



**REQUEST FOR PROPOSAL FOR CONDUCTING ASSESSMENT EXERCISE OF OFFICERS  
FOR PROMOTION TO TOP/ SENIOR MANAGEMENT**

**E – TENDER**

|                                                                 |                                                                                                                                                                                                                                                                         |
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|-----------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

**RFP Ref: LIC/CO/PER ADMN/ASSESSMENT EXERCISE/2027-28, Dated: 09.09.2026**

**Life Insurance Corporation of India**  
Central Office, Personnel Department  
“Yogakshema”, 5<sup>th</sup> floor West Wing,  
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## **1. INVITATION TO BID (E-Tender) & ACTIVITY SCHEDULE**

### **1.1 INVITATION TO BID (E-Tender)**

The Life Insurance Corporation of India (hereinafter referred to as "**LIC**" or "**LICI**"), a Corporation established under Section 3 of the Life Insurance Corporation Act, 1956 (Act XXXI of 1956), having its Corporate Office at "**Yogakshema**", Jeevan Bima Marg, Mumbai – 400021, hereby invites online bids through the e-Tendering process on <https://www.tenderwizard.com/LIC> by issuing this **Request for Proposal (RFP) for Conducting Assessment Exercise of Officers for Promotion to Top/Senior Management**.

The invitation is open to all firms/companies/societies/trusts duly constituted under the applicable laws of India and possessing the requisite qualifications, experience and capability for providing the services specified in this RFP.

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

Any corrigendum, addendum, amendment, clarification or other communication relating to this RFP shall be published only on the **on <https://www.licindia.in> under Tenders Section, on Central Public Procurement Portal (CPPP) at [www.eprocure.gov.in/epublish/app](http://www.eprocure.gov.in/epublish/app) and e-Tendering System portal of LICI <https://www.tenderwizard.com/LIC>**. Bidders are advised to regularly visit these websites for updates. LICI shall not be responsible for any omission on the part of the bidder to obtain such information.

The formulation of the evaluation criteria, evaluation of the bids, selection of the successful bidder and award of the contract shall be entirely at the sole discretion of LICI. The decision of LICI in this regard shall be final and binding on all bidders, and no correspondence or representation in this regard shall be entertained.

For the purpose of this RFP, "**Bidder**" shall mean any legal entity that satisfies the eligibility criteria prescribed herein and submits a proposal in response to this RFP. Interested bidders are advised to carefully read and examine this RFP, including all instructions, terms and conditions, before submitting their bids. Submission of a bid shall be deemed to constitute unconditional acceptance of all the terms, conditions and provisions contained in this RFP.

**Consortium, joint venture or association bidding shall not be permitted under this RFP.**

LICI reserves the right, at any stage of the bidding process, to accept or reject any or all bids, cancel or withdraw this RFP, modify, amend or supplement any provisions of this RFP, seek additional information or documents from any bidder, or negotiate with the successful bidder, without assigning any reason whatsoever and without incurring any liability to any bidder or any other person.

This RFP specifies the scope of work, deliverables, service requirements, performance standards and expected outcomes. Unless otherwise specifically provided, the successful bidder shall be solely responsible for the methodology, resources, processes and means adopted for providing the services in accordance with the provisions of this RFP and the Agreement to be executed pursuant thereto.

Submission of the Bid shall be deemed to be the conclusive proof of the fact that the Bidder has acquainted himself and is in agreement with all the instructions, terms and conditions governing the specification, unless otherwise specifically indicated/commented by him in his Bid. Bids submitted after the time and date fixed for receipt of bids as set out in the invitation to Bid shall be rejected.

## 1.2 ACTIVITY SCHEDULE

| Sr. No | Particulars                                                                                      | Time / Date / Other Details                                                                                                                                                                                                                                                                                                                                                                                                                     |
|--------|--------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1      | RFP Reference                                                                                    | LIC/CO/PER ADMN/ASSESSMENT EXERCISE/2027-28                                                                                                                                                                                                                                                                                                                                                                                                     |
| 2      | Date of commencement of Bidding process (Issue of RFP)                                           | <b>09/09/2026</b>                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 3      | Last date and time for receipt of written queries through e-mails for clarification from Bidders | <b>16/09/2026</b>                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 4      | Pre-Bid meeting Date & Time (Virtual) and <b>link</b>                                            | <b>18/09/2026, 11:00 hrs (11.00 am)</b><br><br><a href="https://licindiasampark.webex.com/licindiasampark/j.php?MTID=md71c43feb03122a1e1c4252b2a475ca7">https://licindiasampark.webex.com/licindiasampark/j.php?MTID=md71c43feb03122a1e1c4252b2a475ca7</a><br><b>Join by meeting number</b><br>Meeting number (access code): <b>2516 955 8224</b><br>Meeting password: <b>RFPADMN2026</b><br><b>(73723662 when dialing from a video system)</b> |
| 5      | Last Date & Time for Bid submission.                                                             | RFP to be submitted on or before 11:00 hrs. (11:00 am) of <b>23/09/2026</b>                                                                                                                                                                                                                                                                                                                                                                     |
| 6      | Mode of submission                                                                               | Online E-Tendering System Portal only<br><a href="https://www.tenderwizard.com/LIC">https://www.tenderwizard.com/LIC</a>                                                                                                                                                                                                                                                                                                                        |
|        | E-Tender Helpdesk Contact Number :<br><b>080-45811365, 080-40482100</b>                          | 1. Mr. Senthil Raj - 9731467274<br>( <a href="mailto:senthil@antaressystems.com">senthil@antaressystems.com</a> )<br><br>2. Ms. Hithaishi - 9731737722<br>( <a href="mailto:hithaishi.p@antaressystems.com">hithaishi.p@antaressystems.com</a> )<br>( <a href="mailto:lokesh.hr@antaressystems.com">lokesh.hr@antaressystems.com</a> )                                                                                                          |
| 7      | Date and Time for opening of Technical Bid                                                       | <b>24/09/2026, 11:30 hrs (11:30 am)</b>                                                                                                                                                                                                                                                                                                                                                                                                         |
| 8      | Date and Time for opening of Financial Bid                                                       | After the completion of technical bid it will be intimated to technically qualified bidders separately.                                                                                                                                                                                                                                                                                                                                         |
| 9      | Earnest Money Deposit (EMD)                                                                      | Bidders shall submit, along with their Eligibility Bid, an Earnest Money Deposit (EMD) of ₹2,50,000/- (Rupees Two Lakh Fifty Thousand only) in the form of an unconditional and irrevocable Demand Draft                                                                                                                                                                                                                                        |

|    |                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                           |
|----|---------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|    |                                                               | (DD) issued by any Nationalized Bank or Scheduled Commercial Bank. The Demand Draft shall be payable at Mumbai and shall remain valid for the period specified in the RFP                                                                                                                                                                                                                                                 |
| 10 | Bid Validity Period                                           | <b>180 days</b> from Opening of the RFP Bid.                                                                                                                                                                                                                                                                                                                                                                              |
| 11 | Proposals are liable to be rejected for the following reasons | a. Rate quoted are not as per the Prescribed Format. <b>(Annexure V available in portal <a href="http://www.tenderwizard.com/LIC">www.tenderwizard.com/LIC</a> ).</b><br>b. Incomplete, unsigned, unstamped, illegible, or void for ambiguity/ uncertainty.<br>c. Containing incorrect / unsubstantiated information. The decision of LIC with regard to the deviation, being material or not, shall be final and binding |
| 12 | Contact Details                                               | Secretary (Per/Admn)<br>LIC of India, Central Office, Personnel Department<br>5th Floor, West Wing, “Yogakshema”, Mumbai<br>400021, 022-66598505<br><b>email address: <a href="mailto:rfp_peradmn@licindia.com">rfp_peradmn@licindia.com</a></b>                                                                                                                                                                          |
| 13 | Alternate Contact Details                                     | Chief (Personnel)<br>LIC of India, Central Office, Personnel Department<br>5th Floor, West Wing, “Yogakshema”, Mumbai<br>400021<br>022-66598503 email:- <a href="mailto:chief_peradmn@licindia.com">chief_peradmn@licindia.com</a>                                                                                                                                                                                        |

**If any of the dates specified above (except Sl. No. 5) is declared a holiday, the corresponding activity shall be carried out on the immediately succeeding working day at the same time, unless otherwise notified by LIC.**

The above schedule is tentative and is subject to change. Any modification to the schedule shall be notified through the <https://www.licindia.in> under tenders Section , on Central Public Procurement Portal (CPPP) at [www.eprocure.gov.in/epublish/app](http://www.eprocure.gov.in/epublish/app) and e-Tendering System portal of LIC <https://www.tenderwizard.com/LIC>) specified in this RFP.

LIC reserves the right to extend the last date and time for submission of bids or to revise any of the above-mentioned dates at its sole discretion. LIC also reserves the right to cancel or withdraw this RFP at any stage of the bidding process without assigning any reason and without incurring any financial liability or obligation to any bidder.

The Technical Bids and the Financial Bids of the bidders will be opened on the respective notified dates, by the Tender Opening Committee of LIC in the presence of the bidders/representatives who choose to attend.

Dt: 09.09.2026

Executive Director (Personnel)

## 2. INTRODUCTION

The Life Insurance Corporation of India (hereinafter referred to as “LIC” or as Corporation) a Corporation constituted under LIC Act 1956, is a leading state-owned life insurer of India majorly owned by the Government of India. LIC has three branches outside India in UK, Fiji and Mauritius, a wholly owned subsidiary in Singapore and Joint Ventures in Bahrain, Kenya, Sri Lanka, Nepal, Saudi Arabia and Bangladesh. Its subsidiaries/associates include LIC Housing Finance Ltd., LIC Pension Fund Ltd., LIC Mutual Fund, LIC Cards Services Ltd. And IDBI Bank Ltd.

### Organizational Structure as on 31.03.2026:

| Classification     | Number        |
|--------------------|---------------|
| Central Office     | 1             |
| Zonal Offices      | 8             |
| Divisional Offices | 113           |
| P&GS Units         | 77            |
| SSS Units          | 4             |
| Branch Offices     | 2,048         |
| Satellite Offices  | 1,546         |
| Employees          | 84,565        |
| Agents             | Over 14 lakhs |

## 3. PROPOSAL

### 3.1 Assessment Exercise for Promotions to Top / Senior Management

Moving beyond traditional evaluation methods, the Life Insurance Corporation of India (LIC) has introduced a structured **Online Assessment Exercise** for designing, developing and conducting a comprehensive assessment exercise for officers being considered for promotion to Top/Senior Management positions in LIC under the **Scope of Work** of this RFP.

### 3.2 Purpose of RFP

The purpose of this Request for Proposal (RFP) is to invite proposals from eligible and qualified bidders possessing the requisite expertise, experience, technical capability and infrastructure to conduct the **online assessment exercise** on behalf of LIC for promotion of officers to higher cadres in the Organisation. The assessment exercise shall be conducted through the mode, as decided by LIC:

- **Online Mode using LIC Infrastructure**

### 3.3 Requirements

The detailed operational requirements, technical specifications and modalities relating to the above modes of online assessment shall be discussed during the Pre-Bid Meeting. The final requirements and any clarifications issued by LICl shall form an integral part of this RFP.

### 3.4 DEFINITIONS

In this RFP, unless the context otherwise requires, the following terms shall have the meanings assigned to them:

**3.4.1 "Contract "** means the Agreement entered into between LICl and the successful Bidder, as recorded in the Contract duly executed by the Parties, together with all Annexures, Schedules, Appendices, Exhibits, Amendments, Revisions, Addenda, Corrigenda and other documents forming an integral part thereof.

**3.4.2 "LICl" or "Corporation" or "Service Receiver"** means the Life Insurance Corporation of India, a Corporation established under Section 3 of the Life Insurance Corporation Act, 1956 (Act XXXI of 1956).

**3.4.3 "Bidder", "Vendor" or "Contractor"** means any firm, company, LLP, partnership, society or any other legal entity whose bid has been accepted by LICl and to whom the work has been awarded under this RFP, and shall include its authorised representatives, successors and permitted assigns.

**3.4.4 "Contract Price"** means the consideration payable by LICl to the Contractor under the Contract for satisfactory performance and fulfilment of all contractual obligations in accordance with the terms and conditions of the Contract.

**3.4.5 "Services"** means all services to be provided by the Contractor under and in accordance with the provisions of this RFP and the Contract.

**3.4.6 "Service Period"** means the period of the Contract, i.e., **three (3) years**, commencing from the Effective Date of the Contract, unless extended or terminated in accordance with the provisions of the Contract.

**3.4.7 "Acceptance of Bid"** means the Letter of Award (LoA), Letter of Intent (LoI), e-mail or any other written communication issued by LICl conveying acceptance of the Bid, including any provisional or advance acceptance, wherever applicable.

**3.4.8 "Confidential Information"** means any information, whether oral, written, electronic or in any other form, including but not limited to:

- (i) Intellectual Property and proprietary information;
- (ii) Technical, commercial, financial or business information;
- (iii) Information relating to products, services, processes, business plans, strategies, customers, employees, vendors, procurement, databases, reports, software, designs, drawings, source codes, assessment content, candidate information and other confidential records;
- (iv) Information disclosed pursuant to this Contract; and
- (v) Any other information which, by its nature or the circumstances of its disclosure, ought reasonably to be treated as confidential.

**3.4.9 "Document"** means any information or record in physical or electronic form, including text, data, codes, images, audio, video, software, databases, computer programs, digital records, reports, microfilm, microfiche or any other storage medium

**3.4.10 "Effective Date"** means the date on which the Contract is duly executed by both Parties. Where the Contract is executed on different dates, the date of execution by the Party signing last shall be deemed to be the Effective Date.

**3.4.11 "Intellectual Property Rights (IPR)"** means any patent, copyright, trademark, design, trade secret, permit, service marks, brands, property information, knowledge, technology, licenses, databases, computer programs, software, know how, or other form of intellectual property rights, title, benefits or interest whether arising before or after the execution of this Contract and the right to ownership and registration of these rights.

**3.4.12 "Parties"** means LICl and the Bidder collectively, and **"Party"** means either of them individually.

**3.4.13 "Site"** means the location(s), including LIC premises or any other location approved by LICl, where the Services under the Contract are to be performed.

**3.4.14 "Project"** means the assignment for conducting the Assessment Exercise and related services as specified under the Scope of Work of this RFP.

**3.4.15 "Top Management Level/Cadre"** means Officers of LICl in the cadre of **Zonal Manager (Selection Scale), Zonal Manager (Ordinary Scale)** or equivalent cadres.

**"Senior Management Level/Cadre"** means Officers of LICl in the cadre of **Senior Divisional Manager/Deputy Zonal Manager** or equivalent cadres.

**3.4.16 "Online Assessment Platform"** means the secure web-based software/application used for conducting the Assessment Exercise, either through LIC Infrastructure or the Bidder's Infrastructure, as approved by LICl.

**3.4.17 "LIC Infrastructure"** means the hardware, desktop/laptop computers, network connectivity, internet connectivity, premises and other facilities provided by LICl for conducting the online assessment.

**3.4.18 "Assessment Candidate"** means an Officer of LICl participating in the Assessment Exercise under this RFP.

**3.4.19 "Assessment Data"** means all information generated or collected during the Assessment Exercise, including candidate details, responses, scores, reports, recordings (where applicable), analytics and other related data.

**3.4.20 "Purchase Order"** means the written work order issued by LICl to the Successful Bidder from time to time during the Contract Period for conducting the Assessment Exercise for the respective year. The Purchase Order shall specify, inter alia, number of candidates (where applicable), timelines, deliverables, and other terms and conditions applicable to the Assessment Exercise for that year. Each Purchase Order shall form an integral part of the Contract, and the Successful Bidder shall be required to furnish the applicable Performance Bank Guarantee (PBG) for the respective Purchase Order before commencement of the Assessment Exercise, in accordance with the provisions of this RFP.

**3.4.21 “Bid” or “Proposal”** means the Bidder’s written submission in response to the RFP signed by Authorised Signatory of the bidder.

**Note - In the event of any ambiguity, discrepancy, inconsistency or difference in interpretation/opinions of any provision of this RFP and/or the Contract, the interpretation of such provision by LIC shall prevail and the decision of LIC in this regard shall be final, conclusive and binding upon the Bidder/Contractor. The Bidder/Contractor shall have no claim or right to dispute or challenge such interpretation, subject to applicable laws and regulations.**

## **4.1 INSTRUCTIONS TO BIDDERS**

### **4.1.1 Completeness of Response:**

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

### **4.1.2 PROPOSAL PREPARATION COSTS & RELATED ISSUES**

- a. The Bidder is responsible for all costs incurred in connection with participation in this process, including but not limited to, costs incurred in conduct of Informative and other diligence activities, participation in meetings/discussions/presentations, preparation of proposal, the cost of furnishing the Earnest Money Deposit (EMD), wherever applicable, in providing any additional information required by LIC to facilitate the evaluation process.
- b. LIC will in no case be responsible or liable for those costs, regard less of the conduct or outcome of the bidding process.
- c. This RFP does not commit LIC to award a contract or to engage in negotiations. Further, no reimbursable cost may be incurred in anticipation of award or for preparing for this RFP.
- d. All materials submitted by the Bidder will become the property of LIC and will not be returned.

