



EXPRESSION OF INTEREST (EOI) FOR EMPANELMENT OF TECHNOLOGY SERVICE PROVIDERS (TSP) FOR DATABASE TECHNICAL RESOURCES

**EOI Reference: LIC/CO/ITDT/AICOE/2627/EOI-TSP-DB
09th October, 2026**

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DISCLAIMER

1. This Expression of Interest ("EOI") document has been prepared solely to assist interested and eligible Bidders in understanding the requirements and terms for participation in the process for empanelment of Technology Service Providers (TSPs) for providing Database Technical Resources to Life Insurance Corporation of India ("LIC"). This EOI, and the information contained herein or subsequently provided to the Bidders, whether verbally, in documentary form, electronic form, or otherwise, is provided on the terms and conditions set out in this EOI and any additional terms and conditions that may be notified by LIC from time to time.
2. This EOI is not an Agreement, nor shall it be construed as an offer, invitation to offer, or commitment on the part of the Procuring Entity to procure, contract, or enter into any binding or non-binding arrangement with any Bidder. The purpose of this EOI is to provide information that may assist Bidders in preparing their Proposals. Nothing in this document shall be construed as creating any binding obligation on the Procuring Entity.
3. The information contained in this EOI is not exhaustive, is subject to change, and is provided in good faith. While reasonable care has been exercised in compiling the information, the Procuring Entity, its officers, employees, consultants, advisors, or agents make no representation or warranty, express or implied, as to the accuracy, completeness, adequacy, correctness, fitness for purpose, or reliability of any part of this EOI.
4. Bidders shall conduct their own independent investigations, analysis, due diligence, technical appraisal, legal review, financial assessment, and business judgement with respect to all matters relating to this EOI, including statutory, regulatory, operational, and deployment matters. Bidders shall obtain their own professional advice including legal, taxation, financial, and technical advice before submitting their Proposals.
5. The Procuring Entity reserves the right, in its sole discretion and without assigning any reason, to amend, modify, supplement, replace, extend, withdraw, cancel, or terminate this EOI or any part thereof, or to issue clarifications, addenda, corrigenda, or notices, at any time prior to completion of the procurement process, without incurring any obligation or liability whatsoever.
6. Issuance of this EOI does not imply that the Procuring Entity is bound to select or shortlist any Bidder or to award any contract pursuant to this EOI. The Procuring Entity further reserves the right to reject any or all Proposals, in whole or in part, without assigning any reason, and without liability or obligation of any kind.
7. Neither the Procuring Entity nor any of its officers, employees, representatives, advisors, or consultants shall be liable to any Bidder or any other person under any law, statute, rule, or regulation,

or under principles of tort, contract, equity, or otherwise, for any loss, damage, cost, or expense arising from or in connection with:

- a. any aspect of this EOI,
- b. participation by any Bidder in the EOI process,
- c. reliance on information contained in or omitted from this EOI,
- d. any amendment, modification, suspension, or cancellation of this EOI.

8. Participation in this EOI shall be deemed to constitute an unconditional acceptance by the Bidder of all the terms and conditions of this EOI, including this Disclaimer Clause.

PART 1: GENERAL INFORMATION

1.1 Definitions

- 1.1.1 "LIC" or "Corporation" means Life Insurance Corporation of India established under Section 3 of the Life Insurance Corporation Act, 1956, and includes its successors and permitted assigns.
- 1.1.2 "TSP" means the Technology Service Provider empanelled by LIC under the EOI and, where the context requires, the entity to whom an Assignment, Purchase Order or Work Order is issued.
- 1.1.3 "Assignment" means a specific Database Technical Resource engagement or work requirement issued by LIC to the TSP through a Purchase Order, Work Order, Letter of Award, and Assignment Order, Contract or other written instrument.
- 1.1.4 "Purchase Order" or "PO" and "Work Order" or "WO" mean the written instrument issued by LIC for a specific Assignment, engagement or requirement and, unless the context expressly requires otherwise, the terms shall be interpreted to have the same meaning and may be used interchangeably. Wherever this GTC, the EOI, an Assignment document or any other contractual document refers to a "Purchase Order" or a "Work Order" individually, such reference shall, unless expressly stated otherwise, be deemed to include the other term and may be read as referring to either the Purchase Order, the Work Order, or both, whether issued separately or in conjunction with each other. The applicable instrument(s) shall specify, as relevant, the scope of Services, Resource Category, number of Resources, rates, Deployment Period, deliverables, Service Levels, payment terms and other Assignment-specific conditions. Wherever the expression "Purchase Order", "PO", "Work Order" or "WO" is used in these GTC, the EOI, an Assignment document or any related contractual communication, the same shall, unless the context expressly indicates otherwise, be construed as including a reference to the other corresponding instrument. A Purchase Order and a Work Order may be issued separately or together, and where issued together, they shall be read and construed in conjunction with each other as forming part of the contractual documentation for the relevant Assignment.
- 1.1.5 "Contract", "Agreement" or "Master Services Agreement (MSA)" means the written contractual arrangement entered into between LIC and the TSP governing the provision of Services under the empanelment/engagement framework and, where applicable, includes all schedules, annexures, statements of work and other documents expressly incorporated into such arrangement. Wherever the expressions "Contract", "Agreement", "Master Services Agreement", "MSA", "Purchase Order", "PO", "Work Order" or "WO" are used in these GTC or any related contractual document, the

reference shall be construed with reference to the contractual arrangement applicable to the relevant Assignment. A reference to one such instrument shall not, by itself, exclude or invalidate the applicability of the other contractual instruments forming part of the same engagement. Where more than one contractual instrument has been issued or executed for an Assignment, such instruments shall be read together and, in the event of any inconsistency, the order of precedence specified in these GTC or in the relevant contractual document shall apply.

- 1.1.6 “Resource” or “Deployed Resource” means a Database technical professional engaged or deployed by the TSP for performing the Services under an Assignment.
- 1.1.7 “Named Resource” means an individual Resource specifically identified by the TSP for a particular Assignment and whose qualifications, experience, employment status, skill level and other prescribed particulars have been submitted to LIC.
- 1.1.8 “Tier I Resource” means a Named Resource who, at the time proposed for deployment against the relevant Assignment, is a direct employee of the TSP, is on the TSP’s regular payroll, satisfies the prescribed requirements and is available for deployment within the timeframe specified by LIC.
- 1.1.9 “Tier II Resource” means a Resource proposed by the TSP who satisfies the prescribed qualification, experience and skill requirements but is not a direct employee of the TSP on its regular payroll at the time of being proposed for deployment.
- 1.1.10 “Resource Level” or “Resource Category” means L1, L2, or L3 Database resource categories prescribed by LIC.
- 1.1.11 “L1” means Junior Database Engineer.
- 1.1.12 “L2” means Senior Database Engineer.
- 1.1.13 “L3” means Lead Database Engineer / Database Lead.
- 1.1.14 “Standardized Rate” means the finalized monthly rate applicable to the relevant Resource Category as determined by LIC under the EOI and applicable to the relevant Assignment.
- 1.1.15 “LDR” or “Lowest Discovered Rate” means the lowest valid rate discovered during the commercial evaluation for a particular Resource Category under the EOI. LDR shall not be construed as referring to Resource Level L1.
- 1.1.16 “Services” means the Database Technical Services and related activities to be performed by the TSP and its Resources under the relevant Assignment.
- 1.1.17 “Database Technical Services” means services including Database Administration, Database Development, Production Support, Performance Monitoring and Tuning, Backup and Recovery, Migration and Upgrade, High Availability and Disaster Recovery, Database Security and Auditing, Database Monitoring, Architecture, Design, Capacity Planning, and other substantially similar Database-related technical services.

- 1.1.18 “Deployment Period” means the period for which a Resource is authorized and deployed under the relevant Assignment, commencing from the date specified by LIC and ending on the date specified in the PO/WO or as otherwise communicated in writing.
- 1.1.19 “Working Day” means a day on which LIC is ordinarily scheduled to function, excluding LIC-declared holidays, subject to any Assignment-specific working arrangements notified by LIC.
- 1.1.20 “Working Hours” means the normal working hours applicable to the relevant LIC location/Assignment, subject to the specific deployment requirements notified by LIC.
- 1.1.21 “Timesheet” means the duly maintained record of the attendance, hours worked and activities performed by a Deployed Resource during the relevant billing period, in the format prescribed or approved by LIC.
- 1.1.22 “Man-Day Rate” means the applicable daily rate derived from the approved monthly Resource rate in accordance with the number of Working Days of LIC in the relevant month, as specified under the applicable billing provisions.
- 1.1.23 “SLA” or “Service Level Agreement” means the service levels, response/resolution timelines, deployment timelines, deliverables, milestones and related measurable requirements specified by LIC for the relevant Assignment.
- 1.1.24 “Performance Security” or “PBG” means the performance security, including a Performance Bank Guarantee where prescribed, required to be furnished by the TSP for a specific Assignment in accordance with the applicable procurement/contractual provisions.
- 1.1.25 “LIC Data” means all data, records, information and materials belonging to, generated by, entrusted to or controlled by LIC, including database contents, schemas, metadata, logs, configurations, credentials and information relating to LIC’s systems and operations.
- 1.1.26 “Personal Data” means personal data processed by or on behalf of LIC in connection with the Services or otherwise accessible to the TSP or its Resources in the course of the Assignment.
- 1.1.27 “Confidential Information” means all non-public information relating to LIC, its policyholders, customers, employees, systems, technology, databases, operations, security arrangements, business affairs or the Assignment, whether disclosed in oral, written, electronic, visual or any other form.
- 1.1.28 “Security Incident” means any actual or reasonably suspected event that compromises, or may compromise, the confidentiality, integrity or availability of LIC Data, Personal Data, LIC systems, applications, infrastructure, credentials or information-security controls, including unauthorized access, disclosure, alteration, destruction, loss, misuse, malware infection or other security compromise.
- 1.1.29 “Applicable Law” means all applicable Indian laws, statutes, rules, regulations, notifications, circulars, directions, orders, guidelines and binding regulatory requirements applicable to LIC, the TSP, the Resources or the Services.

- 1.1.30 “Competent Authority” means the authority designated or authorized by LIC under its prevailing delegation of powers, procurement policy or internal approval mechanism.
- 1.1.31 “Assignment Value” means the total contractual value of the relevant Assignment/PO/WO, excluding GST, unless the relevant Assignment expressly provides otherwise.
- 1.1.32 “Assignment Documents” means the PO/WO, Scope of Work, SLA, approved resource profiles, deployment schedule, rate card and any other document expressly incorporated into the Assignment.
- 1.1.33 “Personnel” means the TSP’s employees, Tier I Resources, Tier II Resources, officers, agents, consultants, approved third parties and other persons engaged or authorized by the TSP in connection with the Services.

