2 per Bidder), may at their convenience, witness the Bid opening process. Technical Bids will be opened in

presence of bidders. In case no bidder choose to attend the meeting/ remains absent, LICI shall go ahead with the process as per the Activity Schedule.

Technical & Commercial (Financial) Bids will be opened on the scheduled dates. Requests for extension of opening of Technical & Commercial (Financial) Bids will not be entertained.

#### **6.10 Evaluation approach & PPT**

Bids will be evaluated exclusively for the scope. Based on the proposals submitted and initial evaluation of the technical proposals, Authorized representative of Bidders will be required to present to the LICI Committee officials, the proposed solution, discuss related implementation approach & methodologies, and introduce a project team and governance structure in the form of a presentation (PPT & Videos). **Only those Bidders who qualify the Minimum Eligibility Criteria for Technical Qualification in Section 6.7.1, Phase I will present the PPT and videos.** Maximum time allowed for presentation (PPT & Videos) is 90 minutes.

These presentations should cover details of the proposal described in this Tender document and its annexure as well as enclosures. The presentations will also give LICI an opportunity to clarify issues arising out of the Bidders' response to this Tender. This technical presentation schedule for PPT will be communicated separately.

PPT presentation will be evaluated by the LICI Internal Evaluation Committee as per the details in the **Annexure P**.

LICI reserves the right to visit the operational facilities of all or some Bidders during the course of technical and commercial (financial) evaluation. The schedule for site visit, if required, will be intimated separately.

#### **6.11 Opening of the Commercial (Financial) Bids:**

Bidders need to provide their Commercial (Financial bid) as per the Price Bid template provided in the Tender document. Only those bidders who fulfill eligibility criteria and qualify in technical evaluation will qualify for Commercial (Financial) evaluation. And their Commercial (Financial) Bid will be opened by the Tender Opening Committee in presence of their authorized signatories/representatives. These representatives will be required to sign in a register / document evidencing their presence. The schedule for opening of Commercial (Financial) Bid will be intimated separately to the technically qualified Bidders. . In case no bidder choose to attend the opening of the Commercial (Financial ) bid/ remains absent, LICI shall go ahead with the process as per the Activity Schedule.

##### **(i) Evaluation criteria**

Bidders should satisfy the minimum eligibility criteria as mentioned in each of the respective section. Based on the bid submitted, technical evaluation would be done first to short list technically qualified bidders.

## (ii) Selection of Vendor

1. The Commercial (Financial) Bids of only the Technically Qualified Bidders shall be opened.
2. The Eligible Rate (L1) will be determined based on the lowest total cost per Policy Bond quoted as per the Commercial(Financial) Price Bid template provided in the Tender.
3. Bidders must submit their Commercial (Financial) Bids strictly in the prescribed format. Evaluation will be based on the final rates quoted in the specified format.
4. The bidder quoting the lowest total cost per Policy Bond(L1) shall be treated as L1 Bidder with the Eligible Rate.
5. Based on the Total Cost per Policy Bond declared by the Bidders during the Commercial Bid, the Bidders will be categorized as L1,L2,L3 etc (in the ascending order i.e. L1 being the Bidder with the lowest total cost per Policy Bond, followed by L2 with the next lowest cost and so on.

### 6. Award of Work to Multiple Bidders:

Based on the size and criticality of the contract and past experience, LIC of India proposes to engage two (02) vendors under an L1-L2 model. Accordingly, the contract shall be awarded to:

- L1 bidder: 70% of the total contract volume.
- L2 bidder: 30% of the total contract volume, **subject to L2 agreeing to match the L1 rate.**
- Once the L1 bidder is identified, the bidder at L2 will be given first rights to match the L1 rate in order to receive an order for carrying out the services.
- In case, L2 is unable to match the rate quoted by L1, the option shall be passed to L3, this process will be repeated moving from L3 to L4 and so on, till Two (02) most successful bidders emerge, each offering the service at the Eligible rate.
- If no other bidder agrees to match the L1 rate, **then** the entire contract shall be awarded to the L1 bidder, **who will execute** 100% of the contract volume **at the Eligible Rate.**
- The work will be split between 2 Vendors L1, and L2, in a ratio, of 70 : 30.
- In no case it will be binding on LIC to select 02(two) vendors.

If only 01 (one) Bidder found technically qualified, that Bidder will be declared as L1 and entire volume of contract (100%) will be awarded.

## (iii) In case of a tie in Commercial (Financial) score as per above, for arriving at final selection:

- a) In case of a tie between 2 bidders, Bidder with Higher number of Life Insurers serviced during 2025-26 will be treated as L1 and other as L2. In case of tie in number of Life Insurers serviced, Bidder with Higher Annual Turnover in FY 2024-25 will be treated as L1 and other as L2. Remaining qualifying bidders will be treated as L3 and so forth.

- b) In case of a tie among 3 or more bidders, Bidder with highest number of Life Insurers serviced during 2025-26 will be treated as L1 and the next to highest will be considered as L2. Rest will be treated as L3 and so forth. In case of tie in number of Life Insurers serviced at any stage, Bidder with Highest Annual Turnover in FY 2024-25 will be given preference for that stage.
- (iv) In case of tie at any stage (L1, L2,L3...) , preference will be given to the bidder in the following order:
- (i) Highest number of Life Insurers serviced during 2025-26  
(ii) Highest Annual Turnover in FY 2024-25
- (v) In case only one bidder qualifies after the technical evaluation, LICI shall have the right to select the single qualified bidder or cancel the Tender. In case LICI decides to continue with Single qualified bidder, the entire work will be allocated to the single qualified bidder for the contract period.
- (vi) The LICI reserves the right to call for a re-tender in case LICI decides to cancel the bid without giving any reasons.
- (vii) In case if only one/single bid is received/eligible for Technical Evaluation, after fulfilling all minimum eligibility criteria/parameters/conditions, LICI shall have the right to process the bid and to continue the selection process, as mentioned in this Tender document.

**6.12 After selection of Bidders, following process will be adhered, which may change as per LICI requirements, if any:-**

- I. Letter of Intent(LOI) will be given/sent/communicated to the selected bidder
- II. The selected bidder will sign on the appropriate place in LOI along with seal as a token of acceptance of the terms and conditions of the LOI and this Tender.
- III. After acceptance, the selected bidder has to submit PBG, other required documents, as mentioned in this Tender document and as instructed by LICI.
- IV. The SLA will be signed within the specified period as mentioned in this Tender document between LICI and selected bidder.
- V. IT Integration and other related issues to be implemented within the mentioned timelines communicated at that time by LICI.

## **7.0 Terms & Conditions**

### **7.1 Commercial (Financial) Proposal/Bid**

- a. The Commercial (Financial) Bid should only contain the charges in INR only. The Commercial (Financial) Bid must contain charges/Costs, in the Price Bid template only as provided in the **Annexure II** to this Tender. Any deviation, modification or conditional or multiple submissions may result in disqualification of the Bidders. Final decision in this regard will rest with LICl.
- b. The cost/charges should be quoted in Indian Rupees only and should be exclusive of applicable Goods and Services taxes (GST). GST shall be paid by LICl as per Government Guidelines.
- c. Tax Deduction at Source (TDS) in India, as applicable, will be deducted by LICl.

### **7.2 Other Conditions**

- a. **There will not be any minimum volume of work commitment by LICl.**
- b. The charges/rates proposed by the Bidder and agreed to by LICl for the activities covered under scope of Tender **shall remain frozen during the term of contract which is 03 (Three) years** from the term date mentioned in Letter of Intent (LOI). If LICl at its sole discretion decides for extension of contract for 01 (One) year or a part thereof after initial 03 years, subject to maximum of 02 Annual Extensions & total term of contract 05 (five) years, the charges/rates shall remain fixed , as per original Terms & Conditions of the SLA/Contract. No variation on Price quoted shall be allowed under this Tender including any extensions.
- c. LICl reserves the rights to amend, modify, add or delete either in part or in full any conditions or specifications without assigning any reason during the entire process, before opening Commercial Bid.
- d. The documents submitted in response to the Tender shall remain with LICl and shall not be returned to the Bidders. It will be the property of the LICl.
- e. **Proof of Concept (POC):**  
Specimen copy of the printed Policy bond booklet, Envelope etc. should be submitted as **Proof of concept (POC) by the successful bidder/bidders.**

### **7.3 Clarifications**

LICl will conduct scope-discussion session, "Pre-Bid Meeting" and demonstration on existing processes.

Queries, if any, may be communicated through an email to **co\_nbpost@licindia.com**

The subject of the mail should be “Queries on Tender – “Centralized Printing & Dispatch of Policy Bonds for LIC of India”. No other form of communication will be entertained. All queries must be sent to the email ID specified above. Queries received post cut off time may not be considered.

LICI shall provide the clarifications to the queries raised by Bidders in the pre-bid meeting. The pre-bid meeting will be held at below address (may change):

**Life Insurance Corporation of India  
New Business and Reinsurance (NB&R) Dept,  
Yogakshema, East Wing, 5<sup>th</sup> floor,  
Jeevan Bima Marg,  
Nariman Point,  
Mumbai – 400021**

It is necessary to inform us well in advance, the name(s) of the representative(s) of Bidders, who will be attending the session as scheduled above, along with an authorization letter signed by the Board of the Company/any person Authorised by the Board. (Details to be provided as per **Annexure- R**) This can be communicated through an email on co\_nbpost@licindia.com.

Participation in the Pre-Bid meeting is non-mandatory. However, it is advisable that bidders attend this meeting which would be beneficial to the prospective Bidder.

In addition, to assist in examination, evaluation and comparison of Bids, LICI may, at its discretion, seek clarifications from Bidders(to be submitted within the stipulated period mentioned in the communication). The response/clarifications shall be in writing and no change in the prices or substance of the Bids shall be sought, offered or permitted.

During evaluation of bids, LICI may, at its discretion, ask the Bidder for clarifications on its bid. The request for clarification and the response shall be through the designated mail. LICI may decide to accept any deviation at its discretion. However this will be done before opening of commercial bids.

If any compliance or clarification, sought by LICI, is not submitted within stipulated period as mentioned in the communication, the bids are liable to be rejected.

The above matter is entirely at LICI’s discretion and decision of LICI in this matter will be final.

- 7.4 No bidder shall have any cause of action/any legal proceedings/ complaint against the LICI due to the rejection of their Tender bid or non selection as a successful vendor or non award of the contract. Annexure N to be submitted in this regard.
- 7.5 **A Bidder will, by submitting and participating in the Bid/Proposal in response to this Tender document shall be deemed to have accepted all the terms and conditions of this document.**

## 7.6 Survival

The following clauses survive the termination and expiry of the contract:

- a) Intellectual Property Rights;
- b) Indemnity;
- c) Insurance Coverage;
- d) Confidentiality and privacy;
- e) Protection of personal information;
- f) Security;
- g) Audit
- h) Knowledge transfer
- i) Warranty
- j) MIS

## **8 ) Other Information:**

### **8.1 Contacting the Corporation:**

No Bidder shall contact LIC of India or its employees through any means of communications on any matter relating to its bid, from the time of the bid opening to the time the Contract is awarded. If the bidder wishes to bring additional information to the notice of the Corporation, it should do so through designated email-id as given in the Activity Schedule. Any effort by a Bidder to influence LIC of India in its decisions on bid evaluation, bid comparison or contract award shall result in rejection of the Bidder's bid and Blacklisting.

The Vendor, will, in the performance of the Services:  
Fully co-operate with LIC's Personnel and any other entity interacting with LIC;  
and use its best efforts to coordinate its activities so as to support and facilitate, in LIC's best interests, the timely and efficient completion of all work and other activities to be performed for LIC by any person.

### **8.2 Right to Accept Any Bid and to Reject Any or All Bid(s):**

LIC of India reserves the right to accept or reject any Bid or all Bids, and to annul the tendering process and reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for the Corporation's action.

LICI reserves its right to accept or reject any or all Bids, abandon/cancel, modify the Tender Process, and issue another Tender for the same or similar Services before the award of the contract. It would have no liability to the affected Bidder(s) or any obligation to inform them of the grounds for such action(s).

LICI reserves the rights to select one or multiple bidders for the Scope of deliverables. Bids may be accepted or rejected in total or in any part or items thereof. Any Bid not containing sufficient information, in view of LICI, to permit a thorough analysis may be rejected. LICI reserves the right to accept a combination of parts of more than one bid and to negotiate with any or all Bidders and to engage multiple bidders for the desired Scope of Work.

LICI reserves the right during technical and commercial (financial) evaluation or at the time of award of contract and during the term of the contract to vary the quantity of services and goods specified in the Tender without any change in unit prices or other terms and conditions. LICI, at all times, reserve the right to modify, include or exclude procurement of products under consideration, or source the systems from multiple service providers if it is to LICI's advantage to do so.

### **8.3 Notification of selection:**

LIC of India will notify the successful Bidder/s in writing, that its bid has been accepted. The selected Bidder/s shall enter into an agreement with the LIC of India.

In case the tendering process is not likely to be completed within the stipulated period, LIC of India may solicit the bidder's consent to extend the validity period of the bid.

#### **8.4 Conflict of Interest:**

The Bidder must provide professional, objective, and impartial advice, always holding the Corporation's interest's paramount, and shall not try to get benefits beyond the legitimate payments and credentials in the contract. He should strictly avoid conflicts with other assignments or their corporate interests. Bidder should not have any litigation which may jeopardize or materially impact the bidders' ability to perform its obligations under the proposed assignment. Failure to disclose such situations shall be treated as a violation of the Code of Integrity and shall attract penalties mentioned therein. Bids found to have a conflict of interest shall be rejected as nonresponsive. Without limitation on the generality of the preceding, a Bidder in this Tender Process shall be considered to have a conflict of interest if the Bidder:

##### **1. Conflicting Associations:**

- a. directly or indirectly controls, is controlled by or is under common control with another Bidder; or
- b. receives or has received any direct or indirect subsidy/financial stake from another Bidder; or
- c. has the same correspondence address or same legal representative/agent as another Bidder for purposes of this Bid; or
- d. has a relationship with another Bidder, directly or through common third parties, that puts it in a position to have access to information about or influence the Bid of another Bidder or influence the decisions of LIC regarding this Tender Process; or

**2. Unfair Competitive Advantage and Conflicting Activities:** had (or any of its Affiliates) been engaged by LIC to provide goods, works, or services for a project shall be disqualified from providing required scope of services resulting from or directly related to those goods, works, or services. Conversely, a firm (or any of its Affiliates) hired to provide required scope of services for the preparation or implementation of a project shall be disqualified from subsequently providing goods or works or services resulting from or directly related to the required scope of services for such preparation or implementation

**3. Conflicting Assignments:** would (including its Experts or any of its Affiliates) be or are providing required scope of services in another assignment with another Procuring Entity that, by its nature, may conflict with this assignment.

**4. Commissions and Gratuities :** The Bidder shall disclose any commissions or fees that may have been paid or are to be paid to agents, representatives, or commission agents concerning the selection process or execution and performance of the resulting Contract. The information disclosed must include the name and address of the agent,

representative or commission agent, the amount and currency, and the purpose of the commission or fee.

**5. Conflicting Relationships:** has close business/family relationship with a staff of the Corporation who are/would be directly/indirectly involved in any of the following activities:

- i. preparation of the Tender document or TOR of the Procurement Process
- ii. evaluation of Bids or award of Contract, or
- iii. implementation/supervision of the resulting Contract

#### **8.5 Warranty that there is no conflict of interest:**

The Bidder will warrant that, to the best of its knowledge after making diligent inquiry, at the date of signing the contract no conflict of interest exists or is likely to arise in the performance of its obligations under the contract.

A bidder must not have any conflict of interest that could impact the services. If a conflict of interest is found, the bidder will be disqualified. In such cases, the EMD (if submitted) will be forfeited by LIC, or action will be taken as per the Bid Security Declaration/form. (Refer **Annexure – J** for Format of Bid security Declaration) This will be treated as a genuine pre-estimate of the loss suffered by LIC for the time, cost, and effort spent in evaluating the bidder's proposal. This is in addition to any other rights or remedies available to LIC.

#### **8.6 Notification of a conflict of interest:**

The Bidder shall make a disclosure to LIC of India as soon as any potential conflict comes to its notice but in no case later than **07 (Seven)** days and any breach of this obligation of disclosure shall be construed as Conflict of Interest. LIC of India shall, upon being notified by the Bidder under this Clause, decide whether it wishes to terminate its Bid or otherwise, and convey its decision to the Bidder.

#### **8.7 Confidentiality:**

The contents of this Tender and the supporting documentation are confidential to LIC of India and are provided solely for the purpose of response to the Tender. The Bidder shall not, without the written permission of LIC of India make any public statements in relation to the details of contract or the awarding of any subsequent order or sub-contract to the Bidder.

#### **Period of confidentiality:**

The obligations continue, notwithstanding the expiry or termination of the contract:

- a) Any item of information, for the contract period and three year thereafter; and
- b) In relation to any information which the parties agree in writing after the date of the contract is to constitute Confidential Information for the purposes of the contract, for the period agreed by the parties in writing in respect of that information

## 8.8 Fraud and Corrupt Practices:

The Bidder, their employees and representatives shall observe the highest standard of ethics at all times (pre and post the Tender process). Notwithstanding anything to the contrary contained in this Tender, LIC of India shall reject a Bid or terminate the contract without being liable in any manner whatsoever to the Bidder, if it determines that the Bidder has, directly or indirectly or through an agent, engaged in corrupt / fraudulent / coercive / undesirable / restrictive practice (collectively the "Prohibited Practices") at any time.

In such an event, LIC shall, without prejudice to its any other rights or remedies, forfeit in part or full the PBG, as the case may be for, inter alia, time, cost and effort of LIC, with regard to the Tender, including consideration and evaluation of such Bids and such bidder shall be ineligible to participate in any tender issued by LIC of India during a period of **03 (Three) years** from the date, such Bidder, as the case may be, is found by LIC of India to have directly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice, as the case may be. For the purposes of this Section, the following terms shall have the meaning herein-after respectively assigned to them:

"Corrupt practice" means –

- (i) The offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of any person connected with the Selection Process (for avoidance of doubt, offering of employment to or employing or engaging in any manner whatsoever, directly or indirectly, any official of LIC of India who is or has been associated in any manner, directly or indirectly with the Selection Process or the Letter of Intent (LOI) or has dealt with matters concerning the Agreement or arising there from, before or after the execution thereof, at any time prior to the expiry of one year from the date such official resigns or retires from or otherwise ceases to be in the service of the Corporation, shall be deemed to constitute influencing the actions of a person connected with the Selection Process); or
- (ii) engaging in any manner whatsoever, whether during the Selection Process or after the issue of the Letter of Notification of Award or after the execution of the Agreement, as the case may be, any person in respect of any matter relating to the Project or the Award or the Agreement, who at any time has been or is a legal, financial or technical bidder/ adviser of LIC in relation to any matter concerning the Project;

"Fraudulent practice" means a misrepresentation or omission of facts or disclosure of incomplete facts, suppression of facts in order to influence the Selection Process or violation of statutory requirements/regulations etc.

"Coercive practice" means impairing or harming or threatening to impair or harm, directly or indirectly, any persons or property to influence any person's participation or action in the Selection Process;

“Undesirable practice” means –

1. Establishing contact with any person connected with or employed or engaged by LIC of India with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Selection Process; or
2. Having a conflict of Interest;

“Restrictive practice” means forming a cartel or arriving at any understanding or arrangement among Bidders with the objective of restricting or manipulating a full and fair competition in the Selection Process.

## **8.9 Penalties**

Any fraudulent activity effecting awarded LICI services and or any violating any Provisions/Clauses of the Contract with LICI by the Bidder shall be liable for imposition of penalty by invoking and forfeiting the PBG in full. Penalty will also be imposed for violation of data breach, PII leakage, security breach, Mandatory Regulation breach & Brand & Reputation loss if any to LIC of India due to the activities by Bidder & its employees.

Delivery of services and performance of the services shall be made by the Vendor in accordance with the time schedule specified by LICI from time to time. It also covers Saturday/ Sunday and other holidays where LICI may require services. In case the service is not completed in the stipulated delivery period, as indicated in the Contract, LICI reserves the right either to short close /cancel this Contract and/or recover liquidated damage charges. The cancellation/short closing of the contract shall be at the risk and responsibility of the Vendor and LICI reserves the right to get the work done at the risk and cost of the defaulting Vendor.

Vendor shall not compromise on quality of the process and shall ensure that it meets or exceeds the evaluation criteria.

In case the quality of the work is not up to the mark of LICI and the work is not completed in the stipulated time specified as per the TATs mentioned in the clause 2.7.9 , Corporation reserves the rights to either wholly cancel the contract or impose penalty upto **10% (Ten%)** of specific work value/cost as decided by the LICI at that time or forfeiture of PBG. The penalty structure is outlined in the table below.