### **4.1.2A Performance Bank Guarantee (PBG)**

The Selected Bidder shall furnish an unconditional and irrevocable Performance Bank Guarantee (PBG) for an amount equivalent to **5%** of the value of the respective Purchase Order issued for conducting the Assessment Exercise for that year. The PBG shall be submitted before commencement of the Assessment Exercise for the respective year or within 15 days from the date of issuance of the Purchase Order, whichever is earlier.

The Performance Bank Guarantee shall be issued by a Nationalized/Scheduled Bank acceptable to LIC and having branches in Mumbai, in the format prescribed by LIC. The PBG shall remain valid up to the completion of the Assessment Exercise covered under the respective Purchase Order, together

with an additional claim period of 180 days from the date of completion of the Assessment Exercise or such other period as may be specified by LIC.

The Selected Bidder shall furnish a fresh Performance Bank Guarantee for each subsequent Purchase Order issued during the Contract Period before commencement of the respective Assessment Exercise. Failure to submit the Performance Bank Guarantee within the stipulated time shall entitle LIC, at its sole discretion, to cancel or withhold the respective Purchase Order, revoke the award of the Contract, or take such other action as deemed appropriate, without prejudice to any other rights and remedies available under the Contract.

**LIC shall invoke the Performance Bank Guarantee in full or in part (to be decided by LIC), in case :**

- (a) The Successful Bidder fails to discharge its contractual obligations;
- (b) of recoveries of penalties/ any other recoverable dues,
- (c) LIC incurs any loss due to Successful Bidder's negligence in carrying out the project implementation as per the agreed terms and conditions
- (d) To compensate liquidated damages
- (e) the failure to execute the Service Level Agreements and its Terms & Conditions.
- (f) if the fresh PBG is not received by LIC one month prior to the expiry of the earlier PBG;
- (g) The Successful Bidder fails to honour expected deliverables or part as per this RFP after issuance of PO
- (h) Any legal action is taken against the Bidder restricting its operations.
- (i) Any action taken by statutory, legal or regulatory authorities for any breach or lapses which are directly attributable to the Bidder.
- (j) LIC incurs any loss due to Bidder's negligence in carrying out the project implementation as per the agreed terms & conditions.

In case of extension of the contract by LIC, the Bidder should submit fresh PBG of the same amount or extend the validity period of the submitted PBG to cover the extended validity period. This should happen within one month prior to the expiry of the earlier PBG, unless otherwise intimated by LIC. The PBG will not carry any interest. The PBG may be required to be submitted in multiple numbers, if required by LIC.

In the event of any contract amendment, the Bidder 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.

#### **4.1.2B Earnest Money Deposit (EMD)**

Bidders shall submit, along with their Eligibility Bid, an **Earnest Money Deposit (EMD) of ₹2,50,000/- (Rupees Two Lakh Fifty Thousand only)** in the form of an unconditional and irrevocable Demand Draft issued by any Nationalized Bank or Scheduled Commercial Bank. The Demand Draft shall be payable at Mumbai and shall remain valid for the period specified in the RFP. The scanned copy of the Demand Draft is to be uploaded online with the Bid document in the online e-tendering System portal <https://www.tenderwizard.com/LIC> . The Bidders are also required to submit the original Demand Draft to LIC before the last date and time for submission of the Bid at the communication address given in the Activity Schedule.

##### **4.1.2B.1 Exemption of EMD:**

- a) Micro, Small & Medium Enterprises (MSME) units and MSME Start-ups are exempted from payment of EMD, provided the services they are offering are rendered by them.
- b) Bidder should submit valid supporting documents issued by Competent Government Bodies to become eligible for the above exemption. NSIC Certificate/ Udyog Aadhar Memorandum should cover the items tendered to get EMD exemptions. Certificate/ Memorandum should be valid as of the due date / extended due date for Bid submission or/and Bid documents submission.
- c) A "Start-up" company should enclose the valid Certificate of Recognition issued by the Department for Promotion of Industry and Internal Trade (DPIIT), Start-ups which are not under the category of

MSME shall not be eligible for exemption from EMD. The Bidder must comply with all applicable regulatory guidelines issued by the Reserve Bank of India & other relevant authorities.

#### **4.1.2B.2 Validity of EMD and Interest on EMD:**

- a) EMD shall be valid for a period of 3 months from the date of submission of the Bid.
- b) Bids without submission of the original Demand Draft within the prescribed time shall not be considered for evaluation/scrutiny.
- c) LIC will not pay any cost or any interest on the EMD for any period in any case. EMD will be returned to the Bank of the Successful Bidder only after it furnishes the Performance Bank Guarantee.
- d) The EMDs of those Bidders, who do not qualify under the eligibility criteria or technical evaluation, will be returned to the Banks of the respective Bidders without interest, within 30 days from the dates of the declaration of the respective results.
- e) The EMD of the unsuccessful Bidders as per the commercial evaluation, will be returned to the bank of the Bidder without interest within 30 days after the process under this RFP is over.
- f) The EMD will be refunded to the successful Bidder/s only after fulfilment of all three conditions:
  - i. Acceptance of Purchase Order,
  - ii. Signing of the Contract(s) and
  - iii. Submission of required Performance Bank Guarantee (PBG)

#### **4.1.2B.3 Forfeiture of EMD:**

The EMD submitted by the Bidder may be forfeited in full or part, as decided by LIC, if:

- i. In the case of a successful Bidder, the Bidder qualifies and backs out of the L1 Quotes or, if the Bidder fails
  - To sign the contract; or
  - To furnish an unconditional and irrevocable Performance Bank Guarantee, as mentioned in this RFP or
  - To furnish Non-Disclosure Agreement (NDA) as per LIC's format **Annexure XI**.
- ii. In case the Bidder is found to be indulging in Fraudulent and Corrupt practices as defined in this RFP; or
- iii. The Bidder withdraws or amends its Bid during the period of Bid validity.
- iv. 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
- v. Bidder does not respond to requests for clarification of its Bid; or
- vi. Bidder fails to provide required information during the evaluation process or is found to be non-responsive.

#### **4.1.2B.4 EMD not conforming the Required Conditions:**

Bids submitted without EMD, or EMD not submitted conforming to the above criteria will be treated as non-responsive and will be summarily rejected by LIC.

#### **4.1.2B.5 Extension of EMD in Exceptional Circumstances:**

In exceptional circumstances, LIC may seek the Bidders' consent for extension of the period of validity of Bids. The request and the responses thereto shall be made in writing. If consented by the Bidder, the EMD provided shall also be suitably extended. If not, the Bidder may refuse this request without forfeiting its Bid security (EMD) unless it is the successful Bidder who has been notified by LIC that its Bid has been accepted. A Bidder

granting the request will not be required or permitted to modify its Bid.

#### **4.1.3 Pre-Bid Meeting:**

- a. LICl shall hold a pre-bid meeting with the prospective bidders on the mentioned schedule. It is proposed to conduct the pre-bid through video conference (virtual).
- b. The Bidders will have to ensure that their queries for Pre-Bid meeting should reach to **Secretary (Per-Admn)** at email **rfp\_peradm@licindia.com** as per **Sr No 12.of Activity Schedule in 1.2**
- c. All queries to be raised in the pre-bid meeting will relate to the RFP alone and the Pre-Bid Meeting shall be limited to clarification of the provisions of this RFP. No request for modification of the Scope of Work, Eligibility Criteria, Evaluation Methodology or other commercial terms shall ordinarily be entertained.
- d. The bidders have to email the name, designation, contact number and email address of their representatives at **rfp\_peradm@licindia.com**. A maximum of two representatives are permitted to attend the pre bid meeting through video conferencing. The meeting link as mentioned in S.no-4 of Activity Schedule shall be used for pre-bid meeting by the representatives of the bidders.

#### **4.1.4 Responses to Pre-Bid Queries and Issue of Corrigendum**

- a. LICl will endeavor to provide timely response to all queries.
- b. However, LICl makes no representation or warranty as to the completeness or accuracy of any response made in good faith, nor does LICl undertake to answer all the queries that have been posed by the bidders.
- c. At any time prior to the last date for receipt of bids, LICl may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFP Document by issuing a corrigendum.
- d. The Corrigendum (if any) & clarifications to the queries from all bidders will be published on <https://www.licindia.in> under tenders Section , on Central Public Procurement Portal (CPPP) at [www.eprocure.gov.in/epublish/app](http://www.eprocure.gov.in/epublish/app) and e-Tendering System portal <https://www.tenderwizard.com/LIC>
- e. Any such corrigendum shall be deemed to be incorporated into this RFP.
- f. In order to provide prospective Bidders reasonable time for taking the corrigendum into account, LICl may, at its discretion, extend the last date for the submission of RFP Proposals.

#### **4.1.5. Right to Terminate the Process**

- a. LICl may terminate the RFP process at any time without assigning any reason. LICl makes no commitments, express or implied, that this process will result in a business transaction with anyone.
- b. This RFP does not constitute an offer by LICl. The Bidder's participation in this process may result in short listing the Bidders.

#### 4.1.6 Submission of Responses

- This is an E - Tender and hence Bids must be submitted "ON LINE". Tender is to be submitted online through e-tendering system portal :

**e-Tendering System portal of LIC <https://www.tenderwizard.com/LIC>**

- All documents to be scanned and uploaded within the mentioned timelines.

#### E-Tendering through Portal:

Online bids are hereby invited for CONDUCTING ONLINE ASSESSMENT EXERCISE OF OFFICERS FOR PROMOTION TO TOP/SENIOR MANAGEMENT online through e-Tendering System Portal : [www.tenderwizard.com/LIC](https://www.tenderwizard.com/LIC) from the intending bidders.

**All communications are to be sent to us to email id : [rfp\\_peradmn@licindia.com](mailto:rfp_peradmn@licindia.com)**

#### E-Tender Helpdesk 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 No.                          | Mobile No         |
|-------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------|-------------------|
|                                     | <b><u>Help Desk No.</u></b>                                                                                                                                          | <b>080-45811365,</b><br><b>080-40482100</b> |                   |
| Mr Senthil Raj                      | <a href="mailto:senthil@antaressystems.com">senthil@antaressystems.com</a>                                                                                           |                                             | <b>9731467274</b> |
| Ms. Hithaishi                       | <a href="mailto:hithaishi.p@antaressystems.com">hithaishi.p@antaressystems.com</a><br><a href="mailto:lokesh.hr@antaressystems.com">lokesh.hr@antaressystems.com</a> |                                             | <b>9731737722</b> |
| Mr Rudresh K S<br>(For DSC Queries) | <a href="mailto:rudresh.ks@etenderwizard.com">rudresh.ks@etenderwizard.com</a>                                                                                       |                                             | <b>9969395522</b> |

#### 4.1.7 Bid Submission Format

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

#### 4.1.8 Deadline for Submission

- Proposals must be submitted online at e-tendering System portal <https://www.tenderwizard.com/LIC> on or before the date specified. Bid to be submitted online only.
- Any proposal received by LIC after the above deadline shall be rejected.
- LIC shall not be responsible for any delay or non-receipt/ non-delivery of the documents. No further correspondence on the subject will be entertained.

- d. LICl reserves the right to modify and amend any of the above stipulated condition / criteria on depending upon administrative requirements, project priorities or any other reason deemed appropriate by LICl.

#### **4.1.9 Selection Criteria**

- a. LICl will shortlist bidders who meet the eligibility criteria mentioned in this RFP
- b. The responses to this RFP must be complete and comprehensive with explicit documentary evidence in support. LICl may require the bidder to submit confirmations/clarifications on their submission. The Bidder is expected to provide proof for each of the points for eligibility evaluation.
- c. The Bidder needs to comply with all the eligibility criteria mentioned to be evaluated. Non-compliance to any of the eligibility criteria would result in outright rejection of the Bidder's proposal. The Bidder is expected to provide proof for each of the points for evaluation. Any credential detail not accompanied by relevant proof / documents to the satisfaction of LICl, may not be considered for evaluation. LICl may require the bidder to submit confirmations/clarifications/demonstration on their submission.
- d. There is no restriction on the number of credentials a Bidder can provide. The documentation furnished by the bidder will be examined prima facie to see if the attributes claimed therein are consistent with the requirements of this project and meet the eligibility criteria as specified in this RFP.
- e. The evaluation committee may at any stage ask bidder(s) for additional information, and/or arrange discussions to verify the claims made in bid documentation.
- f. Proposals not complying with the requirements of the eligibility criteria will not be processed further.
- g. Bid to be submitted online only. Only the Successful Bidder shall be required to submit the original documents and/or self-attested hard copies, if called upon by LICl
- h. The decision of LICl would be final and binding on all the Bidders to this document. LICl may accept or reject an offer without assigning any reason whatsoever.
- i. Any attempt by a Bidder to influence the bid evaluation process may result in the rejection of its Proposal.

#### **4.1.10 Evaluation Process**

- a. LICl will constitute an Evaluation committee for evaluating the responses of the Bidders in response to this RFP document
- b. The Evaluation Committee constituted by LICl shall evaluate the responses to the RFP and all supporting documents & documentary evidence. Inability to submit requisite supporting documents or documentary evidence, may lead to rejection of the Bidder's proposal.
- c. Each of the responses shall be evaluated to validate compliance of the Bidders according to the eligibility criteria, forms and the supporting documents specified in this RFP document.
- d. The decision of the Evaluation Committee in the evaluation of responses to the RFP shall be final. No correspondence will be entertained outside the evaluation process of the Committee.
- e. The Evaluation Committee may, at its discretion, invite the Bidders for

presentations, demonstrations, discussions or technical clarifications for the purpose of evaluation.

- f. The Evaluation Committee reserves the right to reject any or all proposals.

**4.1.11 Consortium bids** will not be allowed.

**4.1.12 Pre-Contract Integrity Pact:**

This RFP is issued on the condition that only those bidders who submit a duly signed Pre-Contract Integrity Pact with LICl would be eligible to participate in the bidding as per **Annexure- VII**.

**4.1.13 Technical Readiness for Online Assessment**

The Bidder shall ensure that the proposed Online Assessment Platform is secure, reliable, scalable and capable of conducting the assessment using LIC infrastructure as specified in RFP. The Bidder shall provide all necessary technical support, troubleshooting assistance and system availability throughout the assessment process. Any failure attributable to the Bidder's platform affecting the conduct of the assessment may attract appropriate contractual action, including imposition of penalties, as determined by LICl.

**4.2 GENERAL INSTRUCTIONS**

- 4.2.1.** The information contained in this RFP is believed to be true and reliable as on the date of its issue. However, it does not purport to contain all the information that may be required by prospective Bidders for the purpose of preparing and submitting their Bids.
- 4.2.2.** The RFP provides an overview of the requirements, bidding procedures and contract terms. While every effort has been made to provide comprehensive and accurate background information, requirements and specifications, Bidders shall form their own independent conclusions about the solution keeping in view the requirements of LICl. Information contained in this RFP and corrigenda, if any, should be taken as guidelines for Bidders.
- 4.2.3.** Each bidder should conduct its own investigation and analysis and should check the accuracy, reliability and completeness of the information in this RFP and wherever necessary obtain independent advice.
- 4.2.4.** LICl 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 RFP.
- 4.2.5.** LICl has used or will use its best judgment and assessment to fairly and reasonably represent the nature and scope of the work in order to submit viable Bids. However, LICl shall not be deemed to give any guarantees or warranties of accuracy of any of the information in this RFP or any corrigenda, or of its being comprehensive or exhaustive. Nothing in this RFP or any corrigenda is intended to relieve Bidders from forming their own opinions and conclusions in respect of the matters addressed in this RFP or any corrigenda, as applicable.
- 4.2.6.** Failure to furnish all information required by the RFP or submission of a Bid not responsive to the RFP in every aspect will be at the Bidder's risk and may result in

rejection of the Bid.