1.2 Interpretation

- 1.2.1 Unless the context otherwise requires, words importing the singular shall include the plural and vice versa.
- 1.2.2 References to any gender shall include all genders.
- 1.2.3 References to any statute, Act, rule, regulation, notification, circular, guideline, order or direction shall include amendments, modifications, re-enactments and subordinate legislation made thereunder from time to time.
- 1.2.4 Headings and titles are for convenience only and shall not affect the interpretation of the GTC or the Contract.
- 1.2.5 The word “including” or “includes” shall be construed without limitation unless expressly stated otherwise.
- 1.2.6 Where a term is specifically defined for a particular clause or Assignment, that specific definition shall prevail for the purposes of that clause or Assignment to the extent of any inconsistency.
- 1.2.7 Any reference to a day shall, unless otherwise specified, mean a calendar day. Where a period is stated in Working Days, the calculation shall exclude non-working days as applicable.
- 1.2.8 Where a term or expression is expressly defined for a particular provision or Assignment, that specific definition shall prevail for that provision or Assignment to the extent of any inconsistency.
- 1.2.9 References to “written” or “in writing” include signed or electronically authenticated communications accepted by LIC, unless otherwise specified.

1.3 Abbreviations

Abbreviation	Meaning
LIC	Life Insurance Corporation of India
TSP	Technology Service Provider
EOI	Expression of Interest
PO	Purchase Order
WO	Work Order
DB	Database
T&M	Time and Material
SLA	Service Level Agreement
PBG	Performance Bank Guarantee
LDR	Lowest Discovered Rate
IPR	Intellectual Property Rights
GST	Goods and Services Tax
IRP	Invoice Registration Portal
IRN	Invoice Reference Number
MFA	Multi-Factor Authentication
PAM	Privileged Access Management
HA	High Availability
DR	Disaster Recovery
RAC	Real Application Clusters
SME	Subject Matter Expert
RBI	Reserve Bank of India
IRDAI	Insurance Regulatory and Development Authority of India
GFR	General Financial Rules
CVC	Central Vigilance Commission
PF	Provident Fund
ESI	Employees' State Insurance

1.4 Introduction

The Life Insurance Corporation of India, a Statutory Corporation established under section 3 of the Life Insurance Corporation Act, 1956 (Act 31 of 1956) and having its Central Office at 'Yogakshema', Jeevan Bima Marg, Nariman Point, Mumbai, hereinafter referred as LIC or Corporation envisages to empanel/register Technology Service Providers (TSP) to provide need based database technical resources to LIC.

1.5 Purpose of Invitation of EOI

- 1.5.1 This Expression of Interest (EOI) is issued for the purpose of inviting participation from eligible firms and for empanelment of qualified Technology Service Providers (TSPs) with Life Insurance Corporation of India (LIC). The empanelled TSPs shall be capable of providing need-based specialized Database technical resources and professional expertise across various skill levels to support LIC's database-related requirements, including implementation, maintenance, administration, architecture, performance optimization, migration, integration, security, modernization and other specialized technology initiatives, as and when required by LIC.

- 1.5.2 Commercial Bids shall be submitted resource-category-wise, indicating the monthly rates quoted by the Bidder for each Database resource category covered under the scope of services, namely L1, L2, and L3.
- 1.5.3 Based on the Technical Evaluation Scores, the top five (5) technically ranked Bidders, subject to their satisfying all applicable Eligibility Criteria and qualifying in the Technical Evaluation, shall be shortlisted for the purpose of commercial evaluation and empanelment. Only such shortlisted Bidders shall be eligible to exercise the option of matching the applicable Lowest Discovered Rate (LDR)/finalized standardized rate for the respective Database resource categories.
- 1.5.4 For the purpose of commercial evaluation, the Lowest Discovered Rate (LDR) for each resource category shall be determined separately from amongst the valid Commercial Bids submitted by the technically qualified Bidders. Accordingly, there shall be a separate Lowest Discovered Rate (LDR) for each of the L1, L2, and L3 Database resource categories.
- 1.5.5 Empanelment shall be finalized resource-category-wise only for those shortlisted Bidders who agree to match the applicable Lowest Discovered Rate (LDR)/finalized standardized rate for the corresponding resource category and fulfil all other applicable conditions of the EOI. A shortlisted Bidder who does not match the applicable rate for a particular resource category shall not be considered for empanelment for that resource category.
- 1.5.6 LIC reserves the right to empanel fewer than five service providers if the required commercial matching or other evaluation criteria are not met.
- 1.5.7 For Assignments under this empanelment, empanelled bidders may be requested to submit specific expert and technical resource profiles and/or technical proposals aligned to the scope of work. The selection for the assignment shall be based on the technical evaluation and scoring of the proposed profiles, relevant experience, and suitability for the assignment, in accordance with the evaluation criteria defined for that particular engagement. Such scoring shall be carried out on a relative basis among the technical proposals received for the assignment from the empanelled bidders. The assignment shall thereafter be awarded to the highest technically scored suitable profile/service provider, at the empanelled rate for the respective role, on either a Time & Material (T&M) basis or an Outcome/Deliverable-based basis, as applicable.
- 1.5.8 LIC reserves the right, at its sole discretion, to utilize or not utilize this empanelment for any specific requirement. While assignments may be offered to empanelled service providers under this empanelment framework, LIC may also choose to procure similar services through open EOIs, limited tenders, or any other procurement method permitted under its procurement policies, or engage existing agencies or service providers as deemed appropriate. Empanelment under this EOI shall therefore not confer any assured right to receive assignments, and LIC shall retain full discretion in determining the mode of procurement and allocation of work.

1.6 EOI Issuing Authority

Designation and address of the person inviting the proposal:

Chief (IT/Digital Transformation),
LIC of India, Central Office, IT/DT Department, 2nd Floor, Jeevan Seva Annexe Building,
S.V. Road, Santacruz (W), Mumbai – 400054
Tel: 022 67090427, E-mail: co_ittenders@licindia.com

1.7 EOI Timelines

LIC of India may, in exceptional circumstances, and at its sole discretion, extend the Application Submission Due Date by issuing an Addendum/Corrigendum. The following tentative schedule would be followed for this EOI.

#	Particulars	Details
1	EOI Reference	LIC/CO/ITDT/AICOE/2627/EOI-TSP-DB
2	Date of issuance of EOI	09.10.2026
3	Last date for Submission of Queries	18.10.2026
4	Online Pre-Bid Meeting Date and Time	16.10.2026 11.00 Hrs. (IST)
5	Date of communication of responses to pre-bid queries and corrigendum, if any.	21.10.2026
6	EOI Online Submission Start Date	08.10.2026
7	Last date and time for EOI Online Submission	30.10.2026 15.00 Hrs. (IST)
8	Date and time of Online opening of EOI	30.10.2026 16.00 Hrs. (IST)
9	Contact Details	Saurav Ganguli 022-67090427 +91-9831386250

NOTE : ONE EXTENSION OF DUE DATE OF BID SUBMISSION:

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

- Last date of submission of EOI
- Date of opening of EOI.

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

1.8 Pre-Bid Meeting and Clarifications

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

Following are the details of the scheduled meeting:

Meeting Link:

<https://licindiasampark.webex.com/licindiasampark/j.php?MTID=mf6906be072736533ec17aa7ec3188e8d>

Meeting number: 2529 492 9494

Password: 1510

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

The pre-bid queries are to be sent in the following format to email id co_ittenders@licindia.com:

Sl. No.	EOI Clause No. and Page No.	EOI Clause Description	Query

1.9 EOI Processing Fee

1.9.1 The EOI Processing Fee is NIL.

1.9.2 Micro & Small Enterprises (MSE) units who are exempted from payment of EMD and/or EOI processing fee provided the services they are offering are rendered by them. Exemption as stated above is not applicable for providing services, rendered by other companies. Bidder should submit supporting documents issued by competent Govt. bodies to become eligible for the above exemption.

1.10 Earnest Money Deposit

1.10.1 No Earnest Money Deposit (EMD) or Bid Security Declaration shall be required from the Bidders at the stage of submission of bids against this EOI. The present EOI is intended for empanelment of eligible Technology Service Providers for specified Database resource categories and does not, by itself, constitute any commitment, assurance or award of a specific assignment, quantity of resources or financial engagement.

1.10.2 The actual requirement of Database resources shall be identified and processed separately after empanelment, based on the specific requirement of LIC. Accordingly, the applicability of Bid Security, Bid Security Declaration or any other bid-related security requirement shall be determined at the stage of the specific procurement/engagement requirement, wherever applicable under LIC's prevailing procurement provisions.

1.10.3 Where a Bid Security Declaration is prescribed for any specific requirement raised by LIC from the empanelled TSPs, the concerned TSP shall submit the Bid Security Declaration in the prescribed format covering the specific requirement, resource category/categories, estimated value, validity period and other particulars specified in the relevant procurement/engagement document. Submission of such Bid Security Declaration shall be mandatory for participation in such requirement wherever so prescribed.

1.10.4 The requirement of Bid Security/Bid Security Declaration for any subsequent requirement shall be independent of the empanelment under this EOI. Accordingly, submission of a Bid Security Declaration at the EOI stage shall neither be required nor shall its absence affect the eligibility or consideration of a Bidder for empanelment.

1.10.5 Where applicable, Performance Security/Performance Bank Guarantee or any other form of performance-related security may be prescribed by LIC at the stage of award/engagement against a specific requirement. The nature, amount, validity, form and other conditions relating to such Performance Security shall be as specified in the relevant procurement/engagement document and shall be governed by the applicable provisions of LIC's procurement policy and the terms of the engagement/work order.

1.10.6 The requirement, where applicable, of Bid Security/Bid Security Declaration shall relate to the participation stage of a specific procurement/engagement requirement, whereas Performance

Security shall relate to the post-award/performance stage of such requirement. The two shall be treated as separate and independent requirements.

- 1.10.7 The empanelment of a TSP under this EOI shall not, by itself, create any obligation on LIC to seek Bid Security, Bid Security Declaration or Performance Security from such TSP for every subsequent requirement. The applicability of such security shall be determined with reference to the nature, value, scope and applicable procurement provisions of the specific requirement.

1.11 Currency

- 1.11.1 All monetary values in the proposals in response to this invitation of EOI shall be in Indian Rupees (INR) only.

1.12 Governing Laws/Jurisdiction

- 1.12.1 The validity, performance, construction and effect of this EOI shall be governed by the laws of India. Subject to any arbitration provision applicable to a subsequent Assignment/Work Order, courts of competent jurisdiction at Mumbai, Maharashtra shall have jurisdiction over matters arising from this EOI.