**Chart of penalties:**

Sr. No	Details of Activity /Jobs	TAT / as mentioned below	Delays (Beyond Prescribed TAT)	Final Penalty to be imposed
				% of the total value of the batch/es
1	Printing of Policy Documents	Within 48 hours (2 days)	Delay up to 2 days	3%
			Delay of 3 to 4 days	5%
			Delay of 5 to 6 days	7%
			Delay of more than 7days	10%
2	Dispatch after Printing	Within 24 hours (01 day)	Delay up to 2days	3%
			Delay of 3 to 4 days	5%
			Delay of 5 to 6 days	7%
			Delay of more than 7days	10%
3	Reverse CSV file with Printing Details	For all Policy bonds printed upto 16:00 hours on that day by 18:00 hrs.	Delay up to 1 day	3%
			Delay of 2 to 3 days	5%
			Delay of 4 to 5 days	7%
			Delay of more than 6 days	10%
4	Reverse CSV file with India Post delivery details	Within 72 hours of delivery	Delay up to 1 day	3%
			Delay of 2 to 3 days	5%
			Delay of 4 to 5 days	7%
			Delay of more than 6 days	10%
5	Data Purging	Within 48 hours	Delay up to 1 day	5% of the value of Data /File/Batch not Purged
6	Monthly Purging Certificate	By 10th of following month	Delay up to 3 days	5% of the Monthly invoice
7	Deviation in Paper quality for printing of policy bond and associated stationery	As specified under clause 2.3.2 (e) of the tender Document	Any Non Conformity	PBG Forfeiture
8	Breakdown of Service	Service restoration within 24hours	25-48 hours	5% of the value of the affected work
			More than 48 hours upto 72 hours	7% of the value of the affected work
			More than 72 hours	10% of the value of the affected work

<b>Sr. No</b>	<b>Details of Activity /Jobs</b>	<b>TAT / as mentioned below</b>	<b>Delays (Beyond Prescribed TAT)</b>	<b>Final Penalty to be imposed</b>
9	Any Fraudulent Activity or violations of any Provisions / clauses of the contract by the Bidder		During the period of the contract	PBG Forfeiture.
10	Notice of any conflict of interest (COI)	Within 07 days	Beyond 07 days	PBG forfeiture & termination notice
11	Services to commence within 30 days (Thirty) days calculated from the effective date of the SLA	Within 30 days (Thirty) days	Beyond 30 days	A penalty of ₹ 5,00,000/- ( Rs Five lakh ) per day until compliance
12	Sublet of any printing job(except dispatch with India Post)	After Award of Tender-During the period of contract (SLA)	Immediate	PBG forfeiture and Termination Notice along with Legal Action as deemed fit by LICl
13	PBG not renewed before the completion of obligations specified in Tender/SLA	01 Month before the expiry date	Beyond 01 day	PBG forfeiture and Termination Notice
14	Agreement with India Post and / or any other operational licences/ permission	Before the expiry of 01 month	Beyond 01 day	PBG forfeiture and Termination Notice
15	Unable to provide services as per SLA	After Award of Tender	During the period of Contract	PBG forfeiture and Termination Notice & other legal action as deemed fit by LICl
16	Policy Bond Template Artwork	05 working days	Beyond 01 day	INR 5,00,000/- (Rs. Five lakh) per day until compliance
17	Conversion of Policy Template pdf to doc file	02 working days	Beyond 01 day	INR 5,00,000/- (Rs. Five lakh) per day until compliance

Sr. No	Details of Activity /Jobs	TAT / as mentioned below	Delays (Beyond Prescribed TAT)	Final Penalty to be imposed
18	Violation of Confidentiality cum Non disclosure Agreement & Pre-Contract Integrity Pact	During the Tender process and later after Award of Contract	Immediate	<b>During Tender Process-</b> Forfeiture of EMD+ disqualification+ any legal action as deemed fit by LIC+ Blacklisting <b>During the contract period and any extensions thereof-</b> Forfeiture of PBG +Termination+ Any legal action as deemed fit by LIC+ Blacklisting
19	Any event of insolvency/liquidation/blacklisting/penalty imposition	During the period of Contract	Immediate	Forfeiture of PBG +Termination notice + Any legal action as deemed fit by LIC+ Blacklisting
20	Not providing MIS & Live Portal Services ( DashBoard should be made available within 2 months from award of contract)	Daily live basis	Beyond 07 days	INR 5,00,000/- (Rs Five Lakh) per week until compliance
21	Unsatisfactory Quarterly Review of the quality and performance -As detailed in Section 8.23 (c) and 8.24 (2)	Every 03 months / Each quarter	Beyond next 01 quarter / no change noticed	Termination of the contract + Forfeiture of PBG + Legal action as deemed fit by LIC
22	Right to Audit- Compliance Score	Less than 90% compliant	Within 08 days- Beyond 01 day	INR 5,00,000/- (Rs Five Lakh) per day + Forfeiture of PBG +Legal action as deemed fit by LIC
23	IT Risk Mitigation – Audit	Within 15 days	Beyond 01 day	INR 5,00,000/- (Rs Five Lakh) per day + Forfeiture of PBG +Legal action as deemed fit by LIC

Sr. No	Details of Activity /Jobs	TAT / as mentioned below	Delays (Beyond Prescribed TAT)	Final Penalty to be imposed
24	Violation of data breach, PII leakage, Security breach, mandatory Regulation breach and Brand reputation laws	During the contract period (any one or more of the mentioned items)	Immediate	INR 2.0 cr (Rupees Two Crores) penalty per day+ Forfeiture of PBG +Legal action as deemed fit by LICl
25	Violation of IT & IS Policies of LICl(any of the above or both) as amended from time to time	During the contract period	Immediate	INR 2.0 cr (Rupees Two Crores) penalty per day+ Forfeiture of PBG +Legal action as deemed fit by LICl
26	Breach of Professional Confidentiality of any LICl Data / Information	During the tender process and contract period	Immediate	<b>During Tender Process-</b> Forfeiture of EMD+ disqualification+ any legal action as deemed fit by LICl+ Blacklisting <b>During the contract period and any extensions thereof-</b> Forfeiture of PBG +Termination+ Any legal action as deemed fit by LICl+ Blacklisting
27	External use of any USB or any connectivity device by the Vendor and/or it's any employees and service providers and disclosure of any LICl information	During the contract period	Immediate	<b>During Tender Process-</b> Forfeiture of EMD+ disqualification+ any legal action as deemed fit by LICl+ Blacklisting <b>During the contract period and any extensions thereof-</b> Forfeiture of PBG +Termination+ Any legal action as deemed fit by LICl+ Blacklisting
28	Violation of any clause/s of Tender document and SLA Contract (later)	During the tender process and contract period	Immediate	<b>During Tender Process-</b> Forfeiture of EMD+ disqualification+ any legal action as deemed fit by LICl+ Blacklisting <b>During the contract period and any</b>

				<b>extensions thereof</b> Forfeiture of PBG +Termination+ Any legal action as deemed fit by LICI+ Blacklisting
29	IT Security and Data Security –Non compliance	During the tender process and contract period	Immediate	<b>During Tender Process</b> -Forfeiture of EMD+ disqualification+ any legal action as deemed fit by LICI+ Blacklisting <b>During the contract period and any extensions thereof</b> -Forfeiture of PBG +Termination+ Any legal action as deemed fit by LICI+ Blacklisting
30	Non Acceptance of LOI	On declaration as Successful Bidder	Within mentioned period	Forfeiture of EMD+ Blacklisting
31	Non submission of NDA by selected Vendor	Within 30 days from receipt of LOI	More than 30 days	Forfeiture of EMD+ Any legal action as deemed fit by LICI+ disqualification
32	Complaints/grievances of the Policy Holders -Details of delivery alongwith the proof of delivery) / non-delivery with details and reason for non-delivery to LICI	Within 2 days	Beyond 2 days	Rs. 100/- per day till the Grievance is redressed.
33	Non Disclosure and Suppression of material fact regarding Credit facilities classified as Non Performing Asset (NPA) / defaulter Account	At the time of Bid and during the entire Contract period	Immediate on Occurrence of such instance	1. During Bid process - Forfeiture of EMD + Disqualification from Tender process. 2. During Contract period - Termination of Contract + Blacklisting + Any other legal action deemed fit by LICI + forfeiture of PBG
34	Insolvency and engagement in any criminal activities/proceedings during the currency of the Contract.	At the time of Bid and during the entire Contract period	Immediate on Occurrence of such instance	1. During Bid process - Forfeiture of EMD + Disqualification from Tender process. 2. During Contract period - Termination of

				Contract + Blacklisting + Any other legal action deemed fit by LICI + forfeiture of PBG
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**Note:** There may be inclusion of some other penalties apart from the above mentioned chart, in the SLA to be signed after award of Contract.

The vendor has to strictly adhere the quality as per mentioned specifications. In case of any variation in GSM beyond the prescribed range as well as printing quality, the rejection of service/proportionate recovery will be at the sole discretion of LICI. Above mentioned penalties, may be preceded by the explanation/warning letter from LICI, as deemed fit. If the explanation submitted by the Vendor is unsatisfactory, LICI shall impose the above mentioned penalties, as the case may be.

Vendor will have the responsibility to provide a SLA dashboard confirming compliance to the activities, jobs and turn around time (TAT). Delay by the vendor in the performance of its delivery obligations shall render the LICI to stop payment for any or all of the following sanctions, imposition of liquidated damages, partial or full forfeiture of the Performance bank Guarantee, and/or termination of the contract for default.

If at any time during the performance of the contract, the vendor should encounter condition impeding timely delivery of the performance of the service, the vendor shall promptly notify to LICI in writing the fact of the delay, its likely duration, and its cause (s) immediately. As soon as practicable after receipt of the vendor's notice, LICI shall evaluate the situation and may at its discretion take necessary action.

Services to commence within 30 days (Thirty) days calculated from the date of receipt of the award of contract. The Vendor shall commence services within 30 days from the date of receipt of the award of contract. Any delay shall attract a penalty of Rs 5,00,000/- ( INR Five lakhs only ) per day until compliance.

**8.10 Ambiguities within the Document:**

All bids and supporting documentation shall be submitted in English.

In case of ambiguities or discrepancies within this Tender, the following principles shall apply:

As between two Clauses of this Tender, the provisions of a specific Clause relevant to the issue under consideration shall prevail over those in a general Clause;

As between the provisions of this Tender and its Annexure, the Tender shall prevail, save and except as expressly provided otherwise in the Tender or the Annexure; and

As between any value written in numerals and that in words, the value in words shall prevail.

Amendment/Corrigendum to this Tender will be in writing only.

**Errors and Omissions:** Each Bidder should notify LIC of India of any error, omission, or discrepancy found in this Tender document, not later to the date of closing for submission of Tender response.

#### **8.11 Governing Law and Jurisdiction:**

This Tender shall be governed by and construed in accordance with the laws of India, without giving effect to conflict of law rules. Each party irrevocably and unconditionally submits to the sole jurisdiction of the Courts and hence, any legal dispute will come under the jurisdiction of High Court situated at Mumbai.

#### **8.12 Land Border Clause:**

The land border clause is governed by the 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 on procurement from a bidder of a country which shares a land border with India. Bidders have to submit a self-declaration for land border clause in the form of Annexure which shall form a part of eligibility criteria specified in this Tender.

#### **8.13 Severability:**

The unenforceability or invalidity of any clause in this Agreement shall not have an impact on the enforceability or validity of any other clause. Any unenforceable or invalid clause shall be regarded as removed from this Agreement to the extent of its unenforceability and invalidity. Therefore, this Agreement shall be interpreted and enforced as if it did not contain the said clause to the extent of its unenforceability and invalidity.

#### **8.14 Terms and Conditions:**

The Bidder is expected to examine all instructions, statements, forms, terms, conditions and specifications in the bid document. Failure to furnish all information required by the bid document or submission of a bid not responsive to the bidding document in every respect will be at the Bidder's risk and may result in rejection of his bid. While LIC of India has made considerable effort to ensure that accurate information is contained in this Tender, the information contained in this Tender is supplied solely as a guideline for bidders.

Any notice by one party to the other pursuant to the Contract shall be sent by email/letter and confirmed in writing to the address specified for that purpose in the Contract. All communications shall be sent to the below mentioned address and on email-id : **co\_nbpost@licindia.com**

**THE EXECUTIVE DIRECTOR(NB&R/HI)  
New Business & Reinsurance Department,  
Central Office, 5<sup>th</sup> floor, East Wing,  
Yogakshema Bldg., J B Marg,  
Mumbai - 400021**

LIC of India may waive off any minor non-conformity or irregularity in a bid, which does not constitute a material deviation, provided such a waiving does not prejudice or affect the relative ranking of any Bidder.

Bid with insufficient information, after thorough analysis, may be rejected.

LIC of India reserves the right to verify the validity of bid information, and to reject any bid where the same appears to be incorrect, inaccurate or inappropriate in the Corporation's estimation.

It will be the responsibility of the Bidder to take care of all the formalities (wherever and whatever applicable) as per rules / tax laws / regulations / orders of any Government/non- government/ regulatory authority in force etc.

LICI may at its sole discretion enter into contracts with one or more successful Bidder or with Other Providers as and when deemed fit. LICI reserves the right for the selection of additional Service Providers/Bidder from time to time.

To ensure operational continuity, LICI reserves the right to distribute the work in the manner deemed fit by LICI.

No minimum volume commitment should be inferred from this process or from any of the documentation provided.

**8.15 DPDP Act and Rules** : The successful Bidder shall adhere to, Information Technology Act 2000, Digital Personal Data Protection (DPDP) Act 2023, and Digital Personal Data Protection ( DPDP)Rules 2025, its amendments and rules published by Government of India and applicable sections of IRDAI Guidelines on Information Security for Insurers. The successful bidders shall ensure that they have Information Security organization in place to implement the provisions of LICI's information security requirements and protection of intellectual property.

The successful Bidder shall have documented policies and procedures to discharge the security requirements detailed within the Tender.

Information security requirements such as controls for maintaining confidentiality, integrity and availability of the LICI's data shall be considered at all stages throughout third party/bidders having access/handling the organizational system/data.

Confidentiality, integrity and availability, non-repudiation, authenticity, privacy of data/information must be ensured.

The successful bidder shall not share any data/ information with any third party excluding address of the Customer where Policy documents have to be dispatched. The successful bidder shall ensure full compliance with the Digital Personal Data Protection Act (DPDPA), 2023, and Digital Personal Data Protection ( DPDP)Rules

2025 and any breach of confidentiality shall result in strict penal action, including but not limited to, termination of the contract, forfeiture of security deposit, and legal action as per applicable laws.

#### **8.16 Dispute:**

In the event of any dispute or disagreement over the interpretation of any of the terms in this bid document or claim of liability, the same shall be referred in writing/ via mail to LICICI CO, NB&R department at the address / mail ID as mentioned in the Activity schedule.

#### **8.17 Assignment:**

The successful bidder (hereinafter mentioned as vendor / successful bidder) shall not assign in whole or in part, the obligations to perform under the contract except with Corporation's prior express consent.

#### **8.18 Confidentiality cum Non-Disclosure Agreement (NDA-Annexure-III) & Pre-Contract Integrity Pact (IP- Annexure-IV):**

**Annexure – III by selected Bidders only & Annexure IV** should be submitted by all Bidders along with Technical Bid

During the contract period, the Personnel of Bidder may have access to confidential information of the Corporation. The Bidder or its Personnel shall not disclose at any point of time to any other person/third party the information so received and use the same degree of care to maintain the Confidentiality of the information as if the information is their own.

Also the Bidder may use the information only for serving the Corporation's interest and restrict disclosure of information solely to those employees of Bidder having a need to know such information in order to accomplish the purpose stated above, advise each such employee, before he or she receives access to information, of the obligation of Bidder under this agreement and require such employees to maintain these obligations.

Pre-Contract Integrity Pact (IP) shall be submitted by all Bidders separately on a stamp paper of INR 500/- (Rupees five hundred only) or as per stamp duty payable in the respective State/jurisdiction as per Annexure-IV during Bid submission. **Violation of Pre-Contract Integrity Pact (IP) will lead to legal action and blacklisting.**

The **selected bidder** shall submit, a duly notarized Confidentiality cum Non-Disclosure Agreement separately on a stamp paper of INR 500/- (Rupees five hundred only) or as per stamp duty payable in the respective State/jurisdiction as per Annexure-III. **Violation of Confidentiality cum Non-Disclosure Agreement [NDA] will lead to legal action and blacklisting.**

### **8.19 Consequences of Termination of the Selected Bidder:**

In the event of termination of the selected Bidder due to any cause whatsoever [whether consequent to the stipulated terms of the Tender or otherwise], LIC of India shall be entitled to impose any such obligations and conditions and issue any clarifications as may be necessary to ensure an efficient transition and effective business continuity of the Service(s) which the terminated Bidder shall be obliged to comply with and take all available steps to minimize loss resulting from that termination/breach, and further allow the next successor Bidder to take over the obligations of the terminated Bidder in relation to the execution/continued execution of the scope of the work defined in Tender. This period of transition shall not exceed **180 days** from the effective date of termination.

Nothing herein shall restrict the right of LIC of India to invoke the Performance Bank Guarantee (PBG) and take other actions as defined in this Tender and pursue such other rights and/or remedies that maybe available under law or otherwise.

The termination hereof shall not affect any accrued right or liability of either Party nor affect the operation of the provisions of the Tender that are expressly or by implication intended to come into or continue in force on or after such termination.

### **8.20 Signing of contract - SLA:**

1. The selected vendor has to sign a contract with LIC of India as per the terms and conditions of the Tender on non-judicial stamp-paper (as applicable in the area of jurisdiction). This initial contract will be called as the **Service Level Agreement (SLA)** which will act as the comprehensive contract document between LIC of India and vendor for all purpose/conditions related to the Tender.
2. LIC shall share a copy of the Contract Agreement to the successful Bidder /s for review. The Bidder/s may point out to LIC, in writing/electronically, any anomalies noticed in the contract within seven(07) days of receipt. The Contract Agreement shall be executed within thirty (30) days after the date of issue of the Letter of Intent (LOI) and after submission and verification of the Confidentiality cum Non Disclosure Agreement(NDA) and Performance Bank Guarantee.
3. The Authorized representative/s of the successful Bidder/s shall be present in person at the LIC Central office to sign the Original copy of the contract within 30 days from the date of issue of Letter of Intent(LOI).
4. The SLA will be the permanent reference & the contract document (with subsequent modifications,if any). The modifications to the SLA will be mutually agreed and will be accommodated in the form of addendum/schedules to the SLA since procedural aspects, services etc. will be continuously evolving. On behalf of the Corporation, **SLA** will be signed by the Executive Director (NB&R /HI) of the LIC Central Office, Mumbai and the Authorized representative/s of the selected Bidder/s.
5. The selected Bidder/s shall be required to enter into a contract with LIC, within **thirty (30)** days of the issuance of a Letter of Intent (LOI) by LIC or within such

- extended period, as may be specified by LIC. The services to be provided by the selected bidders shall be governed by a detailed SLA, which will be finalized at the time of execution of the contract. LIC reserves the right to stipulate, at the time of finalization, any other document(s) to be enclosed as part of the final contract/SLA.
6. Should the Bidder/s be the successful Bidder/s, the contents of its Response to Tender, including any material submitted in the Response to Tender, may by mutual consent be incorporated by reference or integrated as obligations in the formal Service Contract and / or Service Level Agreement (SLA), to be drafted by LIC of India.

### **8.21 Terms of Payment:**

**8.21.1.** Payment towards service charges will be paid on monthly basis within a fortnight of the following month as per the rates mentioned in the SLA to the vendor.

**8.21.2.** The monthly Bills/Invoices submitted by the vendor should be accompanied with **invoices** from the India Post through whom the policy Bonds dispatch was conducted for the month.

**8.21.3.** The Monthly Bills/Invoices have to be submitted in hard copy by the vendor or any other method as intimated from time to time by the Corporation, duly signed by the Authorized Representative/s by 10<sup>th</sup> of the following month.

**8.21.4.** Purging Certificate for all 04 locations must be submitted on monthly basis, duly signed by the Authorized representative to LIC, by 10<sup>th</sup> of the following month.

**8.21.5.** No payment shall be made in advance nor shall any loan from any bank or financial institution be recommended on the basis of the order of award of contract.

**8.21.6.** Billing cycle will be monthly and printing/pre mailing charges will be apportioned on monthly basis as per timelines mutually decided between LIC and Bidder.

**8.21.7.** Payments (inclusive of all taxes) as finalized by LIC will be paid in Indian rupees only on submission of bills subject to satisfactory completion of jobs assigned.

**8.21.8.** All payments shall be made by NEFT only to the Company Bank Account within India. Before releasing payments, TDS and other taxes as admissible from time to time shall be deducted from each bill.

**8.21.9.** The LIC shall be at liberty to withhold any of the payments in full or in part subject to recovery of penalties mentioned.

### **8.22 Indemnity:**

Selected Vendor hereby indemnifies LIC from and against all and any costs, damages or losses (whether consequential, business or otherwise) arising out of the

breach of any representation, warranty and/or covenant made by it in the Service Level Agreement (SLA), or any breach of the SLA generally, or for non-fulfillment of its obligation under law or to any third party/parties.

Selected Vendor agrees to be solely liable for, and will indemnify, defend and hold harmless, LICl, its Officers, Director, Employees, Consultants and Agents from and against any and all claims, liability, damages and/ or costs including but not limited to legal fees arising from, out of or in connection with:

- The breach of any warranty, representation, covenant or term of this Agreement;
- The non-fulfillment of its obligations under law or to any third party/parties;
- The gross negligence and/or willful misconduct by it and/ or its Officers, Director, Employees, Agents, or affiliates;
- The infringement or violation of any third party's copyright, patent, trade secret, trademark, intellectual property, intellectual property right in relation to the services.
- Any reasonable fees incurred for defending any legal proceedings in furtherance thereof, if the legal proceedings are due to deficiency of service on the part of Bidder.

The selected Vendor shall indemnify LICl and keep indemnified against any loss or damage that LICl may sustain on account of any violation(s)/ breach/ infringement of intellectual property, confidentiality, privacy, patents, trademarks, statutory / regulatory guidelines /instructions etc., by the Bidder.

**Note: If a Party makes a claim under the indemnity set out under above clause in respect of any particular Loss or Losses, then that Party shall not be entitled to make any further claim in respect of that Loss/Losses (including any claim for damages).**

Selected Vendor/s must explicitly outline the safeguards, steps, and measures to be undertaken in case of any Income Tax-related queries, notices, or liabilities arising from the execution of this contract. The Selected vendor/s shall be solely responsible for ensuring compliance with all applicable tax laws and shall indemnify LICl against any liability, penalty, or demand raised by the Income Tax authorities.