- 4.2.7. Response to this Bid by the Bidder will be deemed as consent to all the terms and conditions mentioned in this RFP along with its Annexure(s), Clarifications, if any.
- 4.2.8. All the terms and conditions and the contents of the RFP along with the Annexure(s), Clarifications, if any, shall form an integral part of the Contract to be executed with the successful Bidder.
- 4.2.9. No commitment of any kind, contractual or otherwise shall exist unless and until a Letter of Award (LoA) and subsequent execution of the Contract. Any notification of preferred Bidder status by LICl shall not give rise to any enforceable rights to the Bidder.
- 4.2.10. This RFP supersedes and replaces any previous correspondence, communications, notices or public documentation, and Bidders should place no reliance on such communications.
- 4.2.11. Failure to comply with the requirements of this RFP and corrigenda, if any, may render the Bid non-compliant and the Bid may be rejected. Hence, Bidders must:
- Submit all documents, certificates, declarations and other information prescribed in this RFP.
  - Follow the format provided and respond to each element in the order as set out.
  - Comply with all requirements as set out.
- 4.2.12. LICl reserves the right to negotiate, change, modify or alter any/all the terms and provisions of the RFP entered pursuant to the RFP and may request for additional information, if required from the Bidder. LICl also reserves the right to withdraw this RFP without assigning any reason and without any liability to the Bidder or any other person or party. All actions taken by the Bidder or any other person or party in pursuance hereof will be deemed to have been taken after considering commercial acumen and also taking into account that LICl does not guarantee or warrant suitability hereof or success to the bidder or any other person or party.
- 4.2.13 This RFP, together with all Annexures, Appendices, Corrigenda, Addenda, Clarifications and Amendments issued by LICl, shall constitute the complete set of bidding documents. Submission of a Bid shall be deemed to constitute unconditional acceptance of all the terms and conditions contained therein. Upon award of the Contract, the successful Bidder shall be bound by all such documents, which shall form an integral part of the Contract.
- 4.2.14 Unless otherwise specified, all communications, notices, clarifications, corrigenda and instructions issued by LICl in connection with this RFP shall be communicated through the **<https://www.licindia.in> under tenders Section , on Central Public Procurement Portal (CPPP) at [www.eprocure.gov.in/epublish](http://www.eprocure.gov.in/epublish) and e-Tendering System portal of LICl <https://www.tenderwizard.com/LIC> and/or the registered e-mail address of the Bidder. Such communications shall be deemed to have been duly received by the Bidder.**

#### 4.3 CONFIDENTIALITY OF THE DOCUMENT

This RFP document is issued solely for the purpose of inviting proposals for the services specified herein. The contents of this RFP shall be treated as confidential by the prospective Bidders and shall not be copied, reproduced, transmitted, disclosed or used, in whole or in part, for any purpose other than preparation and submission of the Bid,

without the prior written consent of LICl.

#### **4.4 ISSUE OF CORRIGENDUM**

- i. LICl will endeavor to provide timely response to all queries in utmost good faith. However, LICl at its discretion may choose not to respond to the query which is not under purview of this RFP.
- ii. At any time prior to the last date for receipt of Bids, LICl, may, for any reason, whether at its own initiative or in response to a clarification requested by a Bidder, modify the RFP Document by issuing corrigendum.
- iii. The corrigendum (if any) and clarifications to the queries from all Bidders will be issued only on the mentioned websites in this RFP. Bidders are requested to regularly visit the websites specified in this RFP to keep them updated.
- iv. Any such corrigendum shall be deemed to be incorporated into this RFP.
- v. In order to allow Bidders a reasonable time to take the amendments if any, into account in preparing their Bids, LICl, at its discretion, may extend the last date for the submission of Bids.
- vi. Any change in the time lines as decided by LICl will be published only on the mentioned websites.

#### **4.5 LICl's RIGHTS**

##### **4.5.1. CONTACTING LICl**

No Bidder shall contact through any means of communications LICl or its employees on any matter relating to this bid, from the time of the bid opening to the time the purchase order is issued. If the bidder wishes to bring additional information to the notice of LICl or wishes to raise a query on RFP, it should do so through the designated email-id stated above as given in the Activity Schedule or in writing till the evaluation process is over. Any effort by a Bidder to influence LICl in its decisions on bid evaluation or bid comparison or contract award may result in rejection of the Bidder's bid.

##### **4.5.2. . LICl's Right of Inspection and Periodic Audit**

- 4.5.2.1. LICl reserves the right to inspect, monitor and assess the progress of the project at any time during the course of the Contract. LICl may demand and upon such demand being made, LICl shall be provided with any document, data, material or any other information, which it may require, to enable it to assess the progress of the Project.
- 4.5.2.2. LICl shall also have the right to conduct, either itself or through another agency as it may deem fit, an audit to monitor the performance by the Contractor of its obligations / functions in accordance with the standards committed to or required by LICl and the Contractor undertakes to cooperate with and provide to LICl / any other agency appointed by LICl, all documents and other details as may be required by them for this purpose. Any deviations or contravention identified as a result of such audit / assessment would need to be rectified by the Contractor failing which LICl may, without prejudice to any other rights that it may have, issue a notice of default.
- 4.5.2.3. It is expressly agreed that nothing stated herein above shall in any way release or discharge the Contractor from any warranty or other obligations / liabilities under and in accordance with this Contract.

##### **4.5.3 Right to Audit the Online Assessment Platform**

LICI reserves the right to inspect, verify, audit and validate the Online Assessment Platform, software, security controls, system configurations, server logs, audit trails and other related infrastructure proposed by the Bidder, either before commencement of the Assessment Exercise or at any time during the Contract Period. The Bidder shall provide all necessary access, documents and technical assistance required by LICI or its authorized representatives for carrying out such inspection or audit.

#### **4.6 RIGHT TO TERMINATE THE PROCESS**

- a) LICI may terminate the RFP process at any time without assigning any reasons whatsoever. LICI makes no commitments, express or implied, that this process will result in a business transaction with anyone.
- b) This RFP document does not constitute an offer by LIC. The bidder's response to this RFP may result into selection of bidder(s) after completion of selection process as detailed in this RFP document.
- c) LICI reserves the right to accept or reject any proposal and to annul the RFP process and reject all proposals at any time without there by incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for its action.
- d) LICI may cancel any appointment under this RFP at any time without assigning any reasons whatsoever. Decision of LICI will be final in this matter.
- e) LICI reserves the right to cancel the PO (Purchase Order) in the event of
  - (i) Delay/failure of the selected bidder to accept the PO as mentioned in clause 7.1
  - (ii) Failure to furnish the performance bank guarantee (PBG)
  - (iii) Breach of the terms and conditions of the Contract and this RFP.

##### **4.6.1 Disqualifications**

LICI may at its sole discretion and at any time during the evaluation of Proposal or at service delivery stage, disqualify any Bidder, if the Bidder has:

- i. Made misleading or false representations in the forms, statements or attachments submitted in proof of the eligibility requirements;
- ii. Exhibited a record of poor performance such as abandoning works, not properly completing the contractual obligations, inordinately delay in completion or financial failures, etc. in any project in the preceding three years;
- iii. Submitted a proposal that is not accompanied by required documentation or is non responsive;
- iv. Failed to provide clarifications related there to, when sought;
- v. Submitted more than one Proposal;
- vi. Declared ineligible by the Government of India/State/UT Government/ PSUs/BFSIs for corrupt and fraudulent practices or blacklisted.
- vii. Submitted a Proposal with price adjustment/variation provision.

- viii. Exhibited a record of poor performance in the service delivery.
- ix. Failed to submit the Earnest Money Deposit (EMD) in the prescribed form and within the stipulated time.

#### **4.6.2 Fraud and Corrupt Practices**

The Bidders and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the Selection Process. Notwithstanding anything to the contrary contained in this RFP, the LICl shall reject a Proposal without being liable in any manner whatsoever to the Applicant, if it determines that the Bidder has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice (collectively the Prohibited Practices) in the Evaluation Process. In such an event, the LICl shall, without prejudice to its any other rights or remedies, forfeit the Earnest Money Deposit (EMD), Performance Bank Guarantee (where applicable), or both, in accordance with the provisions of this RFP as mutually agreed genuine pre-estimated compensation and damages payable to LICl for, inter alia, time, cost and effort of LICl, in regard to the RFP, including consideration and evaluation of such bidder's Proposal.

Without prejudice to the rights of the LICl under the Clause above and the rights and remedies which the LICl may have under the Purchase Order (PO), if Bidder, is found by the LICl to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the Selection Process, or after the issue of the PO, such Bidder shall not be eligible to participate in any tender or RFP issued by LICl during a period of 3 years from the date such Bid, as the case may be.

For the purposes of this Section, the following terms shall have the meaning here in after respectively assigned to them:

**a) "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 LICl who is or has been associated in any manner, directly or indirectly with the Selection Process 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 on which such official resigns or retires from or otherwise ceases to be in the service of LICl, shall be deemed to constitute influencing the actions of a person connected with the Selection Process);

**or**

(ii) Save as provided herein, engaging in any manner whatsoever, whether during the Selection Process or after the issue of the PO, 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 adviser of LICl in relation to any matter concerning the Project;

**b) "Fraudulent practice" means a misrepresentation or omission of facts or disclosure of incomplete facts, in order to influence the Selection Process;**

c) “**coercive practice**” means impairing or harming or threatening to impair or harm, directly or indirectly, any person or property with the intent to influence any person’s participation or conduct in the Selection Process;

d) “**Undesirable practice**” means

(i) establishing contact with any person connected with or employed or engaged by Life Insurance Corporation of India with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Selection Process;

or

(ii) Having a conflict of Interest;

e) “**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.

#### 4.7 **BID SUBMISSION**

This is an e-Tender. Accordingly, all Bids shall be submitted only through online e-tendering System portal <https://www.tenderwizard.com/LIC> from the intending bidders. in accordance with Clause 4.1.6 of this RFP. No physical submission of Bids shall be accepted.

**For Registration and for further details on e-tendering, please refer the Annexure XII (eTS)**

#### **E-Tender Helpdesk 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 No.            | Mobile No  |
|-------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------|------------|
|                                     | <b>Help Desk No.</b>                                                                                                                                                 | 080-45811365,<br>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><br><a href="mailto:lokesh.hr@antaressystems.com">lokesh.hr@antaressystems.com</a> |                               | 9731737722 |
| Mr Rudresh K S<br>(For DSC Queries) | <a href="mailto:rudresh.ks@etenderwizard.com">rudresh.ks@etenderwizard.com</a>                                                                                       |                               | 9969395522 |

- All documents forming part of the Bid shall be duly signed by the authorized signatory, scanned and uploaded online e-tendering System portal <https://www.tenderwizard.com/LIC> within the prescribed timelines.
- Only the successful bidder will be required to submit the hard copy (physical submission) of the entire uploaded documents after final selection.

## E-Tendering

Online bids are hereby invited for CONDUCTING ONLINE ASSESSMENT EXERCISE OF OFFICERS FOR PROMOTION TO TOP/SENIOR MANAGEMENT for LICl online through online e-tendering System portal <https://www.tenderwizard.com/LIC> from the intending bidders.

**Submission must be made as per the provided formats/templates. Any material deviations in the formats/templates may result in the rejection of the Bid.**

The bid may be treated as legally void and shall be rejected if Bid documents and/or Pre-Contract Integrity Pact is not duly filled and/or not signed by the duly authorized person.

- a. By submitting a signed bid, the bidders' signatory certifies that in connection with this RFP:
  - The bidder's organization or an agent of the bidder's organization has arrived at the technical offer and prices in its bid without consultation, communication or agreement with any other respondent or with any competitor, with a view to restrict competition.
  - The prices quoted in the bid have not been knowingly disclosed and will not be knowingly disclosed by the bidder's organization or by any agent of the bidder's organization, directly or indirectly, to any other respondent or to any competitor.
  - The quoted price shall not be disclosed or mentioned in the eligibility bid or the technical bid.
  - No attempt has been made nor will any attempt be made by the bidder's organization or by any agent of the bidder's organization to induce any other person or firm to submit or refrain from submitting a bid for the purpose of restricting competition.
- b. **Non-Disclosure Agreement (NDA) by Successful Bidder:** Successful bidder shall submit a Non-Disclosure agreement as per LICl format duly signed by the Authorized Signatory of the Company. **Not required at the Proposal submission stage.**
- c. **Language of Bid:** 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 Hindu-Arabic Numerals.
- d. **Bid Currencies:** Prices for all the components shall be quoted in Indian Rupee (INR). Bids in currencies other than INR will be rejected.
- e. **Arithmetical errors:** The Arithmetical errors will be rectified on the following basis. 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. 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.
- f. Wherever hard copies are required by LICl, such documents shall be typed or printed on A4-size paper in the English language.

- g. If any compliance or clarification sought by LICl is not submitted within the mentioned time of being called for, the bids are liable to be rejected. The above matter is entirely at LICl's discretion and decision of LICl in this matter will be final.

#### **4.8 BID VALIDITY PERIOD**

Bids shall remain valid for 180 days after the submission of Bids as prescribed by LIC, in the Activity Schedule. LICl shall reject a bid as non-responsive if the bid is submitted with a shorter validity period.

In exceptional circumstances, LICl may solicit the Bidder's consent for an extension of the period of validity. The request and the response there to shall be made in writing. A Bidder may refuse the request unless it is the successful bidder who has been notified by LICl that its bid has been accepted. A Bidder granting the request will not be required nor permitted to modify its bid.

##### **i. Late Bids**

Bids received after the date and time specified in the Activity Schedule will not be considered and will be rejected. LICl may, at its sole discretion change the date/time of submission and LICl's decision in this matter will be final.

##### **ii. Cost of Bidding**

The bidder shall be responsible for and bear all the costs incurred in connection with participation in the RFP 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 LICl to facilitate the evaluation process. LICl will in no case be responsible or liable for any costs, regardless of the conduct or outcome of the bidding process.

##### **iii. Relationship between LICl and the bidders**

It is clarified that no binding relationship exists between any of the bidders and LICl till the acceptance of the purchased order in the manner specified in point 7.1.

#### **5. SCOPE OF WORK**

The scope of work under this RFP shall include designing, administering, conducting and evaluating the **Online Assessment Exercise** for officers of LICl for promotion to Top Management and Senior Management levels. The Assessment Exercise shall evaluate the candidates against the competencies prescribed by LICl, including cognitive abilities, non-cognitive attributes, leadership competencies, psychometric traits, behavioural attributes and other competencies considered essential for higher managerial responsibilities. The Assessment Exercise shall be conducted exclusively in **Online Mode**, using **LIC Infrastructure**.

## **5.1 Broad Scope of Work**

The successful Bidder shall:

- Design the Online Assessment Exercise based on the competency framework prescribed by LIC.
- Develop, administer and conduct the Online Assessment Exercise through :
  - **Online Mode using LIC Infrastructure**
- Configure and manage the Online Assessment Platform, including candidate registration, scheduling, user credential management and technical support.
- Provide detailed competency-wise evaluation reports and assessment summaries in both electronic format and PDF format. Hard copies shall be submitted only if specifically required by LIC.
- Ensure secure conduct of the Online Assessment Exercise from locations specified by LIC, including LIC offices, Online Test Centres (if approved by LIC), or any other location permitted by LIC.

Notes

- LIC reserves the right to revise the schedule of the Assessment Exercise by giving prior intimation to the successful Bidder.
- Any technical clarification relating to this RFP may be sought by prospective bidders through e-mail at [rfp\\_peradmin@licindia.com](mailto:rfp_peradmin@licindia.com) within the timelines specified in the Activity Schedule.

### **Detailed scope of work:**

- Following competencies should be assessed through the assessment exercise for promotion to Senior Management Level: Team Building, Leadership, Decision Making, Design Thinking, Organizing, Conflict Handling, Negotiations etc.
- Following competencies are to be tested for promotion to Top Management Level: Communication skills including Public Speaking, Team Building, Analytical Ability and Decision Making, Strategic Thinking and Business Acumen, Execution Excellence, Conflict Handling, Negotiation and Influencing Skills, Creative Problem Solving etc.
- The Assessment Exercise shall comprise two components, namely, (i) an Online Test comprising Multiple-Choice Questions (MCQs) designed to assess the knowledge, skills and competencies, and (ii) Group Discussions and Behavioral Event Interviews (GD & BEI) to assess the behavioral competencies, managerial capabilities, leadership attributes and other competencies as specified by LIC in this RFP. The assessment tools and methodology shall be appropriately aligned with the competencies to be assessed. The detailed design and structure of the Assessment Exercise including the competencies to be assessed shall be as approved by LIC.
- All these exercises are to be conducted for Officers having at least 20 years of experience with LIC.
- All software requirements for conducting **Online Assessment Exercise** evaluation assessment must be fulfilled by the vendor.
- LIC would provide confirmed exam registration details to vendor 20 days before the

planned exercise date. Candidates will have the option to appear for the assessments from Online Test Centers (OTCs) as well as from their Office/ Home by using their credentials. Alternatively, LIC may ask the Vendor to provide the Test Centers for the Online test on an exceptional circumstances.

- The assessment exercise must allow candidates who appear from LIC Centers and from home to access the assessment exercise through devices having **working Camera, Microphone and Speaker**.
- The successful Bidder shall provide dedicated technical support before, during and after every Assessment Exercise. The Bidder shall ensure prompt resolution of technical issues faced by candidates within the timelines prescribed by LIC.
- The successful Bidder shall ensure uninterrupted availability of the Online Assessment Platform throughout the Assessment Exercise and maintain an appropriate backup and disaster recovery mechanism.
- All live assessments should have video recording and system audit trail recording facility.
- All candidate data, assessment content, recordings, reports and related information shall be stored securely. The successful Bidder shall not disclose, copy, retain or use such information except for the purpose of execution of the Contract.
- The successful Bidder shall maintain absolute confidentiality of assessment questions, case studies, psychometric instruments, evaluation criteria and candidate data.