1.13 Performance Guarantee

- 1.13.1 At the stage of any specific Assignment / Work Order issued under this empanelment, LIC may require the empanelled TSP to furnish Performance Security / Performance Bank Guarantee. Unless otherwise specified in the relevant Assignment / Work Order in accordance with applicable LIC procurement policy, the Performance Security shall be three per cent (3%) of the total Assignment / Work Order value and shall be furnished within fifteen (15) days of the Notification of Award / Work Order. Validity, form, invocation and release of the Performance Security shall be as specified in the relevant Assignment / Work Order and the General Terms and Conditions.

1.14 Proposal Validity, Language and Bidder Costs

- 1.14.1 The Proposal submitted by a Bidder shall remain valid for a period of one hundred and eighty (180) days from the date of opening of the EOI, unless otherwise extended by LIC in writing. The Bidder shall keep its Proposal valid during such period.
- 1.14.2 The Proposal and all correspondence and supporting documents submitted in response to this EOI shall be in English, unless otherwise specified by LIC.
- 1.14.3 All costs and expenses incurred by a Bidder in connection with preparation, submission, clarification, presentation, meetings, demonstrations, due diligence or any other activity relating to this EOI shall be borne solely by the Bidder. LIC shall have no liability in respect of such costs or expenses.

1.15 Confidentiality and Publicity during the EOI Process

- 1.15.1 A Bidder shall treat the EOI document, clarifications and other information made available by LIC for the purpose of this EOI as confidential and shall not, without LIC's prior written consent, use LIC's name, logo or the EOI for publicity, advertising, marketing, public announcements or references, except to the extent disclosure is required by applicable law.

1.15.2 The Proposal and documents submitted by a Bidder shall remain subject to LIC's rights under applicable law, audit, regulatory, procurement and record-retention requirements. No confidentiality marking in a Proposal shall restrict LIC from making any disclosure required or permitted by law.

1.16 Integrity of the EOI Process

1.16.1 No Bidder, its representatives or personnel shall canvass, offer or provide any improper inducement, or attempt to influence the evaluation or empanelment process through any corrupt, fraudulent, coercive, collusive, undesirable or restrictive practice. Any such conduct may result in rejection or disqualification of the Proposal and other action available to LIC under applicable law, the EOI and the Integrity Pact.

PART 2: EMPANELMENT CRITERIA

2.1 Eligibility Criteria

Table A: Eligibility Criteria		
Sl. No.	Criteria	Documents to be submitted
1	Legal Entity The Bidder must be an Indian Company/ LLP /Partnership firm registered under applicable Act in India.	a) Certificate of Incorporation issued by Registrar of Companies and full address of the registered office along with Memorandum & Articles of Association/ Partnership Deed. b) PAN, GSTIN Certificate and any other tax related document if applicable is required to be submitted along with the eligibility bid.
2	The Bidder should qualify as Micro or Small Enterprises (MSEs) under the Udyam Registration portal of the Government of India. The Bidder should hold valid MSE Enterprise status as on the date of submission of the EOI.	Valid Udyam Registration Certificate indicating the bidder's status as Micro or Small Enterprise and the business activity relevant to the scope of work under this EOI.

Table A: Eligibility Criteria		
Sl. No.	Criteria	Documents to be submitted
3	The Bidder should have a positive net worth in at least two (2) of the last three (3) financial years, i.e. 2022-23, 2023-2024, 2024-2025. In case audited financial statement for the FY 2025-26 is available, the same may be submitted.	CA Certificate certifying the net worth.
4	The Bidder shall have prior experience, before the date of submission of the EOI, in providing Database Migration and Database Administration services to one or more of the following entities in India: a. Insurance Regulatory and Development Authority of India (IRDAI); b. Reserve Bank of India (RBI); c. Scheduled Commercial Banks; or d. Insurance Companies. Further, the Bidder shall have successfully completed or be currently executing at least one (1) assignment for any of the above entities involving Database Migration and/or Database Administration of a minimum of fifty (50) MySQL Database instances.	Work Order / Purchase Order / Agreement / Completion Certificate / Client Certificate / other verifiable documentary evidence clearly establishing the client, nature of Database Migration/Administration services, MySQL Database technology and the deployment/management of at least fifty (50) MySQL Database instances. Sensitive information may be redacted.
5	The Bidder should have at least one (1) L3 Database professional who is direct employee of the Bidder and have been continuously employed with the Bidder for a minimum period of twelve (12) months as on the date of submission of the EOI. The proposed L3 database professional should not be an employee of a manpower agency, staffing intermediary, subcontractor or other third party.	Resource details, appointment/ employment confirmation, employee ID, date of joining and appropriate payroll/statutory contribution evidence for the prescribed period. Sensitive information may be redacted.

Table A: Eligibility Criteria		
Sl. No.	Criteria	Documents to be submitted
6	Bidders should not be under debarment/blacklist period for breach of contract/fraud/corrupt practices by any Scheduled Commercial Bank/ Public Sector Undertaking / State or Central Government or their agencies/ departments on the date of submission of bid for this EOI/or submission of documents for annual review.	Self-declaration / undertaking on the company's letterhead signed by the authorized signatory.
7	The service provider should ensure that there are no legal proceedings / inquiries / investigations have been commenced / pending / threatened against service provider by any statutory or regulatory or investigative agencies or any other for which performance under the contract will get adversely affected / may get affected.	Self-declaration / undertaking on the company's letterhead signed by the authorized signatory. Brief details of litigations, disputes related to product/services being procured under this EOI or infringement of any third party Intellectual Property Rights by prospective Bidder or disputes among Bidder's board of directors, liquidation, bankruptcy, insolvency cases or cases for debarment/blacklisting for breach of contract/fraud/corrupt practices by any Scheduled Commercial Bank/ Public Sector Undertaking / State or Central Government or their agencies/ departments or any such similar cases, if any are to be given on Company's letter head.
8	The Bidder should comply with all applicable statutory, labour and social-security requirements relating to its business operations and employment of resources.	Self-declaration / undertaking on the company's letterhead signed by the authorized signatory.

- 2.1.1 Considering that the proposed engagement involves deployment of specialized Database Technical Resources who may have access to, or be involved in activities relating to, LIC's enterprise databases, applications, interfaces and associated technical environments containing sensitive customer, financial and business information, it is essential that the empanelled Technology Service Providers (TSPs) possess demonstrated and verifiable capability in providing Database technical resources.
- 2.1.2 The eligibility criteria have accordingly been structured to ensure participation of established and specialized Database service providers, including eligible MSEs, having relevant experience, adequate technical capability, and availability of suitably qualified and experienced Database professionals, appropriate organizational capacity and satisfactory information security practices. The criteria are intended to ensure that the empanelled TSPs are capable of providing reliable and suitably experienced resources across the prescribed skill levels, while maintaining the confidentiality,

integrity and security of LIC's data and technology environment and complying with the applicable contractual, information security, regulatory and organizational requirements of LIC.

- 2.1.3 The eligibility requirements are therefore designed to be commensurate with the nature and risk of the proposed Database resource engagement, while providing adequate opportunity for qualified specialized and MSE service providers to participate in the empanelment process.

2.2 Empanelment Period:

- 2.2.1 Empanelment would be for a period of three (03) years from the date of issuance of empanelment letter subject to satisfactory service and yearly review. LIC will also continue empanelment on a regular basis as and when required. If the service provided by the Bidder/Applicant is found to be unsatisfactory or if at any time it is found that the information provided for empanelment or for any tender is false or if irregularities shown by the Bidder/Applicant for applying for the tenders, LIC shall reserve the right to remove such TSPs from the empaneled list without giving any notice to the TSPs in advance. If called for, the Bidder/Applicant should be ready to participate in LIC's tender process as per the terms and conditions of the respective RFQ.
- 2.2.2 The finalized/standardized rates by LIC shall remain valid for a period of three (3) years from the date of issuance of the Empanelment Letter, and no revision in the rates shall be considered during the said period. Any continuation or extension of the empanelment beyond the initial period of three (3) years shall be subject to the decision and approval of LIC and shall not constitute an automatic right of the empanelled TSP. In the event of such extension, any request for revision of the prevailing rates, including on account of increase in costs/prices or other relevant factors, may be considered by LIC at its discretion, subject to appropriate justification, prevailing market conditions, applicable benchmarking and approval of the Competent Authority. Any such rate revision, if approved, shall be effective only from such date and to such extent as may be specifically approved by LIC and shall not have retrospective effect.
- 2.2.3 LIC reserves the right to extend the empanelment term for a period or periods of up to 1 year at a time with such extension or extensions on the terms and conditions of EOI and subject to LIC's obligations at law. The empaneled TSPs may modify or withdraw its empanelment after expiry of minimum three (3) years of its empanelment, provided that written notice of the modification or withdrawal is received and accepted by LIC.
- 2.2.4 Empanelment of a Technology Service Provider (TSP) under this EOI shall not assure or guarantee the issuance of any service contract, work order, purchase order or minimum volume of business. Requirements for Database Technical Resources shall be raised by the concerned Department/Section of LIC on an as-and-when-required basis and shall be subject to approval of the Competent Authority, and fulfilment of the applicable requirements prescribed under this EOI. The deployment of resources from the empanelled TSPs may be undertaken on Time & Material (T&M) basis and/or Assignment basis, depending upon the nature of the requirement. Selection and deployment of resources shall be carried out in accordance with the resource-category-wise standardized/finalized rates and the Two-Tier Priority Structure and resource allocation mechanism prescribed in this EOI, including consideration of the employment status, suitability, relevant experience, availability and successful technical evaluation/assessment of the proposed resources. Where suitable resources are available from more than one empanelled TSP within the same priority tier, LIC may consider such objective factors as specified in the EOI for determining allocation. LIC shall, however, retain the right to adopt

any other procurement method or invite further competitive bids/quotations, wherever considered appropriate and permissible under its prevailing procurement provisions.

- 2.2.5 LIC may at its discretion put additional technical expertise requirement while calling for commercial quotations based on the nature of assignment and its requirements to further shortlist from among the Empaneled TSPs. Submission made in the EOI Proposal will be used for the shortlisting for assignment when so required by LIC. Bidders must provide information on the assignments, clients, relevant competencies and resource availability in sufficient details to facilitate such shortlisting.
- 2.2.6 Empaneled TSPs will be asked to bid for only those assignments which LIC at its discretion decides for procurement from the Empaneled TSPs, and invites profile CVs from the empanelled TSPs for such assignment only.
- 2.2.7 As and when there is requirement from LIC, Empaneled TSPs will be shortlisted for invitation of the bids for the assignments based on their areas of expertise, key professionals and successful completion of previous similar engagements in other organizations and status or outcome of previous engagements with LIC.
- 2.2.8 LIC reserves the right to make additions, deletions, modification to the panel of Empaneled TSPs, additional technological roles from the empaneled TSPs based on technical requirements and the terms of empanelment at any time during the term of empanelment.
- 2.2.9 LIC at all-time reserves the right to decide on the procurement of the desired IT Services through other procurement modes like open tender, limited tender, tendering within empaneled firms, or from firms with whom it has a rate contract or existing contract or in any manner that it deems fit and in the interest of the LIC.