**8.22.1 Liability**-Except in cases of criminal negligence or willful misconduct and in the case of infringement of patent, IPR, trademark, copyright or industrial design rights arising from use of the solution or any part thereof in any of the services supplied by the Vendor and used/consumed by LICl, whether in contract tort or otherwise , for any indirect or consequential loss or damage, loss of use , loss of production , or loss of profits or interest costs, provided that this exclusion shall not

apply to any obligation of the supplier/ Vendor to pay liquidated damages to LIC and the aggregate liability of the supplier/Vendor to LIC , whether under the contract, in tort or otherwise , shall not exceed the total contract price provided that this limitation shall not apply to the cost of repairing or replacing.

### **8.23 Service Level Agreement (SLA) periodic Review:**

- a. Selected Vendor/s shall enter into a Service Level Agreement (SLA) subject to the Laws in force. All costs related to execution including Stamp Duty, Execution Cost, etc. shall be borne by the Vendor/s entering into Service Level Agreement with the Corporation. LIC shall not be liable for any costs associated with contract execution.
- b. The Service Level Agreement (SLA) shall take effect on the date of signature hereof by both Parties, and shall remain in force for a period of three (03) years which may be renewed/ extended on the same terms and conditions for one more year or part thereof, at a time, on satisfactory performance at the sole discretion of the Corporation. Maximum 02 (Two) extensions of 01 (One) year each may be considered, subject to total of 05 (Five) years including initial 03 (Three) years plus 02 (Two) years annual extensions.
- c. The performance is subject to **quarterly review** at the discretion of the Corporation. LIC of India also reserves the right to terminate the Agreement at any time, after review of the performance of the Bidder on a quarterly basis. LIC of India will review the vendor based on the factors including, but not limited to:
  - The quality of service provided,
  - The customer satisfaction as can be perceived from the Customer Response and
  - Such other factors as LIC of India deems fit and specifies.
  - Adherence to various TATs
  - Adherence to IT Security & Protocols
  - Adherence to the SLA-Terms & Conditions (T&Cs)
  - Adherence to the chart of penalties and other regulations
- d. The allocation of work between the selected vendors shall be in the ratio of 70:30 based on the outcome of the evaluation process. However, LIC reserves the right to review and rebalance the allocation of work on a quarterly basis, based on the performance assessment, quality of deliverables, adherence to timelines, responsiveness, and overall service levels demonstrated by the vendors. Based on the outcome of such quarterly performance reviews, LIC may increase or decrease the share of work assigned to either vendor, including redistribution up to 100% allocation to one vendor, without any financial implication or claim from the vendors. The decision of LIC in this regard shall be final and binding.

## **8.24 Termination of Contract:**

**8.24.1.** The SLA may be terminated by Life Insurance Corporation of India, at its sole discretion, any time within/ before the end of the initial 03 Years Contract period with a **Notice period of 03 (Months);**

In the event of a breach by the vendor of the SLA; or  
Its representations and warranties in the SLA; or  
Its covenants, agreements or obligations contained herein; or  
After a period of three months in pursuance of clause above or

In the event of Non-activation of printing and dispatch services within 30 days from the effective date of SLA or

The SLA may be terminated by LIC, if the selected Vendor is prevented from performing any of its obligations hereunder due to a Force Majeure Event and such Force Majeure Event continues for a period of 4 weeks without interruption or

On termination of the SLA for any reason whatsoever, LIC of India shall be liable to the vendor for all costs and fees for Services performed in accordance with the terms of the SLA until the date of termination.

The vendor shall continue to be liable to provide the Services until the date of termination and/or till the Business Continuity clause is effective, through itself.

All the existing contracts will end as and when the new Service Level agreement (SLA) is signed. This will be subject to adherence of Business Continuity Clause by the outgoing Vendor, if applicable.

**8.24.2** The contract is also liable to be terminated immediately by the Corporation if

- a) The Vendor abandons the work or fails to perform its obligations; or
- b) The Vendor assigns, delegates or sublets the work in whole or in part thereof; or
- c) The Vendor fails to proceed with execution of contract diligently and continues such failure despite receiving a written notice from LIC; or
- d) The Vendor becomes bankrupt or insolvent or goes into liquidation or is ordered to wind up or has a receiver appointed on its assets, the termination will be without compensation to the Vendor, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to LIC; or
- e) The Vendor persistently disregards the instructions issued by the Corporation; or
- f) The Vendor fails to adhere to the agreed schedule of the work; or
- g) The information submitted by the Vendor in the Tender is found to be incorrect, false or misleading; or

- h) The Vendor fails to perform its obligations as per terms and conditions of the contract; or
- i) In case any Trade license / Authorisation Certificate of the Vendor is revoked / suspended / not renewed; or
- j) Any regulatory, non-compliance or violation of laws is identified, including but not limited to tax evasion, fraud, data breach, or money laundering violations; or
- k) Any imposition of Penalty /Blacklisting by any other Entity in India; or
- l) In the event of any insolvency/liquidation of the Vendor firm; or
- m) In case the quality of the work is not up to the mark of LIC and the work is not completed in the stipulated time specified as per the TATs mentioned in the clause 2.7.9 , Corporation reserves the rights to either wholly cancel the contract or impose penalty upto 10% (Ten%) of specific work value/cost as decided by the LIC at that time or forfeiture of PBG; or
- n) The vendor does not ensure full compliance with the Digital Personal Data Protection Act (DPDPA), 2023, and Digital Personal Data Protection ( DPDP) Rules 2025. Any breach of confidentiality shall result in strict penal action, including but not limited to, termination of the contract, forfeiture of security deposit, and legal action as per applicable laws; or
- o) If the compliance scores of suppliers in the Audit are found less than 90%, then LIC may terminate this Agreement, if supplier fails to rectify or implement requisite compliance within fifteen days.

**8.24.3. On termination of the contract, the Vendor must :**

- a. Stop work on the Services
- b. Deal with LIC material as directed by LIC
- c. Return all LIC's confidential information to LIC
- d. To take all available steps to minimize loss resulting from termination and to protect LIC material and contract material; and continue work on any part of the Services not affected by the notice
- e. The vendor shall handover all the documents, files, records etc., belonging to LIC of India in whatever form they are held, to LIC of India forth with on termination and shall not retain any data with them. The data security and data confidentiality of LIC of India shall operate throughout.

**8.25. Force Majeure Condition:**

8.25.1. Neither party shall, in breach of any of its obligations under this Agreement to the extent that its performance is prevented, physically be hindered or delayed by an act, event or circumstances (whether of the kind described herein or otherwise), which is not reasonably within the control of such party ("Force Majeure Event") other than lack of funds for any reason or any strike, lockout and Labour disputes in respect of the vendor only.

8.25.2 Force Majeure Event shall include but not be limited to the following:

Fire, Flood, Atmospheric disturbance, Pandemic, Lightning, Storm, Typhoon,

Tornado, Earthquake, Washout or other Acts of God; War, Riot, Blockade, Insurrection, Acts of Public Enemies, Civil Disturbance, Terrorism and Sabotage and threats of such actions; Strikes, lockouts or other Industrial Disturbances or Labour disputes; outside that party's organization, Change of any applicable rule, regulation or law. The affected Party will give notice of those circumstances to the other Party as soon as possible but within 7 days.

8.25.3. In the event that any Force Majeure Event continues for a period of 4 (four) weeks without interruption, the party affected by such Force Majeure Event shall be entitled to terminate this Agreement by giving immediate notice to the other party, pursuant to, and in accordance with the provisions of this Agreement. Neither Penalty will be levied nor extra payment will be made under such circumstances.

8.25.4. Unless otherwise directed by LIC of India in writing, the Bidder shall continue to perform its obligations under the contract as far as it is reasonably practical, and shall seek all reasonable means for performance not prevented by the Force Majeure event.

8.25.5 **Consequences of termination** : If the contract is terminated, each party will bear it's own cost and neither party will incur further liability to the other.

#### **8.26. Taxes and duties:**

Any payments to be made in pursuance of this Agreement shall be subject to all Indirect Taxes including but not limited to GST, TDS etc., if applicable or becomes applicable in the future. Such indirect taxes as may be applicable will be charged separately. Bidders must explicitly outline the safeguards, steps, and measures to be undertaken in case of any Income Tax-related queries, notices, or liabilities arising from the execution of this contract. The Bidder shall be solely responsible for ensuring compliance with all applicable tax laws and shall indemnify LIC against any liability, penalty, or demand raised by the Income Tax authorities. The Bidder is responsible for meeting all tax liabilities arising from the Contract.

All payments made in pursuance of this agreement will be subjected to tax deduction at Source, if any, as per tax laws currently applicable or as may become applicable in future.

Any changes in law, taxes and policies shall be governed through the provision of the Agreement. TDS and other tax deductions, if any will be as per rules.

Vendor/s must explicitly outline the safeguards, steps, and measures to be undertaken in case of any Income Tax-related queries, notices, or liabilities arising from the execution of this contract. The Vendor/s shall be solely responsible for ensuring compliance with all applicable tax laws and shall indemnify LIC against any liability, penalty, or demand raised by the Income Tax authorities.

## 8.27. Service Provider/Bidder Selection and Exit

- i. LICl reserves its right to select one or more than one Bidder for the scope of activity/activities proposed. Deployment of services in terms of quantum, location and scope will be the sole prerogative of LICl.
- ii. Upon selection, selected bidder shall be required to enter into Service Level Agreement (SLA). Such Service Level Agreement shall be initially for a period of **three (03) years** and may be extended thereafter as mentioned in Clause No. 4.9. Such decision shall be at the sole discretion of LICl. The service level agreement shall be on Principal to Principal basis.
- iii. Service charges/rates approved by LICl through this Tender for the activities covered under scope shall remain frozen during the term of contract and it's any annual/part extension/s thereof.
- iv. Selected Bidder shall be required to put in place necessary security and all possible safeguards to maintain necessary confidentiality of data and/or information received in any form from LICl. The Selected Bidder shall be required to submit the details of all safeguards in place at its facility before commencement of the proposed activity.
- v. The Selected Bidder shall have to abide by LICl Information Security Policy for the activities that shall be carried out for LICl. This policy & procedures is almost aligned to requirements of ISO:27001 standards (ISMS).
- vi. The SLA between LICl & Selected Bidder will have these security controls & liabilities of the Selected Bidder for violation of LICl IT & IS policy, standards & procedures. Bidders should adhere to Information Technology & Information Security guidelines as described in **Annexure VI** and should sign on all pages of this Annexure.
- vii. The detailed terms and conditions governing the contract/SLA shall be included in the service level agreement and shall undergo changes as per the Outsourcing Guidelines issued by IRDAI and any other Govt. Authority, binding on LICl.
- viii. There shall be penalty on non-adherence to service deliverables such as manpower less than the required number, turn around time (TAT), non-availability of services in absence of manpower or breakdown/non-availability of systems etc.
- ix. The performance of Selected Bidder shall be reviewed periodically, at least once in each quarter or more (or as per the frequency required by LICl ) for continuation of contract. Any decision in this regard by LICl shall be final and binding on the Selected Bidder .
- x. There shall be a provision for making amendments in the Contract/agreement in writing by both parties to the agreement, due to changes in work environment procedure changes, rules of performance, etc. with mutual consent to the contract

which may affect the existing work flow. However, the original Terms & Conditions of the scope of work and payment terms will remain unchanged including not making financial change towards increase in the rate, during the currency of the SLA and its extensions thereof.

- xi. This Tender and annexure to this document represent the entire scope with respect to its subject matter, and there are no other representations, understandings or documents between the Parties relative to such subject matter.
- xii. Except as otherwise specified in this document all notices, requests, consents, approvals, agreements, authorizations, acknowledgements, waivers and other communications required or permitted under this Tender shall be in writing and shall be deemed given when sent by e-mail-id specified, by speed-post or delivered by hand to the address as mentioned in the Tender document.
  - a) All communications under the contract shall be served by the parties to each other in writing, in the contract's language, and served in a manner customary and acceptable in business and commercial transactions.
  - b) The effective date of such communications shall be either the date when delivered to the recipient or the effective date mentioned explicitly in the communication, whichever is later.
  - c) No communication shall amount to an amendment of the terms and conditions of the contract, except a formal letter of amendment of the Contract expressly so designated.
  - d) Such communications would be an instruction, a notification, an acceptance, a certificate from LICl, or a submission or a notification from the Bidder. A notification or certificate required under the contract must be communicated separately from other communications.
- xiii. If any provision of this Tender document or part, thereof is rendered void, illegal or unenforceable in any respect under any law, the same shall be replaced by, and any omission shall be remedied, by way of a corresponding provision which comes as close as legally and commercially possible to the express or implied intention of the Parties, and the validity, legality and enforceability of remaining provisions shall not in any way be affected or impaired thereby.
- xiv. Each Party shall co-operate with each other and execute and deliver to other such instruments and documents and take such other actions as may be reasonably requested by the other Party from time to time in order to carry out, give effect to or confirm its rights, and for the intended purpose of this Tender document.

### **8.28. Right of Verification & Inspection/Audit**

LICI reserves the right to verify any or all statements made by the Bidders in the Bid documents and to inspect its facility, if necessary, to establish about the Bidders capabilities to undertake the required tasks.

LICI reserves the right to inspect/audit any of the bidders offices, locations, software, hardware etc. through its Officials or nominated agencies. The Bidders would have to co-operate and provide access to these units, systems, software, etc.

The Bidders will need to furnish the contact details of their existing locations/Offices.

LICI reserves the right to conduct an audit / ongoing audit by external Auditors appointed by LICI / IRDAI or any regulatory authority of the services provided by successful bidder.

Successful Bidder should allow LICI Security Team to conduct System audit initially before implementation of the Services and also as required, from time to time in future.

Successful Bidder should allow IRDAI, or persons authorized by it to access LICI documents, records or transaction or any other information given to, stored or processed by successful Bidder within a reasonable time failing which successful Bidder will be liable to pay any charges/ penalty levied by IRDAI.

Successful Bidder should allow IRDAI to conduct audits or inspection of its Books and account with regard to LICI's documents by one or more IRDAI officials or employees or other persons duly authorized by IRDAI.

### **8.29 Disputes Resolution**

Any dispute or differences whatsoever arising between the parties out of or in relation to the construction, meaning, interpretation and operation or effect of these Bid Documents or breach thereof shall be decided by LICI. Such decision by LICI shall be final and binding on the Bidders. Refer Clause 9.11 for further details.

### **8.30 Amendments to this Tender**

Amendments to the Tender may be issued by LICI during the Tender process as required. Amendments to Tender so made shall be deemed to form an integral part of the Tender.

### **8.31 Insolvency and Liquidation:**

**Insolvency-** In the event of the Vendor/s firm being adjudged insolvent or having a receiver appointed for it by a court or any other order under the Insolvency Act made against them or in the case of a company the passing any resolution or making of any order for winding up, whether voluntary or otherwise, or in the event of the firm failing to comply with any of the conditions herein specified, the LIC of India shall have the right to terminate the contract without previous notice.

**Liquidation-** If the Vendor's company is being wound up voluntarily, or by order of a Court or a Receiver, Liquidator or Manager on behalf of the Debenture-holders is appointed, or circumstances shall have arisen which entitle the Court or Debenture-holders to appoint a Receiver, Liquidator or Manager then LIC of India shall have

the right to terminate the contract without previous notice.

### **8.32 Permits, Approvals and Licenses**

Whenever the Services and incidental Goods/Works delivery requires the Bidder/Vendor to obtain permits, approvals, and licenses from local public authorities or any third party, it shall be the Bidder's/Vendor's sole responsibility to obtain these and keep them current and valid. Such requirements may include but not be restricted to licenses or environmental clearance if required. If requested by the Bidder/Vendor, LICI shall make its best effort to assist the Bidder/Vendor in complying with such requirements in a timely and expeditious manner without diluting the Bidder's/Vendor's responsibility in this regard.

### **8.33 Warranties**

The Vendor will have to represent and warrant that:

- a) It has the right to enter into the Contract resulting from this Tender.
- b) It has all rights, title, licenses, interests and property necessary to lawfully perform the Services.
- c) Its Personnel, including its Specified Personnel, have the necessary experience, skill, knowledge and competence to perform the Services.
- d) The Services will be complete, accurate and free from material faults.
  
- e) It will not, nor will it suffer or permit any third party under its direction or control to negligently introduce into LICI's systems or any Deliverables any Harmful Code

## **9. Miscellaneous Information :**

### **9.1 Format and Signing the Bid Proposals Submitted**

The original and all copies of bid proposal submitted by the Bidders shall be typed or printed in a clear type face. All pages in the bid should be authenticated by a duly authorized signatory of the Bidder under seal.

### **9.2 Bidder indication of Authorization to Bid:**

Responses submitted by Bidder to this **Tender** document represent a firm offer to contract on the terms and conditions described in Bidder response. The Bid proposal must be signed by an official authorized to commit the bidders to the terms and conditions of the Bid proposal. The signatory should have the authority (PoA) to sign the documents.

### **9.3 Language of the Proposal/Bid and Documents:**

All proposal/bid and supporting documentation shall be submitted in English. If the original document of any Licence/ permission/ certification etc. is in other than English language, it is binding on the Bidder to provide an authenticated translation of the same in English, duly notarized.

#### **9.4 Completeness of the Proposal/Bid**

The Bidder proposal/Bid is subject to an evaluation process. Therefore, it is important that the bidder carefully prepare the bid proposal and answers questionnaire completely. The quality of the bidder bid proposal will be viewed as an indicator of the bidders capability to provide the solution and bidders interest in the project. The bidders are required to respond to the Tender only in the prescribed format. Under no circumstances, should the format be changed, altered and modified. All pages including all supporting documents in the bid should be authenticated by a duly authorized signatory of the Bidder under seal.

#### **9.5 Acceptance or Rejection of the Proposals**

LICI reserves the right not to accept any bid, or to accept or reject a particular bid at its sole discretion without assigning any reason whatsoever and the decision of LICI will be treated as final. The Tender responses/bids/proposals not submitted in the prescribed format or incomplete in any sense are likely to be rejected.

#### **9.6 Tender Ownership**

The Tender and all supporting documentation / templates / Annexures / any Corrigendum/ any Meeting Minutes and details/ selection proceedings etc are the sole property of LICI and violation of this will be a breach of trust and LICI would be free to initiate any action deemed appropriate.

#### **9.7 Cost of the Proposal**

All costs relating to preparation, submission of its proposal, attending the clarification sessions and bid opening as well as arranging for the Technical Presentation to LICI will be borne by the Bidder and LICI will not be responsible or liable, in anyway, for any such costs, regardless of the outcome of the process.

#### **9.8 Confidentiality**

This document contains information confidential and proprietary to LICI. No news release, public announcement, social media circulation or any other reference to this Tender shall be made without written consent from LICI. Reproduction of this Tender, without prior written consent of LICI, by photographic, electronic, social media or any other means is strictly prohibited.

The Tender document is confidential and is not to be reproduced, transmitted, or made available by any means / media by the Bidder to any other party. The Tender document is provided to the Bidder on the basis of the undertaking of confidentiality given by the Bidder to LIC of India. LIC of India reserves the right to update or revise the Tender document or any part of it prior to opening of responses by the Bidders.

The Bidder should have proper mechanism for maintaining professional confidentiality of the LICI data. In case of any breach in maintaining the

confidentiality of the data/information, LIC of India will be within its right to reject the bid and also take suitable further lawful action. The Bidder shall not act or do anything which shall prejudice the interests of the LIC or do anything that can create a conflict of interest.

However, Bidders may share these to prepare and submit their Bids with their employees or holding Company after obtaining an undertaking of confidentiality like that imposed on the Bidder. This condition shall also apply to Bidders who do not submit a Bid after downloading it or are not awarded a contract.

The obligation of the Bidders under sub-clauses above, however, shall not apply to information that:

- a. now or hereafter is or enters the public domain through no fault of Bidder.
- b. is legally possessed by Bidder at the relevant time and was not previously obtained, directly or indirectly, from LIC; or
- c. otherwise, lawfully becomes available to Bidder from a third party with no obligation of confidentiality.
- d. is disclosed by a party to its advisers or employees solely in order to comply with obligations, or to exercise rights, under the contract.
- e. is disclosed to a party's internal management personnel, solely to enable effective management or auditing of Contract related activities.
- f. is disclosed by LIC.
- g. is disclosed by LIC, in response to a request by a House or a Committee of the Parliament/Assembly.
- h. is independently developed by the Recipient without use or reference to such Confidential Information

The provisions of this clause shall survive completion or termination for whatever reason of the Procurement Process or the contract.

## **9.9 Intellectual Property Rights**

1. LIC will own all intellectual property rights to all design, software and/or systems created specifically for implementation at LIC under this contract. The Bidder shall fully protect and indemnify LIC from all legal actions, claims, or damages from third parties arising out of use of software, designs or processes supplied by the Bidder. The Tender Document and associated correspondence are subject to copyright laws and shall always remain the property of LIC and must not be shared with third parties or reproduced, whether in whole or part, without LIC's prior written consent.
2. All Intellectual Property Rights in the Contract Material shall vest in LIC; to the extent that LIC needs to use any of the Auxiliary Material provided by the Vendor to receive the full benefit of the Services (including the Contract Material), the Vendor grants to, or must obtain for, a world-wide, royalty free, perpetual, non-exclusive license to use, reproduce, adapt, modify and communicate that Auxiliary Material.

### **3. Third Party Material**

The Vendor must have ownership or obtain all necessary copyright and other Intellectual Property Right permissions before making any Third-Party Material available as Auxiliary Material for the purpose of performance of services under this Tender and resulting contract.