#### **Tentative distribution of candidates and their Centers for Assessment exercise**

|                                               |                   |         |
|-----------------------------------------------|-------------------|---------|
| Approx. No of Candidates per year (Tentative) | Top Management    | 160-200 |
|                                               | Senior Management | 400-450 |

| <b>Zones</b>                    | <b>Geographical Locations</b>                                                | <b>Tentative Number of Centers</b> |
|---------------------------------|------------------------------------------------------------------------------|------------------------------------|
| Central Office                  | Foreign locations                                                            | 3                                  |
| Central Office and Western Zone | Maharashtra, Goa, and Gujarat                                                | 9                                  |
| Southern Zone                   | Tamil Nadu and Kerala                                                        | 11                                 |
| South Central Zone              | Andhra Pradesh, Telangana, and Karnataka                                     | 14                                 |
| Northern Zone                   | Rajasthan, Punjab, Haryana, Himachal Pradesh, Jammu & Kashmir, and NCR Delhi | 10                                 |
| North Central Zone              | Uttarakhand and Uttar Pradesh                                                | 9                                  |
| Eastern Zone                    | West Bengal, Sikkim and North Eastern States                                 | 2                                  |
| East Central Zone               | Bihar, Jharkhand, and Orissa                                                 | 8                                  |
| Central Zone                    | Madhya Pradesh and Chhattisgarh                                              | 5                                  |

## **6. ELIGIBILITY CRITERIA FOR BIDDERS**

The Bidder should meet the following basic eligibility criteria:

- 6.1** The Bidder must be a company incorporated in India under the Companies Act 1956 / 2013 or a Society (registered under Societies Reg. Act)/Govt. / Semi Govt. Institution/ PSU
- 6.2** The Bidder should participate as a single entity; no consortium or group companies will be allowed.
- 6.3** The Bidder's average Annual Turnover for each year of the last 3 years should be above Rs.50 Crores. (Group turnover will not be accepted) (Audited Balance Sheet and P&L Statement to be submitted)
- 6.4** The bidder must have successfully executed/ completed at least three Assessment exercises for elevation to the cadre of Executives equivalent to Assistant General Manager & above in Insurance PSU and Executives equivalent to Assistant General Manager & above in PSU's / Govt. Organizations in the last five years and at least two online assessment exercises. At least 100 candidates should have participated in each exercise. (Self-declaration to be submitted).
- 6.5** The bidder should not have been blacklisted by any Government/ Government agency/ Public Sector in last 3 years. The bidder shall submit a certificate in this regard on his letter head.
- 6.6** The IPR/ copyright/ license of the Assessment exercises Software must vest with the bidder. (Self-Declaration on letter head of the bidder to be submitted.)
- 6.7** The Bidder shall deploy a dedicated project team exclusively for execution of the services under this Contract.
- 6.8** The Bidder should deploy a team of 4 to 6 experts having professional experience of at least 10-15 years of conducting such type of assessment exercises. The experts should have experience of conducting at least 3 similar exercises for public sector companies in last 5 years.
- 6.9** The Bidder shall be profit making in at least 3 out of the last 5 years.
- 6.10** All the documents should be signed by the Authorized Signatory of the Bidder. Copy of the Board resolution authorizing the person as a signatory on company's behalf should also be submitted.
- 6.11** The Bidder shall have adequate information security measures in place for conducting Online Assessment Exercises and shall ensure protection of candidates' data and assessment content.
- 6.12** The Bidder shall have an in-house technical support team capable of providing real-time assistance during the conduct of the Online Assessment Exercise.
- 6.13** The above list is not exhaustive; any other documents required for evaluating the eligibility would have to be submitted.

## **7. ACCOUNTABILITY**

In order to ensure best practices and value to the stakeholders the Bidder will be required to comply with the following conditions emerging from the responsibilities listed in scope of work (Scope of Work):

- 7.1** Within 7 (seven) working days from the date of issue of the Purchased Order(PO)by LICl the selected Bidder will return/submit to the LICl officer concerned, a copy of PO duly

accepted, stamped and signed by authorized signatory in token of acceptance. However, the PO may specify the effective date for the start of the assignment.

**7.2 A** “Plan of Action” on each responsibility and tasks to be undertaken by the Bidder in connection with the “Scope of Work” is to be submitted along with signed copy of PO. The Plan of Action submitted by the Bidder shall be evaluated by authorized officials of LICl and Bidder may need to make certain alterations, if required and resubmit the Plan.

**7.3** The Bidder will be required to provide regular updates as decided by LICl, regarding the progress made on the final Plan of Action as per clause 7.2

## **8. SUBMISSION OF PROPOSAL**

(i) Proposals shall be submitted online through e-tendering System portal <https://www.tenderwizard.com/LIC> in accordance with the instructions contained in this RFP. All documents uploaded by the Bidder shall be duly page-numbered, indexed, signed by the Authorised Signatory and arranged in the sequence prescribed below:-

(ii) **Eligibility Bid**

Bidder firm shall submit proposals along with documentary proof (If any) for the same as detailed in point 6 titled “Eligibility Bid” and all relevant schedules, certificates & Annexure, duly filled in, page numbered, and signed by the authorized signatory of Bidder.

- a) Covering letter on the Letter Head of Company/Firm for Bid submission by the Bidder enlisting documents attached indicating the page number. Profile of the Bidder with full particulars of the constitution, ownership and business activities; as well as un-abridged Annual Reports and audited financial accounts for the last three years to be furnished along with the Memorandum of Association and Articles of Association if applicable. **(Enclosure-I).**
- b) No Tender fee.
- c) **Earnest Money Deposit (EMD):** The Bidder shall submit the Earnest Money Deposit (EMD) in accordance with Clause **4.1.2A** of this RFP. The original Demand Draft shall be submitted within the prescribed timeline.
- d) Authority letter authorizing the person of the Bidder to sign the proposal and other documents and Power of Attorney in the name of the Authorized Signatory. **(Enclosure-II)**
- e) Certificate that in case any of the Key personnel indicated in Technical Bid is not available for any reason like resignation, leave of absence etc., a person of equivalent qualification and experience would be made available with the concurrence of LICl **(Enclosure-III).**
- f) Certificate to the effect that in case of selection of the Bidder, a Performance Bank Guarantee fee amounting to **5%** of the fee quoted, will be given in the form of a demand draft or bank guarantee, which shall be valid till the completion of the engagement period as mentioned in RFP clause 15. This shall be made within ten days of issue of PO. In

case the selected Bidder fails to submit a performance guarantee within the time stipulated, LICl at its discretion may cancel the PO without any notice. LICl shall invoke the Performance guarantee only in case the selected Bidder fails to discharge their contractual obligations during the period or in case LICl incurs any loss due to the selected Bidder's negligence in carrying out the assignment as per the agreed terms and conditions. Further Performance Guarantee should remain valid for a period of sixty days beyond the date of completion of all obligations. (Enclosure-IV)

- g) A certificate, that the Performance Bank Guarantee would be extended if the assigned work is not completed within the mutually agreed time line as per Approved Plan of Action. (Enclosure-V)
- h) Pre Contract Integrity Pact - This is an offer made on the condition that the Bidder will sign the Integrity Pact with LICl. Only those Bidders who have entered into Pre Contract Integrity Pact with LICl would be eligible to participate in the bidding. Format is at **Annexure-VII**.
- i) RFP conditions Acceptance Letter as per **Annexure-I**.

**(iii) Technical Bid:**

Bidder firm shall submit proposals along with documentary proof (If any) for the same as detailed in point 9 titled "Technical Bid" below and all relevant schedules, certificates & Annexure, duly filled in, page numbered, and signed by the authorized signatory of Bidder.

**Note:**

***Eligibility Condition: Any bidder scoring more than 70% in the above Technical Score will be deemed as technically eligible.***

**(iv) Financial Bid:**

The Financial bid should be submitted in the format provided along with the tender document. **Annexure-V (in excel format available in portal)**

***Note: - Financial Bid, to be opened only of those bidders who qualify in the technical evaluation.***

- I.** Bids with any conditionality shall stand summarily rejected. Financial aspects of the offer should not be disclosed in any way other than in the sealed financial bid, and technical bids containing any indication to the financial bids will be rejected.
- II.** Incomplete bids, conditional bids, bids not conforming with the terms and conditions will be rejected by LICl.
- III.** Misrepresentation of any fact within the bid documents would lead to cancellation of the bid apart from any other actions which LICl would be entitled to take.

**8.1** Bids shall be uploaded online on e-tendering System portal <https://www.tenderwizard.com/LIC> before bid submission end date/time as per Activity Schedule as per clause 4.1.6

- 8.2 The Proposals will be opened by the Bid/Tender-Opening Committee from e-tendering System portal <https://www.tenderwizard.com/LIC> as per Activity Schedule to verify the documents.

## 9. TECHNICAL BID EVALUATION CRITERIA:

**Max Total Score 100**

Details of the Technical Bid are given in **Annexure III**. All required documents should be uploaded with Technical Bid.

## 10. FINANCIAL BID:

Details of the Financial Bid is given in **Annexure V (excel format available in portal)**

- 10.1 The Bidder is required to quote the rate as per **Annexure-V (excel format)** in INR for the transaction. The rate quoted by the Bidder should be exclusive of the applicable taxes. The rate along with such applicable taxes (as per the invoice/bill submitted by Bidder) would be paid by the LIC to the selected Bidder after deducting applicable Tax Deductible at Source (TDS).
- 10.2 The different taxes should be indicated separately while raising the bills for payment of fee. All bills are to be raised in INR and will be payable in INR only after successful and satisfactory completion of the exercise.
- 10.3 The rate quoted should be unconditional and inclusive of the expenditure to be incurred on the work mentioned in Scope of Work.

## 11. TERMINATION OF THE ASSIGNMENT

- 11.1 In case it is found during the course of the transaction or at any time before award of the contract or after its execution and during the period of subsistence or after the period thereof, that one or more of the terms and conditions laid down in this Request for Proposal has not been met by the Bidder, or the Bidder has made material misrepresentation or has given any materially incorrect or false information, the Bidder shall be disqualified. Also if the Selected Bidder has already been awarded, as the case may be, the same shall, notwithstanding anything to the contrary contained in this RFP, be liable to be terminated, by a communication in writing by LIC to the Selected Bidder without LIC being liable in any manner whatsoever to the Selected Bidder. This action will be without prejudice to any other right or remedy that may be available to the LIC under the Bidding Documents, or otherwise. However, before terminating the assignment, a show cause notice stating why its appointment should not be terminated would be issued giving it an opportunity to explain its position.
- 11.2 Further, during the course of awarded contract period to the selected Bidder, at any point of time, if LIC (in its discretion) thinks that the selected Bidder is not performing as per the terms of reference of RFP or as per the commitments and details as submitted in the bid or separately then LIC shall have the right to substitute the previously selected Bidder with another Bidder as the new selected Bidder (H2/H3....) as LIC may deem fit, without assigning any reasons.
- 11.3 The Bidders will be liable to pay applicable statutory taxes/duties/cess etc, if any, imposed by the Government of India or any other Constitutional Tax Authority of India and as per the tax laws and the rate of tax as applicable from time to time, at their end.
- 11.4 **Termination:** LIC reserves the right, at any time, by a prior written notice of 30 days to

terminate the assignment as decided by LICl in the notice prior to termination. On receipt of a notice of termination the Bidder must stop work as specified in the notice; take all available steps to minimize loss resulting from that termination and to protect assignment Material and continue work on any part of the Services not affected by the notice. If the assignment is terminated, LICl may be liable only for payment towards Services rendered before the effective date of termination; and reasonable costs incurred by the Bidder and which are determined as directly attributable to the termination.

The Selected Bidder is not entitled to compensation for loss of prospective profits/fees.

## **12. BID EVALUATION**

- 12.1** The Eligibility and Technical Proposals shall, in the first instance, be examined by the Evaluation Committee of LICl to ascertain compliance with the prescribed eligibility criteria and submission of all requisite documents in support thereof. Only those bidders who fulfil the eligibility criteria and have submitted all the required documents as part of their Technical Proposal shall be considered for further evaluation. The Evaluation Committee of LICl may, at its discretion, seek clarifications or additional information from the bidders in respect of their Eligibility and/or Technical Proposals. The bidders shall be required to furnish the requested information/clarifications. Failure to provide the requisite information or clarification may result in disqualification of the bidder.
- 12.2** The committee would evaluate the Bidders on the criteria mentioned in above based on their submissions and shortlist them for the purpose of opening of their Financial Bids. Only the parties scoring minimum cut off marks and score of 70 out of 100 in the technical bid will be short-listed.
- 12.3** Technical Bid will be assigned a technical score (TS) out of a maximum of 100 points, as per the Scoring Model provided in the Annexure.
- 12.4** After the short-listing of Bidders, the committee would open the Financial Bids of only the short-listed Bidders. The short-listed Bidders, if so desire, may remain present at the time of opening of the financial bids. The marks scored by the short-listed Bidders in technical bids will be announced before opening of the financial bids. The date and time of opening of the financial bids would be announced at a subsequent date.
- 12.5** The marks scored by the short-listed Bidders in the technical bid will then be given a weightage of 70%. Similarly, the financial bids of the short-listed Bidders from the technical bid will be given a weightage of 30%. The combined score based on Quality-cum-Cost Based System (QCCBS) of technical and financial bids will determine the H1, H2, H3 and so on for each category.
- 12.6** The financial scores would be normalized on a scale of 100, with lowest score being normalized to 100 and the rest being awarded on a pro-rata basis. Such normalized scores would be considered for the purpose of QCCBS based evaluation, explained below
- 12.7** The individual bidder's commercial scores are normalized as per the formula below:  
$$F_n = F_{min} / F_b * 100$$
 (rounded off to 2 decimal places), where  
 $F_n$  = Normalized financial score for the bidder under consideration  
 $F_b$  = Absolute financial quote for the bidder under consideration  
 $F_{min}$  = Minimum absolute financial quote  
**Composite Score (S) = TS\*0.70 +  $F_n$ \*0.30**
- 12.8** The bidder with the highest Composite Score (S) would be awarded the contract.

- 12.9** In case, a tie is observed in the price bid, the bidder with greater experience will be considered for the award of contract.
- 12.10** Since only one Bidder may be appointed, the Bidder scoring the highest points/marks (H1) based on the above principles would be appointed for the transaction. However, there may be a ranking list prepared in case the top scoring Bidder fails to take the work or is rejected for any reason or on disqualification on any ground for replacing with the other Bidders in the order of ranking.
- 12.11** In case of a tie in the H1, H2, H3 positions, the Bidder who has a higher technical score, will be selected.
- 12.12** Sub-contracting of the assignment will not be allowed. The appointed Bidder, shall be solely responsible for all the required final deliverables as assigned to them.

### 13. EXAMPLE FOR EVALUATION

The proposals will be ranked in terms of Total Scores arrived at as above. The proposal with the highest Total composite Score will be considered first for award of the contract in this RFP.

**70% weightage - Technical Evaluation**

**30% weightage - Financial Evaluation**

| TECHNICAL SCORE (Ts) |          |          |  |  |
|----------------------|----------|----------|--|--|
| Bidder 1             | Bidder 2 | Bidder 3 |  |  |
| 79                   | 75       | 70       |  |  |

| FINANCIAL BID AS BY BIDDERS |          |          |  |  |
|-----------------------------|----------|----------|--|--|
| Bidder 1                    | Bidder 2 | Bidder 3 |  |  |
| 10000                       | 9000     | 7000     |  |  |

| NORMALISED COMMERCIAL SCORES   |      |       |       |  |
|--------------------------------|------|-------|-------|--|
| $F_n = F_{min}/F_b \times 100$ |      |       |       |  |
|                                | Fmin | Fb    | Fn    |  |
| BIDDER 1                       | 7000 | 10000 | 70    |  |
| BIDDER 2                       | 7000 | 9000  | 77.78 |  |
| BIDDER 3                       | 7000 | 7000  | 100   |  |

| COMPOSITE SCORE (S) = (Ts * 0.70) + (Fn * 0.30) |    |       |       |  |
|-------------------------------------------------|----|-------|-------|--|
| COMPOSITE SCORE (S)                             |    |       |       |  |
|                                                 | Ts | Fn    | S     |  |
| BIDDER 1                                        | 79 | 70    | 76.3  |  |
| BIDDER 2                                        | 75 | 77.78 | 75.83 |  |
| BIDDER 3                                        | 70 | 100   | 79    |  |
| Ts - Technical Score, Fn - Financial Score      |    |       |       |  |

LICI will award the contract to the successful Bidder who meets the requirement of the RFP as outlined in this document.

#### **14. AWARD CRITERIA**

- 14.1** The Bidder securing the highest Composite Score (S) calculated in accordance with the evaluation methodology prescribed in this RFP shall be declared the Successful Bidder and shall be considered for award of the Contract subject to fulfilment of all the terms and conditions of this RFP.
- 14.2** In case, a tie is observed in the composite score, the bidder with high technical score and greater experience, will be considered for the award of contract and issue PO.
- 14.3** Upon approval by the Competent Authority, LICI shall issue a Purchase Order (PO) to the Successful Bidder. The Successful Bidder shall submit its unconditional acceptance of the PO within **seven (7) working days** from the date of its issuance and shall execute the Contract and fulfil all pre-contract requirements, including submission of the Performance Bank Guarantee, within the timelines specified in this RFP as mentioned in point 7.1

#### **15. Duration of Engagement:**

The Contract is to commence from the date of signing of the Contract with the Vendor and shall continue initially for a period of three years, subject to clause 4.6 (e) (iii), 11.1, 11.4 and 18.3. However, the contract may be extended for -further period of one year and again for another period of one year subject to maximum of the contract term limited to five years at the same price, with the same terms and conditions, if LIC is satisfied with the performance of the Vendor.