2.3 Bid Submission & Evaluation

- 2.3.1 The responses to this EOI must be complete and comprehensive with explicit documentary evidence in support of all the eligibility criteria mentioned herein section 2.1. The proposals shall be prepared in accordance with the requirements specified in this EOI and in the format prescribed (wherever mentioned). If necessary, LIC may ask for clarification and/or further information from the Bidder/Applicants.
- 2.3.2 Proposals must be direct, concise, and complete. All information not directly relevant to this EOI should be omitted. The incomplete responses without the required documents are liable to be rejected.
- 2.3.3 It is not necessary to provide for all Resource Skill Levels . Bidder/Applicant can apply for one or more items as per resource and competency available with the firm.
- 2.3.4 If an empanelled TSPs fails to participate in three consecutive RFQ process, their empanelment will be cancelled.
- 2.3.5 The eligibility proposal will be evaluated first and only those Bidder/Applicants, deemed eligible as per the eligibility criteria mentioned in this EOI, will be shortlisted basis technical scoring .

- 2.3.6 LIC reserves the right to accept/reject any or all offers submitted in response to this advertisement without assigning any reason whatsoever and LIC's decision will be final in this regard.
- 2.3.7 If deemed necessary, LIC may seek clarifications on any aspect of EOI from the Bidder/Applicant. If a written response is requested, it must be provided within 02 working days or within the timeline asked by LIC, beyond which the response received, if any will not be considered. However, that would not entitle the Bidder/Applicant to change or cause any change in the substances of their EOI document already submitted. LIC may also make enquiries to establish the past performance of the Bidder/Applicants in respect of similar work. All information submitted in the application or obtained subsequently will be treated as confidential.
- 2.3.8 Nothing contained in this EOI shall impair LIC's Right to issue an Open Tender on the proposed product/service.
- 2.3.9 In case the specified date of submission of EOI is declared a holiday in Maharashtra under N.I. Act, the bids will be received till the specified time on next working day.
- 2.3.10 Bidder/Applicant has to qualify in all the eligibility criteria mentioned in the EOI document.
- 2.3.11 This EOI is only for the purpose of empanelment with Man month/Man day rates for desired Resource Skill Level.
- 2.3.12 This EOI sets out the terms, conditions and framework for empanelment of Technology Service Providers for providing Database Technical Resources. The detailed scope of work, resource requirement, number of resources, deployment period, deliverables, service levels and other assignment-specific terms and conditions, as applicable, shall be specified in the subsequent requirement/engagement documents issued by LIC for the specific assignment.
- 2.3.13 LIC may seek clarifications or additional documents for verification, but no clarification shall permit a Bidder to materially alter the substance of its Proposal. Submission of false, misleading, forged or materially incomplete information, canvassing, collusion, corrupt practice or other prohibited conduct may result in rejection/disqualification and such other action as may be available under the EOI, the Integrity Pact and applicable law.

2.4 Empanelment Conditions

- 2.4.1 LIC will empanel the successful Technology Service Providers whose proposal has been determined to be substantially responsive as per the process outlined in this EOI.
- 2.4.2 Technology Service Providers are required to demonstrate through their response, their proven previous expertise in the desired area/category for empanelment.
- 2.4.3 Empanelment of TSPs shall be resource-category specific. An empanelled TSP shall be entitled to participate in requirements falling within the resource categories for which it is empanelled, subject to the applicable assignment-specific process.
- 2.4.4 Having shortlisted the firm and experts / trainers based on the initial submissions and credentials and profile, any change in the resources, will require re-evaluation of the new profile for the continued empanelment of the firm.

- 2.4.5 Empanelled TSPs may be invited for Database resource requirements which LIC, at its discretion, decides to procure through this empanelment, subject to the assignment-specific process prescribed by LIC.
- 2.4.6 LIC at all-time reserves the right to decide on the procurement of the desired IT Services/Solutions through various procurement modes like open tender, limited tender, tendering within empanelled TSPs or from Technology Service Providers with whom it has a rate contract or in any manner that it deems fit and in the interest of the LIC.
- 2.4.7 Right to Accept Any Application and To Reject Any or All Application (s): LIC reserves the right to accept or reject any application, and to annul this process and reject all applications at any time, without thereby incurring any liability to the affected Technology Service Providers or any obligation to inform the affected Technology Service Providers of the grounds for LIC action.
- 2.4.8 LIC reserves the right to standardize and equalize the resource-wise monthly rates across all empanelled Technology Service Providers based on the finalized benchmark rates determined through the bidding process, including the L1 discovered rates among technically qualified bidders and/or benchmarking with prevailing rates with LIC or Government agencies such as National e-Governance Division (NeGD). Accordingly, LIC may require all technically qualified bidders to match the finalized standardized rate for the respective resource category as a condition for empanelment. Only those bidders who agree to match such standardized rates shall be empanelled. Once finalized, the standardized rate card shall be uniformly applicable to all empanelled Technology Service Providers for the respective resource categories during the validity of the empanelment, unless revised by LIC as per the provisions of the empanelment. LIC reserves the right to rationalize, harmonize, or equalize the rates across resource categories and empanelled TSPs in order to ensure competitiveness, transparency, and consistency in procurement. The decision of LIC regarding rate equalization and standardization shall be final and binding, and no representation or claim in this regard shall be entertained.
- 2.4.9 Empanelment of Technology Service Providers under this EOI shall not guarantee any minimum business, assignment, or volume of work to the empanelled entities. LIC shall engage empanelled TSPs strictly based on Assignment requirements, technical suitability, and administrative approvals as applicable. The empanelled TSPs shall not have any claim or entitlement to receive any work order solely by virtue of their empanelment.
- 2.4.10 LIC reserves the right to assign work to empanelled TSPs through limited EOIs, limited-competition, technical evaluation/interview, or direct nomination among the empanelled TSPs depending on the nature, urgency, complexity, and specialization required for the assignment. For specific Assignments or engagements, LIC may seek technical proposals, solution approaches, or resource profiles from empanelled TSPs prior to awarding the assignment.
- 2.4.11 LIC reserves the right, at its sole discretion, to invite additional applications and empanel new Technology Service Providers during the validity period of the empanelment, if deemed necessary due to emerging technology requirements, expansion of Assignment requirements, lack of adequate specialized expertise in the existing panel, or to ensure sufficient competition among TSPs. Such onboarding may be undertaken through fresh EOI, limited invitation, or empanelment refresh process, and the newly empanelled entities shall be subject to the same terms and conditions of the empanelment framework.
- 2.4.12 LIC reserves the right to periodically review the performance of empanelled Technology Service Providers based on factors such as quality of deliverables, adherence to timelines, technical capability,

resource stability, responsiveness, and compliance with contractual obligations. In case an empanelled TSPs is found to have consistently underperformed, failed to meet agreed service levels, violated contractual terms, or engaged in practices detrimental to the interests of LIC, LIC may, after due review and recording of reasons, remove such TSPs from the empanelled list or restrict their participation in future assignments under the empanelment framework. The decision of LIC in this regard shall be final and binding.

- 2.4.13 For assignments issued under this empanelment, the empanelled TSPs shall deploy qualified and experienced resources strictly in accordance with the roles, qualifications, and experience levels proposed in their submission and approved by LIC. All resources proposed for deployment shall be subject to review and approval by LIC prior to commencement of the assignment. LIC reserves the right to interview, evaluate, or seek replacement of any proposed resource if the resource does not meet the required technical competence, experience, or role expectations. The empanelled TSPs shall not substitute or replace any approved resource without prior written approval of LIC, except under exceptional circumstances such as resignation, medical reasons, or other unavoidable situations. In such cases, the TSPs shall provide a suitable replacement resource of equal or higher qualification and experience, subject to LIC's approval. In the event LIC determines that a deployed resource is not performing satisfactorily or does not meet the required competency standards, LIC reserves the right to request immediate replacement of such resource, and the TSPs shall arrange a replacement within the stipulated timeframe without any additional cost implications to LIC. Any misrepresentation of resource credentials, experience, or availability, including submission of incorrect profiles or substitution of approved resources without authorization, may result in rejection of the resource, cancellation of the assignment, or removal of the TSPs from the empaneled list, at the sole discretion of LIC.
- 2.4.14 LIC reserves the right to assess the suitability of proposed resources through technical interaction or interview prior to their onboarding for any assignment under this empanelment. The empanelled Technology Service Providers shall submit detailed profiles of the proposed resources, and LIC may conduct technical discussions, interviews, or competency assessments to evaluate the resource's domain expertise, technical capability, and suitability for the specific assignment. Based on the outcome of such evaluation, LIC shall have the right to approve or reject the proposed resource. Only those resources found suitable and approved by LIC shall be onboarded for the respective assignment. LIC may also request the empanelled TSPs to propose alternate profiles if the initially proposed resource does not meet the required competency level or assignment requirements. The decision of LIC regarding selection and onboarding of resources shall be final and binding.
- 2.4.15 LIC may at its discretion put additional requirement while calling for technical proposal based on the nature of assignment and its requirements to further shortlist from among the empanelled TSPs.
- 2.4.16 Bids not conforming to the requirements of the EOI may not be considered by LIC. However, LIC reserves the right, at any time, to waive any of the requirements, if, in the sole discretion of LIC, the best interests of LIC would be served.
- 2.4.17 As and when there is requirement/challenge statement from LIC, empanelled TSPs will be shortlisted for invitation of the response/expression of interest for the assignments based on their areas of expertise, key professionals and successful completion of previous similar engagements in other organizations and status or outcome of previous engagements with LIC.
- 2.4.18 LIC reserves the right to make additions, deletions, modification to the panel of empanelled TSPs and the terms of EOI at any time during the term of empanelment.