### **4. Responsibility of the successful Bidder**

It would be the responsibility of the successful Bidder to ensure that it has legal valid and current rights to provide all the deliverables as sought under this Tender document. LICl acknowledges that, save as expressly provided else where in this Tender document, all Intellectual Property Rights in relation to the software, it's documentation, development, coding and any adaptations, translations and derivative work , whether a copyright, trademark, patent, trade secret design or otherwise, provided to LICl by the bidder during, in connection with or in relation to fulfilling it's obligations under this Tender document will belong to and shall remain a property of the Bidder or it's licensor, except under the condition when LICl has taken position of the software through its rights bestowed upon by the Escrow arrangement.

### **5. Liability of the successful Bidder**

The successful BIDDER shall be responsible for all due permissions, authorizations and consents from any third party licensors of software provided by the Bidder for this project. The liability of the successful bidder, regardless of the nature of the action giving rise to such liability and in case of claims against LICl arising out of misconduct or gross negligence of the bidder, it's employees and sub contractors or through infringement of rights ,patents ,trademarks, copyrights, Intellectual Property Rights or breach of confidentiality obligations shall be unlimited.

### **6. IPR Warranty**

Vendor will warrant that:

- a. The Warranted Materials and LICl's use of those Warranted Materials, will not infringe the Intellectual Property Rights of any person and
- b. It has the necessary rights to vest the Intellectual Property Rights and grant the licenses as provided in this clause

### **7. Remedy for Breach of Warranty**

If someone claims, or LICl reasonably believes that someone is likely to claim, that all or part of the Warranted Materials infringe their Intellectual Property Rights, the successful Bidder will, in addition to the indemnity and to any other rights that LICl may have against it, promptly, at the successful bidders expense:

- a) Use its best efforts to secure the rights for LICl to continue to use the affected Warranted Materials free of any claim or liability for infringement or
- b) Replace or modify the affected Warranted Materials so that the Warranted Materials or the use of them does not infringe the Intellectual Property Rights of any other person without any degradation of the performance or quality of the affected Warranted Materials

- c) Successful Bidder will indemnify LICl against all third party claims of infringement of patent, Intellectual Property Rights, trademark , copyright or industrial design rights arising from the use of the Bidders Solution or any part there of throughout the offices of LICl, including but not limited to the legal actions by any third party against LICl.

#### **9.10 Jurisdiction**

All disputes or differences whatsoever arising between the parties out of or in relation to the construction, meaning and operation or effect of these Proposal Documents or breach thereof shall be settled amicably.

If, however, the parties are not able to resolve them amicably, the same shall be settled by arbitration in accordance with the applicable Indian Laws, and the award made in pursuance thereof shall be binding on the parties. Any appeal will be subject to the exclusive jurisdiction of High Court at Mumbai, India.

#### **9.11 Arbitration**

The vendor and LICl shall endeavour their best to amicably settle all disputes arising out of or in connection with this Tender in the following manner:

If a dispute arises in relation to the conduct of the Contract (Dispute), a party must comply with this clause before starting arbitration or court proceedings (except proceedings for urgent interlocutory relief). After a party has sought or obtained any urgent interlocutory relief that party must follow this clause.

A party claiming a dispute has arisen, must give the other parties to the dispute notice setting out details of the dispute. If the parties cannot resolve the dispute within 30 days after the notice is given then, the parties agree that any dispute or differences under or in connection with agreement or any breach thereof which cannot be settled by mutual negotiation between the parties shall be finally settled by Arbitration conducted in accordance with Arbitration and Conciliation Act, 1996 or any modification, Rules or enactments thereof.

- a) In the event of any dispute or disagreement over the interpretation of any of the terms herein above contained or claim of liability the same will be referred in writing to an arbitrator appointed mutually, whose decision shall be final and binding upon both the parties. Such reference shall be deemed to be a submission to arbitration under the Arbitrations and Conciliations Act 1996. The venue of arbitration shall be Mumbai. Subject here to the High Court in Mumbai shall have exclusive jurisdiction to the exclusion of all other courts.
- b) Each Party shall bear the cost of preparing and presenting its case, and the cost of arbitration, including fees and expenses of the arbitrators, shall be shared equally by the Parties unless the award otherwise provides
- c) The vendor shall not be entitled to suspend the Service(s) or the completion of the job, pending resolution of any dispute between the Parties and shall continue to render the Service(s) in accordance with the provisions of the Tender notwithstanding the existence of any dispute between the Parties or the subsistence of any arbitration or other proceedings.
- d) No interest will accrue on any amount during the Arbitration proceedings.

### **9.12 Quality control: -**

The Bidder should maintain and continue to have adequate internal / in-house checks and control for safeguarding the quality of the Printing & stationery. There should be adequate monitoring for addressing poor quality Printing.

LIC of India will be within its rights to terminate the contract, in case the quality of the Printed Policy Bonds is not found to the satisfaction of LIC of India or in case there is any contravention of any terms and conditions of this agreement and also take suitable further action.

It must be clearly understood that any errors / omissions / commissions can result in substantial financial losses to the Corporation. In case of any breach on this count LIC of India shall be within its rights to terminate the agreement and take further suitable action for the financial loss incurred due to such errors / omissions/ commissions. Any negligence on this part will attract termination of contract or any action as decided by the Corporation.

Bidder must maintain comprehensive documentation and records of all quality control reports, AMCs and associated activities. This includes records of quality control checks, corrective actions taken, and outcomes of internal audits.

Bidder shall get itself audited annually covering all the risk parameters (including IT hardware/software) and services etc. and submit certification by the Auditors to LIC of India.

### **9.13 Condition of Acceptance**

The selected bidders and LIC will specify during contracting, the criterion for acceptance and milestones (both technical and functional). Failure, to meet the acceptance criterion may result in termination of the arrangement and/or contract. No payments will be made and LIC may claim damages from the bidders. In such an eventuality, LIC will be free to engage any other Bidder

### **9.14 Right to call upon information regarding status of work:**

The LIC of India will have the right to call upon information regarding status of work at any point of time.

**Notices and other communications**

Any notice given by one party to the other pursuant to the contract shall be sent to other party in writing or by email.

**Service of notices**

Notice must be :

- a. In writing, in English and signed by a duly authorized person of either party;
- b. Hand delivered or sent by prepaid post or by e-mail to the recipient's address mentioned in Tender Document for Notices, as varied by any Notice given by the recipient to the sender.

The successful bidder shall provide the contact details of their officials for similar communication from LICl.

**Effective on receipt**

Notice given in accordance with the contract takes effect when it is acknowledged to be received at the respective addresses. The notice will be taken to be received :

- a. If hand delivered, on delivery, if by registered e-mail then on delivery
- b. If sent by prepaid post, on the second Business Day after the date of posting.

**Annexure - I  
Technical Proposal/Bid Format Cover Page**

**Information required on cover page:**

Tender reference number:

**Ref: LICI/CO/NBR/TENDER/CPPB/2026-27/01**

**Name of Bidder:**

**Type of document: Technical  
Proposal Scope applied for:**

<b>TECHNICAL PROPOSAL/BID SUBMISSION FORMAT</b>
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	<b>Item</b>	<b>REQUIREMENTS</b>								
1.	<p>Executive Summary</p> <p>Suitability Analysis - To explain the ability to handle the requirements of LIC of India in terms of Volumes (both in pdf and in digital format through Web service integration / API) , data security, data retrieval, online MIS and reporting etc.</p>	<p>A one (1) page summary of the Tender response highlighting the fitment of proposed solution to LICI</p>								
2.	<table border="1" style="width: 100%;"> <tr> <td>Company Overview</td> </tr> <tr> <td>Registered Office:</td> </tr> <tr> <td>Address:</td> </tr> <tr> <td>Telephone No: E-Mail:</td> </tr> <tr> <td>Toll free customer care number:</td> </tr> <tr> <td>GSTIN:</td> </tr> <tr> <td>Date of Incorporation:</td> </tr> <tr> <td>Experience (in yrs) :</td> </tr> </table>	Company Overview	Registered Office:	Address:	Telephone No: E-Mail:	Toll free customer care number:	GSTIN:	Date of Incorporation:	Experience (in yrs) :	<p>Duly Attested copies to be provided of</p> <p>a) Certificate of Incorporation/Registration in the name of Bidder to be provided within India only</p> <p>b) Details of Board of Director/Trustee/M D/CEO/Partners</p> <p>c) Pan card of the Company registered in India</p> <p>d) GST Registration Certificate of the</p>
Company Overview										
Registered Office:										
Address:										
Telephone No: E-Mail:										
Toll free customer care number:										
GSTIN:										
Date of Incorporation:										
Experience (in yrs) :										

		<p>Company</p> <p>e) Board Resolution &amp; placed on affidavit, the authorized person to sign all bid documents.</p> <p>f) Board Resolution &amp; placed on affidavit, the authorized person to execute the contract on behalf of the Company.</p> <p>g) Power of Attorney (PoA)</p>
3.	Name of the contact person, telephone no. and email ID	Details to be provided
4.	<p>Ownership (specify): -</p> <ul style="list-style-type: none"> <li>• Indian Holding</li> <li>• Total Capital infused (in INR)</li> <li>• Company registration Number and Validity period</li> </ul>	Enclose Certifications + Details
5.	<p>Details of the Administrative Office and Print Locations:</p> <p>Details of the Bidders printing locations PAN India at 4 locations and Administrative office preferably in Mumbai/ Navi Mumbai / Thane</p>	<p>List of Offices /Print Locations with addresses to be attached/Utility Bills etc.</p> <p>Enclose Certifications + Details</p>
6.	Process, Experience and Client Testimonials	<ol style="list-style-type: none"> <li>1. Overall solution in the context of LIC and describe how it would address the key requirements</li> <li>2. List of existing Clientele with information with overview of support provided on projects undertaken for them of similar nature</li> <li>3. Details for period of experience in Policy Bond Printing and Despatch with scaling capacity, core competency with other Life Insurance</li> </ol>

		<p>Companies, Geographical Locations of Operations.</p> <p>4. Information to be provided on the Industry exposure, projects executed. (This should include experience of Policy Bond Printing and Despatch with Life Insurance Companies including LICI.)</p> <p>Enclose Certifications + Details</p>
7.	Financial Performance- Average Annual Turnover >=INR 60 crores for the last 03 years	1. Certified copies of Audited financial statements & annual report for the 03 (three) financial years (0 2022-2023, 2023-24 & 2024-25), duly certified by Chartered Accountant.
8.	Profitability after Tax-Average Annual Profit: Minimum 5 Crores	Certified copies of the ITRs filed by the entity for the preceding 3 (three) financial years (2022-2023, 2023-24 & 2024-25), duly certified by Chartered Accountant.
9.	Net worth (in INR) Minimum 12 Crores during last FY (2024-25]	Certificate from the statutory Auditor for the Net worth for Financial Year 2024-25. The Format of Net Worth Certificate is as given in <b>Annexure G</b> .
10.	<p>Number of Public sector/Private sector Life Insurance companies serviced by the bidder in the financial year 2025-26 within India business only.</p> <p>Minimum atleast 2 Life Insurance companies to be serviced.</p>	Latest Performance certificate (including satisfactory performance and Proof of Experience) from all the Life Insurance Companies serviced is to be attached

11.	<p>The Bidder must have successfully executed Contract for Life Insurance Policy Bond Printing and Despatch within India Business only over the last <b>Three (03) years</b> (2022-23, 2023-24 and 2024-25) &amp; fulfilling either of the conditions:</p> <p><b>Either:</b> The value of atleast <b>One</b> (01) of the Contract for the Life Insurance Policy printing Project must be minimum <b>INR 6 crores</b> in any one of the last 03 financial years</p> <p><b>OR:</b> The value of atleast <b>Two</b> (02) Contracts for Life Insurance Policy printing Projects, each having a value in excess of <b>INR 3 crores</b> in any one of the last 03 financial years</p> <p><b>OR:</b> The value of atleast <b>Three</b> (03) Contracts for Life Insurance Policy printing Projects, each having a value in excess of <b>INR 2 crores</b> in any one of the last 03 financial years.</p>	<p>Bidder should be fulfilling any <b>One</b> (01) of the mentioned Three <b>(03)</b> criterias. Copy of work orders/ agreements from the Life Insurance Companies indicating the Policy Bond Printing work, tenure &amp; value. + <b>Annexure-D</b></p>
12.	<p>The bidder must have its <b>own</b> infrastructure - building, printing machines, manpower etc. in ready state at <b>04</b> locations across India for fulfilling the scope of work required under this Tender. Mumbai/ Navi Mumbai / Thane is mandatory. Other 03 locations should cover East, North and South of India as mentioned in Clause 2.4 (f). All such locations should be leased/owned &amp; in the name of the Bidder.</p>	<p>Details of Factory License of each location in Bidder's name and Property and Assets owned to be certified by Statutory auditor. GST certificate of each location to be submitted</p> <p>LICI shall verify the same during site visits to all the locations of the shortlisted bidder.</p>
13.	<p>The bidder must have the Policy bond printing machines (owned by the bidder) i.e. High speed Web/Reel-fed front and back printing in single pass (Duplex printing) color variable data printing done on inkjet machines installed and operational at all 04 locations, supported by the OEM/Distributor partner and the OEM/Distributor must undertake to support the bidder for the entire duration of the contract period mentioned in this Tender, at each location.</p>	<p>Undertaking Letter from OEM/Distributor for supporting the bidder for the entire contract duration of this Tender and clearly stating the printing capacity of the machine at each location.</p>

14.	<p>Printing capacity to print at least 2 million A3 Duplex variable color impressions per day across all four locations.</p> <p>Printing capacity per location to print atleast 0.5 <b>million A3</b> Duplex variable color impressions per day.</p>	<p>Copy of work orders /agreements / satisfactory performance certificate from the Life Insurance Companies indicating the nature of work &amp; tenure. Bidder to provide machine make, model number and specifications sheet for each location demonstrating compliance to requisite capacity requirement as per <b>Annexure E.</b></p>
15	<p>Experience in designing and template making of documents to be printed. Past experience of atleast one year as on the date of submission of bid in Policy document file generation from Raw data (xml, text, images, etc.)</p>	<p>Experience with atleast two life insurers.</p> <p>Confirmation Certificate from life insurers required.</p> <p>Enclose Certifications + Details.</p>
16	<p>Certifications: Quality certification is must for each location</p> <p>ISO Certification 9001 : 2015 ISO Certification 27001 : 2022 Details of Industry awards, recognitions, affiliations and any other certifications</p>	<p>Enclose Certifications + Details</p> <p>All certifications should be issued prior to the date of tender and they should be Valid as on date.</p>
17	<p>The Bidder must have <b>in-house</b> logistics arrangements with India Post for pickup of bulk articles on a daily basis from all the proposed printing locations.</p> <p>Independent Postal Dispatch arrangements &amp; tie up with India Post ( for SPEED POST ) services</p>	<p>Certified Copy of Postal arrangements tie up documents to be provided (Valid National Account letter) in the name of the Bidder, issued by India Post to be submitted having a validity period of 01 year or more. Validity of the India Post letter should be for the entire duration of the contract and any further extensions thereof. In case of renewal of the India Post letter falls, during the currency of the contract same should be obtained atleast one month (01 month) before the</p>

		expiry of the earlier permission letter.
18	The bidder must own & submit the list of machines at each location for scope of work under this Tender which is duly certified by a Chartered Engineer.	Machinery list duly certified by a Chartered Engineer. (Details to be provided as per Annexure - E)
19	The Bidder must have Disaster Recovery Centre (DRC), Risk Mitigation & Business Continuity Plan (BCP) in place in case of any disruption (Pandemic, natural calamities and any other type of disruptions)	Details of Disaster Recovery Centre (DRC) with Machine capacity details, etc. Certificate by Chartered Engineer & certified copy of BCP to be submitted by the Bidder.
20	The bidder having the history of Blacklisting/De-empamentment/ Debarring/Removal from Empanelment due to serious violation of terms and conditions of tender/Pending litigation due to serious violation of terms and conditions of tender by any Bank, Government/ Central/ State/ Semi Government/Public Sector Unit/autonomous bodies under State/ Central Government of India/any other foreign Government during the <b>last five (05) financial years</b> in India or abroad, will not be eligible to participate in this tender. A similar ban subsequent to the submission of the Bid, but before the award of the contract shall also be disclosed.	Self declaration should be submitted with the bid in this regard, along with details of history of Blacklisting / De-empamentment/ Debarring/ Removal, if any. (Details to be provided as per <b>Annexure- H</b> )
21	Physical Security for each Printing site: d) Site should be manned by Security personnel - 24x7 for 365 days. e) Site should be under CCTV surveillance and monitoring - 24x7 for 365 days and recording should be available for 90 days. Site should have Access control mechanism for the designated sections of the activity ( Biometric/Card punching system etc.).	Self declaration with sufficient evidences should be submitted with the bid in this regard as per <b>Annexure-S</b>
22	Installed ready to go Printing & Dispatch capacity is a pre-requisite for this Tender	A Certificate for ready to go Capacity is to be provided on Company Letter head, duly signed by Authorized signatories. + Chartered Engineer's Certificate
23	The Bidder must establish and manage centralized connectivity to LIC by provisioning one Primary Leased Line and one Backup Leased Line (from a different service provider) with minimum	Valid Agreements / recent Invoice copies with the respective Telecom Service Providers (ISPs) confirming

	bandwidth of 70 Mbps (expandable on demand).. The bidder shall be solely responsible for managing internal connectivity to all four operational locations through this centralized setup and ensure Data Security, redundancy and high availability.	the active primary and backup leased lines at the centralized location.
24	Letter from Competent Authority	Letter from Board of the Company of the Bidder providing name, designation ,address and contact details of the authorized person for communication and to sign the documents
25	Pre-Contract Integrity Pact	As per <b>Annexure IV</b> attached
26	Quality control methods - Periodic audits of all modes and training to maintain service quality.	Last 08 Quarterly/04 Half yearly Quality Control Certificates & AMC Certificates to be attached.
27	The Bidder/firm and/or any of its Promoter Directors should not be - having any credit facilities classified as Non-Performing Assets and defaulter Account as on date of issuance of this Tender either in their individual capacity <b>Or</b> as Director/ Trustee/ Guarantor and having any litigation with Bankers/any other Organisation on account of Credit facilities issued by them.	Bidder/Firm should submit a Declaration (as per <b>Annexure AA</b> ) on their letterhead and authority to check their CRISIL /Credit Risk Score Reports. A copy of CRISIL/ Credit Risk Score is to be submitted by duly authorized signatory along with Declaration. <b><u>Minimum CRISIL Score required:</u></b> 'A' (Good). In case any such default/ litigation is there, the Bidder/ firm will be liable to be ineligible for the Tender Process.
28	The Bidder/firm and/or any of its Promoter Directors should not be - having any history of Insolvency and was/currently not engaged in any criminal case/s and proceedings as on date of issuance of this Tender either in their individual capacity or as Director/Trustee/Guarantor or as a Firm. If any such instance or the case is there, the Bidder/Firm will be liable to be ineligible for the Tender Process.	Bidder/Firm should submit a Declaration (as per <b>Annexure-AC</b> ) on their letterhead with full facts.
29	Other relevant information and supporting documents	a) Bidder may include any other information deemed necessary to

		<p>LICI regarding any other aspect of the proposed solution(s) and/or the project</p> <p>b) Any other documents found necessary may be attached</p>
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**Enclosures duly attested have to be attached wherever required.**

**All documents must be signed by the Company Secretary/authorized representative of the Bidder(s). Relevant portions, in the documents submitted in pursuance of Minimum Eligibility Criteria, should be highlighted**

The above information furnished by the Bidder is accurate and is verified and authenticated by the Board of the Directors of Company of the Bidder.

**Place:**

**Signature of the Authorized Signatory & Seal**

**Date:**

**Annexure – II**  
**Commercial (Financial) Bid/quote for “ Centralized policy Bond**  
**Printing & dispatch for LIC of India”**

Ref: LICI/CO/NBR/TENDER/ CPPB/2026-27/01

**(To be submitted in the Price Bid template on the Commercial**  
**(Financial Bid) page only)**

<b>S. No</b>	<b>Items with Specifications</b>	<b>Unit of Measurement</b>	<b>Unit Rate (in INR only)</b>	<b>Total Cost</b>
1	<b>Policy Bond + Copy of Proposal Form + CIS + Riders -</b> A3 Size with 100 GSM - A Grade Maplitho paper, Duplex printing (Front & Back) in 4 color digital inkjet printing, multilingual (approx 30% of the policy bond pages ) A3 sheets – 05 Nos.	Per A3 Sheet (printing on both sides – considered as one sheet)		
2	<b>Policy Bond + Copy of Proposal Form + CIS + Riders -</b> A3 Size with 100 GSM - A Grade Maplitho paper, Duplex printing (Front & Back) in Black & White digital inkjet printing, multilingual (approx 70% of the policy bond pages ). A3 sheets – 10 Nos.	Per A3 Sheet (printing on both sides – considered as one sheet)		
3	<b>Policy Folder / Cover -</b> A3 size (*Center Folded) 120 GSM glossy A- Grade Art paper, multi color (4 color) Offset printing on single side with two windows	Per Folder		
4	<b>Envelope -</b> with 120 GSM - A Grade Maplitho paper, 2 windows, multicolor (4 color) Offset printing.	Per Envelope [Size 8.85” * 12.32”inch]		
5	Handling Charges (Collating, Tearing, Stapling, Insertion, pasting etc. )	Per Policy Bond		
6	<b>Total Cost per Policy Bond (Total of 1 to 5)</b>	Per Policy Bond		

**\*All A3 Sheets will be center folded and pinned to form the Policy Document Booklet.**

**Instructions:**

1. The cells, where the bidder has to input values, are highlighted in blue.
2. No changes should be made to the other cells.
3. Prices should be Exclusive of GST.

4. The Bidder has to compulsorily quote for all the items.  
 5. Speed Post Charges are not to be included in this Quote as it would be charged on actual basis after bulk discount.