- 15.1 Firm Prices:** The prices quoted by the Bidder shall remain firm and fixed throughout the Contract Period and shall not be subject to any escalation or revision on any account whatsoever, including fluctuations in exchange rates, wages, input costs or any other factors. The prices shall be quoted in **Indian Rupees (INR)** only.

**Any increase or decrease in statutory taxes and duties, including GST, if applicable, shall be dealt with in accordance with the prevailing statutory provisions.**

The decision of LICI in matters relating to interpretation of the pricing provisions shall be final and binding on the Bidder.

#### **16. DISCLAIMER:**

- 16.1** Notwithstanding anything contained in this RFP, LICI reserves the absolute right to accept or reject any or all Bids, cancel or annul the RFP process, or modify the terms of this RFP at any stage without assigning any reason whatsoever and without incurring any liability to any Bidder. The information contained in this RFP is provided in good faith for the purpose of enabling Bidders to submit their proposals. LICI may, at its sole

discretion, amend, modify, supplement or clarify this RFP by issuing a corrigendum or addendum through the designated websites.

- 16.2** This RFP is not an offer by LICl, but an invitation for responses to the scope of work pertaining to services as contained in this RFP. No contractual obligation whatsoever shall arise from the RFP unless and until a formal appointment and engagement documents are executed between the parties.

## **17. DISPUTE ARBITRATION AND JURISDICTION**

Any dispute and differences of any kind whatsoever arising out of or in connection with the letter of appointment or the carrying out of work (whether during the progress of the work or after its completion and whether before or after determination, abandonment or breach of PO and Scope of Work) shall be referred for the decision of Managing Director, LICl and the decision of the Managing Director LICl will be final.

This RFP 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 nonexclusive jurisdiction of the courts and hence, any legal dispute will come under the jurisdiction of Mumbai High Court only

## **18. FORCE MAJEURE OR UNFORESEEN EVENTS**

**Occurrence of unforeseen event** - LICl is excused from performing its obligations under the PO and Scope of Work to the extent it is prevented by circumstances beyond its reasonable control (other than lack of funds for any reason or any strike, lockout and labour disputes in respect of the Bidder only), including but not limited to acts of God, natural disasters, acts of war, riots and strikes outside that Vendor organization.

- 18.1 Notice of unforeseen event:** - When the circumstances described arise or are reasonably perceived by the Affected Party as an imminent possibility, the Affected Party will give notice of those circumstances to the other party as soon as possible but within 7 days, identifying the effect they will have on its performance. An Affected Party will make all reasonable efforts to minimize the effects of such circumstances on the performance of the terms and conditions of the PO.
- 18.2 Termination:** - If non-performance or diminished performance by the selected Bidder due to the circumstances under clause 18.1 for a period of more than 30 consecutive days or other period as agreed, LICl may terminate the letter of appointment immediately by giving written notice.
- 18.3 Consequences of termination, If the appointment is terminated:** -
- i. Bidder will bear its own costs and LICl will not liable to the other. The bidder has to bear the expenses and liabilities of LICl, in case termination is due to fault of the bidder.
  - ii. Where the selected Bidder is the Affected Party, it will be entitled to payment for Services Accepted or work performed prior to the date of intervention of the circumstances described in the PO.

## **19. CONFLICT OF INTEREST**

- a. A Bidder shall not have a conflict of interest that may affect the Selection Process. Any Bidder found to have a Conflict of Interest shall be disqualified. In the event of disqualification, the LICl shall forfeit the Earnest Money Deposit (EMD), Performance Bank Guarantee (PBG) or any other security furnished under this RFP, as applicable., if any, as mutually agreed genuine pre-estimated compensation and damages payable to the LICl for, inter alia, the time, cost and effort of the LICl including consideration of such Bidder's Proposal, without prejudice to any other right or remedy that may be available to the LICl hereunder or otherwise.
- b. The LICl requires that the Bidder provides professional and objective support and shall at all times act in the best interests of LICl, avoids conflicts with other assignments or its own interests, and acts without any consideration for future work. The Bidder shall not accept or engage in any assignment that would be in conflict with its prior or current obligations to other Life Insurance Companies, or that may place it in a position of not being able to carry out the assignment in the best interests of the LICl.
- c. Without limiting the generality of the above, a Bidder shall be deemed to have a Conflict of Interest affecting the Selection Process, if:
  - i. The Bidder, or Associates (or any constituent thereof) and any other Bidder, or Associates (or any constituent thereof) have common controlling shareholders or other ownership interest;
  - ii. such Bidder or its Associate receives or has received any direct or indirect subsidy or grant from any other Bidder or its Associate; or
  - iii. such Bidder has a relationship with another Bidder, directly or through common third parties, that puts them in a position to have access to each other's information about, or to influence the Proposal of either or each of the other Bidder; or
  - iv. there is a conflict among this and other consulting assignments of the Bidder (including its personnel and other members, if any) and any subsidiaries or entities controlled by such Bidder or having common controlling shareholders. The duties of the Bidder will depend on the circumstances of each case. While providing consultancy services to the LICl for this particular assignment, the Bidder shall not take up any assignment that by its nature will result in conflict with the present assignment; or
  - v. A Bidder hired to provide consulting services for the preparation or implementation of a project, and its Members or Associates, will be disqualified from subsequently providing goods or works or services related to the same project;

The Bidder shall furnish a certificate on their letterhead as a part of the Proposal.

## **20. PAYMENT TERMS & CONDITIONS**

Payment for the Services rendered under the Contract shall be milestone-based and linked to the successful completion of the deliverables as approved by LICl. Payments shall be made only for the actual number of candidates assessed and the Services satisfactorily rendered in accordance with the Contract. LICl shall not make any advance payment or any payment merely on account of passage of time.

- 1) No advance payment or interest shall be made by LICl.
- 2) Payments will be made only on Bidder completing all activities as per the agreed plan of

action. LICl reserves the right to temporarily withhold payment and impose penalty, if it is not satisfied with progress made during that period or if there is delay in activity timelines.

- 3) LICl shall make payments in Indian Rupee (INR) on receipt of invoice, after deduction of penalties and applicable taxes at source from the agreed price to the selected Bidder.
- 4) Payment related objections, if raised after 3 months from the date of release of payment, will not be entertained. Such objection must be raised in writing.
- 5) The Bidder is also duty bound to report to LICl about any short recovery of taxes, cess etc. at source. Such reporting to LICl should also happen at the earliest. In case, Bidder fails to inform LICl about such short recoveries of tax, cess etc. at source, LICl will have the right to recover all short recoveries of tax, related cess and surcharges, interest and penalties as per the demand note of Income Tax dept. or any other govt. body or regulator.
- 6) Following documents will be required to be submitted for release of payment:
  - a. Invoice printed on Bidder's own letterhead
  - b. Proof of payment of Tax (wherever applicable)
  - c. Sign-off from the LICl for completion of work mentioned in the Scope.
- 7) No other payment of any kind will be made other than the amount agreed as per PO.
- 8) Expenses: It may be noted that LICl will not pay any amount/ expenses/ charges/ fees/travelling expense/ boarding expenses/ lodging expenses/ conveyance expenses/ out of pocket expenses.
- 9) Payment shall be made only for those candidates who have actually attended and completed both components of the Assessment Exercise, namely, the Online Test (MCQ-based) and Group Discussion & Behavioral Event Interview (GD & BEI) as per the schedule and methodology approved by LICl. No payment whatsoever shall be payable for a candidate who fails to attend or complete either of the two components irrespective of the reason for such non-attendance or non-completion.

## **21. CONFIDENTIALITY**

Information relating to the examination, clarification, comparison and evaluation of the proposals submitted shall not be disclosed to any of the responding Bidders or their representatives or to any other persons not officially concerned with such process until the selection process is over. The undue use by any responding Bidder of confidential information related to the process may result in rejection of its proposal. Successful Bidder and the individuals involved will be required to submit a Confidentiality/Non-Disclosure Agreement (NDA) in the prescribed format.

During the execution of the project, the successful Bidder will have access to confidential information. The Bidder shall use the same degree of care to maintain the confidentiality of the information as if the information is their own and shall not disclose at any point of time to any other person/third party the information so received. Also the Bidder may:

- i. Use the information only for serving LICl's interest and restrict disclosure of information solely to their employees on a need to know basis in order to accomplish the purpose stated in this RFP,
- ii. 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 honour these obligations.

Any breach of the Confidentiality or Non-Disclosure obligations shall constitute a material breach of the Contract and may result in termination of the Contract, forfeiture of the Performance Bank Guarantee, blacklisting/debarment and such other legal action as may be deemed appropriate by LICl.

## **22. PERFORMANCE ASSESSMENT / PENALTIES**

Bidder will submit plan of action and detailed timelines covering all the phases of all activities listed in the RFP to be completed within the mentioned project duration. This plan of Action made by the Bidder in consultancy with LICl, should be submitted along with signed PO, else PO will not be accepted by LICl. Once approved by LICl this plan and timelines will be final.

There shall be a penalty for non-adherence to the time schedule. The total penalty will be capped at 15% of the Total Cost of one year.

Penalties: All activities as per agreed timelines: For delay in completion of any milestone, a penalty at the rate of 1% of the annual Contract Value per week or part thereof shall be levied for the first eight (8) weeks. Thereafter, a penalty at the rate of 2% of the annual Contract Value per week or part thereof shall be levied, subject to a maximum aggregate penalty of 15% of the annual Contract Value.

If the penalties are beyond 15% of the contract value then LICl may terminate the Contract and shall be free to get it done from some other source at the risk and costs of the Bidder. The Bidder may be debarred for applying in future project of LICl.

### **22.1 INDEMNITY**

The successful bidder shall indemnify, protect and save LIC from/against all claims (financial, legal and other), losses, costs, damages, expenses, action suits and other proceeding resulting from infringement of any law pertaining to intellectual property, patent, trademarks, copyrights etc. and any claims from third party attributable to the Bidder's negligence or willful default in performance or non-performance under the contract, and services provided by successful bidder

## **23. ADVERTISING AND PUBLICITY**

Neither Bidder, nor anyone on Bidder's behalf (including any or all of its agents, affiliates, subcontractors or Bidders), shall publish, distribute or otherwise disseminate any press release, advertising or publicity matter of any type or kind (collectively "Advertising Material") having any reference to this PO, unless and until the Advertising Material is first submitted to and approved in writing by LICl.

## **24. 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 or 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 IX** which shall form a part of eligibility criteria specified in this RFP.

## **25. NOTICES AND OTHER COMMUNICATIONS**

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

### **25.1 Service of notices**

A Notice must be:

- a. In writing, in English and signed by a person duly authorized by the sender; and

- b. Hand delivered or sent by prepaid post to the recipient's address for Notices, as varied by any notice given by the recipient to the sender.

**LICI's Address for notices:**

Chief (Personnel)  
Life Insurance Corporation of India,  
Central Office, Personnel Department,  
5<sup>th</sup> Floor, West Wing, "Yogakshema",  
Nariman Point, Mumbai-400021.

Notices served at any address other than above shall not be treated as served or delivered. The successful bidder shall provide the contact details of their officials for similar communication from LICI.

**25.2 Effective on receipt**

A Notice given in accordance with the PO takes effect when it is taken to be received (or at a later time specified in it) and is taken to be received:

- i. If hand delivered, or email on delivery;
- ii. If sent by prepaid post, on the second Business Day after the date of posting (or on the seventh Business Day after the date of posting if posted to or from a place outside India)

**Note: Data Retention and Secure Deletion**

The Successful Bidder shall retain all assessment records, reports, video recordings, audit logs and related data only for the period specified by LICI. Upon expiry of such period or upon termination of the Contract, the Successful Bidder shall securely delete or destroy all copies of such data and furnish a certificate confirming such deletion/destruction, unless otherwise directed by LICI.

**26. Digital Personal Data Protection Act, 2023--Data Security Clauses**

LIC shall enforce data protection agreements, and mandates that service providers/Bidders 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 2025 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 unauthorised 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. Bidder 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. Bidder 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. Bidder 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. Bidder 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 unauthorised use, access, loss, destruction, and falsification.
- h. If Bidder adopts multi-tenancy and data commingling architectures, Service Receiver/ LICl Mandates Supplier to isolate its data from other customers' data, at the least, through logical separation at schema level for Service Receiver/ LICl 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 Bidder shall not host any LICl data outside India under any circumstance.
- j. Operating systems, Web servers, Database etc. used for processing LICl 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. Bidder 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.

**Penalty for Non-Compliance with DPDP Act, 2023 :-** The Contractor shall strictly comply with all applicable provisions of the Digital Personal Data Protection Act, 2023 (DPDP Act, 2023) and the rules, regulations, directions, guidelines and amendments issued thereunder, as applicable, in respect of all Personal Data processed, accessed, collected, stored, transmitted or otherwise handled by the Contractor in connection with the Assessment Exercise.

In the event of any breach or non-compliance with the provisions of the DPDP Act, 2023, or any failure on the part of the Contractor to implement or maintain the required data protection, privacy and security measures, LICl shall have the right to impose appropriate penalty/ liquidated damages to recover from the Contractor any loss, cost, expense, damage, liability, penalty or claim incurred by LICl on account of such breach or non-compliance, and require the Contractor to take immediate corrective and remedial measures at its own cost.

Any incident involving unauthorized access, disclosure, alteration, loss, destruction or misuse of Personal Data shall be reported by the Contractor to LICl immediately and in any event within the timeline prescribed under applicable law, along with all relevant details and necessary remedial measures.

The Contractor shall fully cooperate with LICl in investigating, containing and mitigating any such breach and shall bear all costs and expenses arising from remedial, corrective or mitigation measures attributable to its breach or negligence.

The above shall be without prejudice to any other rights and remedies available to LICl under the RFP, Contract or applicable law, including the right to issue a notice of default and/or terminate the Contract in case of a material or repeated breach.

**27. Contract Variations: Increase or Decrease in the scope of supply.**

Buyer may vary the contracted scope if the supplier is of the opinion that the variation in scope has an effect on the agreed price or delivery period, purchaser shall be informed of this immediate in writing along with technical details, and in the event of additional work submit a quotation with regard to the price and delivery period and the effect this scope will have on the other contracts under execution by the supplier. The supplier shall not perform additional work/alterd scope of work without the written instructions / amendments to the purchase order to that effect. The purchaser also reserves its rights to decrease the scope of supply placed against purchase orders under due intimation to the supplier. Such decrease may be warranted due to defective services or policy decision of the management of the purchaser. And in such an event the supplier shall not have any claims or rights against the purchaser.

**28. Contact Mail:** For any further clarification, contact: [rfp\\_peradmn@licindia.com](mailto:rfp_peradmn@licindia.com)

**Executive Director (Personnel)**

| VARIOUS ANNEXURES |                                                                                                             |
|-------------------|-------------------------------------------------------------------------------------------------------------|
| Annexure -I       | :RFP Acceptance                                                                                             |
| Annexure-II       | :Eligibility Criteria                                                                                       |
| Annexure-III      | :Technical Criteria                                                                                         |
| Annexure-IV       | :Project Team                                                                                               |
| Annexure-V        | :Financial Bid (EXCEL FORMAT)                                                                               |
| Annexure-VI       | :Self-Declaration                                                                                           |
| Annexure-VII      | :Pre Contact Integration Pact                                                                               |
| Annexure-VIII     | :References                                                                                                 |
| Annexure-IX       | :Declaration pertain to Land Boarder Clause                                                                 |
| Annexure-X        | :PBG                                                                                                        |
| Annexure-XI       | Non-Disclosure Agreement                                                                                    |
| Annexure-XII      | <b>INFORMATION &amp; INSTRUCTIONS TO THE BIDDERS FOR USING<br/>ONLINE ELECTRONIC TENDERING SYSTEM (eTS)</b> |

## **Annexure-I: Acceptance Letter (On letter head of the Bidder)**

The Executive Director (Personnel),  
Life Insurance Corporation of India  
Central Office,  
Mumbai

Dear Sir,

We, the undersigned, offer to provide the Online Assessment Services as required by your **RFP Ref: LIC/CO/PER ADMN/ASSESSMENT EXERCISE/2027-28, Dated: 09.09.2026**. We are hereby submitting our Proposal through the e-Tendering process on <https://www.tenderwizard.com/LIC> that includes an Eligibility, Technical and a Financial Bid subsequently in a prescribed format with all other supporting documents.

Having examined the RFP document, we, the undersigned, hereby confirm that we read, understood and accept the terms and conditions of this RFP. Further, we indicate that upon selection, we will execute the assignment as per terms and conditions of RFP.

We understand that, you are not bound to accept any Proposal as you received.