PART 3: TECHNICAL EVALUATION CRITERIA

- i. The Technical Evaluation of the Bids shall be carried out in accordance with the Technical Evaluation Criteria specified in this EOI (section 3.1). Only those Bidders who satisfy all the Eligibility Criteria and secure a minimum score of 60 marks out of the total marks prescribed for Technical Evaluation shall qualify for opening/evaluation of their Commercial Bids.
- ii. Bidders securing a score of less than 60 marks in the Technical Evaluation shall be considered technically non-qualified and their Commercial Bids shall not be considered for further evaluation.
- iii. In the event that fewer than two (2) Bidders qualify by securing the minimum technical qualifying score of 60 marks, LIC reserves the right, at its sole discretion, to review and relax the technical qualifying requirement to the extent considered necessary for ensuring adequate competition and empanelment. Any such relaxation shall not reduce the minimum qualifying score below 50 marks.
- iv. Where such relaxation is exercised, LIC may consider for further commercial evaluation and/or empanelment of only those Bidders securing the highest technical scores, subject to the relaxed qualifying threshold and other conditions prescribed in this EOI. In such circumstances, empanelment may be restricted to a maximum of two (2) Bidders.
- v. Notwithstanding the above, no Bidder securing a technical score below 50 marks shall be considered for further commercial evaluation or empanelment.
- vi. The technical evaluation shall, to the extent practicable, be based on the objective, measurable and documentary evidence-based criteria specified in this EOI. Marks shall be awarded based on the extent to which each Bidder satisfies the prescribed parameters, and the documentary evidence submitted by the Bidder shall form the basis for evaluation.
- vii. Where the Technical Evaluation Criteria provide for comparative assessment, the marks may be determined with reference to the relative strength of the qualifying credentials submitted by the Bidders, including, as applicable, the number of qualifying assignments, relevant experience, BFSI experience, availability of qualifying resources and other parameters expressly specified in the Technical Evaluation Criteria. Such comparative assessment shall be restricted to the parameters and scoring methodology prescribed in the EOI and shall not introduce any additional evaluation criterion.
- viii. The decision of LIC regarding the technical evaluation, determination of qualifying scores and applicability of any relaxation under this clause shall be final and binding on all Bidders.
- ix. For the purpose of evaluation under this EOI, a “Qualifying Database Assignment” shall mean one or more assignments/contracts/work orders awarded to the Bidder for one or more clients (IRDAI/RBI/Scheduled Commercial Banks/Insurance Companies in India), under which the Bidder has provided or is providing identifiable Database-related technical services as on date of submission of EOI. Details of such Database-related services may be submitted whether under a single assignment or through multiple assignments/contracts/work orders of varying durations. The Database-related technical services under such assignment shall necessarily include Database Administration and/or Database Migration. An assignment that does not involve such activities shall not be considered as a qualifying database assignment.
- x. The Database-related services shall constitute a material and identifiable component of the scope of the assignment. An assignment consisting solely of manpower supply, staff augmentation, body-shopping or deployment of individual Database resources, without the Bidder having responsibility for identifiable Database-related technical services, shall not be considered a Qualifying Database

Assignment. Where Database services form part of a larger IT/technology assignment, the Bidder shall establish through documentary evidence that the Database-related scope is distinct, substantial and identifiable.

- xi. The Bidder may establish the required qualifying Database experience through a single assignment or through multiple assignments/contracts/work orders, whether for the same or different clients. Accordingly, assignments of shorter duration, including short-term assignments, pilot engagements and Proof of Concept (PoC) assignments, shall not be excluded solely on account of their individual duration, provided that the Database-related services rendered under such assignments are identifiable and otherwise satisfy the requirements of this EOI. Overlapping service periods across multiple assignments shall be counted only once for the purpose of determining the cumulative qualifying experience.
- xii. Where Database-related services constitute a component of a larger IT/technology assignment, only the value attributable to the Database-related services shall be considered for determining compliance with the aforesaid monetary threshold.
- xiii. For each Qualifying Database Assignment claimed, the Bidder shall submit documentary evidence establishing the name of the client, name/title of the assignment, scope of services, nature of Database-related services provided, date of commencement and duration of the assignment, value of the assignment and, wherever applicable, value attributable to the Database-related services, and the role and responsibility of the Bidder. Such documentary evidence shall ordinarily comprise the relevant Work Order/Purchase Order/Contract/Agreement and Completion Certificate/Client Certificate/Performance Certificate or other verifiable documentary evidence establishing provision of the claimed Database-related services. For ongoing assignments, the Bidder may submit a client certificate or performance certificate or contract document or invoice/payment record or other verifiable documentary evidence establishing that the qualifying services have been provided for the requisite period.
- xiv. Experience of individual employees, consultants, experts or resources shall not, by itself, constitute a Qualifying Database Assignment of the Bidder. An assignment undertaken by an individual prior to joining the Bidder shall not be considered as an assignment experience of the Bidder. Such individual experience may, however, be considered separately for evaluation of the proposed/representative Database resources under the Resource Evaluation criteria.
- xv. Multiple Work Orders, Purchase Orders or Contracts issued for the same or substantially similar Database-related services forming part of the same engagement may be considered together for determining the Database experience under this EOI. However, the same period of service or the same value of Database-related services shall not be counted more than once merely on account of separate Work Orders, Purchase Orders or Contracts issued for the same engagement. Distinct assignments may be considered separately, including where they are awarded by the same client, provided that the Bidder establishes through documentary evidence that such assignments are distinct in scope, nature or engagement.
- xvi. An assignment involving multiple Database technologies, Database platforms or Database-related activities shall nevertheless be treated as one Qualifying Database Assignment. The presence of multiple Database technologies or activities within a single assignment shall not entitle the Bidder to claim multiple assignments for the purpose of counting qualifying references.
- xvii. Where Database-related services have been provided as part of a consortium, joint venture, subcontracting arrangement or larger prime contract, only the portion of the assignment actually executed by the Bidder shall be considered for evaluation. The Bidder shall submit documentary evidence establishing its specific role, scope of responsibility and value of the Database-related

services executed by it. Experience of a parent company, subsidiary, group company, consortium member, subcontractor or associated entity shall not be considered as experience of the Bidder unless specifically permitted under the provisions of this EOI.

- xviii. For the purpose of awarding marks under the BFSI experience criterion, a Qualifying Database Assignment shall be treated as a BFSI Assignment where the client is RBI or Scheduled Commercial Banks or IRDAI or IRDAI regulated insurance companies.
- xix. The technical evaluation shall be carried out based on one (1) assignment submitted by the Bidder, executed for any one of the following entities: RBI or Scheduled Commercial Banks or IRDAI, or Insurance Companies in India, involving a minimum of fifty (50) MySQL database instances, wherein the scope of the assignment includes Database Migration and/or Database Upgradation and Database Administration. The mentioned activities shall form part of the qualifying assignment. Only those assignments which satisfy all the conditions prescribed herein shall be counted. No assignment shall be counted more than once.
- xx. LIC reserves the right to seek clarification or additional documentary evidence from the Bidder for verification of any claimed assignment. Where the submitted documents do not adequately establish fulfilment of the prescribed conditions, LIC may not consider such assignment for technical evaluation. The decision of LIC regarding acceptance or rejection of an assignment as a Qualifying Database Assignment shall be final and binding.

3.1 Technical Evaluation Scoring Matrix

Sl. No.	Criteria	Scoring Criteria	Max Marks	Documentary Evidence
1	Experience based on Number of Qualifying Assignments	Experience of the Bidder in providing Database-related technical services under assignments executed for RBI / Scheduled Commercial Banks / IRDAI / Insurance Companies in India. a. One (1) qualifying assignment – 10 Marks b. Two (2) qualifying assignments – 20 Marks c. Three (3) or more qualifying assignments – 30 Marks	30	For each claimed assignment: Work Order / Purchase Order; and Completion certificate / client certificate / contract evidence establishing DB services.
2	Experience and Credentials of Proposed L3 Named Resource	The experience, qualification and credentials shall be evaluated for the Named Resource proposed by the Bidder as L3 Database Engineer. a. Relevant Database experience of 8 years or more – 10 Marks b. Relevant educational qualification – 2 Marks	20	a. Annexure Resource Profile b. Copy of Degree / qualification certificate issued by the recognized institution/university.

Sl. No.	Criteria	Scoring Criteria	Max Marks	Documentary Evidence
		c. Relevant Database certification(s) – 3 Marks d. Experience in Enterprise / Mission-Critical Database environments – 3 Marks e. Relevant hands-on MySQL experience – 2 Marks		c. Copy of valid Database certification certificate(s) issued by the relevant OEM / recognized certification body. Where certification has a validity period, the certificate shall be valid as on the relevant date specified in the EOI. d. Client Certificate / Project Completion Certificate / Experience Certificate / Work Order or other verifiable document clearly establishing that the Named Resource personally worked in an Enterprise / Mission-Critical Database environment. The document should indicate the nature of role/responsibility. e. Client Certificate / Experience Certificate / Project Certificate / employer certificate and/or project documentation clearly establishing the Named Resource's hands-on experience with MySQL Database technology.

Sl. No.	Criteria	Scoring Criteria	Max Marks	Documentary Evidence
3	Scale of MySQL Database Handling under the Qualifying Assignment	Based on one (1) qualifying assignment submitted by the Bidder, executed for RBI / Scheduled Commercial Banks / IRDAI / Insurance Companies in India, involving a minimum of 50 MySQL Database instances and covering Database Migration, Database Upgradation and Database Administration. a. 50–74 MySQL Database instances – 10 Marks b. 75–99 MySQL Database instances – 20 Marks c. 100 or more MySQL Database instances – 30 Marks The assignment under this criteria may be one of the assignments submitted under Criteria Sl. No. 1.	30	1. Work Order / Purchase Order / Contract / Agreement establishing the assignment and scope; and 2. Client Certificate / Completion Certificate / Assignment Certificate specifically establishing the number of MySQL Database instances handled and the Database Migration, Database Upgradation and Database Administration scope. Documentary evidence should clearly establish whether the assignment involved 50–74, 75–99 or 100 or more MySQL Database instances.
	Presentation, Technical Challenge and Interview of Proposed L3 Named Resource	Evaluation of the Named Resource through presentation, technical interview and a technical challenge/case study prescribed by the Evaluation Committee. a. Technical Challenge / Case Study – 10 Marks b. Database Architecture, Design and Solution Approach – 4 Marks c. Troubleshooting, Performance Optimization and Problem-Solving Capability – 3 Marks d. Communication, Technical Justification and Clarity – 3 Marks	20	No pre-submitted documentary evidence will be used for awarding these marks. The marks awarded will be based on the actual performance of the Named Resource during the technical challenge and interview conducted by the Evaluation Committee.
Total Marks			100	

3.2 Resource Skill-Level Classification Matrix

Resource Level	Role Category	Minimum relevant DB Experience	Typical Responsibilities / Nature of Work
L1	Junior Database Engineer	1 year	Routine Database administration and operational activities; database monitoring; execution of standard backup / recovery procedures; user/ access management; routine SQL / query execution; basic incident identification and resolution under supervision; maintenance of operational documentation.
L2	Senior Database Engineer	3 years	Independent Database administration and production support; performance monitoring and basic tuning; backup/recovery; patching and upgrades; troubleshooting of database issues; SQL/PL-SQL development /support; standard HA/DR activities; handling incidents requiring independent technical judgement.
L3	Lead Database Engineer / Database Lead	8 years	Leading Database support activities; advanced performance tuning and troubleshooting; planning and execution of database upgrades /migrations; HA/DR implementation and management; capacity planning; technical review of database changes; resolution of complex production issues; coordination and mentoring of DB resources.