**Notes to Annexure II**

- i. Charges should be quoted in Indian Rupees only and should be exclusive of applicable taxes i.e. GST and/or any other Tax/duty should not be mentioned.
- ii. LICl shall deduct the TDS as applicable.
- iii. There shall be no minimum volume guarantee for any activity.
- iv. Time to time number of fields/pages per policy bond may increase /decrease.
- v. The responsibility and cost of logistics for completing the above activities will be borne by the bidders. However, India Post dispatch related expenses shall be borne by LICl. (actual charged by India Post after bulk rebate/discount)
- vi. Commercial (Financial) quote/bid has to be given only in above format in manner specified in the document in terms of activities and rates. Any modification, deviation or conditional submission will result in rejection of quote.
- vii. **For arriving at L1Bidder, Total Cost per Policy Bond (Total of 1 to 5) will be considered.**
- viii. **For arriving Cost per Policy Bond - Calculation will be done as per below procedure:**

S. No	Items with Specifications	Unit Rate (in INR only)	Total Cost (in INR only)
1	<b>Policy Bond + copy of Proposal form + CIS + Riders - Color</b>	Per A3 Sheet (both sides)	05 X Unit rate
2	<b>Policy Bond + Copy of Proposal Form + CIS + Riders -Black &amp; White</b>	Per A3 Sheet (both sides)	10 X Unit rate
3	<b>Policy Folder / Cover page</b>	Per Folder	01 X Unit rate
4	<b>Envelope</b>	Per Envelope	01 X Unit rate
5	<b>Handling Charge</b>	Per Policy Bond	01 X Unit rate
6	<b>Total Cost per Policy Bond (Total of 1 to 5)</b>	Per Policy Bond	

- ix. Average number of pages Per Policy Bond is taken as **15(Fifteen) A3 Sheets for the purpose of this Tender.**
- x. Decision of the LICl will be final.

**ANNEXURE - III**  
**Confidentiality cum Non-Disclosure Agreement**

(No deviations in wordings permitted)

**(To be executed by the selected Bidders only on Rs.500/- Stamp / Franked paper  
& notarized) (as applicable in the area of jurisdiction)**  
**Each page to be signed by Authorized Signatory**

This Non-disclosure Agreement (“NDA”) is made and entered into this \_\_\_ Day of \_\_\_ in the year \_\_\_\_ BY AND BETWEEN Life Insurance Corporation of India, a statutory Corporation established under section 3 of Life Insurance Corporation Act 1956 (31 of 1956) and having its Central Office at ‘Yogakshema’, J B Marg, Mumbai 400 021, hereinafter referred to as “LICI”

AND

<Company Name> a company incorporated under the laws of Indian Companies Act, 1956 and having its principal place of business at  
< Company Name & Address> shall be referred to herein as a “Respondent”.

LICI and the Respondent shall individually be referred to as “Party” and collectively referred to as “Parties”.

WHEREAS the Respondent is aware that while responding to LICI’s Tender for Centralised printing & Dispatch of Policy Bonds Ref: LICI/CO/NBR/TENDER/ CPPB/2026-27/01 dated 12.05.2026, the Respondent may be gathering information on LICI’s Business/ Operations, certain proprietary information such as Technically and commercially detailed information regarding the respective products & service offerings, Organization, decision processes, technical infrastructure, working processes and delegation of responsibilities, project management and planning methods, reports, plans and status including but not limited to technical manuals, specifications, product features, customer list, specializations, documents, financial statements and business/development plans etc., (“Proprietary Information”) indicated as confidential by LICI and made available to the Respondent while responding to the Tender Document, is privileged and strictly confidential to and / or proprietary of LICI.

WHEREAS Respondent agrees to receive the Proprietary Information or other information from LICI and treat all such information as confidential information and to safeguard LICI’s confidential information, property, information systems, network, databases and other data.

NOW, THEREFORE, in consideration of the recitals set forth above and the covenants set forth herein, the Respondent agrees that:

Respondent agrees to hold all Confidential Information received from LICI in confidence. Respondent will use such Confidential Information only for the purpose of developing the Response to the said Tender Document; restrict disclosure of such Confidential Information to its employees and employees of its affiliated or partner

companies with a need to know and inform such employees of the obligations assumed herein. Respondent will not disclose such Confidential Information to any third party without the prior written approval of LICI.

The Confidential Information means information which may be in any form including but not limited to oral, written or printed information or Information in electronic form, data, studies, consultants' reports, trade secrets, proformas and other financial and trade/commercial information, computer models and programs, contracts, plant designs and configurations, plant performance data or other material of any kind or nature in whatever form. Wherever, information is given orally, within 48 hours, the receiving party should receive the information in writing along with the confidentiality statement from the other party. It may be noted that all the information shared as a part of said Tender Document in the form of project documents, discussions on system architecture, data shared for the sole purpose of evaluating and finalizing the system configuration onsite shall be the sole property of LICI and shall be treated with the same degree of confidentiality as that of the respondent. Respondent will ensure that no breach of confidentiality occurs at its own/leased premises as well as during and after the onsite engagement as a part of this project engagement

Without the prior written consent of LICI or except as otherwise provided herein, the Respondent will not:

- Distribute or disclose to any other person any of the Confidential Information.
- Permit any other person to have access to the Confidential Information.
- Use the Confidential Information for any purpose other than the Permitted Use; or disclose to any other person

That discussions, investigations or negotiations are taking place concerning a possible transaction between the Parties, or the terms, conditions, status or other facts regarding a possible transaction between the Parties, or that Respondent has received Confidential Information from LICI. Notwithstanding the above, Respondent may disclose the Confidential Information, and portions thereof to its directors, officers, employees and representatives of its advisors (collectively, "Representatives") who need to know such Confidential Information for the purpose of evaluating a possible transaction between the Parties. It is understood that the Respondent will inform their respective Representatives of the confidential nature of the Confidential Information and will require its Representatives to be bound by this Agreement and not to disclose the Confidential Information to any other person.

Without the written consent of LICI the Respondent should not make public announcements/ comments on any website/ or issue any media statements about the LICI, Tender Document or Tender Document process, the existence of this engagement and its scope.

The Respondent agrees to be responsible for any breach of this Agreement by its Representatives.

Respondent agrees to protect the Confidential Information received from LICI with the same degree of care as it normally exercises to protect its own proprietary information

of a similar nature. Respondent agrees to promptly inform LICI of any unauthorized disclosure of LICI's Confidential Information.

The Respondent shall ensure that in no case its employees or representative uses any USB or connectivity device in the hardware systems of LICI without the permission from LICI.

The Respondent shall ensure that their employees will not disclose any information of LICI even after they cease to be the employees of the Respondent. The Respondent shall ensure this by its own internal agreements.

Confidential Information does not include information that Respondent can reasonably prove, falls within any of the following:

- Information that either is legally in either party's possession or publicly available to either party prior to the disclosure of such information hereunder.
- Information that, subsequent to its disclosure hereunder, becomes publicly available to either party without any violation of this Agreement by either party.
- Information that becomes legally available to either party on a non-confidential basis from any third party, the disclosure of which to either party does not, to either party's knowledge, violate any contractual or legal obligation such third party has to either party with respect to such information.
- Information that is independently acquired or developed by either party which can be evidenced by written records; or information that is explicitly approved for release by written authorization of LICI.

In the event that Respondent is required by law in any judicial or governmental proceeding to disclose any Confidential Information, the Respondent will give LICI prompt written notice of such request so that LICI may seek a protective order or appropriate remedy. If, in the absence of a protective order, Respondent determines, upon the advice of counsel, that it is required to disclose such Confidential Information, it may disclose such Confidential Information only to the extent compelled to do so; provided, however, that the Respondent gives LICI written notice of the portion of Confidential Information to be disclosed as far in advance of the disclosure as is practicable and uses its best efforts, at its own expense, to obtain assurances that confidential treatment will be accorded to such Confidential Information.

No license expressed or implied in the Confidential Information is granted to Respondent other than to use the information in the manner as is permitted in Tender Document or by LICI.

Respondent agrees that Confidential Information is and shall at all times remain the property of LICI. Respondent acknowledges that the Confidential Information is confidential and material to the interests, business and affairs of LICI and that the disclosure thereof (other than as permitted under this Agreement) would be detrimental to the interests, business and affairs of LICI. No use of such Confidential Information is permitted except as otherwise provided herein and no grant under any of the party's intellectual property rights is hereby given or intended, including any license (implied or otherwise). All information shall remain the property of LICI and shall be returned upon written request or upon the Respondent's determination that it no

longer has a need for such information. Use of such property or licenses without the permission of LICI is strictly prohibited and the respondent will ensure that any of its employees or representatives does not violate this condition, and even in the case when they cease to have any relationship with respondent.

No license to the Respondent, under any trade secret or any other intellectual property right, is either granted or implied by the disclosure of information to the Respondent. None of the information which may be disclosed or exchanged by LICI shall constitute any representation, warranty, assurance, guarantee, or inducement by Respondent to LICI of any kind, and in particular, with respect to the non-infringement of trademarks, patents, copyrights, mask work rights, or any other intellectual property rights, or other rights of third persons or of LICI.

There are no warranties expressed or implied by this Agreement. Without limiting the foregoing, neither LICI makes any representations nor extends any warranties, express or implied, as to the adequacy or accuracy of Confidential Proprietary Information or any other information or data related thereto, or with respect to the use thereof by Respondent.

Neither this NDA nor the disclosure or receipt of information from LICI to the Respondent, shall constitute or imply any promise or intention to pursue any business opportunity described in the Confidential Information or make any purchase of products or services by LICI or its affiliated companies or any commitment by LICI or its affiliated companies with respect to the present or future transaction between the parties.

Respondent shall not modify or erase the logos, trademarks etc., of LICI or any third-party present on the Confidential Information. The Respondent shall not use or display the logos, trademarks etc., of LICI in any advertisement, press etc., without the prior written consent of LICI.

Upon the request of LICI, the Respondent, will within 7 days of receipt of such request, return or destroy all Confidential Information and any notes, correspondence, analyses, documents or other records containing Confidential Information, including all copies thereof, then in the possession of Respondent or its Representatives and shall certify the fact of having destroyed the Confidential Information in writing to LICI. Such return, however, does not abrogate the continuing obligations of Respondent under this Agreement.

Respondent agrees and acknowledges that monetary damages would not be a sufficient remedy for a breach of this Agreement and that LICI shall be entitled to specific performance or any other injunctive relief as a remedy in equity for any such breach of this Agreement. Any remedy shall not be deemed to be exclusive or all-inclusive and shall be in addition to any and all other remedies which may be available to LICI in law or equity.

Confidential Information provided to the Respondent does not and is not intended to represent an inducement by LICI or a commitment by LICI to enter into any business relationship with the Respondent or with any other entity. If the parties desire to

pursue business opportunities, the parties will execute a separate written agreement to govern such business relationship.

Respondent agrees that all of its obligations undertaken herein as the Respondent shall survive and continue for the period of the existence of this NDA and a period of three years thereafter regardless of any prior termination of this NDA.

This NDA constitutes the entire understanding between the Parties hereto as to the information and merges all prior discussions between them relating thereto.

No amendment or modification of this NDA shall be valid or binding on the Parties unless made in writing and signed on behalf of each of the Parties by their respective authorized officers or representatives.

The Respondent understands and agrees that no failure or delay by LICl in exercising any right, power or privilege hereunder shall operate as a waiver thereof, nor shall any single or partial exercise thereof preclude any other or further exercise thereof or the exercise of any right, power or privilege hereunder.

The Respondent herein agrees and undertakes to indemnify and hold LICl harmless from any loss, damage, claims, liabilities, charges, costs, or expense (including reasonable attorneys' fees), that may arise or be caused or result from or be paid/incurred/suffered or caused to be paid/incurred/ suffered by reason of any breach, failure, delay, impropriety or irregularity on its part to honour, observe, adhere to, abide by or comply with any of the terms and conditions of this Agreement.

This Agreement shall be governed and construed in accordance with the laws of India. In the event that any of the provisions of this Agreement shall be held by a court or other tribunal of competent jurisdiction to be unenforceable, the remaining portions hereof shall remain in full force and effect.

Respondent agrees not to assign this Agreement or any interest herein without express prior written consent of LICl.

Nothing in this agreement and no action taken by the Respondent pursuant to this agreement shall constitute, or be deemed to constitute, a partnership, association, joint venture or other co-operative entity or arrangement. This Agreement is entered into by the Parties on a Principal-to-Principal basis and no other meaning can be assigned in interpreting any of the terms contained herein.

This Agreement is entered into by the Parties on a Principal-to-Principal basis and no other meaning can be assigned in interpreting any of the terms contained herein. Any dispute or claim arising out of or in connection herewith, or the breach, termination or invalidity thereof, shall be settled by arbitration in accordance with the provisions of Procedure of the Indian Arbitration & Conciliation Act, 1996. The arbitration tribunal shall be composed of a sole arbitrator, and the Parties shall appoint such arbitrator with mutual consent. The place of arbitration shall be Mumbai, India and the arbitration proceedings shall take place in the English language. Cost of arbitration may be borne by the respective parties.

IN WITNESS WHEREOF, the Respondent has caused this Agreement to be executed as of the date set forth above.

For and on behalf of <Respondent Company><Address of Respondent>

**Authorised Signatory Name:**

**Designation:**

**Office Seal:**

**Date:**

**Place :**

LEADER

**Annexure- IV**  
**PRE-CONTRACT INTEGRITY PACT**

(No deviations in wordings permitted)

**(To be submitted on Rs.500/- stamp paper of (as applicable in the area of jurisdiction) by the Bidder and each page to be signed by Authorized Signatory.**

General: This pre-bid pre-contract Agreement (hereinafter called the Integrity Pact) is made on..... day of the month of ..... 2026.

Between,

on one hand, the Life Insurance Corporation of India (hereinafter referred to as "LICI") a statutory Corporation established under section 3 of Life Insurance Corporation Act 1956 (31 of 1956) and having its Central office at "Yogakshema" Jeevan Bima Marg Mumbai 400021. (herein after called the "CORPORATION" which expression shall mean and include, unless the context otherwise requires, his successors in office assigns) of the First part. And M/s.

..... represented by  
Shri..... (Hereinafter called the "BIDDER" which expression shall mean and include, unless the context otherwise requires, his successors and permitted assigns) of the Second part.

WHEREAS

the CORPORATION proposes to procure Tender Document for "Centralized Printing of Policy Bonds & Dispatch for LICI Ref :LICI /CO/NBR/TENDER/CPPB/2026-27/01 and the BIDDER is willing to offer/has offered the services and

WHEREAS

the BIDDER is a private company/public company/Government undertaking, /partnership/registered export agency, constituted in accordance with the relevant law in the matter and the CORPORATION is performing its function under the LICI 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 CORPORATION 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 BIDDER 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 CORPORATION 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: -

## **Commitments of the CORPORATION**

The CORPORATION undertakes that no official of the CORPORATION, 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.

The CORPORATION 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.

All the officials of the CORPORATION will report to the "Chief Vigilance Officer" of the Corporation any attempted or contemplated breaches of the above commitments as well as any substantial suspicion of such a breach.

In case any such preceding misconduct on the part of such official(s) is reported by the BIDDER to the CORPORATION with full and verifiable facts and the same is prima facie found to be correct by the CORPORATION, necessary disciplinary proceedings, or any other action as deemed fit, including criminal proceedings may be initiated by the CORPORATION 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 CORPORATION the proceedings under the contract would not be stalled.

## **Commitments of the BIDDER**

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:-

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 CORPORATION, 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.

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 CORPORATION 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 disfavour to any person in relation to the contract of any other contract with the Government.

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.

BIDDERS shall disclose the payments to be made by them to their agents/brokers or any other intermediary, in connection with this bid/contract.

The BIDDER further confirms and declares to the CORPORATION 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 CORPORATION 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.

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 CORPORATION or their family members, if any, in connection with the contract and the details of services agreed upon for such payments.

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.

The BIDDER will not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.

The BIDDER/Contractor will not commit any offence under the relevant Bhartiya Nyaya Sanhita (BNS) /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 CORPORATION 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.

The BIDDER commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.

The BIDDER shall not instigate or cause to instigate any third person to commit any of the actions mentioned above.

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 Corporation, the same should be disclosed. The term "relative" for this purpose would be as defined in section

2(77) of the Companies Act, 2013.

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 CORPORATION.

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.

### **Previous Transgression**

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.

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.

### **Sanctions for Violations:**

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 CORPORATION 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 Performance Bank Guarantee (after the contract is signed) shall stand forfeited either fully or partially, as decided by the CORPORATION and the CORPORATION 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 EMD and Performance Bank Guarantee if furnished by the BIDDER, in order to recover the payments, already made by the CORPORATION, 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 CORPORATION resulting from such cancellation/recession and the CORPORATION 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 LICl for a minimum period of five years which may be further extended at the discretion of the CORPORATION.
- (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 CORPORATION to forfeit the same without assigning any reason for imposing sanction for violation of this pact

The CORPORATION will be entitled to take all or any of the actions mentioned above at items (i) to (viii) on 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 XII of the Bhartiya Nyaya Sanhita (BNS), 2023 or Prevention of Corruption Act, 1988 or any other statute enacted for prevention of corruption.

The decision of the CORPORATION 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 of this Pact.

### **Independent Monitors**

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

Name, address, email of the Monitors

- Shri Jose T Mathew, IFS (Retd),  
House Number 37/930, Ebrahim Pillai Lane,  
Via Kakkanad, Thrikkakara-6  
Dist Ernakulam, Kerala-682021  
Email : [jtmat507@gmail.com](mailto:jtmat507@gmail.com)
- Shri Sanjay Kumar Srivastava, IAS (Retd)  
C-II, 2475, Vasant Kunj,  
New Delhi - 110070  
Email Address: [srivastava.sk001@gmail.com](mailto:srivastava.sk001@gmail.com)

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.

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.

Both the parties accept that the Monitors have the right to access all the documents relating to the project/procurement, including minutes of meetings.

As soon as the Monitor notices, or has reason to believe, a violation of this pact, he will so inform the Executive Director (NB&R/HI), LIC

The BIDDER(s) accepts that the Monitor has the right to access without restriction to all Project documentation of the CORPORATION 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 CEO & MD, LIC of India and recues himself / herself from that case.

The CORPORATION 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.

The Monitor will submit a written report to the CEO & MD, LIC of India within 8 to 10 weeks from the date of reference or intimation to him by the CORPORATION /BIDDER and, should the occasion arise, submit proposals for correcting problematic situations.

If the Monitor has reported to the CEO & MD , LIC of India, a substantiated suspicion of an offence under relevant IPC/ PC Act, and the CEO & MD, LIC of India 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.

**Facilitation of Investigation:** In case of any allegation of violation of any provisions of this pact or payment of commission, the CORPORATION 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.

**Law and Place of Jurisdiction:** This Pact is subject to Indian Law. The place of performance and jurisdiction is the seat of the CORPORATION.

**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.

**Validity:** 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. 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

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

CORPORATION

BIDDER

Name of the Officer:

CEO:

Designation /Dept

Witness

1.....

1.....

2.....

2.....

Note: Bidder/Seller/Service Provider Stores/equipment/item/service Bidding process/ bid evaluation/process of availing services appropriate word may be used where ever applicable without altering the purpose /desired intention of the clause.

**Annexure-V**  
**Offer Letter and Compliance Certificate for Tender conditions and Bid validity**  
**(Affidavit on INR 500/- stamp paper duly notarized)**

Ref:

Date:

To,

The Executive Director - New Business and Reinsurance/HI  
Life Insurance Corporation of India  
Yogakshema, East Wing,  
5th floor, Jeevan Bima Marg,  
Nariman Point,  
Mumbai - 400021

Dear Sir/Madam,

**Re: TENDER for “Centralized Printing & Dispatch of Policy Bonds for LIC of India”**

1. Having read and examined the Tender documents including all annexure, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to undertake the services in conformity with the said Tender documents in accordance with the Prices indicated in the Commercial Proposal and made part of this Tender Response.
2. If our offer is accepted, we, the undersigned offer to carry out the said activities mentioned above in conformity with the terms and conditions of the said Tender Documents.
3. I/ We confirm that this offer is valid for 180 days from the last date for submission of this Tender response to LIC.
4. Until a formal contract is prepared and executed, this offer, together with LIC's written acceptance thereof through LOI, shall constitute a binding contract between us.
5. We undertake that in competing for and if the award is made to us, in executing the subject Contract, we will strictly observe the laws against fraud and corruption in force in India namely “Prevention of Corruption Act 1988”.
6. We understand and agree that LIC has right to reject the offer in full or part without assigning any reasons, whatsoever.
7. We have never been debarred/black-listed by any regulatory /statutory authority/ Central Govt./State Govt./PSU or any other organization in India.
8. We or our group entity and related parties do not have any insurance intermediary license and that none of our Directors have any insurance agency.

None of our directors will ever obtain any insurance license either as a broker or an agent [individual or Corporate Agency] during the term of the agreement with LICI and for a period as stipulated in the SLA, subsequent to the termination of the contract with LICI.

9. I/We unconditionally accept the Terms and Conditions mentioned in the Tender document and it's Annexures. I/We state that LICI may consider my/our bid on the basis of the statement made by me/us in this Affidavit.
10. I/We further state that the information sought by LICI in these documents are true and correct and any information if found to be incorrect at any stage during the Tender process or after Award of contract or during service period as per contract, shall make the bid / contract liable to be repudiated/terminated. Further, I/We accept that in such case Earnest Money Deposit (EMD) / Performance Bank Guarantee (PBG) shall be forfeited.
11. I/We state that Non-compliance of any provisions, being a statutory requirement, any misstatement made, shall be sufficient reason for LICI, apart from as mentioned in the relevant sections & clauses of this Tender document/ contract, to terminate the Contract/disqualification from tender process and the EMD/PBG will be forfeited/invoked, besides taking recourse to other legal remedies available in the Tender Document /Contract.
12. I/We undertake, if our Bid / proposal is accepted, to commence services as per the Tender document, as accepted, within 30 days, calculated from the date of receipt of your notification of award.
13. I/We shall have no cause of action/any legal proceedings/complaint against the LICI due to the rejection of my/our tender Bid or Non selection as a successful Vendor or non award of the Contract or disqualification.