Thanking you

Yours sincerely,

Signature of the Authorized Signatory

Name:

Address of Company:

(Firm's Seal)

Email id:

Mobile Number:

Date:

## Annexure –II: Minimum Eligibility Criteria and Bidder's details

(To be filled in and submitted by the bidder along with scanned copies of documentation in support of the information furnished by the bidder in Reference of RFP Ref: LIC/CO/PER DMN/ASSESSMENT EXERCISE/2027-28, Dated: 09.09.2026)

| S. No.  | Bidder's details                                                                                                             | Bidder's response |                 | For use by LIC |
|---------|------------------------------------------------------------------------------------------------------------------------------|-------------------|-----------------|----------------|
| 1       | Name of the company                                                                                                          |                   |                 |                |
| 2       | Type of the Company<br>(Govt/PSU/Public.Ltd/Pvt Ltd/Society/Trust etc .legally constituted in India)                         |                   |                 |                |
| 3       | Address of Registered Office                                                                                                 |                   |                 |                |
| 4       | Year of Incorporation                                                                                                        |                   |                 |                |
| 5       | PAN No. of the Company                                                                                                       |                   |                 |                |
| 6       | Address for Communication with contact details, email ID, Website etc                                                        |                   |                 |                |
| 7       | GSTIN registration number and Date of registration                                                                           |                   |                 |                |
| 8       | The bidder's Annual Turnover for each year of the last 3 years.<br>(Audited Balance Sheet and P&L Statement to be submitted) | Year              | (Rupees Crores) |                |
|         |                                                                                                                              | 2022-23           |                 |                |
|         |                                                                                                                              | 2023-24           |                 |                |
|         |                                                                                                                              | 2024-25           |                 |                |
| 9       | The bidder's Profit for each year of the last 5 years.<br>(Audited Balance Sheet and P&L Statement to be submitted)          | Year              | (Rupees Crores) |                |
|         |                                                                                                                              | 2020-21           |                 |                |
|         |                                                                                                                              | 2021-22           |                 |                |
|         |                                                                                                                              | 2022-23           |                 |                |
|         |                                                                                                                              | 2023-24           |                 |                |
| 2024-25 |                                                                                                                              |                   |                 |                |
| 10      | Detailed profile of the organization<br>(Bidder can submit on separate piece of paper)                                       |                   |                 |                |
| 11      | Whether agreeable to at least 30 days' credit payment                                                                        |                   |                 |                |
| 12      | Time required for implementation of the project once contract is finalized (Activity plan and deadline)                      |                   |                 |                |

\_\_\_\_\_  
Signature of Bidder

Date:

Documents to be submitted along with Annexure-II”

- Last 5 years Audited Balance Sheets and P&L Statements
- Last 3 years Income Tax Returns
- Last 3 years GST Returns
- Self-attested copies of certificates / documents in support of the information provided.
- Other supportive documents’

## ANNEXURE – III (Technical Evaluation Criteria)

Technical score would be computed as follows in RFP Ref: LIC/CO/PER ADMN/ASSESSMENT EXERCISE/2027-28, Dated: 09.09.2026:

| Sr. No.  | Criteria                                                                                                                                                                                                                    | Max Score           | Evaluation Score |
|----------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|------------------|
| <b>1</b> | <b>Bidder's Profile</b>                                                                                                                                                                                                     | <b>5</b>            |                  |
|          | Others<br>Listed Company/ Government Organisation/Registered Society/Trust/ Pvt Ltd. /Public Ltd                                                                                                                            | 0<br>5              |                  |
| <b>2</b> | <b>Number of Similar Assignments : Senior and Top level management indicates Executives equivalent to Assistant General Manager &amp; above in PSU's / Govt. Organizations in last five years (Online) (Reference able)</b> | <b>25</b>           |                  |
|          | > 5<br>3 - 5<br>< 3                                                                                                                                                                                                         | 25<br>20<br>0       |                  |
| <b>3</b> | <b>Number of Similar Assignments : Senior and Top level management indicates Executives equivalent to Assistant General Manager &amp; above in Insurance PSU/ BFSI in last five years (Online) (Reference able)</b>         | <b>15</b>           |                  |
|          | > 5<br>3 - 5<br>< 3                                                                                                                                                                                                         | 15<br>10<br>0       |                  |
| <b>4</b> | <b>Bidder's Financial Capability<br/>Average annual turnover for the period 2022-23, 2023-24, 2024-25</b>                                                                                                                   | <b>15</b>           |                  |
|          | > Rupees 50 Crores<br>Rupees 30 - 50 Crores<br>< Rupees 30 Crores                                                                                                                                                           | 15<br>10<br>0       |                  |
| <b>5</b> | <b>Bidder's Profitability in last Five Years 2020-21,2021-22,2022-23,2023-24 and 2024-25</b>                                                                                                                                | <b>15</b>           |                  |
|          | Profit earned in 4 and 5 Years<br>Profit earned in 3 Years<br>Profit earned in less than 3 Years                                                                                                                            | 15<br>10<br>0       |                  |
| <b>6</b> | <b>Expertise of the Project Team</b>                                                                                                                                                                                        | <b>10</b>           |                  |
|          | No of full time Assessors on payroll with experience of at least 10 years<br>>8 Assessors<br>6 to 8 Assessors<br>4 to 5 Assessors<br>3 Assessors                                                                            | 10<br>08<br>05<br>0 |                  |
| <b>7</b> | <b>Technical expertise in assessments exercise, Profile of Technical team and their experience.</b>                                                                                                                         | <b>15</b>           |                  |

|  |                                                                                                                                                                                                                                                                          |              |  |
|--|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|--|
|  | Technical/Project team having Experience<br><3 years for successfully conducting this assessment exercise.<br>Experience of 3 to 4 years + 2 online exercise for minimum 100<br>candidates<br>Experience of >= 5 years + 2 online exercise for minimum 100<br>candidates | 0<br>5<br>15 |  |
|  | <b>Total Score</b>                                                                                                                                                                                                                                                       | <b>100</b>   |  |

***Wherever documentary evidence is required, scanned copies of documents must be submitted along with the bid.***

## Annexure – IV:

Format for Details of Project/Technical team to be employed for RFP Ref: LIC/CO/PER  
ADMN/ASSESSMENT EXERCISE/2027-28, Dated: 09.09.2026

### (A) Details of Assessors for the Assessment Exercise

| Name | Qualifications | Experience (Min.10 years) | Experience of Similar Assignments | Remarks |
|------|----------------|---------------------------|-----------------------------------|---------|
|      |                |                           |                                   |         |
|      |                |                           |                                   |         |
|      |                |                           |                                   |         |
|      |                |                           |                                   |         |
|      |                |                           |                                   |         |
|      |                |                           |                                   |         |
|      |                |                           |                                   |         |
|      |                |                           |                                   |         |

### (B) Details of Project/Technical Team for the Assessment Exercise.

| Name | Qualifications | Experience : at least 3 to 4 years + 2 online exercise for minimum 100 candidates | Experience of Similar Assignments | Remarks |
|------|----------------|-----------------------------------------------------------------------------------|-----------------------------------|---------|
|      |                |                                                                                   |                                   |         |
|      |                |                                                                                   |                                   |         |
|      |                |                                                                                   |                                   |         |
|      |                |                                                                                   |                                   |         |
|      |                |                                                                                   |                                   |         |
|      |                |                                                                                   |                                   |         |
|      |                |                                                                                   |                                   |         |

(Signature and Seal of the Bidder)

Date:

## **\*Sample for reference only**

### ***Financial Bid Format for test from Home/ LIC Office***

Rates quoted should be exclusive of applicable taxes for RFP Ref: LIC/CO/PER ADMN/ASSESSMENT/2027-28,  
Dated: 09.09.2026.

"LIC Infrastructure" means the hardware, desktop/laptop computers, network connectivity, internet connectivity, premises and other facilities provided by LIC for conducting the online assessment. Infrastructure, Hardware, Network, Printer, Scanner, Camera etc would be provided by LIC.

### **Rate in case of Online Assessment Exercise**

a) Per Candidate Charges in figures (Rupees):

b) In words:

Applicable tax rate: \_\_\_\_\_%

*Note: The participating bidders should quote rate per candidate for assessment from Home/ LIC Office in Online mode, otherwise the application will not be considered.*

## **\*Sample for reference only**

## \*Sample for reference only

Financial Bid document (Annexure-V) is available in Excel Format on [www.tenderwizard.com/LIC](http://www.tenderwizard.com/LIC) portal.

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                          |                                                                                         |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------|
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                          | LIFE INSURANCE CORPORATION OF INDIA,<br>PERSONNAL DEPARTMENT,<br>CENTRAL OFFICE, MUMBAI |
| TENDER NO : LIC/CO/PER ADMN/ASSESSMENT EXERCISE/2027-28                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                          | Date : 09.09.2026                                                                       |
| Name of Work:-                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                          |                                                                                         |
| <b>FINANCIAL BID</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                          | <b>Annexure – V</b>                                                                     |
| Name of the Firm/Bidder                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                          |                                                                                         |
| Sr.<br>No.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Description                                                                              | Amount<br>(in Rs.)                                                                      |
| a                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Rate in case of Online Assessment Exercise<br>Per Candidate Charges in figures (Rupees): |                                                                                         |
| b                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Per Candidate Charges (INR) (Words)                                                      |                                                                                         |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Applicable tax rate (In percentage)                                                      |                                                                                         |
| <p><b>NOTE:</b></p> <p>1. "LIC Infrastructure" means the hardware, desktop/laptop computers, network connectivity, internet connectivity, premises and other facilities provided by LIC for conducting the online assessment. Infrastructure, Hardware, Network, Printer, Scanner, Camera etc would be provided by LIC.</p> <p>2. Rates quoted should be exclusive of applicable taxes</p> <p>3. The participating bidders should quote rate per candidate for assessment from Home/ LIC Office in Online mode, otherwise the application will not be considered.</p> <p>4. Financial Bid is to be submitted only in the financial bid template (Excel Format) provided in E-tendering portal. No scanned copy this is to be uploaded or submitted along with Bid II, physically.</p> |                                                                                          |                                                                                         |

## \*Sample for reference only

## **Annexure – VI: Format for Self-declaration/Undertaking**

**The Executive Director (Personnel),**

LIC of India

Central Office, Mumbai

Madam/Sir,

In response to the RFP Ref: LIC/CO/PER ADMN/ASSESSMENT EXERCISE/2027-28, Dated: 09.09.2026, we \_\_\_\_\_ (Bidder) hereby declare that

our firm/company is

(a) solvent;

(b) there is no vigilance and/ or court case pending against our firm/ company;

(c) no inquiry or investigation is pending against our firm/ company/Society from any statutory regulatory and/ or investigation agency;

(d) Our firm/ company has not been blacklisted by any Government body/ PSB/PSU/ in the last three years,

(e) our firm/ company/Society has all necessary licenses, permissions, consents, no objections, approvals as required under law for carrying out its business, and

(f) Our firm/ company has the IPR/ copyright/ licence of the Assessment Exercises Software and other required materials.

(g) Not have a conflict of interest, which substantially affects fair competition. The price quoted is competitive and without adopting an unfair/unethical/anti-competitive means. No attempt is made to induce any other bidder to submit or not to submit an offer for restricting competition.

**Signature of the Authorized Signatory of the Bidders**

Place:

Date:

## **ANNEXURE-VII: (PRE-CONTRACT INTEGRITY PACT)**

### **General:**

This pre-bid pre-contract Agreement (hereinafter called the Integrity Pact) is made on..... day of the month of .....202., between, on one hand, the Life Insurance Corporation of India (hereinafter referred to as "LIC") a Corporation established under section 3 of Life Insurance Corporation Act 1956 (XXXI of 1956) and having its corporate office at "Yogakshema" JeevanBima Marg, Mumbai 400021. (here in after called the "BUYER" which expression shall mean and include, unless the context otherwise requires, his successors in office assigns) of the First part. **And M/s**

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

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

NOW, THEREFORE,

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

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

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

#### **1. Commitments of the BUYER**

- 1.1 The BUYER undertakes that no official of the BUYER, connected directly or indirectly with the contract, will demand, take a promise for or accept, directly or through intermediaries, any bribe, consideration, gift, reward, favour or any material or immaterial benefit or any other advantage from the BIDDER, either themselves or for any person, organization or third party related to the contract in exchange for an advantage in the bidding process, bid evaluation, contracting on implementation process related to the contract.
- 1.2 The BUYER will, during the pre-contract stage/evaluation stage, treat all BIDDERS alike and will provide to all BIDDERS the same information and will not provide any such information to any particular BIDDER which could afford an advantage to that particular BIDDER in comparison to other BIDDERS.
- 1.3 All the officials of the BUYER will report to the "Chief Vigilance Officer" of the Buyer any attempted or completed breaches of the above commitments as well as any substantial suspicion of such a breach.
2. In case any such preceding misconduct on the part of such official(s) is reported by the BIDDER to the BUYER with full and verifiable facts and the same is prima facie found to be correct by the BUYER, necessary disciplinary proceedings, or any other action as deemed fit, including criminal proceedings may be initiated by the BUYER and such a person shall be debarred from further dealings related to the contract process. In such a case while an enquiry is being conducted by the BUYER the proceedings under the contract would not be stalled.

#### **Commitments of BIDDERS**

3. The BIDDER commits itself to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of its bid or during any pre-contract or post-contract stage in order to secure the contract or in furtherance to secure it and in particular commit itself to the following:-
  - 3.1 The BIDDER will not offer, directly or through intermediaries, any bribe, gift, consideration,

- reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER, connected directly or indirectly with the bidding process, or to any person, organization or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.
- 3.2 The BIDDER further undertakes that it has not given, offered or promised to give, directly or indirectly any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER or otherwise in procuring the Contract or forbearing to do or having done any act in relation to the obtaining or execution of the contract of any other contract with the government for showing or forbearing to show favour or disfavor to any person in relation to the contract of any other contract with the Government.
  - 3.3 Foreign BIDDERS shall disclose the name and address of their Indian agents and representatives in India, and Indian BIDDERS shall disclose their foreign BUYERS or associates.
  - 3.4 BIDDERS shall disclose the payments to be made by them to their agents/brokers or any other intermediary, in connection with this bid/contract.
  - 3.5 The BIDDER further confirms and declares to the BUYER that the BIDDER is the original manufacturer/ integrator/authorized agent of the stores/equipment/items and has not engaged any individual or firm or company whether Indian or foreign to intercede, facilitate or in any way to recommend to the BUYER or any of its functionaries, whether officially or unofficially to the award of the contract to the BIDDER, nor has any amount been paid, promised or intended to be paid to any such individual, firm or company in respect of any such intercession, facilitation or recommendation.
  - 3.6 The BIDDER, either while presenting the bid or during pre-contract negotiations or before signing the contract, shall disclose any payments he has made, is committed to or intends to make to agents, brokers or any other intermediaries, including officials of the BUYER or their family members, if any, in connection with the contract and the details of services agreed upon for such payments.
  - 3.7 The Bidder will not enter with other Bidders into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelization in the bidding process.
  - 3.8 The BIDDER will not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.
  - 3.9 The BIDDER/Contractor will not commit any offence under the relevant Indian Penal Code (IPC)/Prevention of corruption (PC) act. Further, the bidder will not use improperly, for purposes of competition or personal gain, pass on to others, any information provided by the BUYER as part of the business relationship, regarding plans, technical proposals and business details, including information contained in any electronic data carrier. The BIDDER also undertakes to exercise due and adequate care lest any such information is divulged.
  - 3.10 The BIDDER commits to refrain from giving any complaint directly or through any other manner with out supporting it with full and verifiable facts.
  - 3.11 The BIDDER shall not instigate or cause to instigate any third person to commit any of the actions mentioned above.
  - 3.12 If the Bidder or any of the key personnel of the bidder, actively involved in the project is a relative of any of the actively involved personnel of the Buyer, the same should be disclosed. The term 'relative' for this purpose would be as defined in section 2(77) of the Companies Act, 2013.
  - 3.13 The BIDDER shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employee or the BUYER.
  - 3.14 The Bidder(s) /Contractor(s) who have signed the Integrity Pact shall not approach the Courts while representing the matter to IEMs and shall wait for their decision in the matter.

#### **4. Previous Transgression**

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

transgression through a violation of any of the clauses of the commitments of bidder, BIDDER can be disqualified from the tender process or the contract, if already awarded, can be terminated for such reason.

#### **5. Sanctions for Violations:**

- 5.1 Any breach of the aforesaid provisions by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER) shall entitle the BUYER to take all or any one of the following actions, wherever required:-
- (i) To immediately call off the pre contract negotiations without assigning any reason or giving any compensation to the BIDDER. However, the proceedings with the other BIDDER(s) would continue.
  - (ii) The Earnest Money Deposit (in pre-contract stage) and/or Security Deposit/ Performance Bond (after the contract is signed) shall stand forfeited either fully or partially, as decided by the BUYER and the BUYER shall not be required to assign any reason therefore.
  - (iii) To immediately cancel the contract, if already signed, without giving any compensation to the BIDDER.
  - (iv) To encash the advance bank guarantee and performance bond/warranty bond, if furnished by the BIDDER, in order to recover the payments, already made by the BUYER, along with interest.
  - (v) To cancel all or any other contracts with the BIDDER. The BIDDER shall be liable to pay compensation for any loss or damage to the BUYER resulting from such cancellation/recession and the BUYER shall be entitled to deduct the amount so payable from the money(s) due to the BIDDER.
  - (vi) To debar the BIDDER from participating in the future bidding processes of LIC for a minimum period of five years which may be further extended at the discretion of the BUYER.
  - (vii) To recover all sums paid in violation of this Pact by BIDDER(s) to any middleman or agent or broker with a view to securing the contract.
  - (viii) Forfeiture of Performance Bond in case of a decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this pact.
- 5.2 The BUYER will be entitled to take all or any of the actions mentioned at para 5.1(i) to (viii) of this pact also on the Commission by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER), of an offence as defined in chapter IX of the Indian Penal Code, 1860 or Prevention of Corruption Act, 1988 or any other statute enacted for prevention of corruption.
- 5.3 The decision of the BUYER to the effect that a breach of the provisions of this pact has been committed by the BIDDER shall be final and conclusive on the BIDDER. However, the BIDDER can approach the Independent Monitor(s) appointed for the purposes this Pact.