- 3.2.1 The above resource levels shall be determined based on both the minimum experience requirements and the nature of responsibilities performed by the resource. Mere attainment of the prescribed minimum years of experience shall not, by itself, establish eligibility for a higher resource level. The experience and responsibilities of the resource shall be commensurate with the role category specified for the respective level.
- 3.2.2 Relevant Database Experience shall mean professional experience actually gained in Database-related roles and activities. General IT experience not involving Database-related responsibilities shall not be counted as Relevant Database Experience.
- 3.2.3 The resource levels defined above shall constitute the standard resource categories for the purpose of both technical evaluation and commercial bid submission. Bidders shall quote separate monthly rates for L1, L2, and L3 resources. No alternate resource classification or designation shall be considered for the purpose of commercial evaluation.

3.3 Desired Profiles of Database Resources

- 3.3.1 The resource/s should possess a Bachelor's Degree or equivalent technical qualification in Computer Science, Information Technology, Electronics, Engineering or a related discipline from a recognized institution. Relevant higher qualifications and professional certifications in Database technologies may be considered as an added advantage.
- 3.3.2 The resource should possess hands-on professional experience in Database technologies relevant to the requirement, with demonstrated exposure to Database Administration, Database Development, Production Support, Performance Monitoring and Tuning, Backup and Recovery, Database Migration/Upgrade, High Availability/Disaster Recovery, Database Security or other relevant Database functions, as applicable to the proposed resource level.
- 3.3.3 The resource should have experience of working in production and enterprise Database environments, with the ability to perform activities appropriate to the proposed skill level, including incident/problem resolution, performance optimization, database maintenance, troubleshooting, change implementation and technical documentation. For higher-level resources, experience in Database architecture, solution design, capacity planning, HA/DR, migration/modernization and technical advisory activities would be expected, as applicable.
- 3.3.4 The resource should demonstrate proficiency in relevant Database platforms, tools and technologies corresponding to the proposed role. This may include, as applicable, RDBMS platforms such as Oracle, PostgreSQL, Microsoft SQL Server, MySQL, MariaDB, MongoDB or other Database technologies; SQL/PL-SQL or equivalent Database programming; Database monitoring and performance tools; backup/recovery technologies; and HA/DR technologies such as RAC, Data Guard or equivalent solutions.
- 3.3.5 The resource should have demonstrated experience of working in structured IT/enterprise environments, including adherence to change management, incident/problem management, information security, access control, documentation and service management practices. Experience of working in large-scale, high-volume or mission-critical environments, particularly for L3 resource, shall be desirable.
- 3.3.6 The above profile requirements are indicative of the desired professional profile for the respective resource categories. The Bidder shall ensure that the resources proposed for deployment possess qualifications, experience, technical competencies and professional exposure commensurate with the resource level for which they are proposed. Mere fulfilment of the minimum experience criteria specified in the Resource Skill-Level Classification Matrix shall not, by itself, establish that a resource possesses the desired profile for the respective category.

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PART 4: COMMERCIAL EVALUATION

4.1 Commercial Evaluation Template

Resource Level	Role Category	Minimum relevant DB Experience	Monthly Rate per resource (INR) <i>Exclusive of taxes</i>
L1	Junior Database Engineer	1 year	
L2	Senior Database Engineer	3 years	
L3	Lead Database Engineer / Database Lead	8 years	

4.2 Commercial Evaluation Criteria

- 4.2.1 The rates quoted above shall be monthly rates per resource, corresponding to the respective resource category. The rates shall be inclusive of all costs, overheads, margins, statutory obligations and other expenses of the Bidder, except applicable Goods and Services Tax (GST), which shall be payable separately as applicable.
- 4.2.2 The Bidder shall quote rates for all three resource categories (L1 to L3). Partial quoting of rates for selected resource categories shall not be permitted.
- 4.2.3 The resource categories and corresponding experience requirements specified in the Resource Skill-Level Classification Matrix shall be uniformly applicable to all Bidders. Bidders shall not introduce any alternate designation, experience band or resource category for the purpose of commercial bidding.
- 4.2.4 For the purpose of commercial evaluation, the L1 rate for each resource category shall be determined separately from among the valid commercial bids submitted by technically qualified Bidders. Accordingly, there shall be a separate L1 rate for L1, L2, and L3 resource categories.
- 4.2.5 LIC may standardize and equalize the monthly rates for the L1, L2, and L3 Database resource categories across the technically ranked top five (5) Bidders eligible for commercial evaluation, based on the resource-category-wise L1 rates discovered through commercial evaluation and/or appropriate benchmarking with prevailing rates available with LIC, Government organizations, Public Sector Undertakings or other appropriate benchmark sources.
- 4.2.6 LIC may accordingly invite the technically ranked top five (5) Bidders eligible for commercial evaluation to match the finalized standardized rate for one or more resource categories. A Bidder may accept or decline the standardized rate separately for each resource category.
- 4.2.7 Only those resource categories for which the Bidder agrees to the applicable standardized rate shall be considered for empanelment of that Bidder, subject to fulfilment of all other applicable conditions. A decision not to match one resource category shall not, by itself, affect empanelment in another category for which the applicable standardized rate is accepted.

- 4.2.8 A technically qualified Bidder may also decline to match the standardized rate for all resource categories, in which case the Bidder shall not be considered for empanelment. Similarly, a Bidder shall not have any claim for empanelment in a resource category for which it has declined to accept the applicable standardized rate.
- 4.2.9 Once finalized, the standardized rate for each resource category shall be uniformly applicable to all empanelled Technology Service Providers empanelled for that particular resource category during the validity of the empanelment, subject to any revision specifically permitted under the terms and conditions of the empanelment.
- 4.2.10 LIC reserves the right to rationalize, harmonize or equalize the rates across the respective resource categories and empanelled Technology Service Providers in order to ensure competitiveness, transparency, consistency and uniformity in procurement. The decision of LIC regarding rate standardization and equalization shall be final and binding on all Bidders, and no representation or claim in this regard shall be entertained.
- 4.2.11 For avoidance of doubt, the determination of the L1 rate and the subsequent matching of such rate shall be undertaken separately for each resource category. A Bidder being the L1 Bidder for one resource category shall not confer any entitlement or preference upon such Bidder in respect of any other resource category. Similarly, a Bidder agreeing to match the standardized rate for a particular resource category shall be considered only for empanelment in that resource category, subject to fulfilment of all other applicable conditions.

PART 5: EMPANELMENT CRITERIA AND CONDITIONS

- i. Only those technically qualified Bidders whose Commercial Bids are found valid in accordance with the provisions of this EOI shall be considered for empanelment. The commercial evaluation, determination of resource-category-wise L1/finalized standardized rates, and the option for technically qualified Bidders to match the applicable standardized rates for one or more resource categories shall be governed by the provisions specified under the Commercial Evaluation Criteria of this EOI. Empanelment shall be undertaken accordingly for the respective resource categories for which the Bidder fulfils the applicable commercial requirements and all other conditions of this EOI.
- ii. Empanelment shall be resource-category specific. Empanelment of a Bidder for one resource category shall not automatically entitle the Bidder to provide resources under any other resource category unless the Bidder is separately empanelled for such category.
- iii. Empanelment of Technology Service Providers under this EOI shall not guarantee any minimum business, assignment, or volume of work to the empanelled entities. LIC shall engage empanelled TSPs strictly based on Assignment requirements, technical suitability, and administrative approvals as applicable. The empanelled TSPs shall not have any claim or entitlement to receive any work order solely by virtue of their empanelment.
- iv. The actual deployment of resources shall be undertaken in accordance with the Conditions of Empanelment, including the Two-Tier Priority Structure for Resource Allocation, and shall be subject to the availability of suitable resources, the requirements of LIC and successful completion of the prescribed resource evaluation/interview process.

- v. Having shortlisted the firm and experts / trainers based on the initial submissions and credentials and profile, any change in the resources, will require re-evaluation of the new profile for the continued empanelment of the firm.
- vi. LIC reserves the right to assess the suitability of proposed resources through technical interaction or interview prior to their onboarding for any assignment under this empanelment. The empanelled Technology Service Providers shall submit detailed profiles of the proposed resources, and LIC may conduct technical discussions, interviews, or competency assessments to evaluate the resource's domain expertise, technical capability, and suitability for the specific assignment. Based on the outcome of such evaluation, LIC shall have the right to approve or reject the proposed resource. Only those resources found suitable and approved by LIC shall be onboarded for the respective assignment. LIC may also request the empanelled TSPs to propose alternate profiles if the initially proposed resource does not meet the required competency level or assignment requirements. The decision of LIC regarding selection and onboarding of resources shall be final and binding.
- vii. LIC at all-time reserves the right to decide on the procurement of the desired IT Services/Solutions through various procurement modes like open tender, limited tender, tendering within empanelled TSPs or from Technology Service Providers with whom it has a rate contract or in any manner that it deems fit and in the interest of the LIC.
- viii. Right to Accept Any Application and To Reject Any or All Application (s): LIC reserves the right to accept or reject any application, and to annul this process and reject all applications at any time, without thereby incurring any liability to the affected Technology Service Providers or any obligation to inform the affected Technology Service Providers of the grounds for LIC action.
- ix. LIC reserves the right, at its sole discretion, to invite additional applications and empanel new Technology Service Providers during the validity period of the empanelment, if deemed necessary due to emerging technology requirements, expansion of Assignment scope, lack of adequate specialized expertise in the existing panel, or to ensure sufficient competition among TSPs. Such onboarding may be undertaken through fresh EOI, limited invitation, or empanelment refresh process, and the newly empanelled entities shall be subject to the same terms and conditions of the empanelment framework.
- x. LIC reserves the right to periodically review the performance of empanelled Technology Service Providers based on factors such as quality of deliverables, adherence to timelines, technical capability, resource stability, responsiveness, and compliance with contractual obligations. In case an empanelled TSPs is found to have consistently underperformed, failed to meet agreed service levels, violated contractual terms, or engaged in practices detrimental to the interests of LIC, LIC may, after due review and recording of reasons, remove such TSPs from the empanelled list or restrict their participation in future assignments under the empanelment framework. The decision of LIC in this regard shall be final and binding.
- xi. For assignments issued under this empanelment, the empanelled TSPs shall deploy qualified and experienced resources strictly in accordance with the roles, qualifications, and experience levels proposed in their submission and approved by LIC. All resources proposed for deployment shall be subject to review and approval by LIC prior to commencement of the assignment. LIC reserves the right to interview, evaluate, or seek replacement of any proposed resource if the resource does not meet the required technical competence, experience, or role expectations. The empanelled TSPs shall not substitute or replace any approved resource without prior written approval of LIC, except under exceptional circumstances such as resignation, medical reasons, or other unavoidable situations. In such cases, the TSPs shall provide a suitable replacement resource of equal or higher qualification and experience, subject to LIC's approval. In the event LIC determines that a deployed resource is not performing satisfactorily or does not meet the required competency standards, LIC reserves the right to request immediate replacement of such resource, and the TSPs shall arrange a replacement within the stipulated timeframe without any additional cost implications to LIC. Any misrepresentation of

resource credentials, experience, or availability, including submission of incorrect profiles or substitution of approved resources without authorization, may result in rejection of the resource, cancellation of the assignment, or removal of the TSPs from the empaneled list, at the sole discretion of LIC.