Yours faithfully,

**Authorised Signatory**

**Company Stamp**

**Date:**

**Place:**

## **Annexure - VI**

### **Mandatory 'Information Security Requirements' Criteria (To be signed & submitted by the Bidder)**

#### **Overview:**

The services, processes and solutions deployed for LICl shall follow a standard configuration/customization process and shall meet the functional, security, performance, legal, regulatory and statutory requirements of LICl. The bidders shall comply with "Guidelines on Information and Cyber Security for insurers", published by IRDAI on 7<sup>th</sup> April, 2017 and any subsequent changes in this document and DPDP Act 2023 and DPDP Act Rules .The bidders shall comply with the provisions of Information Technology Act, 2000 (amended 2008) other applicable legal requirements and standards to protect the customer's data,

The bidders shall also comply with LICl IT Policy, Information Security Policy and Procedures, LICl Policy on Information Security Requirements for Third Party in key concern areas as under:

- Responsibilities for data and application privacy and confidentiality.
- Responsibilities on system and software access control and administration.
- Custodial responsibilities for data, software, hardware and other assets of LICl being managed by or assigned to the Bidder.
- Physical Security of the facilities.
- Incident response and reporting procedures.
- Password Policy of LICl.
- Data Encryption /Protection requirement of LICl.
- Server hardening, security policies and Secure Configuration Documents.
- Sharing of Background Verification of its personnel, working on LICl Project.
- Business Continuity Management and Disaster Recovery.

The bidder having access to IT infrastructure of LICl shall be managed as per Third Party Access Standard & Procedure of LICl. If required, LICl Policy on Information security requirement for third-party document will be shared with the successful bidder.

LICl shall reserve the right to carry out Security Assessment of the services, processes, applications and solutions and underlying infrastructure components of the selected bidders through their empanelled information security service provider. In case of any observations or vulnerabilities reported during these testing, the successful bidder shall close the observation and mitigate the risk within one month without any additional commercial levied to LICl.

Failure to close the vulnerabilities within one month will attract penalty. The contracts relating to outsourced services with the selected bidders shall detail security requirements in compliance with LICl Security Policies and supporting Standards & Procedures and the selected bidders shall demonstrate compliance with such requirements.

## **1. Risk Management**

LICI shall vet vendors/suppliers, and third-party service providers to ascertain their capabilities, trustworthiness, the adequacy of their internal security practices, the effectiveness of safeguards, their supply chain relationships, and any risks that may be associated with those relationships and dependencies. The requirements for and evaluation of products and discrete components shall extend beyond an assessment of whether functional and technical requirements are satisfied and shall also address the applicable cyber security risks.

Security risks in the supply chain may occur as systems, software, and hardware, are being developed, designed, assembled, stored, delivered, installed, operated, maintained, and decommissioned. Cyber supply chain risk management processes shall therefore identify and seek to mitigate the associated security risks at every stage, throughout the acquisition, and development life cycle.

The supply chain risk management activities shall include performing a risk assessment of services, suppliers, and products; identifying relevant risk management controls; conducting due diligence; and continuously monitoring vendors/suppliers, and service providers.

LICI shall schedule and conduct half-yearly risk assessments for contracted services, adapting security controls as needed to address evolving threats and vulnerabilities.

## **2. Right to Audit**

1. IRDAI and other law enforcement agencies shall have right to audit to access Data and its log. The Vendor, shall provide the necessary co-operation to these authorities.
2. LICI reserves rights for auditing the Vendor as per the scope of agreement. The audit can be taken up by LICI Information Security Team or by another independent audit or appointed by LICI as per such requirement, if any during the project period. If the compliance scores of suppliers in the audit are found less than 90%, then LICI may terminate this Agreement, if supplier fails to rectify or implement requisite compliance within fifteen days. The high-risk vulnerabilities shall be closed within one day without any additional commercial levied to LICI. Failure to close the vulnerabilities within the timeline shall attract penalty.
3. LICI reserves right to monitor activities of the Vendor in connection with this Agreement. The Vendor is required to furnish the relevant reports and logs to facilitate the monitoring and reporting of activities carried out.
4. Vendor shall take all necessary measures to mitigate the risk(s) involved with non-compliance areas observed during such audits within 15 days from it is being reported to them.
5. Vendor may be asked to submit documentation regarding the resolution of audit disclosed deficiencies and inspection of their processing facilities and operating practices.

## **3. Third party certifications**

Based on the criticality of the contracted service and risk assessment of the service provider, LICI may also depend on globally recognised Third party certifications .The

circumstances and procedures under which reliance on recognised third-party certifications shall be placed instead of conducting an internal/external audit as given below

- (i) Third-party certification should be issued by a credible, accredited body (such as ISO, SOC, or PCI DSS),
- (ii) scope of certification should match the LICl's compliance, security, or operational requirements, (iii) certification should be relevant to the third party's provided services, (iv) certification report should include detailed information about controls, testing procedures, and outcomes which provide transparency and assurance comparable to an audit (e.g. SOC 2 Type II certification),
- (v) where risk assessment indicates a low risk or a Non-critical Service,
- (vi) where the third party has consistently met compliance standards in previous audits or assessments,
- (vii) conducting audit on the third party is not feasible as the activity involved is highly technical for which the required expertise is not available with the LICl or its empanelled external auditors.

#### **4. Monitoring of Service levels**

LICl shall monitor service performance levels to check adherence to the agreements. Appropriate action shall be taken when deficiencies in the service delivery are observed.

#### **5. Incident Reporting**

LICl mandates prompt security incident reporting by vendors, establishing clear protocols for incident notification, response, and recovery processes. Critical security incidents like compromise of critical system/information, unauthorized access to IT system/data, malicious code attacks such as spreading of viruses/worms/Trojan/botnets /spyware, attacks on servers such as database, mail, and DNS and network devices such as routers must be notified within six (6) hours of noticing or detecting the incident.

Incident Reporting which includes the time for reporting, and types of incidents (e.g., data breaches, denial of service, service unavailability, etc.) required to be reported to LICl by the vendor, including incidents reported by its suppliers/service providers,

#### **6. Non Disclosure Agreement**

The Confidentiality cum Non-Disclosure Agreement shall contain clauses related to:

Use of Confidential Information

Remedies, if there is a breach of the confidentiality agreement.

Time frame for which sensitive information must be kept confidential.

Return of Information after the completion of business between the parties.

#### **7. DPDP Act and Rules**

The Vendor shall comply with all applicable provisions of the Digital Personal Data Protection Act, 2023 and associated Rules, as amended from time to time, and any directions issued by the Government of India.

The vendor shall Process personal data only for the purpose defined by LICl. The Vendor shall be fully responsible and liable for any breach of data, unauthorized access, disclosure, loss, or misuse of personal data arising out of its acts, omissions, or negligence, including those of its employees, agents, or subcontractors. The Vendor shall indemnify and hold harmless LICl against any losses, damages, claims, penalties, or regulatory actions arising from such breaches or non-compliance.

LICl reserves the right to conduct audits, inspections, or assessments of the Vendor's systems, processes, and controls related to data protection and security, either directly or through an authorized third party. The Vendor shall provide full cooperation, access to relevant records, logs, and documentation, and shall promptly remediate any observations or gaps identified within the stipulated timelines.

In the event of non-compliance with the provisions of the DPDP Act, applicable regulations, or the terms of this agreement, LICl reserves the right to impose penalties, including but not limited to financial penalties, suspension of services, or termination of the contract. Additionally, the Vendor shall be responsible for any regulatory fines or penalties imposed by authorities due to its failure to comply with applicable data protection and privacy requirements.

## **8. Business Continuity and DR plan**

Service providers are required to develop and establish a robust framework for documenting, maintaining, and evaluating the Business Continuity Plan (BCP) and Disaster Recovery Plan (DRP) commensurate with the nature and scope of the outsourced activity. Risk management and disaster recovery plans which shall be established and communicated,

## **9. Backup and Recovery**

Service Provider/vendor shall maintain a definitive media library (DML) containing all authorized versions of software assets required for system recovery and ensure that it is updated and regularly audited and provide the information to LICl

## **10. Exit/Terminations**

Contract renewals/terminations shall be managed through a structured process encompassing access control adjustments, secure information transfer, handover plans, exit management execution, and comprehensive documentation.

LICl shall implement a clear procedure that includes notice periods, conditions for termination, and procedures for secure transitioning services.

Upon contract termination, Vendor shall ensure the secure return or certified destruction of all data initially provided or subsequently generated by the external supplier, ensuring the protection of information assets. Vendor shall ensure smooth transition to New Providers and coordinate the handover of services to new providers or internal teams. Update all relevant documentation and processes to reflect the changes

## **11. Renewal of contract**

LICl shall assess the necessity of contract renewal based on cybersecurity performance

and decide upon renewal or termination ensuring compliance with end-of-contract data and resource handling requirements.

## **12. Termination/penal action on Security breach**

LICI reserves the right to take appropriate penal actions including termination of the contract in the event of a security breach caused by the acts or omissions of the service provider or its Personnel, sub-contractors, or in the event of Intentional infringement, failure to take measures to mitigate the damage which occurred, failure to take remedial measures to prevent further breaches

or lack of collaboration with LICI or the regulatory/law enforcement authorities

In the event of a security/data breach caused by the acts or omissions of the service provider or its Personnel, or sub-contractors during the contract period, the contract of the service provider will not be renewed for a further period, without the specific approval of the CISO of LIC.

## **13. Monitoring**

LICI shall monitor the defined Key Performance Indicators (KPIs) to measure the effectiveness and efficiency of its Supply Chain Security Management processes

## **14. Access Control mechanism**

LICI shall implement secure remote access mechanisms where access is allowed remotely, for the purpose of development, maintenance, or the operation of ICT/OT systems. Remote access requirements, such as - access only to vetted personnel, using a secure VPN, employing multi-factor authentication, or limiting access to specified business hours or from specified geographic locations shall be implemented by LICI and service provider is required to comply to these controls

LICI shall implement access control mechanisms, granting the least privilege necessary to perform contracted services and applying stringent authentication methods. – Access to IT systems of the LICI granted to staff of third parties, service providers, vendor partners, etc. shall be time-limited, granted on a need-to-know basis, and monitored. Remote access wherever granted shall be tracked, logged, and managed

## **15. Network segregation/principle of least privilege**

LICI shall implement necessary security mechanisms, including access control mechanisms that adhere to the principle of least privilege, network segregation to ensure vendor access is isolated from critical internal systems, robust endpoint security solutions, regular security assessments, and other applicable protective measures to maintain the organization's security integrity.

Service Provider/vendor shall employ robust access controls to restrict unauthorized access to the data. Use role-based access controls (RBAC) and ensure that only authorized individuals or systems have permission to access and modify the data

## **16. Software Bill of Material (SBOM)**

LICI shall obtain from Vendor/Service Provider Software Bill of Material (SBOM) for any new software products/ Software as-a-Service applications (SaaS) before it is procured . SBOMs include all the open source and third party elements in a codebase, versions of the components utilized in the codebase, and current patch status and enable security teams to immediately detect any related security or license risks.

## **17. Comprehensive Control and Visibility**

LICI shall maintain comprehensive control and visibility of all security aspects for sensitive or critical information or information systems accessed, processed, or managed by a third-party service provider.

LICI shall retain visibility into security activities such as change management, identification of vulnerabilities, and information security incident reporting/ response through a clearly defined reporting process, format, and structure.

## **18. Secure Devices and Software**

Service providers are mandated to use secured and approved devices and software, ensuring they comply with the LICI's information security policies and hardening controls to prevent the introduction of vulnerabilities.

## **19. Secure data communication channels**

Service providers and LIC to establish secure communication channels employing encryption and secure file transfer protocols to protect sensitive information exchanged during the contract period.

## **20. SLA Metrics Monitoring related to Cyber incidents**

LIC shall establish ongoing monitoring of KPIs of service providers/vendors ,such as incident response times, system uptime in case of threats, and mean time to detect and respond to breaches .

Service Provider/Vendor shall provide comprehensive security reports to stakeholders, maintain detailed records of security incidents, their resolutions, and conduct thorough reviews of security alerts and feedback to pinpoint patterns and enhance defensive measures.

## **21. Communication protocol**

LICI and Vendor/Service provider shall devise a communication protocol within the SLA that mandates secure and timely reporting on service performance, security incidents, and resolution progress.

## **22. Dispute resolution mechanism**

LICI shall formalize a dispute resolution mechanism in the SLA, including secure escalation which imposes financial penalties for security non-compliance, while also considering provisions for force majeure events and allowing time for corrective actions

in cases of significant breaches.

### **23. Data Security Clauses**

LIC shall enforce data protection agreements, and mandates that service providers/vendors handle, store, and process data in accordance with privacy laws and cyber security regulations including the IRDAI guidelines and provisions of the DPDP Act 2023 and its Rules and in accordance with Data Protection and Privacy Requirements for data encryption, handling, and retention, in compliance with applicable privacy regulations.

- a. All data shall be designated with ownership with assigned responsibilities defined, documented and communicated. Data, and objects containing data, shall be assigned a classification based on data type, jurisdiction of origin, jurisdiction domiciled, context, legal constraints, contractual constraints, value, sensitivity, criticality to the organization and third-party obligation for retention and prevention of unauthorized disclosure or misuse.
- b. Data servers and Data to be hosted in India only. Privacy By Design to be implemented & Data Protection Impact Assessments to be carried out periodically.
- c. Vendor shall establish policies & procedures, and implement mechanisms for encrypting sensitive data in storage (e.g. file servers, databases, and end-user work stations), data in transmission (e.g., system interfaces, over public networks ,and electronic messaging) and secure disposal & complete removal of data from all storage media, ensuring data is not recoverable by any computer forensic means.
- d. Vendor shall ensure that appropriate technology measures are in place to protect the storage and exchange of information. Supplier shall implement data privacy for all the business-critical data while at rest as well as during transit. Strong encryption algorithms shall be used and key exchange shall happen in a secure manner during data transmission.
- e. Vendor shall take adequate measures which will ensure the maintenance of the integrity and accuracy of data being processed.
- f. Security mechanisms shall be implemented to prevent data leakage. Data retention controls shall also ensure that the multiple copies of the data stored in different locations are also destroyed post the retention time frame. Vendor shall take adequate measures which will ensure the maintenance of the integrity and accuracy of data being processed.
- g. Risk assessments associated with data governance requirements shall be conducted at planned intervals considering the following:
  - Awareness of where sensitive data is stored and transmitted across applications, databases, servers and network infrastructure,
  - Compliance with defined retention periods and end-of-life disposal requirements,
  - Data classification and protection from unauthorized use, access, loss, destruction, and falsification.

- h. If Vendor adopts multi-tenancy and data commingling architectures, Service Receiver/ LICI Mandates Supplier to isolate its data from other customers' data, at the least, through logical separation at schema level for Service Receiver/ LICI related information database.
- i. In case of data hosted on cloud, then the same shall be hosted on servers located only within India and ensure compliance with applicable Indian regulatory circulars, guidelines issued from IRDAI. Supplier shall ensure that the cloud Vendor shall not host any LICI data outside India under any circumstance.
- j. Operating systems, Web servers, Database etc. used for processing LICI information shall be hardened in line with CIS (Center for Internet Security) Benchmarks and configuration review of these systems shall be performed at least yearly.
- k. Vendor shall implement data backup and destruction procedures to protect critical information (as applicable) on a regular basis. Periodic checking shall be performed to give assurance on the reliability of media that holds the information.
- l. Controls to ensure protection of secret or confidential information stored in cloud shall be established as per applicable regulatory requirements. Also, the cloud servers where the application is hosted, and the data base shall be available only in India.
- m. Encryption algorithms - Strong encryption algorithms should be used. Use data masking techniques/encryption to obfuscate sensitive data, replacing it with fictional or altered values while preserving the data's format and structure. This can be useful for testing or development environments.

#### **24. Documentation**

Service Provider/vendor shall document technical service requirements and specifications and standard operating procedures to ensure a clear understanding of service expectations.

#### **25. SLA Monitoring tools**

LICI shall have access to a monitoring system that accurately tracks and reports service performance in compliance with SLA metrics. LICI shall validate and calibrate monitoring and reporting tools before their use to ensure accuracy in SLA enforcement.

#### **26. Change Management**

Service Provider/Vendor shall establish a formal change management process with appropriate approvals from LICI to ensure that any modifications to the service environment are controlled and do not adversely affect SLA commitments.

#### **27. Cloud Computing Services**

With respect to the use of cloud computing services, integration of logs, and events from

the Cloud Service Provider (CSP) into the SOC of the LICI/MSSP of LICI wherever applicable and/ or retention of relevant logs in the cloud for incident handling and reporting must be ensured

**Compliance Statement:**

**DECLARATION BY THE Bidder**

**Terms & Conditions**

We ..... hereby undertake and agree to abide by all the terms and conditions stipulated by LICI in the Tender document under Mandatory Information Security Criteria. We hereby also agree to comply with all the requirements of LICI, Deliverables, related addendums, appendices and other documents including any changes, if any, made to original tender documents issued by LICI.

The cost of service, process, resources, training, documents, rate contract, tools etc finally arrived and accepted by LICI will be binding on us for period of the contract.

We accept that, we will not levy any other charges on LICI, in any form to meet the obligations as per scope of this Tender including all deliverable, requirements, terms & conditions etc.

We certify that the services offered by us in response to the bid conform to the security, technical and functional specifications stipulated in the Tender.

**Signature & Designation  
Seal of the Company**

**Place & Date**

**Annexure VII**  
**Site Visit Evaluation Proforma for Bidders**  
**TENDER Ref: LIC/CO/NBR/TENDER/CPPB/2026-27/01**  
**TENDER TITLE : Centralized Printing of Policy Bonds & Dispatch for LIC of India**

**Purpose: To verify bidder readiness and compliance with TENDER requirements for the centralized printing and dispatch of policy bonds**

**Items marked with\* are mandatory**

Sr No	Topic	Details	
	<b>A. General Information</b>		
1	<b>Name of Bidder</b>		
2	<b>Site Address (City, State)</b>		
3	<b>Own/Leased Facility</b>		
4	<b>Size of Site (Sq. Ft.)</b>		
5	<b>Contact Person (Name, Designation)</b>		
6	<b>Date of Visit</b>		
	<b>B. Infrastructure Readiness</b>	<b>Details</b>	<b>Outcome(Yes/No)</b>
1*	Availability of dedicated space for proposed LIC printing work (Mandatory)		
2*	Availability of printing machines ie; High speed Web/Reel-fed front and back printing in single pass (Duplex printing) color variable data printing done on inkjet machines (Make, Model, Speed, Capacity) (Mandatory)		
3	Availability of booklet folding and stapling equipment		
4*	Power backup arrangements (UPS + Generator) 24*7 (Mandatory)		
5	Internet connectivity – Primary & Backup ISP		
6*	Paper storage and handling area with secure access (Mandatory)		
7	Separate workstation for MIS/reporting (Real Time Dashboard)		
8	Adequate employees assigned to proposed LIC project on Roll		
9	Whether all Machines/printers are in operational condition and AMC is being regularly done?		

	<b>C. Security Controls</b>		
1	24x7 physical security personnel at facility		
2	CCTV Surveillance active for all critical areas		
3	Access control system in sensitive zones		
4*	Segregated and isolated network for proposed LICl work (Mandatory)		
5*	Secure server and firewall for data transfers (Mandatory)		
	<b>D. Print Process Verification</b>		
1*	Sample Policy Bond, Cover page & Envelope print jobs ( with dummy data) demonstrated during visit (Mandatory)		
2	Variable data printing setup operational		
3	Bilingual printing configuration (English & Hindi)		
4*	India Post Barcode generation and reading tested (Mandatory)		
5	MIS dashboard or sample reports shown		
	<b>E. Dispatch Capabilities</b>		
1	Tie-up with India Post verified (National Authority Letter copy)		
2	Dispatch counter/area identified		
3	Tracking MIS and Proof Of Delivery system demonstrated		
4	Capability to manage bulk handover to India Post		
	<b>F. Additional Observations</b>		
1	Any deviation observed from Tender requirements		
2*	Overall readiness level (Mandatory)		
3	Disaster Recovery Centre Site Details and whether separate from existing proposed site for services (Mandatory)		
4	Available Machines-Make, Model, Speed, Capacity		
5	Readiness of the DRC Machines		
6	Key concerns, if any		

7	Proposed Invoice System and checks		
8	Quality Control checks		

**Note:**

Failure to meet the Mandatory Criteria will result in disqualification from further evaluation.

**Site Visit Conducted By (LICI Team)**

	<b>Name</b>	<b>Designation</b>	<b>Signature</b>
1.			
2.			
3.			

LICI

**Annexure - VIII**  
**(To be submitted by the selected bidder on banks Letter Head )**

**Performance Bank Guarantee (PBG)**

This Deed of Guarantee executed by the \_\_\_\_\_ (Bank name) (hereinafter referred to as "the Bank") in favor of Life Insurance Corporation of India (hereinafter referred to as "LICI"), a statutory corporation established under section 3 of Life Insurance Corporation Act 1956 (31 of 1956) and having its Central Office at "Yogakshema", Jeevan Bima Marg, Mumbai - 400021 for an amount not exceeding Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_ only) at the request of (Selected Bidder's Name & Address) \_\_\_\_\_ (hereinafter referred to as the "Selected Bidder"), who has been selected as successful bidder in the Tender Reference <\*> dated <\*> and is required to submit Performance bank guarantee in terms of the aforesaid Tender.