#### **6. Independent Monitors:**

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

##### **Name and address of the Monitor(s): (updated as per Circular dated 08/10/2025)**

i) **Shri Jose T Mathew**, IFS(Retd) House No 37/930, Ebrahim Pillai Lane, Via Kakkanad, Thrikkakara 682021 Dt. Ernakulam, Kerala, [Email id: jtmat507@gmail.com](mailto:jtmat507@gmail.com)

ii) **Shri Sanjay Kumar Srivastava**, IAS (Retd), C-II, 2475, Vasant Kunj, New Delhi-110070. E-mail Id – [srivastava.sk001@gmail.com](mailto:srivastava.sk001@gmail.com)

- 6.2 The task of the Monitors shall be to review independently and objectively, whether and to what extent the parties comply with the obligations under this Pact.
- 6.3 The Monitors shall not be subject to instructions by the representatives of the parties and perform their functions neutrally and independently. It will be obligatory for him to treat the information & documents of the Bidder as confidential.
- 6.4 Both the parties accept that the Monitors have the right to access all the documents relating to the project/procurement, including minutes of meetings.

- 6.5 As soon as the Monitor notices, or has reason to believe, a violation of this pact, he will so inform the Executive Director (E&OS), LICl.
- 6.6 The BIDDER(s) accepts that the Monitor has the right to access without restriction to all Project documentation of the BUYER including that provided by the BIDDER. The BIDDER will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The same is applicable to Subcontractors. The Monitor shall be under contractual obligation to treat the information and documents of the BIDDER/Subcontractor(s) with confidentiality.  
The Monitor has also signed declarations on 'Non-Disclosure of Confidential Information' and of 'Absence of Conflict of Interest'. In case of any conflict of interest arising at a later date, the IEM shall inform Chairman, LICl and recues him self / herself from that case.
- 6.7 The BUYER will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the parties. The parties will offer to the Monitor the option to participate in such meetings.
- 6.8 The Monitor will submit a written report to the Chairperson, LICl within 8 to 10 weeks from the date of reference or intimation to him by the BUYER /BIDDER and, should the occasion arise, submit proposals for correcting problematic situations.
- 6.9 If the Monitor has reported to the Chairperson, LICl, a substantiated suspicion of an offence under relevant IPC/ PC Act, and the Chairman LICl has not, within the reasonable time taken visible action to proceed against such offence or reported it to the Chief Vigilance Officer, the Monitor may also transmit this information directly to the Central Vigilance Commissioner.

#### **7. Facilitation of Investigation:**

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

#### **8. Law and Place of Jurisdiction:**

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

#### **9. Other Legal Actions:**

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

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

#### **10. Validity:**

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

BUYER

Bidder

Executive Director (Personnel)  
Life Insurance Corporation of India

CEO

Witness

Witness

1.

1.

2.

2.

## Annexure -VIII:

Format for Details of similar work executed for RFP Ref: LIC/CO/PER ADMN/ ASSESSMENT EXERCISE/  
2027-28, Dated: 09.09.2026

| S. No | Name of Work / Project & Location | Details of Organizations | Total No of Candidates | Date of Commencement | Actual date of Completion | Litigation / Arbitration pending in progress with details |
|-------|-----------------------------------|--------------------------|------------------------|----------------------|---------------------------|-----------------------------------------------------------|
|       |                                   |                          |                        |                      |                           |                                                           |
|       |                                   |                          |                        |                      |                           |                                                           |
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|       |                                   |                          |                        |                      |                           |                                                           |
|       |                                   |                          |                        |                      |                           |                                                           |

(Signature and Seal of Bidder)

Date:

# **ANNEXURE IX**

## **Declaration Pertaining to Land Border Clause**

RFP Ref: LIC/CO/PER ADMN/ASSESSMENT EXERCISE/2027-28, Dated: 09.09.2026

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To,  
**Executive Director (Personnel)**  
Personnel Department  
Life Insurance Corporation of India  
Central Office, 'Yogakshema', Jeevan Bima Marg,  
P. B. No. 19953, Mumbai - 400021

**Subject: REQUEST FOR PROPOSAL FOR CONDUCTING ASSESSMENT EXERCISE OF OFFICERS FOR PROMOTION TO TOP/ SENIOR MANAGEMENT**Ref: LIC/CO/PER DMN/ASSESSMENT/2027-28, Dated: 09.09.2026.

Dear Sir/Madam,

I have read Office Memorandum F.No.6/18/2019-PPD dated 23.07.2020 issued by the Ministry of Finance, Department of Expenditure, Public Procurement Division inserting Rule 144 (xi) in GFRs 2017 which defines clauses regarding restrictions or procurement from a bidder of a country which shares a land border with India. I certify that this bidder/OEM is not from such a country or, if from such a country, has been registered with the competent authority; I certify that this bidder fulfils all requirements in this regard and is eligible to be considered. [Where applicable, evidence of valid registration by the competent authority shall be attached.]”

Authorized Signatory of the Bidder  
(With stamp or digital signature)

Name:

Place:

Designation:

Date:

# Annexure- X (PBG)

LIFE INSURANCE CORPORATION OF INDIA

PERSONNEL DEPARTMENT, CENTRAL OFFICE, MUMBAI

**RFP Ref: LIC/CO/PER ADMN/ASSESSMENT EXERCISE/2027-28, Dated: 09.09.2026**

## FORMAT OF BANK GUARANTEE TO BE SUBMITTED BY THE SUCCESSFUL BIDDER

Instruction to the Bankers : This Bank Guarantee to be executed on appropriate value stamp paper and directly sent to LIC by Registered A.D. Post.

### SPECIMEN OF BANK GUARANTEE

To,  
Life Insurance Corporation of India,  
Central Office,  
"Yogakshema",  
MUMBAI

Dear Sirs,

M/S. \_\_\_\_\_ (Name of the Bidder with address), (hereinafter called as "Bidder") have taken up the job of assessment exercise of Officers for promotion to Top /Senior Management levels in P&T Round 202\_\_-2\_\_, entrusted to them by Life Insurance Corporation of India, (constituted under Insurance Act, 1938 and 1956) having its Head Office at "Yogakshema", Jeevan Bima Marg, Mumbai-400021, as per Order dated \_\_\_\_\_ for assessment exercise of Officers for promotion to Top /Senior Management levels in P&T Round 202\_\_-2\_\_.

AS per the tender conditions for assessment exercise of Officers for promotion to Top /Senior Management levels in P&T Round 202\_\_-2\_\_, the Bidder is required to deposit Bank Guarantee of Nationalized Bank/ Reputed Scheduled Bank, to the extent of **5%** of the order value of the Contract.

\_\_\_\_\_ Bank is executing the guarantee on behalf of the Bidder and undertakes full responsibility to indemnify Life Insurance Corporation of India, for **Rs. \_\_\_\_\_/-** (**\_\_\_\_\_ Only**) in case of default in performing any of the terms and conditions of the tender and the order dated \_\_\_\_\_.

THE Bidder has approached us and at their request and in consideration of the promise, we \_\_\_\_\_ Bank, a body corporate, constituted under \_\_\_\_\_ Act, 19..... having its Head Office at \_\_\_\_\_ and a branch at \_\_\_\_\_ (hereinafter called the "Bank") have agreed to give such guarantee as hereinafter mentioned in your favour.

WE, \_\_\_\_\_ Bank, do hereby undertake to indemnify Life Insurance Corporation of India to the extent of **Rs. \_\_\_\_\_/-** (**\_\_\_\_\_ Only**) against any loss caused to or suffered by Life Insurance Corporation of India by reasons of non-performance, poor performance, etc.. in terms and conditions of the tender of contract and against any loss caused to or suffered by Life Insurance Corporation of India towards the poor printing quality and undertake and agree with you that in the event of Life Insurance Corporation of India being satisfied that the default has been made by the Bidder in performing any of the terms and conditions of the tender and/or in payment of any money payable to Life Insurance Corporation of India, we \_\_\_\_\_ Bank shall on demand pay to you without any demur in such manner as you may direct the said amount of

Rs. \_\_\_\_\_/- ( \_\_\_\_\_ Only or such portion thereof not exceeding the said sum as you may require or is payable to you by the Bidder for all or any such default and you can look to us as the Principal Debtor.

THE guarantee herein contained shall not be determined or affected by any dissolution or change of constitution or insolvency of the Bidder \_\_\_\_\_ (Name) but shall in all respects and for all purposes be binding and operative until full payment of all monies due to you in respect of such liabilities is received by you to secure your ultimate dues in the promises.

WE further agree that we shall not be discharged or relieved from this guarantee herein contained by any arrangement made between the Bidder and Life Insurance Corporation of India with or without our consent or by any forbearance/indulgence and/or any act or omission/commission on your part, will not vitiate our liability under this guarantee.

WE, \_\_\_\_\_ Bank lastly undertake not to revoke the guarantee during its currency except with the previous consent of Life Insurance Corporation of India in writing.

Notwithstanding anything contained hereinabove, our liability under the guarantee is restricted to Rs. \_\_\_\_\_/- ( \_\_\_\_\_ Only) and will remain in force till \_\_\_\_\_.202\_\_\_\_. Unless a demand or claim is made on us in writing on or before \_\_\_\_\_.202\_\_\_\_, all your rights under the guarantee shall be forfeited and we shall be relieved and discharged from all our liability under the guarantee thereafter.

Dated at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 202\_\_\_\_.

(Signature of authorized person of the Bank & Seal of Bank)

\*\*\*\*\* END OF THE DOCUMENT \*\*\*\*\*

## **Annexure –XI : Non-Disclosure Agreement**

(No deviations in wordings permitted)

**(To be executed over Rs.500 Stamp/Franked paper & notarized)(Stamp value to be as per appropriate rate)**

This Non-disclosure Agreement ("NDA") is made and entered into this \_\_\_ day of \_\_\_\_\_ in the year Two Thousand and twenty-\_\_\_\_ (202\_\_)

BY AND BETWEEN

Life Insurance Corporation of India, with registered office at Central Office, 'Yogakshema', J B Marg, Mumbai 400 021, hereinafter referred to as "LIC"

AND

<M/S \_\_\_\_\_> a company incorporated under the laws of Indian Companies Act, 1956 and having its principal place of business at

< M/S \_\_\_\_\_> shall be referred to herein as a "Respondent".

LIC 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 LIC's **Request For Proposal (RFP) Ref: LIC/CO/PER ADMN/ASSESSMENT EXERCISE/2027-28, Dated: 09.09.2026**, the Respondent may be gathering information on LIC'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 LIC and made available to the Respondent while responding to the RFP, is privileged and strictly confidential to and / or proprietary of LIC.

**WHEREAS**, Respondent agrees to receive the Proprietary Information or other information from LIC and treat all such information as confidential information and to safeguard LIC'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 LIC in confidence. Respondent will use such Confidential Information only for the purpose of developing the Response to the said RFP; 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 LIC.

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.

Without the prior written consent of LIC 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 LIC. 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.

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

Respondent agrees to protect the Confidential Information received from LIC 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 LIC of any unauthorized disclosure of LIC'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 LIC without the permission from LIC.

The Respondent shall ensure that their employees will not disclose any information of LIC 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 LIC.

In the event that Respondent is required by law in any judicial or governmental proceeding to disclose any Confidential Information, the Respondent will give LIC prompt written notice of such request so that LIC 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 LIC 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 RFP or by LIC.

Respondent agrees that Confidential Information is and shall at all times remain the property of LIC. Respondent acknowledges that the Confidential Information is confidential and material to the interests, business and affairs of LIC and that the disclosure thereof (other than as permitted under this Agreement) would be detrimental to the interests, business and affairs of LIC. 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 LIC 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 LIC 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 LIC shall constitute any representation, warranty, assurance, guarantee, or inducement by Respondent to LIC 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 LIC.

There are no warranties expressed or implied by this Agreement. Without limiting the foregoing, neither LIC 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 LIC 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 LIC or its affiliated companies or any commitment by LIC 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 LIC or any third party present on the Confidential Information. The Respondent shall not use or display the logos, trademarks etc., of LIC in any advertisement, press etc., without the prior written consent of LIC.

Upon the request of LIC, 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 LIC. 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 LIC 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 LIC in law or equity.

Confidential Information provided to the Respondent does not and is not intended to represent an inducement by LIC or a commitment by LIC 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 LIC 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 LIC 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 honor, 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 LIC.

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.

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.

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

This NDA will be valid for a duration of engagement as per clause no-15 of the RFP.

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

Authorized Signatory

Name:

Designation:

Office Seal:

Place:

Date:

## Annexure – XII (eTS)

### **LIFE INSURANCE CORPORATION OF INDIA PERSONNEL DEPARTMENT, CENTRAL OFFICE, MUMBAI INFORMATION & INSTRUCTIONS TO THE BIDDERS FOR USING ONLINE ELECTRONIC TENDERING SYSTEM (eTS)**

The Special Conditions and Instructions for using the Online Electronic Tendering System (eTS) through the portal (website) <https://www.tenderwizard.com/LIC>, adopted by the Life Insurance Corporation of India (LIC), Central Office, Mumbai, as given in the subsequent pages, shall supersede the conditions stated in the Bid Documents, wherever relevant and applicable.

#### **1. Registration of Contractors/Bidders**

All contractors intending to participate in bids floated online using the Electronic Tendering System (eTS) are required to register on the e-Tender Portal at: <https://www.tenderwizard.com/LIC>

After successful registration on the above portal, the bidder will receive a **User ID & Password** to access the website.

#### **2. Viewing of Online Tenders**

Contractors/Bidders can view tenders floated through the Online Electronic Tendering System (eTS), hereinafter referred to as the **e-Tendering System**, through the portal at:

<https://www.tenderwizard.com/LIC>

Bidders can view details such as the Tender Notice, Terms and Conditions, drawings (if any), and other relevant information.

To download the tender documents, bidders are required to log in to the above portal and download the documents relating to the respective e-Tender.

**3. Key Dates:** Contractors/Bidders can view the scheduled dates of the Online Electronic Tendering System (eTS), hereinafter referred to as the **“Key Dates”**, for all tenders floated through the above portal: <https://www.tenderwizard.com/LIC>

Bidders are strictly advised to follow the dates and times specified in the Key Dates of the respective Bid/Tender. The date and time shall be binding on all bidders.

Bidders are required to complete each stage within the stipulated time as per the schedule (Key Dates) in order to continue their participation in the Bid/Tender. All online activities are time-tracked, and the system enforces time locks to ensure that no activity or transaction can take place outside the start and end dates and times specified for each stage.

The bidder shall ensure that the status of each particular stage is shown as **“Submitted”** before the expiry date and time of that stage. The bidder should also retain a copy of the receipt confirming completion of each stage performed from their end, which should correspond with the status of their offer on the online portal.

It shall be the sole responsibility of the bidder if the status of any particular stage remains **“Pending”** until the expiry date and time of that stage, resulting in the bidder being unable to proceed further in the e-Tendering process.

The Key Dates are subject to change in the event of any corrigendum/amendment to the schedule for any reason stated by the Department.

#### 4. Obtaining a Class -3 Digital Certificate and Its Usage

In the e-Tendering System, bids shall be encrypted and digitally signed using a **Digital Signature Certificate (DSC)** to establish the identity of the bidder on the online portal.

Digital Signature Certificates (DSCs) are issued by Certifying Authorities approved by the **Controller of Certifying Authorities (CCA), Government of India**.

Contractors may obtain a **Class III Digital Signature Certificate** from any Certifying Authority or Sub-Certifying Authority authorized by the Controller of Certifying Authorities.

Information regarding the Digital Signature Certificate, application format, and documents required for obtaining the certificate may also be obtained from the Service Provider for the Electronic Tendering System (ETS).

#### E-Tender Helpdesk

##### 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 No.            | Mobile No  |
|--------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------|------------|
| Help Desk No.                        |                                                                                                                                                                      | 080-45811365,<br>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><br><a href="mailto:lokesh.hr@antaressystems.com">lokesh.hr@antaressystems.com</a> |                               | 9731737722 |
| Mr. Rudresh K S<br>(For DSC Queries) | <a href="mailto:rudresh.ks@etenderwizard.com">rudresh.ks@etenderwizard.com</a>                                                                                       |                               | 9969395522 |

#### 5. Use of Digital Signature Certificate for Bid Submission

The Bid (Online Offer) for a particular e-Tender may be submitted only using the Digital Signature Certificate (DSC), which is used to encrypt the data and digitally sign the hash (impression) of the data during the **Bid Preparation and Hash Submission** stage.

In the event that, during the process of a particular e-Tender, the user loses access to the Digital Certificate due to a virus attack, hardware failure, operating system problem, or any other reason, the user may not be able to submit the bid online.

Therefore, users are advised to keep their Digital Signature Certificates in safe custody.