5.1 Two-Tier Priority Structure for Resource Allocation:

5.1.1 Definitions: For the purpose of resource allocation under this EOI, the following definitions shall apply:

- i. **Named Resource:** A Named Resource shall mean an individual resource specifically identified by an empanelled TSP for deployment against a particular requirement of LIC, with details of the individual's qualification, total IT experience, relevant Database experience, skill level and other prescribed particulars furnished to LIC in the format specified by LIC. The employment status of such resource with the TSP shall be capable of verification through appropriate documentary evidence.
- ii. **Tier I Resource:** A Tier I Resource shall mean a Named Resource who, at the time of being proposed for deployment against a specific requirement of LIC, is a direct employee of the empanelled TSP and is on the regular payroll of the TSP, satisfies the prescribed qualification, experience and skill requirements for the relevant resource category, and is available for deployment within the timeframe specified by LIC.
- iii. **Tier II Resource:** A Tier II Resource shall mean a resource proposed by an empanelled TSP who satisfies the prescribed qualification, experience and skill requirements for the relevant resource category but is not a direct employee of the TSP on its regular payroll at the time of being proposed for deployment. This may include a resource specifically sourced, engaged or otherwise made available by the TSP for fulfilling LIC's requirement.

5.1.2 **Priority for resource allocation:** LIC shall ordinarily accord priority to suitable resources in the following order:

- i. Tier I resources shall receive the first priority for consideration for deployment. Where no suitable Tier I Resource is available within the required timeframe, or where the resource proposed under Tier I does not meet LIC's technical or functional requirements, LIC may consider suitable Tier II Resources.
- ii. The classification of a resource under Tier I or Tier II shall not create an automatic right to deployment. All proposed resources shall be subject to verification of their qualifications, experience, skill level and other prescribed requirements and shall be required to successfully complete the technical interview/assessment prescribed by LIC before deployment.
- iii. The Tier-I status shall be determined with reference to the employment status of the Named Resource at the time the resource is proposed for deployment against a particular requirement of LIC.
- iv. Any Named Resource who was an employee of the TSP at the time of Bid submission but subsequently ceases to be employed by the TSP shall not be treated as a Tier I Resource for any subsequent requirement.
- v. The TSP may, however, propose another Named Resource who is a current direct employee on its regular payroll and satisfies the applicable requirements, subject to the prescribed verification and interview process.

- vi. The empanelled TSP shall promptly inform LIC of any material change in the employment status or availability of a Named Resource proposed or identified for Tier-I consideration, including resignation, termination or any other cessation of employment, where such change occurs prior to deployment.
- vii. Where a TSP fails to disclose such material change or knowingly provides incorrect information regarding the employment status of a proposed Named Resource, LIC may take appropriate action in accordance with the Conditions of Empanelment.
- viii. For determining whether a Named Resource qualifies as a Tier I Resource, LIC may require documentary evidence establishing the individual's current employment and payroll status, along with such other documents as may be specified by LIC. LIC shall have the right to verify such information directly or through any appropriate means before deployment and, where considered necessary, during the period of empanelment.
- ix. Where suitable resources are available from more than one TSP within the same priority tier, LIC may consider objective factors including resource suitability, relevant experience, availability, performance in the technical interview/assessment and other requirements specified by LIC for deciding the allocation.
- x. The priority accorded to Tier I Resources is intended to provide preference to empanelled TSPs having directly employed and readily available Database professionals. Such priority shall not be construed as a guarantee of deployment or minimum business to any TSP.

PART 6: GENERAL TERMS AND CONDITIONS

- 6.1 The separate document titled "General Terms and Conditions for EOI- Empanelment of Technology Service Providers for Database Technical Resources", issued along with this EOI, forms an integral part of the EOI.
- 6.2 For any specific Assignment / Work Order/Purchase Order, LIC may issue additional assignment-specific terms relating to scope, resource quantity and category, deployment period, deployment model, deliverables, service levels, payment milestones and other operational requirements. Such assignment-specific provisions shall apply to the extent expressly stated for that Assignment / Work Order.
- 6.3 The Bidder shall ensure that its response and subsequent participation are consistent with the EOI and the General Terms and Conditions, as applicable.

Chief (IT/Digital Transformation)

PART 7: BID SUBMISSION FORMS

7.1 Submission of Forms and Supporting Documents

- 7.1.1 Forms shall be completed in the prescribed format and submitted by the Bidder, duly signed by the authorized signatory, wherever applicable.
- 7.1.2 The Bidder shall submit the supporting documents required under the eligibility, technical and commercial criteria, including evidence of authority of the signatory where applicable.
- 7.1.3 All declarations and forms requiring signature shall be digitally signed / signed by the authorized signatory of the Bidder.
- 7.1.4 Form 5 (Pre-Contract Integrity Pact) shall be signed and witnessed strictly in the prescribed format. No substantive alteration to Form 5 shall be made by the Bidder.

Form 1: Covering Letter with Correspondence Details

<Location,Date>

To,
Chief (IT/DT),
Life Insurance Corporation of India
Central Office, IT/DT Department, Jeevan Seva Annexe,
2nd Floor, South Wing, S. V. Road,
Santacruz West, Mumbai, Maharashtra 400054 (INDIA)

Dear Sir,

We, the undersigned, hereby submit our Proposal in response to the Expression of Interest (EOI) for Empanelment of Technology Service Providers (TSPs) for providing Database Technical Resources, Ref. LIC/CO/ITDT/AICOE/2627/EOI-TSP-DB dated 08.10.2026. We confirm that we have examined the EOI, its applicable forms and the General Terms and Conditions issued with the EOI and agree to comply with the same.

Our correspondence details with regard to this EOI are:

S.No	Information	Details
1	Name of Bidder	
2	Registered Office Address	
3	Correspondence / Communication Address (if different)	
4	Name and Designation of Authorized Signatory	
5	Name of Contact Person for this EOI	

6	Telephone / Mobile Number	
7	Email ID	
8	Corporate Website URL	
9	PAN / GSTIN / Udyam Registration No.	

We are submitting our response in the prescribed format together with the supporting documents required under the EOI. We understand that LIC is not bound to accept any Proposal and that empanelment does not create any assurance of assignment or minimum business.

We declare that the information and documents submitted by us are true, complete and correct to the best of our knowledge and belief. We understand that any material misrepresentation, suppression or false information may result in rejection/disqualification of our Proposal or such other action as may be available to LIC under the EOI, contract and applicable law.

We agree to abide by the terms and conditions of the EOI, including the General Terms and Conditions issued with it, as applicable.

Sincerely,

Signature:

Applicant's Name with seal

Name of Authorized Signatory

Designation of Authorized Signatory

Form 2: Details of the Bidder's Operations

SI No.	Information Sought	Details to be Furnished
1	Legal name of Bidder	
2	Legal status / constitution (Company / LLP / Partnership)	
3	Year of establishment / incorporation	
4	Registration / ROC / LLP reference number	
5	Registered office address	
6	PAN and GSTIN	
7	Udyam Registration Number and MSE classification	
8	Name, designation, email and telephone/mobile of principal contact	
9	Principal Database service areas / platforms / technologies	
10	Up to five relevant clients for Database-related services (optional)	

Signature:

Applicant's Name with seal

Name of Authorized Signatory

Designation of Authorized Signatory:

Place:

Date:

Form 3: Declaration on Material Litigation / Debarment / Blacklisting

Expression of Interest (EOI) for Empanelment of the Technology Service Providers (TSP)
[Ref: LIC/CO/ITDT/AICOE/2627/EOI-TSP-DB dated 01.10.2026.]

Sl. No.	Declaration / Particular
1	The Bidder declares whether it is currently involved in any material litigation, arbitration, statutory/regulatory proceeding or investigation, or has been involved in such proceeding during the preceding three (3) years, which may materially affect its ability to perform the scope of this EOI.
2	The Bidder declares whether it is currently under a debarment/blacklist period for breach of contract, fraud or corrupt practices by any Public Sector Undertaking, Central/State Government or their agencies/departments, or any Scheduled Commercial Bank, as applicable under the EOI.
3	If the answer to Sl. No. 1 or 2 is "YES", details shall be provided in the schedule below. LIC may assess the materiality and effect of the disclosed matter in accordance with the EOI.

Field	Details
Name of opposing party / authority	
Nature and subject matter of dispute / proceeding	
Year of initiation / reference	
Current status	
Resolution / settlement / order (if concluded)	
Potential material impact on performance under this EOI	
B. Debarment / Blacklist Details	Details
Name of authority / organisation	
Period and grounds of debarment / blacklisting	
Current status and applicable validity period	

Signature:

Applicant's Name with seal

Name of Authorized Signatory

Designation of Authorized Signatory:

Place:

Date:

Form 4: Declaration Pertaining to Rule 144(xi) / Land Border Clause

<Location,Date>

To,

Chief (IT/DT),

Life Insurance Corporation of India

Central Office, IT/DT Department, Jeevan Seva Annexe,

2nd Floor, South Wing, S. V. Road,

Santacruz West, Mumbai, Maharashtra 400054 (INDIA)

Subject: Expression of Interest (EOI) for Empanelment of Technology Service Providers (TSPs) for Database Technical Resources [Ref: LIC/CO/ITDT/AICOE/2627/EOI-TSP-DB dated 08.10.2026.]

Dear Sir/Madam,

I/We have read 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, and the applicable provisions of Rule 144(xi) of the General Financial Rules, 2017, as amended from time to time, relating to restrictions on procurement from a bidder of a country which shares a land border with India. I/We certify that the Bidder is eligible to participate in this EOI in accordance with the applicable provisions. Where any prior registration/approval with the competent authority is required under the applicable law or procurement rules, the Bidder shall furnish the prescribed evidence.

Signature:

Applicant's Name with seal

Name of Authorized Signatory

Designation of Authorized Signatory:

Place:

Date:

Form 5: Pre-Contract Integrity Pact

(To be submitted on plain paper and signed by the bidder on each page)
PRE-CONTRACT INTEGRITY PACT

General:

This pre-contract Agreement (hereinafter called the Integrity Pact) is made on..... day of the month of 2025, between, on one hand, the Life Insurance Corporation of India (hereinafter referred to as "LIC") a statutory Corporation established under section 3 of Life Insurance Corporation Act 1956 (31 of 1956) and having its corporate office at "Yogakshema" Jeevan Bima Marg, Mumbai 400021. (here in after called the "BUYER" which expression shall mean and include, unless the context otherwise requires, his successors in office assigns) of the First part. And M/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.