Therefore, we hereby affirm that we Guarantee and are responsible to you on behalf of the Supplier, up to a total amount of Rs. \_\_\_\_\_ (In Words - Rupees \_\_\_\_\_ only)

and we undertake to pay you, upon your first written demand, without cavil or argument, any sum or sums as specified by you within the limit of Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_ only).

Whereas \_\_\_\_\_ incorporated under companies act having its registered office at \_\_\_\_\_ is participating in Tender ref \_\_\_\_\_ for \_\_\_\_\_ is submitting this guarantee under the terms & conditions of the said Tender.

LICI need not prove or show grounds or reasons for the demand of any part or the full amount of guarantee.

This Bank Guarantee will be valid for a period up to \_\_\_\_\_ (for a period of <\*> from the date of contract)

The Bank hereby covenants and declares that the guarantee hereby given is an unconditional, irrevocable one and shall not be revoked by a Notice or otherwise. This Guarantee shall not be affected by any change in the Constitution of the Bank or the Supplier.

We hereby confirm that we have the powers to issue this guarantee in your favor under the Constitution and business procedure of the bank and the undersigned is/are the recipient of authority by express delegation of powers and has/have full powers to execute this Performance bank guarantee.

Dated at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 2026

**Sealed & Signed by the Bank**

**Annexure- IX  
(Bid Covering letter)**

**(This letter should be on the letterhead of the Bidder duly signed by an authorized signatory)**

To,  
The Executive Director (NB&R/HI)  
Life Insurance Corporation of India  
New Business & Reinsurance Department,  
Central Office,  
5<sup>th</sup> floor, East wing,  
Yogakshema,  
J B Marg,  
Mumbai - 400021.

Dear Sir,

We have examined the Tender Ref: LIC/CO/NBR/TENDER /CPPB/2026-27/01 dated 12.05.2026, Tender for “Centralized Printing of Policy Bonds & Dispatch for LIC of India” including all it's Annexures. We, the undersigned have read, understood, complied with, and stand bound by all requirements of the Tender document, and offer to design, size, procure, install and maintain all the items mentioned in the Tender and the other schedules /annexures of requirements and services for LIC in conformity with the said Tender documents in accordance with the schedule of Prices indicated in the Commercial Bid and made part of this Tender.

1. If our bid is accepted, we undertake to comply with the delivery schedule as mentioned in the Tender Documents.
2. If our bid is accepted we will obtain and submit to LIC the guarantee of a bank (PBG) in the form prescribed by LIC for a sum equivalent to 5% of the Contract Value. ( in proportion to L1 & L2 ratio, as applicable) for the due performance of the contract
3. We agree to abide by this tender offer from the date of Tender opening and our offer shall remain binding on us and maybe accepted by LIC at any time before expiry of the offer.
4. This bid, together with your written acceptance thereof and your notification of award, shall constitute a binding contract between us.
5. We undertake that in competing for and if the award is made to us, in executing the subject Contract, we will strictly observe the laws against fraud and corruption in force in India namely “Prevention of Corruption Act 1988”.

6. We agree that LICI is not bound to accept the lowest or any bid that LICI may receive and LICI may reject any Bid or accept without assigning any reasons or giving any explanation whatsoever.
7. We certify that we have provided all the information requested by LICI in the format requested for. We also understand that LICI has the exclusive right to reject this offer in case LICI is of the opinion that the required information is not provided or is provided in a different format.

Dated at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 2026

Authorised Signatory

Name:

Contact No.:

Designation:

Office Seal:

LICI

**Annexure – A**  
**Cover Page - Specimen**



भारतीय जीवन बीमा निगम  
LIFE INSURANCE CORPORATION OF INDIA

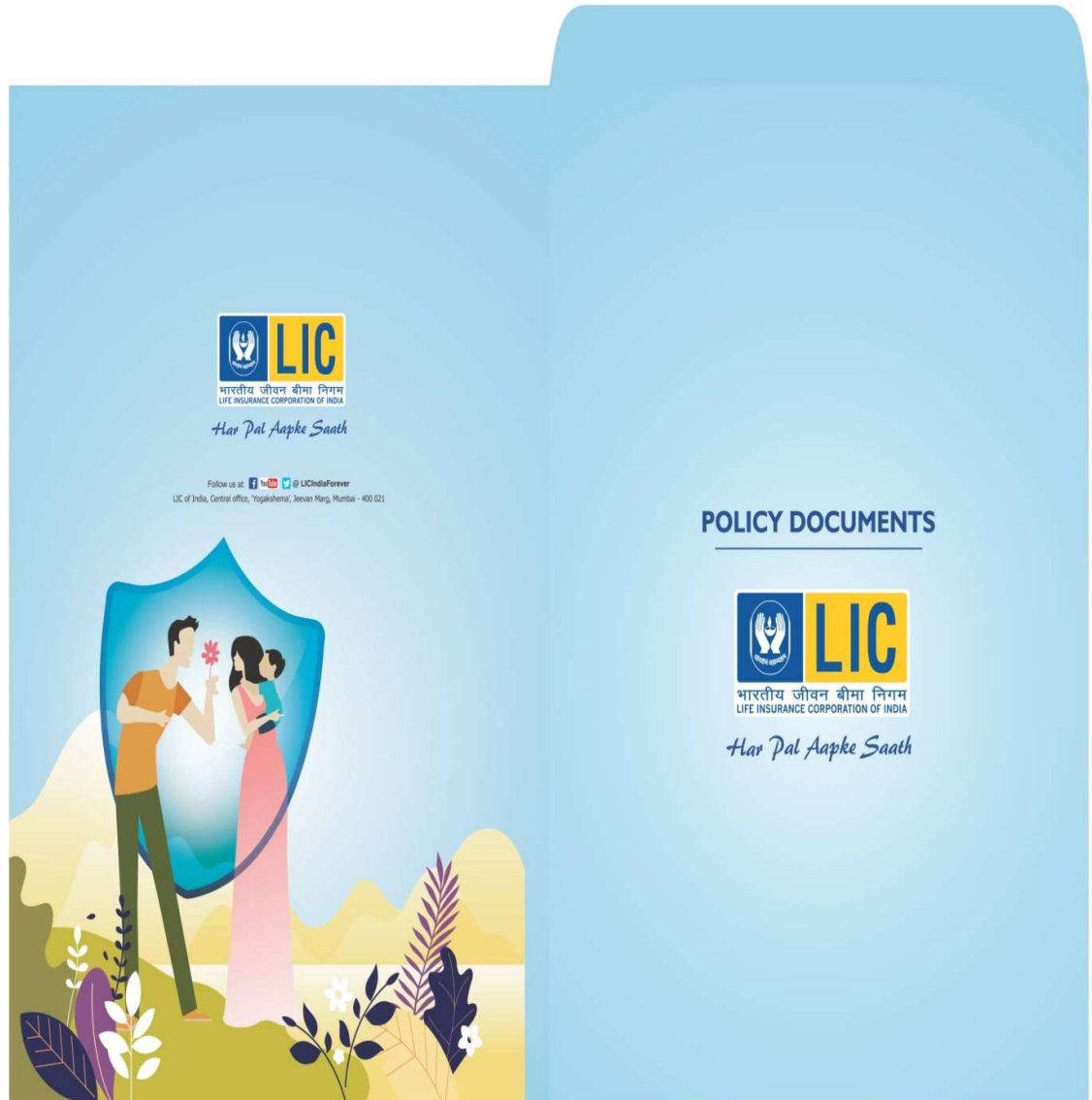
*Har Dil Aapke Saath*

Follow us at [f](#) [y](#) [t](#) [i](#) @LICIndiaForever



भारतीय जीवन बीमा निगम  
LIFE INSURANCE CORPORATION OF INDIA

**Annexure – B**  
**Envelope - Specimen**



**Annexure - C**

**ITR and Turnover for last three years duly certified by Chartered Accountant**

**(on CA Letter Head)**

**Name of the Bidder Firm & Address :**

<b>S. No.</b>	<b>Financial Year</b>	<b>Annual Turnover (In Rs.)</b>
<b>1.</b>	<b>2022-23</b>	
<b>2.</b>	<b>2023-24</b>	
<b>3.</b>	<b>2024-25</b>	

Attach copies of audited statement of Accounts (Balance Sheets, P&L Accounts etc ) and ITRs for last three years.

**Signature**

**Seal**

**Name**

**Place & Date**

**Annexure - D**

**Proof of experience for working with the Central/ State Government Department/  
Ministry/ PSU /Other Life Insurer/s**

**Copy of empanelment and successful completion or a certificate from the  
concerned Ministry/ Department/ PSU/Other Life Insurer to be submitted.**

**LIC**

**Annexure - E**

**Details of Manpower and Machinery**

**(Cover each location separately)**

Use separate page if required for manpower and machinery.

(On Company Letter Head only)

**a. Machine Details**

Location	Date of purchase	Machine name	Model	Serial no.	OEM	OEM/ Distributor Service and spare support validity period	Printing speed/ minute of Duplex colour impressions	Printing capacity of A3 duplex colour impressions/day	Whether copy of Invoice is submitted (Y/N)

**b. Manpower Details**

Sr. No.	Location	No. of employees dedicated for printing & dispatch of policy bonds.

**Signature**

**Seal**

**Name**

**Place & Date**

**Annexure - F**

**Certificate of location/s of printing establishment**

**(On company letter head)**

M/s \_\_\_\_\_ through its authorized representative \_\_\_\_\_  
hereby certify that it has a printing facility with all necessary machinery as required in  
Tender for engagement of Print to Post Bidder by LIC of India, dated \_\_\_\_\_ at  
following locations with full address:

- West- Mumbai/ Navi Mumbai / Thane (Mandatory)
- North- Delhi/ NCR / Haryana /Uttar Pradesh
- East- West Bengal / Odisha / Chattisgarh
- South- Andhra Pradesh / Tamil Nadu / Karnataka / Telangana

(Please tick whichever is applicable)

**Authorized Signatory**

**(Sign and Stamp)**

**Place & Date**

**Annexure - G**

**FORMAT FOR NET WORTH CERTIFICATE  
(To be given on the letter head of the Statutory Auditor)**

**To Whomsoever It May Concern**

**Name of the Firm / Company:**

**Address:**

**PAN No:**

**Entity Type** ( Partnership / Private Limited / Others):

It is to certify that as per the audited Balance Sheet and Profit & Loss Account during the Financial Year....., the Net Worth of M/s.....(Name & Registered Address of Individual / Firm / Company) as on 31st March.....( previous financial year from the year in which NIT is published Rs.....( Rupees. application invited for Empanelment is after considering all liabilities. It is certified that computation of Net Worth based on my / our scrutiny of the Books of Accounts, Records and Documents is true and correct to the best of my / our knowledge.

This certificate is issued at the request of [Name of the Individual / Entity] for the purpose of tender submission to LIC of India, as per Ref : LICI/CO/NBR/TENDER/ CPPB/2026-27/01. It is based on the information and documents made available to us, and no independent valuation has been carried out.

Place:

Date:

For [Name of CA Firm]  
(Chartered Accountants)

Signature & Seal

Name of Chartered Accountant:

Membership No.:

**Annexure - H**

**Proforma / Undertaking**

**DECLARATION REGARDING BLACKLISTING/DEBARRING FROM TAKING PART IN  
TENDER/BID & CRIMINAL ACTIVITIES**

**(To be executed and attested by Public notary / Executive Magistrate on Rs. 500/-  
non judicial stamp paper by the Bidder)**

I / We \_\_\_\_\_ (Bidder) hereby declare that the bidder  
namely M/s. \_\_\_\_\_ has not been blacklisted or debarred or  
engaged in criminal activities in the past by Union / State Government or any  
Organization during the **last five (05) financial years** in India or abroad and has no  
litigation in any of the Court(s).

Or

I / We \_\_\_\_\_ (Bidder) hereby declare that the bidder namely  
M/s. \_\_\_\_\_ was blacklisted or debarred or engaged in  
criminal activities by Union / State Government/PSU or any Organization during the  
**last five (05) financial years** in India or abroad, for a period of \_\_\_\_\_ years w.e.f.  
\_\_\_\_\_ to \_\_\_\_\_. The period is over on \_\_\_\_\_ and now the firm/company is entitled to  
take part in Government/PSU tenders.

In case the above information found false I/We are fully aware that the tender/  
contract will be rejected/cancelled by the LIC of India.

Date:-

Place:-

Agency / Deponent Attested:

Name\_\_\_\_\_

Public Notary / Executive Magistrate) Address\_\_\_\_\_

Signature & Seal of Authorized Signatory of the Agency

**Annexure - I**

**Undertaking for Genuineness of The Document(s)/Certificate(s)**

I/We ..... participating in the TENDER/BID Ref. No. \_\_\_\_\_ and, I/We hereby declare that all our documents / certificate are genuine and give an undertaking stating that all the document / certificate submitted for admission into the BID No. \_\_\_\_\_ dated \_\_\_\_\_ for the work/Services to be procured by LIC of India. We hereby declare that all our certificates are genuine.

I/We am/are aware that if the submitted relevant certificate (s) is/are found to be not genuine at a later date my/our participation is liable to be cancelled and I/We am/are liable for criminal prosecution as may be legally deemed fit further I/We agree that I/We abide by the Rules and Regulations of the LIC of India.

**Date:-**

**Place:-**

**(Signatory authority with seal)**

**Firm/Company Name & Address**

**Annexure - J**

**FORMAT OF BID SECURITY DECLARATION FROM BIDDERS**

**(On Company Letter head)**

**Bid Security Declaration Form**

Date: \_\_\_\_\_

Tender Ref. No. \_\_\_\_\_

To,

(Complete name &

Address of the LIC of India)

I/We, the undersigned, declare that: I/We understand 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 LIC of India during the period of bid validity (i) fail or reuse to execute the contract, if required, or (ii) fail or refuse to furnish the Performance Bank Guarantee, 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.

**Signed:** (insert signature of person whose name and capacity are shown) in the capacity of (insert legal capacity of person signing the Bid Securing Declaration)

**Name:** (insert complete name of person signing he/she Bid Securing Declaration) Duly authorized to sign the bid for an on behalf of (insert complete name of Bidder) Dated on \_\_\_\_\_ day of \_\_\_\_\_ (insert date of signing),

Place .....

Corporate Seal (where appropriate)

RECEIVED

**Annexure - K**

**Company Incorporation Certificate from Registrar of Companies**

**to be submitted by bidder** duly certified by a Notary Public

**LEADER**

**Annexure - L**

**MSME Certificate issued by competent authority  
to be submitted by bidder as mentioned in Terms & Conditions.**

**LICICI**

**ANNEXURE - M**

**AFFIDAVIT**

(To be submitted by Bidder on non-judicial stamp paper of Rs. 500/- (Rupees Five Hundred only) duly attested by Notary Public)

Affidavit of Mr.....S/o..... Resident of ..... I, the deponent above named do hereby solemnly affirm and declare as under: That I am the Proprietor/Authorized signatory of M/s.....Having its Head Office/Regd. Office at .....

That the information/documents/Experience certificates/Bank Guarantee(s) submitted by M/s..... along with the Bid/proposal for ..... (Name of work)..... To LIC of India are genuine and true and nothing has been concealed. I shall have no objection in case LIC verifies those from issuing authority (ies).

I shall also have no objection to providing the original copy of the document(s), in case LIC demand so for verification. I hereby confirm that in case, any document, information & / or certificate submitted by me found to be incorrect / false / fabricated, LIC at its discretion may disqualify / reject / terminate the bid/contract and also forfeit the EMD / All dues as per LIC policy.

I, ....., the Proprietor / Authorized signatory of M/s..... do hereby confirm that the contents of the above Affidavit are true to my knowledge, and nothing has been concealed there from..... and that no part of it is false.

Verified at .....this.....day of .....

DEPONENT

ATTESTED BY (NOTARY PUBLIC)

**ANNEXURE - N**  
**ACCEPTANCE OF TENDER/BID CONDITIONS**

(To be submitted in ORIGINAL on the letter head of the Company by the authorized Official having power of attorney/as per Board Resolution)

To,  
LIC of India  
CO NB&R Dept  
Yogakshema  
Central Office,  
Mumbai

**Sub: Name of the work & TENDER No.:**

Sir/Madam,

1. This is with reference to above referred Tender. I/We have read/viewed all the Tender terms & conditions and are pleased to submit our Bid/proposal for the above work and I/We hereby unconditionally accept the Bid/ Tender conditions and Tender documents in its entirety for the above work.
2. I/We are eligible to submit the bid for the subject Bid/ Tender and I/We are in possession of all the documents required.
3. The LIC reserves the right to seek clarification / additional documents from the Bidder if required. The LIC also reserves the right to accept/reject any or all Bids/Tender in part or in whole without assigning any reason thereof. The decision of the LIC in this regard shall be final, conclusive and binding on the Bidder.
4. I/We shall have any/no cause of action/any legal proceedings/complaint against the LIC due to the rejection/disqualification of our Tender Bid / non selection as a successful Vendor or non award of the Contract.
5. I/We unconditionally accept the Terms and Conditions mentioned in the Tender document.
6. All the information furnished by me/us hereunder is correct to the best of my/our knowledge and belief.

Yours faithfully,

(Signature of the Authorized Bidder)

With rubber stamp

Dated:.....

Place:

**ANNEXURE-0**

**Sample Policy Bond Booklet**

**(Attached as pdf with this Tender document)**

**LIC**

**Annexure - P**  
**Format of PPT Evaluation Scorecard**

**Date :** \_\_\_\_\_

Sr. No.	Evaluation Parameter	Presentation Requirements	Outcome (Yes/No)
1	Understanding of Scope & Objectives	Demonstrates a clear understanding of the project scope, requirements and objectives.	
2	Project Implementation Methodology for the proposed solution.	Implementation plan, process flow, and timelines	
3	Video of proposed printing sites	Video of all locations with specifications, technical capabilities & capacity	
4	Project Team Introduction & Role Clarity	Introduction of key personnel with roles and responsibilities specific to the work and details of SPOCs at each location.	
5	Operational Governance Arrangements	Details of Licenses/permissions/proposed technologies ,etc.	
6	Quality Control Methods & Timelines Adherence measures	Defined QC protocols, monitoring mechanisms, and measures to ensure committed timelines	
7	Website / dashboard	Exhibit the Dashboard	
8	Quality of Presentation	Presentation delivery, use of visuals, effectiveness in communication.	
Total			

Note: Presentations are time-bound to **90 minutes**, including Q&A.

Remarks : \_\_\_\_\_

**Internal Evaluation Committee:**

S.No.	Name	Designation	Sign

**Annexure – Q**  
**Land Border Declaration**

(This letter should be on the letterhead of the Bidder firm duly signed by an authorized signatory)

**Tender Document Ref. No.:** LIC/CO/NBR/TENDER/CPB/2026-27/01 dated 12.05.2026

**Tender Title: Centralized Printing of Policy Bonds & Dispatch for LIC of India**

Executive Director (NB&R/HI)  
Life Insurance Corporation of India  
Central Office  
Yogakshema  
Mumbai - 400021.

Dear Sir,

**Re:** Invitation For Tender For Centralized Printing of Policy Bonds & Dispatch for LIC of India at LIC Ref: LICI/CO/NBR/TENDER/CPB/2026-27/01

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 for procurement from a bidder from a country which shares a land border with India.

I certify that ..... (bidder) is not from such a country or, if from such a country, has been registered with the Competent Authority. I hereby certify that ..... (bidder) fulfils all requirements in this regard and is eligible to be considered for this Tender Process.

Dated at ..... this ..... day of ..... 2026.

Authorised Signatory

(Name: Contact Person, Phone No., Fax, E-mail)

**Annexure – R**  
**Authorization to Attend Pre-Bid & Other Meeting/s**

(on Company Official Letter Head)

Bidder's Name.....  
[Address and Contact Details]  
Date.....

To  
Executive Director (NB&R/HI)  
Life Insurance Corporation of India  
Central Office,  
Yogakshema  
Mumbai - 400021.

Ref: **Tender Document Ref. No.:** LIC/CO/NBR/TENDER/CPB/2026-27/01 dated 12.05.2026

Tender Title: **Centralized Printing of Policy Bonds & Dispatch for LIC of India**

**Subject: Authorization to attend Pre-Bid & Other Meeting/s on \_\_\_\_\_(date)**

Following person/s is/are hereby authorized to attend the Pre-Bid & Other Meeting/s for the tender mentioned above on behalf of \_\_\_\_\_(Bidder) in the order of preference given below.

Sr.	Name	Government Photo ID Type/Number
I.		
II.		
Alternate Representative		

Note:

1. Maximum of two representatives (carrying valid Government photo IDs along/ a signed copy of it by it's Authorized Official )shall be permitted to attend the Pre-Bid & Other Meeting/s. An alternate representative shall be permitted when regular representatives cannot attend.
2. Permission to enter the hall/venue where the Pre-Bid & Other Meeting/s is/are conducted may be refused if authorization as prescribed above is not submitted.

**Signatures of Bidder**

**or**

**The Officer Authorized to sign the Bid.**

**Documents on behalf of the Bidder**

**[name & address of Bidder and seal of the company/firm]**

**Annexure-S**  
**(On Company Letterhead)**  
**SELF-DECLARATION**

To,  
The Executive Director (NB&R/HI),  
LIC of India, NB & R Department,  
Central Office, 5th Floor, East Wing,  
YOGAKSHEMA, Mumbai – 400021

**Sub: Self-Declaration – Physical Security Measures at Printing Locations (Sr. No. 16 of Minimum Eligibility Criteria for Technical Qualification)**

*Ref: Tender No. LIC/CO/NBR/TENDER/CPB/2026-27/01 dated 12.05.2026*

**For Centralized Printing of Policy Bonds & Dispatch for LIC of India**

Sir / Madam,

We, M/s \_\_\_\_\_ having our registered office at \_\_\_\_\_, with respect to Physical Security at our printing sites we do hereby solemnly declare and confirm the following:

**a) Security Personnel (24x7, 365 Days):**

All our printing locations are manned by trained and dedicated security personnel round the clock (24 hours, 7 days a week, 365 days a year).