#### 6. Authorization of DSC User

In the case of online Electronic Tendering, if the Digital Certificate issued to the authorized user of a firm is used for signing and submitting an online bid, it shall be considered equivalent to a **No-Objection Certificate/Power of Attorney** issued to that user.

The firm shall authorize a specific individual through an **Authorization Certificate**, duly signed by all partners, to use the Digital Certificate in accordance with the Information Technology Act, 2000, and amendments thereto.

Unless the certificate is revoked, it shall be deemed to represent adequate authority of the user to bid on behalf of the agency for the Life Insurance Corporation of India (LIC), Central Office, Mumbai, in accordance with the Information Technology Act, 2000, and amendments thereto.

The Digital Signature of the authorized user shall be binding on the firm.

It shall be the responsibility of the management/partners of the registered firm to inform the Certifying Authority or Sub-Certifying Authority in the event of a change in the authorized user. A fresh Digital Certificate shall then be procured and an **Authorization Certificate** issued for the new user.

The procedure for applying for a Digital Certificate shall remain the same for the new user.

The same procedure shall apply to authorized users of private/public limited companies. In such cases, the Authorization Certificate shall be signed by the directors of the company.

Bidders participating in e-Tendering shall check the validity of their Digital Signature Certificate before bidding for the specific work floated online through the e-Tendering Portal:

<https://www.tenderwizard.com/LIC>

#### Life Insurance Corporation of India

##### Terminology

Sl. No.

Terminology

Abbreviations

1

HOME

Home Page of the e-Tendering/ e-Procurement website.

2

ABOUT US

The history of Department can be viewed.

3

SUPPORT/ VENDOR INFO/ HELP MANUAL

The vendor/ contractor can View /Download the Help and FAQ Documents.

4

CONTACT US/ CONTACTS

The details/ contact persons name and phone Numbers of the e-tendering/ e-Procurement HELP Desk and Departmental Officials are available.

5

TENDERS/ TENDER FREE VIEW/ OTHER TENDERS

To view the details of all the authorized tenders which are due for Request until the request close date and time.

6

#### REGISTRATION/ REGISTER ME/ NEW VENDOR REGISTRATION

New Vendors can enrol their companies/ individual firm in the site to obtain the USER ID and password to participate in the tenders/ auctions.

7

#### COMMUNICATION/ IMPORTANT CIRCULARS/ IMPORTANT INFORMATION

To view the circulars/ guidelines issued by various departments.

8

#### HOT TENDERS

The user can view the tenders which are due for closing within 24hrs.

9

#### DWF VIEWER

Vendors can Download the DWF Viewer to view converted auto cad drawings.

10

#### QUERY MONITORING SYSTEM/ VENDOR QUERY MANAGEMENT SYSTEM/ COMPLAINTS/ SUGGESTIONS

The vendor/ contractor can submit his query related to e-Tendering/ e-Procurement website.

11

#### ACROBAT READER

Vendors can Download the Acrobat Reader to view PDF format files.

12

#### DIGITAL SIGNATURE

Link to download the application forms for Digital Signature Certificate.

13

#### FORMAT FOR OFFICIALS

The department officials can download the sample tender documents and Performa formats for the user ID creation.

14

#### FLASH PLAYER

For the user to download the flash player.

15

#### FAQ

The vendor can view the frequently asked questions regarding the e-Procurement/e-Procurement portal.

16

#### USER ID

Login credentials for the USER to enter the user ID of the particular persons (Buyer or Vendor) to login for department site.

17

#### PASSWORD

To enter the password of the respective USER ID to login.

18

#### ACTIVITY

Buyer Users have to select the option during log-in to for carrying out the intended activity like Actions, Tender, eProcurement. Similarly, Vendor (Vendors) will login to check or to Participate for Tenders/ Auctions.

19

#### NEW TENDER/ UN APPLIED

Tenders which are due for request will be displayed under this section. User can request the tender, view the free documents.

20

#### IN PROGRESS

The participated tenders are listed here. User can submit the document, withdraw the submitted bid before closing of the tender dates, verify the payments made.

21

#### EDIT ATTACHMENTS

The buyer can upload the Tender Notifications, Tender documents such as Price Bid, Technical Bid, and Templates etc. From vendor/ contractor end, they can download the forms, can enter Form Fee, EMD and can upload required document.

22

#### OPENED

The link provided to check the tenders which are Opened Recently and Beyond.

23

#### AWARDED

To get the list of tenders which are processed and awarded by the department to the Particular firm (Contractor/ vendor).

24

#### DISQUALIFIED/ WITHDRAWN

The will get the list of tenders which are Cancelled by the department/ Withdrawn by the Vendor/ Disqualified by the Department to the Particular firm (Contractor/ vendor).

25

#### MODIFY PROFILE

The user profile can modified any time by the user after log-in.

26

#### DOCUMENT LIBRARY

This acts as a library for the e-Tendering/e-Procurement. User can upload supporting documents through this link and attach to the concerned tenders whenever required.

27

#### TENDER SEARCH

The search facility is provided by e-Tendering/ e-Procurement to search the tender based on work, dates, value of work, region, etc..

**MODIFY PASSWORD**

The user can modify his password any time. As a security measure, it is advisable to modify password frequently.

**LOGOUT**

This link redirects the user to log-out of the eProcurement portal and directs to log in page.

**Data Privacy Policy**

We hereby agree and consent to the below Data Privacy policy:

By accessing and using this e-Procurement platform, you (the “VENDOR”) provide your free, specific and informed consent to the collection, storage, processing, and use of your personal data for e-Procurement purposes in accordance with applicable laws, including the Digital Personal Data Protection Act, 2023.

"Personal Data" means any information that can directly or indirectly identify a natural person or as that term (or similar variants) may otherwise be defined under applicable data protection and privacy laws, rules and regulations ("Data Privacy Laws"). The service provider agrees to protect such Personal Data received and confirm that they will not share any Personal Data received under this service with any external parties in compliance with DPDP Act, 2023 and applicable Data Privacy Rules". It is pertinent to mention that the client department shall have access to the vendor profile including the personal data. Storing Your Personal Data : Minimal personal data (ex., Email address, phone, PAN) is collected from Bidder / Vendor in the portal and is stored in safe and secure servers. All sensitive information is stored in encrypted mode. We provide you with the facility to view or edit your company's/personal information and such information is used for sending communication alerts through email and SMS. You will be required to sign in with your credentials along with Digital Signature Certificate in the prescribed manner as provided on the sites to verify your authenticity and then view / edit your information.

Erasure of Vendor data : Bidder / Vendor shall make a request in such manner as may be prescribed to the government user department for erasure of their personal data, and upon receipt of such a request, the government user department shall decide on the request. Please note that the retention of the profile information is necessary for the specified purpose of procurement & for compliance with any law being in force. Note: Withdrawal of consent may impact your ability to participate in ongoing or future tenders.

Any grievances or complaints about the usage of the e-Procurement site may be addressed to [mail@etenderwizard.com](mailto:mail@etenderwizard.com).

**Terms and Conditions for usage of e-Tendering/ e-Auction/ e-Procurement system****Definitions :**

Service Provider shall mean Antares Systems Limited, Technology Service Provider TSP and its associated Partners responsible for operating the e-Procurement System under agreement for services executed with the Customer Department DEPT.

PORTAL means Electronic Procurement / GERP system operated on behalf of the Dept for e-Tender / e-Auction / Asset / CMS services.

REGISTERED USER means the DEPT or VENDOR who have registered and obtained access to use the portal.

**We hereby agree and consent to the below terms & conditions:**

1. The SERVICE PROVIDER agrees to grant the VENDOR the right to access and use e-Procurement System on the terms set out herein and such other terms as may be specified by the DEPT from time to time.
2. The VENDOR also recognizes and acknowledges that the e-Procurement System is customized to the DEPT's requirements by the Service Provider under an agreement for services executed between the DEPT and the Service Provider.

3. The VENDOR hereby agrees and acknowledges that Service Provider shall not be held responsible or liable for any damage or loss resulting from the use of the e-Proc System or by not adhering to System Requirements recommended. (refer the link 'System Requirements' in the Home Page)
4. The information given by the VENDORS is absolutely by and under his discretion and Service Provider will not verify or preserve any type of documentation in support of the information provided by the REGISTERED USER.
5. SERVICE PROVIDER shall not be responsible for any misuse/misplacement and revealing of identity and password to unauthorized persons and its subsequent effect from the REGISTERED USERS.
6. Few add-on services are provided to the REGISTERED USER such as e-mail alerts, e-notifications, SMS messages and reminders. This is provided with an intention to provide additional information on the e-Procurement PORTAL to the USER. E-mail and SMS alerts may not be delivered to the recipient if there are any issues with email service provider or at the recipients end, like SPAM mail, incorrect recipient email address. These services are purely promotional in nature, and in no way enforces the SERVICE PROVIDER to provide these services.
7. Any updates related to the tender / auction process shall be sent to email address registered in your registration form. Vendor has to ensure that the given email address is valid and active.
8. I hereby agree and confirm that I have read and understood the contents of the "Disclaimer and Notice" portion of the registration form and hereby provide my consent to the processing of my personal data (as that term is defined in the Digital Personal Data Protection Act, 2023, "Personal Data") read with relevant rules for the specified purposes as set out therein.

**We hereby agree and consent to the below Data Privacy policy:**

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- I. By accessing and using this e-Procurement platform, you (the "VENDOR") provide your free, specific and informed consent to the collection, storage, processing, and use of your personal data for e-Procurement purposes in accordance with applicable laws, including the Digital Personal Data Protection Act, 2023.
- II. "Personal Data" means any information that can directly or indirectly identify a natural person or as that term (or similar variants) may otherwise be defined under applicable data protection and privacy laws, rules and regulations ("Data Privacy Laws"). The service provider agrees to protect such Personal Data received and confirm that they will not share any Personal Data received under this service with any external parties in compliance with DPDP Act, 2023 and applicable Data Privacy Rules". It is pertinent to mention that the client department shall have access to the vendor profile including the personal data.
- III. Storing Your Personal Data : Minimal personal data (*ex., Email address, phone, PAN*) is collected from Bidder / Vendor in the portal and is stored in safe and secure servers. All sensitive information is stored in encrypted mode. We provide you with the facility to view or edit your company's/personal information and such information is used for sending communication alerts through email and SMS. You will be required to sign in with your credentials along with Digital Signature Certificate in the prescribed manner as provided on the sites to verify your authenticity and then view / edit your information.
- IV. Erasure of Vendor data : Bidder / Vendor shall make a request in such manner as may be prescribed to the government user department for erasure of their personal data, and upon receipt of such a request, the government user department shall decide on the request. Please note that the retention of the profile information is necessary for the specified purpose of procurement & for compliance with any law being in force. **Note:** Withdrawal of consent may impact your ability to participate in ongoing or future tenders.

**We hereby agree and consent to the below Artificial Intelligence (AI) Usage policy**

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- a. This platform uses Artificial Intelligence (AI) and Machine Learning (ML) technologies to enhance user experience, improve efficiency, and support procurement processes.

- b. Purpose of AI Usage : AI features may be used for Intelligent bid form generation, Natural language-based tender creation and search, Data analytics, insights, and process optimization
- c. Users are advised to review all AI-generated outputs before use. Certain AI-assisted features may be optional wherever feasible
- d. AI-generated outputs may contain inaccuracies, omissions, or unintended interpretation. The platform does not guarantee the accuracy, completeness, or suitability of AI-generated content
- e. Use of AI-generated suggestions is at the user's own discretion and risks. Service provider shall not be liable for any direct, indirect, incidental, or consequential losses arising from reliance on AI-generated outputs
- f. By accessing or using the platform, you agree to the use of AI features as part of the service delivery

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### **Consent Declaration**

"I hereby confirm that I have read, understood, and agree to the Terms & conditions, Data Privacy Policy and AI usage policy in processing of my personal data in accordance with the consent notice and applicable laws."

- Processing of your personal data for the purposes stated above
- Sharing of your data with authorized government departments, banks, and payment gateways involved in the procurement process
- Storage of your data in secure systems in compliance with applicable laws

### **Site Privacy Policy**

The e-Procurement service provider is committed to ensuring that your privacy is protected. All information collected from you which you can be identified when using this website will only be used in accordance with this privacy statement. As a company, we strictly adhere to all industry guidelines and we continually review our policy and procedures to ensure the safety and protection of our visitor and customer information.

This policy is effective from January 2012. We may change this policy from time to time by updating this page. You should check this page regularly to ensure that you are aware of any changes.

#### Information we collect

Details of your visits to our website and the resources that you access, including, but limited to traffic data, location data, weblogs and other communication data.

Information that you provide by filling in sign up forms on our website, such as

Vendor registration, e-Payment transactions, etc.

IP (Internet Protocol) address of the machine accessed the application

Domain name (for example .com, .gov, .in, .au, .uk etc.)

Address of your server

Date and time of visits to the site

Pages accessed and documents downloaded

Type of browser and operating system you have used.

Any other KYC Information provided to us when you communicate with us for any reason.

The information collected during each visit is combined to produce reports in order to identify patterns of usage of Tenderwizard. This will assist us in improving the services offered by us.

The service provider is bound to disclose or share information that identifies individual machines, or potentially identifies sub-groupings of addresses, with consent or without consent or otherwise in accordance with the IT ACT 2000 (amended 2008).

#### Use of Cookies

On few pages, we may gather information about your system environment for our log records and to provide statistical information regarding the use of our portal to buyer departments. Such information will not identify you personally. It is statistical data about our visitors and their use of our site. This statistical data does not identify any personal details whatsoever.

We may gather information about your internet environment by using a cookie file. Cookies allow web applications to respond to you as an individual. All computers have the ability to automatically accept or decline cookies. This can be done by activating the setting on your browser which determines how to deal with cookies.

Please note that should you choose to decline cookies, you may be unable to access particular features of our website.

### Use of Your Information

The information that we collect and store relating to you is primarily used to enable us to provide our services to you. In addition, we may use the information for the following purposes:

To provide you with tender information / procurement information that is hosted by buyer departments.

To provide SMS alerts / email messages to you whenever applicable.

To notify you about any changes to our website, such as improvements or service/product changes, that may affect our service.

This website takes every precaution to protect your information. When users submit sensitive information via the website, the information is protected both online and off-line. When our Vendor registration / Bidding forms asks the users to enter sensitive information, that information is encrypted and is protected with the best available encryption software in the industry - SSL.

This website takes every precaution to protect your information. When users submit sensitive information via the website, the information is protected both online and off-line. When our Vendor registers or submits the Bidding forms by entering sensitive information, that information is encrypted and is digitally protected with the best available client side encryption methods in the industry

When making payments in the portal, the sensitive information like credit card numbers, bank account details will not be captured by ePayment gateway providers. The system shall not be storing this sensitive data anywhere in our application.

Please be advised that we do not reveal or disclose the information about identifiable individuals to any other stakeholders, but we may, on statutory obligations, provide them with aggregate statistical information to auditors and surveillance agencies.

### Security:

We use safe, tested and quality technology for transmitting the received information so that quality and privacy of the data is neither impaired nor breached and a variety of security technologies and procedures like Password, SSL, PKI, Digital Signatures, asymmetric cryptography etc. are applied to protect personal/business information from unauthorized access, use or disclosure.

It is your responsibility to keep your user credentials and password confidential. Keep changing the passwords regularly in a secure manner. Do not share the user credential information with anyone.

### Storing Your Personal Data

Data that is submitted in the portal is stored on safe and secure servers. All sensitive information is stored in encrypted mode.

We provide you with the facility to view or edit your company's/personal information and such information cannot be viewed by others. You will be required to sign in with your credentials along with Digital Signature Certificate in the prescribed manner as provided on the sites to verify your authenticity.

- I. "Personal Data" means any information that can directly or indirectly identify a natural person or as that term (or similar variants) may otherwise be defined under applicable data protection and privacy laws, rules and regulations ("Data Privacy Laws"). The service provider agrees to protect such Personal Data received and confirm that they will not share any Personal Data received under this service with any external parties in compliance with DPDP Act, 2023 and applicable Data Privacy Rules". It is pertinent to mention that the client department shall have access to the vendor profile including the personal data.
- II. Storing Your Personal Data : Minimal personal data (*ex., Email address, phone, PAN*) is collected from Bidder / Vendor in the portal and is stored in safe and secure servers. All sensitive information is stored in encrypted mode. We provide you with the facility to view or edit your company's/personal information and such information is used for sending communication alerts through email and SMS. You will be required to sign in with your credentials along with Digital Signature Certificate in the prescribed manner as provided on the sites to verify your authenticity and then view / edit your information.

### Anti Spam policy

The service provider reserves the right to reject and/or report any suspicious spam emails, to the authorities concerned, for necessary action, from time to time.

### Third Party Links

You will not find any links to third party websites on our website. Only the approved interface to epayment gateways, Digital Signature authentication services, customer department website is

allowed from our website. However, we do not accept any responsibility or liability for their policies whatsoever as we have no control over them.

#### Your Consent

By using this site, you give your consent to the collection and use of information as outlined in the above documentation. If we decide to change our privacy policy, we will post those changes on this page so that you are always aware of what information we collect, how we use it, and under what circumstances we disclose it.