**b) CCTV Surveillance & Recording:**

Each printing site is equipped with 24x7 CCTV surveillance and monitoring systems covering all critical areas. The recordings are securely stored and maintained for a minimum period of 90 days.

**c) Access Control Mechanism:**

We have implemented a robust Access Control mechanism for designated sections of our printing activity. The type of access control system in place is: \_\_\_\_\_ (e.g., Biometric / Card Punching / Other).

**d) Premises Security:**

Our facilities located at \_\_\_\_\_ are protected against unauthorised intrusion, theft and damage during production, storage and transport of assets

**e) Staff Reliability:**

All employees and personnel with access to information system have undergone background checks and are trained in security procedures

Relevant details and supporting evidence for above points are attached herewith for reference.

We further declare that the above information and evidence are true and correct to the best of our knowledge and belief. We understand that any misrepresentation or false declaration shall render our bid liable for rejection and may also result in debarment from participating in future tenders

Thanking you,

**For \_\_\_\_\_ (Company Name)**

**Authorized Signatory:**

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

Date: \_\_\_\_\_

Place: \_\_\_\_\_

**Company Seal & Signature:**

*(Affix Company Seal Here)*

Enclosures:

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**Annexure-T**  
**(On Company Letterhead)**  
**SELF-DECLARATION**

To,  
The Executive Director (NB&R/HI),  
LIC of India, NB & R Department,  
Central Office, 5th Floor, East Wing,  
YOGAKSHEMA, Mumbai – 400021

**Sub: Self-Declaration – Dedicated IT Infrastructure (Sr. No. 19 of Minimum Eligibility Criteria for Technical Qualification)**

*Ref: Tender No. LIC/CO/NBR/TENDER/CPB/2026-27/01 dated 12.05.2026*

**For Centralized Printing of Policy Bonds & Dispatch for LIC of India**

Sir / Madam,

We, M/s \_\_\_\_\_ having our registered office at \_\_\_\_\_, do hereby solemnly declare and confirm the following:

We have dedicated IT infrastructure in place for managing the scope of work under this Tender, comprising of an isolated network, dedicated servers and all other necessary IT hardware. This infrastructure is exclusively used for this activity and is not shared with any other business operations.

**Details of Dedicated IT Infrastructure:**

Location Name	Network (Type/Bandwidth)	Servers (Number & Specs):	Printers((Number & Specs):	Other IT Hardware:
1.				
2.				
3.				
4.				

A detailed list/information of the dedicated IT infrastructure is enclosed herewith.

We further declare that the above information and evidence are true and correct to the best of our knowledge and belief. We understand that any misrepresentation or false declaration shall render our bid liable for rejection and may also result in debarment from participating in future tenders

Thanking you,

**For \_\_\_\_\_ (Company Name)**

**Authorized Signatory:**

**Company Seal & Signature:**

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

Date: \_\_\_\_\_

Place: \_\_\_\_\_

*(Affix Company Seal Here)*

Enclosures

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**DECLASSIFIED**

**Annexure-U**  
**(On Company Letterhead)**  
**SELF-DECLARATION**

To,  
The Executive Director (NB&R/HI),  
LIC of India, NB & R Department,  
Central Office, 5th Floor, East Wing,  
YOGAKSHEMA, Mumbai - 400021

**Sub: Self-Declaration - Web-Based Platform for Reporting & Real-Time Dashboard (Sr. No. 20 of Minimum Eligibility Criteria for Technical Qualification)**

*Ref: Tender No. LIC/CO/NBR/TENDER/CPB/2026-27/01 dated 12.05.2026*

**For Centralized Printing of Policy Bonds & Dispatch for LIC of India**

Sir / Madam,

We, M/s \_\_\_\_\_, having our registered office at \_\_\_\_\_, do hereby solemnly declare and confirm the following:

We have a web-based platform / are fully prepared to deploy a web-based platform for reporting, capable of integration with LIC of India for tracking the status of Policy Bonds, various MIS for analytics including a Real-Time Dashboard.

**IT Readiness & MIS Details :( For any Life Insurer)**

Platform \_\_\_\_\_ Name \_\_\_\_\_ /  
URL/Description: \_\_\_\_\_

Real-Time Dashboard Details: \_\_\_\_\_

Type of MIS Reports Available and its details:

- 1.
- 2.

Details of proposed IT readiness and MIS capabilities are enclosed herewith.

We further declare that the above information is true and correct to the best of our knowledge and belief. We understand that any misrepresentation or false declaration shall render our bid liable for rejection and may result in debarment from future tenders.

Thanking you,

**For \_\_\_\_\_ (Company Name)**

**Authorized Signatory:**

Name: \_\_\_\_\_  
Designation: \_\_\_\_\_  
Date: \_\_\_\_\_  
Place: \_\_\_\_\_

**Company Seal & Signature:**

*(Affix Company Seal Here)*

**Enclosures:**

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**LEADER**

**Annexure-VV**  
**(On Company Letterhead)**  
**SELF-DECLARATION**

To,  
The Executive Director (NB&R/HI),  
LIC of India, NB & R Department,  
Central Office, 5th Floor, East Wing,  
YOGAKSHEMA, Mumbai – 400021

**Sub: Self-Declaration – Compliance with All Applicable Laws & Regulations (Sr. No. 21 of Minimum Eligibility Criteria for Technical Qualification)**

*Ref: Tender No. LIC/CO/NBR/TENDER/CPB/2026-27/01 dated 12.05.2026*

**For Centralized Printing of Policy Bonds & Dispatch for LIC of India**

Sir / Madam,

We, M/s \_\_\_\_\_, having our registered office at \_\_\_\_\_, do hereby solemnly declare and confirm the following:

We are in compliance with all applicable Union, State and Local laws, ordinance and regulations in performing our obligations. We have duly obtained all necessary licenses, permissions, certificates etc. as required, and are paying all applicable taxes as required under law.

We further declare that the above information is true and correct to the best of our knowledge and belief. We understand that any misrepresentation or false declaration shall render our bid liable for rejection and may result in debarment from future tenders.

Thanking you,

**For \_\_\_\_\_ (Company Name)**

**Authorized Signatory:**

**Company Seal & Signature:**

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

Date: \_\_\_\_\_

Place: \_\_\_\_\_

*(Affix Company Seal Here)*

Enclosures:

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**Annexure-W**  
**(On Company Letterhead)**  
**SELF-DECLARATION**

To,  
The Executive Director (NB&R/HI),  
LIC of India, NB & R Department,  
Central Office, 5th Floor, East Wing,  
YOGAKSHEMA, Mumbai – 400021

**Sub: Self-Declaration – Details of Fines / Penalties / Litigation (Sr. No. 22 of Minimum Eligibility Criteria for Technical Qualification)**

*Ref: Tender No. LIC/CO/NBR/TENDER/CPB/2026-27/01 dated 12.05.2026*

**For Centralized Printing of Policy Bonds & Dispatch for LIC of India**

Sir / Madam,

We, M/s \_\_\_\_\_, having our registered office at \_\_\_\_\_, do hereby solemnly declare that during the last 5 years, the details of any fines, penalties or litigation filed by / against our Company or any of our offices in India and abroad are as follows:

**Any fines/penalties/litigation pending? (Please tick): YES / NO**

If YES, please provide details below:

1. Nature of Case / Fine / Penalty: \_\_\_\_\_
2. Filed By / Against: \_\_\_\_\_
3. Forum / Court / Authority: \_\_\_\_\_
4. Current Status: \_\_\_\_\_
5. Amount Involved (if any): \_\_\_\_\_

6. Extra Sheets/ relevant documents should be attached as supporting documents.

If NO, we hereby confirm that there are no fines, penalties or litigations filed by or against our Company or any of our offices in India and abroad during the last 5 years.

We further declare that the above information is true and correct to the best of our knowledge and belief. We understand that any misrepresentation or false declaration shall render our bid liable for rejection and may result in debarment from future tenders.

Thanking you,

**For \_\_\_\_\_ (Company Name)**

**Authorized Signatory:**

**Company Seal & Signature:**

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

Date: \_\_\_\_\_

Place: \_\_\_\_\_

*(Affix Company Seal Here)*

Enclosures:

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**Annexure-X**  
**(On Company Letterhead)**  
**SELF-DECLARATION**

To,  
The Executive Director (NB&R/HI),  
LIC of India, NB & R Department,  
Central Office, 5th Floor, East Wing,  
YOGAKSHEMA, Mumbai – 400021

**Sub: Self-Declaration – Data Security Measures – IT/IS Policies & Third-Party Audit (Sr. No. 24 of Minimum Eligibility Criteria for Technical Qualification)**

*Ref: Tender No. LIC/CO/NBR/TENDER/CPB/2026-27/01 dated 12.05.2026*

**For Centralized Printing of Policy Bonds & Dispatch for LIC of India**

Sir / Madam,

We, M/s \_\_\_\_\_, having our registered office at \_\_\_\_\_, do hereby solemnly declare and confirm the following:

**1. IT / IS Policies / DPDP Act / Cyber Security:**

We undertake to abide by all Information Security (IS) policies and the Digital Personal Data Protection (DPDP) Act. We confirm adherence to all ISMS policies mandated by LIC of India to ensure strict security and confidentiality of data and information across all our offices involved in the scope of this Tender.

**2. Quarterly Third-Party Security Audit:**

We confirm our compliance with the IRDAI Regulations pertaining to Quarterly Third-Party Security Audits. The Third-Party Security Audit for FY 2025–26 has been conducted in accordance with the regulatory requirement

**3. Data Security:**

All confidential information is kept in locked facilities with restricted password protected areas, when not in use, having access to only authorised personnel's.

Supporting evidences for the above points are attached herewith

We further declare that the above information is true and correct to the best of our knowledge and belief. We understand that any misrepresentation or false declaration shall render our bid liable for rejection and may result in debarment from future tenders.

Thanking you,

**For \_\_\_\_\_ (Company Name)**

**Authorized Signatory:**

**Company Seal & Signature:**

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

Date: \_\_\_\_\_

Place: \_\_\_\_\_

*(Affix Company Seal Here)*

Enclosures:

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DECLASSIFIED

**Annexure-Y**  
**(On Company Letterhead)**  
**SELF-DECLARATION**

To,  
The Executive Director (NB&R/HI),  
LIC of India, NB & R Department,  
Central Office, 5th Floor, East Wing,  
YOGAKSHEMA, Mumbai – 400021

**Sub: Self-Declaration – Logical / IT Security & Power Backup at Printing Locations  
(Sr. No. 25 & 26 of Minimum Eligibility Criteria for Technical Qualification)**

*Ref: Tender No. LIC/CO/NBR/TENDER/CPB/2026-27/01 dated 12.05.2026*

**For Centralized Printing of Policy Bonds & Dispatch for LIC of India**

Sir / Madam,

We, M/s \_\_\_\_\_, having our registered office at \_\_\_\_\_, do hereby solemnly declare and confirm the following

**PART A – Logical / IT Security (Point No. 25)**

**a) Segregated Network:**

We confirm that we have a segregated network in place as per the scope of work defined under this Tender.

**b) Firewalls:**

Necessary firewalls are in place to protect our systems and data from unauthorized access.

**c) Email Restrictions:**

We have implemented email restrictions to prevent unauthorized data transfer or communication.

**d) Adherence to LIC IT Protocols:**

We confirm our adherence and commitment to all LIC IT protocols, Guidelines, Rules and Regulations as applicable.

**e) User Role-Based Access Control (RBAC):**

User Role-Based Access Control (RBAC) is implemented to ensure only authorized individuals have access to relevant systems and data.

Supporting evidences for the above points are enclosed herewith.

**PART B – Power Backup (Point No. 26)**

We confirm that stable 24x7 power supply is available at all our printing locations and in case of breakdown of the main power supply line, backup in the form of Generator supply and UPS supply to ensure uninterrupted operations.

**Details of Power Backup at All 4 Printing Locations:**

Location	Generator (Yes/No)	UPS (Yes/No)
1.East		
2.West		
3.North		
4.South		

Supporting documentation / specifications of generators installed are enclosed herewith.

We hereby affirm that all the above measures are already in place across our printing facilities and are being adhered to in compliance with the tender requirements. We understand that any misrepresentation or false declaration shall render our bid liable for rejection and may result in debarment from future tenders.

Thanking you,

**For \_\_\_\_\_ (Company Name)**

**Authorized Signatory:**

**Company Seal & Signature:**

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

Date: \_\_\_\_\_

Place: \_\_\_\_\_

*(Affix Company Seal Here)*

Enclosures:

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**Annexure-Z**  
**(On Company Letterhead)**  
**SELF-DECLARATION**

To,  
The Executive Director (NB&R/HI),  
LIC of India, NB & R Department,  
Central Office, 5th Floor, East Wing,  
YOGAKSHEMA, Mumbai – 400021

**Sub: Self-Declaration – Commercials – A-Grade Paper Procurement (Sr. No. 27 of Minimum Eligibility Criteria for Technical Qualification)**

*Ref: Tender No. LIC/CO/NBR/TENDER/CPB/2026-27/01 dated 12.05.2026*

**For Centralized Printing of Policy Bonds & Dispatch for LIC of India**

Sir / Madam,

We, M/s \_\_\_\_\_, having our registered office at \_\_\_\_\_, do hereby solemnly declare and confirm the following:

**a) A-Grade Paper Mills:**

We confirm that all paper to be procured for the items under this Tender shall be sourced exclusively from A-Grade paper mills. We have existing supply chain arrangements with A-Grade paper suppliers and can demonstrate this for the past 3 financial years.

**Details of Paper Suppliers (Last 3 Financial Years):**

Financial Year	Supplier Name
2022-23	
2023-24	
2024-25	

Supporting evidence of the existing supply chain arrangements with A-Grade paper suppliers for the past 3 financial years is enclosed herewith.

**b) Paper Samples:**

Paper samples for each of the items to be used in the job are enclosed herewith with the Tender submission.

We undertake to procure paper only from A-Grade paper mills throughout the tenure of the contract.

We further declare that the above information is true and correct to the best of our knowledge and belief. We understand that any misrepresentation or false declaration shall render our bid liable for rejection and may result in debarment from future tenders.

Thanking you,

**For \_\_\_\_\_ (Company Name)**

**Authorized Signatory:**

**Company Seal & Signature:**

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

Date: \_\_\_\_\_

Place: \_\_\_\_\_

*(Affix Company Seal Here)*

Enclosures:

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**ANNEXURE AA**  
**(On Company Letterhead)**  
**SELF-DECLARATION**

To,  
The Executive Director (NB&R/HINS),  
LIC of India, NB & R Dept,  
Central Office, 5th Floor, East Wing,  
YOGAKSHEMA, Mumbai - 400021

**Sub: Self-Declaration regarding NPA & defaulter Account Status, Credit Facilities & Authority to check CRISIL / Credit Risk Score (Sr. No. 28 of Minimum Eligibility Criteria for Technical Qualification)**

*Ref: Tender No. LIC/CO/NBR/TENDER/CPB/2026-27/01 dated 12.05.2026*

**For Centralized Printing of Policy Bonds & Dispatch for LIC of India**

Sir / Madam,

We, M/s \_\_\_\_\_, having our registered office at \_\_\_\_\_, do hereby solemnly declare and confirm the following:

**PART A - Declaration Regarding NPA Status, defaulter Account & Litigation**

**1. Non-Performing Assets (NPA) Status/defaulter Account:**

We hereby declare that our Firm / Company and/or any of our Promoter Directors, in their individual capacity or as Director / Trustee / Guarantor do not have credit facilities classified as Non-Performing Assets (NPA), defaulter account as on the date of issuance of this Tender:

If any, details: \_\_\_\_\_

**2. Litigation with Bankers / Other Organisations:**

We hereby declare that our Firm / Company and/or any of our Promoter Directors do not have any pending litigation with any Banker or any other Organisation on account of credit facilities issued by them, either in their individual capacity or as Director / Trustee / Guarantor, as well as as any defaulter Credit/Loan Account with any of Banks/Credit organisations/any other

If any, details: \_\_\_\_\_

**3. Details of Promoter Directors:**

The following is the complete list of Promoter Directors of our Firm / Company:

Sr.	Name of Promoter / Director	Designation	DIN / PAN No.	NPA (Yes/No)	Litigation (Yes/No)
1.					
2.					

Sr.	Name of Promoter / Director	Designation	DIN / PAN No.	NPA (Yes/No)	Litigation (Yes/No)
3.					
4.					

(Add rows as required)

If Yes to any of the above, please provide details: \_\_\_\_\_

**PART B – Authority to Check CRISIL / Credit Risk Score**

We, M/s \_\_\_\_\_, hereby authorize LIC of India and/or its authorized representatives to access, verify and check the CRISIL Score / Credit Risk Score Report of our Firm / Company and of the following Promoter Directors, in their individual capacity or as Director / Trustee / Guarantor, for the purpose of evaluation of our bid submitted against the above-referenced Tender:

Sr.	Name of Promoter / Director	PAN Number	Date of Birth
1.			
2.			
3.			
4.			

(Add rows as required)

**PART C – Enclosures**

We hereby enclose the following documents along with this Declaration:

1. Copy of CRISIL / Credit Risk Score Report of the Firm / Company (not older than 3 months) – Enclosed
2. Copy of CRISIL / Credit Risk Score Report of each Promoter Director (not older than 3 months) – Enclosed
3. List of all Promoter Directors with DIN / PAN details – Enclosed

We hereby confirm that the above declaration is true, correct and complete to the best of our knowledge and belief. We understand that any non-disclosure and suppression of material facts or misrepresentation regarding this subject matter and declaration shall render our bid liable for outright rejection and may result in blacklisting from future tenders with LIC of India.

Further, at any point and time during the process of Tender and/or during the Contract period subsequently if at any point of time, came to the notice of LIC regarding non-disclosure/suppression of material fact in this regard, the bid will be liable to be rejected and/or Contract will be terminated and suitable action will be taken against the Vendor/Firm, as detailed in the document under Clause 33.

Thanking you,

For \_\_\_\_\_ (Company / Firm Name)

**Authorized Signatory:**

**Company Seal & Signature:**

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

Date: \_\_\_\_\_

Place: \_\_\_\_\_

*(Affix Company Seal Here)*

**LEADER**

**Annexure-AB**  
**(On Company Letterhead)**

**SELF-CERTIFICATION**

To,  
The Executive Director (NB&R/HI),  
LIC of India, NB & R Department,  
Central Office, 5th Floor, East Wing,  
YOGAKSHEMA, Mumbai - 400021

**Sub: Self-Certification - Infrastructure & Operational Capabilities (Clause 3.7)**

*Ref: Tender No. LIC/CO/NBR/TENDER/CPB/2026-27/01 dated 12.05.2026*

**For Centralized Printing of Policy Bonds & Dispatch for LIC of India**

Sir / Madam,

We, M/s \_\_\_\_\_, having our registered office at \_\_\_\_\_, do hereby solemnly declare and certify that we possess the following infrastructure and operational capabilities as required under Clause 3.7:

sl	Infrastructure / Capability Required	Available (Yes/No)	Remarks / Details
1.	Centre Stitching Machines / Booklet Maker / Stapler	Yes / No	
2.	Manpower for Envelope Insertion and other allied jobs etc.	Yes / No	
3.	Data Composition Software	Yes / No	
4.	Paper Cutting Machine	Yes / No	
5.	Valid National Account Letter in the name of the Bidder, issued by India Post	Yes / No	
6.	In house Software Development Capabilities	Yes / No	
7.	In-house Logistics for handing over Policy Documents to India Post	Yes / No	

We confirm that all the above are operational and supporting documentary evidence is enclosed herewith.

We further declare that the above information is true and correct to the best of our knowledge and belief. We understand that any misrepresentation or false declaration shall render our bid liable for rejection and may result in debarment from future tenders.

Thanking you,

**For \_\_\_\_\_ (Company Name)**

**Authorized Signatory:**

**Company Seal & Signature:**

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

Date: \_\_\_\_\_

Place: \_\_\_\_\_

*(Affix Company Seal Here)*

Enclosures:

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**Annexure-AC**  
**(On Company Letterhead)**

**SELF-DECLARATION**

To,  
The Executive Director (NB&R/HI),  
LIC of India, NB & R Department,  
Central Office, 5th Floor, East Wing,  
YOGAKSHEMA, Mumbai – 400021

**Sub: Self-Declaration – No History of Insolvency and No Criminal Cases (Sr. No. 30 of Minimum Eligibility Criteria for Technical Qualification)**

*Ref: Tender No. LIC/CO/NBR/TENDER/CPB/2026-27/01 dated 12.05.2026*

**For Centralized Printing of Policy Bonds & Dispatch for LIC of India**

Sir / Madam,

We, M/s \_\_\_\_\_, having our registered office at \_\_\_\_\_, do hereby solemnly declare that the Bidder / Firm and / or any of its Promoters / Directors

1. Do not have any history of insolvency
2. Were / are currently not engaged in any criminal cases

as on the date of issuance of this Tender, either in their individual capacity or as Director / Trustee / Guarantor or as a Firm.

We further declare that if any such instance or case exists, we acknowledge that the Bidder shall be liable to be declared ineligible for the Tender process.

We further declare that the above information is true and correct to the best of our knowledge and belief. We understand that any misrepresentation or false declaration shall render our bid liable for rejection and may result in debarment from future tenders.

Thanking you,

**For \_\_\_\_\_ (Company Name)**

**Authorized Signatory:**

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

Date: \_\_\_\_\_

Place: \_\_\_\_\_

**Company Seal & Signature:**

*(Affix Company Seal Here)*

Enclosures:

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**\*\*End of the TENDER Document\*\***