3. Commitments of BIDDERS

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

- 3.1 The BIDDER will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER, connected directly or indirectly with the bidding process, or to any person, organization or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.
- 3.2 The BIDDER further undertakes that it has not given, offered or promised to give, directly or indirectly any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER or otherwise in procuring the Contract or forbearing to do or having done any act in relation to the obtaining or execution of the contract of any other contract with the government for showing or forbearing to show favour or disfavor to any person in relation to the contract of any other contract with the Government.
- 3.3 Foreign BIDDERS shall disclose the name and address of their Indian agents and representatives in India, and Indian BIDDERS shall disclose their foreign BUYERS or associates.
- 3.4 BIDDERS shall disclose the payments to be made by them to their agents/brokers or any other intermediary, in connection with this bid/contract.
- 3.5 The BIDDER further confirms and declares to the BUYER that the BIDDER is the original manufacturer/integrator/authorized agent of the stores/equipment/items and has not engaged any individual or firm or company whether Indian or foreign to intercede, facilitate or in any way to recommend to the BUYER or any of its functionaries, whether officially or unofficially to the award of the contract to the BIDDER, nor has any amount been paid, promised or intended to be paid to any such individual, firm or company in respect of any such intercession, facilitation or recommendation.
- 3.6 The BIDDER, either while presenting the bid or during pre-contract negotiations or before signing the contract, shall disclose any payments he has made, is committed to or intends to make to agents, brokers or any other intermediaries, including officials of the BUYER or their family members, if any, in connection with the contract and the details of services agreed upon for such payments.
- 3.7 The Bidder will not enter with other Bidders into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelization in the bidding process.

- 3.8 The BIDDER will not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.
- 3.9 The BIDDER/Contractor will not commit any offence under the relevant Indian Penal Code (IPC)/Prevention of corruption (PC) act. Further, the bidder will not use improperly, for purposes of competition or personal gain, pass on to others, any information provided by the BUYER as part of the business relationship, regarding plans, technical proposals and business details, including information contained in any electronic data carrier. The BIDDER also undertakes to exercise due and adequate care lest any such information is divulged.
- 3.10 The BIDDER commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.
- 3.11 The BIDDER shall not instigate or cause to instigate any third person to commit any of the actions mentioned above.
- 3.12 If the Bidder or any of the key personnel of the bidder, actively involved in the Assignments is a relative of any of the actively involved personnel of the Buyer, the same should be disclosed. The term 'relative' for this purpose would be as defined in section 2(77) of the Companies Act, 2013.
- 3.13 The BIDDER shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employee or the BUYER.
- 3.14 The Bidder(s) /Contractor(s) who have signed the Integrity Pact shall not approach the Courts while representing the matter to IEMs and shall wait for their decision in the matter.

4. Previous Transgression

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

5. Sanctions for Violations:

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

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

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

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

6. Independent Monitors:

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

Name address of the Monitor(s):

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

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

6.3 The Monitors shall not be subject to instructions by the representatives of the parties and perform their functions neutrally and independently. It will be obligatory for him to treat the information & documents of the Bidder as confidential.

- 6.4 Both the parties accept that the Monitors have the right to access all the documents relating to the project/procurement, including minutes of meetings.
- 6.5 As soon as the Monitor notices, or has reason to believe, a violation of this pact, he will so inform the Executive Director (E&OS), LIC.
- 6.6 The BIDDER(s) accepts that the Monitor has the right to access without restriction to all Project documentation of the BUYER including that provided by the BIDDER. The BIDDER will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The same is applicable to Subcontractors. The Monitor shall be under contractual obligation to treat the information and documents of the BIDDER/Subcontractor(s) with confidentiality.

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

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

7. Facilitation of Investigation:

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

8. Law and Place of Jurisdiction:

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

9. Other Legal Actions:

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

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

10. Validity:

- 10.1 The validity of this Integrity Pact shall be from date of its signing and extend up to 12 months after the last payment under the contract. In case BIDDER is unsuccessful, this Integrity Pact shall expire after six months from the date of the signing of the contract.

10.2 Should one or several provisions of this Pact turn out to be invalid; the remainder of this pact shall remain valid. In this case, the parties will strive to come to an agreement to their original intentions.

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

BUYER

Bidder

Executive Director (IT-SD)

CEO

Life Insurance Corporation of India

Witness

Witness

1.

1.

2.

2.

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

All pages must be signed and numbered.

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

This space is left intentionally blank.

Form 6: Commercial Bid Annexure

Expression of Interest (EOI) for Empanelment of the Technology Service Providers (TSP)

[Ref: LIC/CO/ITDT/AICOE/2627/EOI-TSP-DB dated 08.10.2026.]

To,
Chief (IT/DT),
Life Insurance Corporation of India
Central Office, IT/DT Department, Jeevan Seva Annexe,
2nd Floor, South Wing, S. V. Road,
Santacruz West, Mumbai, Maharashtra 400054 (INDIA)

Resource Level	Role Category	Minimum relevant DB Experience	Monthly Rate per resource (INR) <i>Exclusive of taxes</i>
L1	Junior Database Engineer	1 year	
L2	Senior Database Engineer	3 years	
L3	Lead Database Engineer / Database Lead	8 years	

- The rates quoted by the Bidder in this Commercial Bid / Commercial Annexure shall be deemed to have been quoted after carefully examining and fully understanding the Payment Terms and Conditions and other applicable commercial terms contained in the General Terms and Conditions (GTC) forming part of this EOI.
- Submission of the Commercial Bid shall constitute an unconditional and irrevocable confirmation by the Bidder that the Bidder has read, understood and accepted the applicable Payment Terms and Conditions, including provisions relating to rates, taxes and duties, invoicing, GST compliance, timesheets/attendance where applicable, payment processing, deductions, penalties, Performance Security, and any other commercial conditions prescribed in the GTC and the relevant Assignment documents.
- The Bidder shall quote its rates taking into account all costs, expenses, overheads, margins, statutory and contractual obligations, personnel-related costs and other expenses associated with provision of the Services, except those taxes specifically stated in the EOI/GTC to be payable separately by LIC.
- The Bidder shall have no right to claim any additional amount, reimbursement, interest, compensation, escalation or other payment on account of any term, condition, cost or obligation that has been expressly provided for in, or is required to be complied with under, the EOI, GTC or the relevant Assignment documents, except as specifically provided therein.
- Any condition, qualification, deviation, additional term or payment condition mentioned by the Bidder in its Commercial Bid, covering letter, rate schedule or any accompanying document, which is

inconsistent with or contrary to the EOI or the GTC, shall not be binding on LIC unless expressly accepted by LIC in writing by the Competent Authority.

- vi. The quoted rates shall remain subject to the commercial evaluation, Lowest Discovered Rate (LDR) / Standardized Rate mechanism, rate matching provisions and other commercial evaluation provisions specified in the EOI.
- vii. By submitting the Commercial Bid, the Bidder shall be deemed to have confirmed that its quoted rates are fixed and unconditional for the period specified in the EOI and that the Bidder shall abide by the applicable Payment Terms and Conditions without any further qualification.
- viii. In case of any inconsistency between the provisions of this Commercial Bid / Commercial Annexure and the applicable provisions of the EOI or the GTC, the provisions of the EOI/GTC shall prevail, unless LIC expressly specifies otherwise in writing.

Signature:

Applicant's Name with seal

Name of Authorized Signatory

Designation of Authorized Signatory:

Place:

Date:

Form 7: Annexure Resource Profile

PROFILE OF PROPOSED L3 NAMED RESOURCE

EOI Reference No.: LIC/CO/ITDT/AICOE/2627/EOI-TSP-DB

Name of Bidder / TSP: _____

Resource Category Proposed: L3 – Lead Database Engineer / Database Lead

1. Particulars of the proposed named resource

Particular	Details
Name of Proposed Named Resource	
Current Designation	
Name of Current Employer	
Nature of Employment	Direct Employee / Other*
Date of Joining Current Employer	
Total IT Experience	____ Years ____ Months
Total Relevant Database Experience	____ Years ____ Months
Relevant MySQL Experience	____ Years ____ Months
Experience in Enterprise / Mission-Critical Database Environments	____ Years ____ Months
Present Location	
Official E-mail ID	
Official Contact Number	
Proposed Resource Level	L3 – Lead Database Engineer / Database Lead
Availability for Deployment	Immediate / Within ____ Days
Current Payroll Status	On Regular Payroll / Other*

* Specify details wherever “Other” is selected.

2. Career summary

Provide a concise summary of the professional experience of the Named Resource, specifically highlighting Database-related experience, MySQL experience, enterprise / mission-critical Database exposure, migration, upgradation, administration, performance management, HA/DR and other relevant technical capabilities.

3. Educational qualification

Sr. No.	Qualification	Specialization / Branch	Institution / University	Year of Passing

Note: Copies of the relevant degree / diploma / qualification certificates shall be enclosed with this Annexure.

4. Database / Technical certifications

Sr. No.	Certification	Issuing Organization / OEM	Certification No. / ID, if applicable	Validity, if applicable	Year

Note: Copies of relevant certification certificates shall be enclosed with this Annexure.

5. Professional experience

Provide the complete professional experience of the Named Resource, starting with the current / latest employment.

Sr. No.	Employer / Organization	Designation	From (MM/YYYY)	To (MM/YYYY)	Total Duration (years)	Nature of Role / Database Responsibilities

6. Relevant database experience

The Bidder shall provide details of assignments/projects in which the Named Resource has personally performed Database-related technical responsibilities.

Sr. No.	Client / Organization	Assignment / Project	Role of Named Resource	Database Technology	MySQL Involvement	Key Responsibilities	Period

The responsibilities should specifically indicate the nature and extent of hands-on experience of the Named Resource, including Database Administration and Management and Database Migration as mandatory.

7. Enterprise / mission-critical database experience

Provide details of experience in Enterprise / Mission-Critical Database environments.

Sr. No.	Client / Organization	Assignment / Environment	Database Technology	Nature / Scale of Environment	Role of Named Resource	Key Responsibilities	Period

Brief description of Enterprise / Mission-Critical Database exposure:

8. MYSQL experience

Provide specific details of the Named Resource's hands-on experience with MySQL Database technologies.

Parameter	Details
Total MySQL Experience	____ Years ____ Months
MySQL Versions / Technologies Handled	
Database Administration	
Migration Experience	
Upgradation / Version Migration Experience	
Largest MySQL Environment Personally Handled	
Maximum Number of MySQL DB Instances Personally Handled, if applicable	
Other Relevant MySQL Expertise	
Total MySQL Experience	____ Years ____ Months

9. KEY TECHNICAL SKILLS

Sr. No.	Technical Area	Technology / Tool / Version	Experience (Years)	Proficiency / Nature of Experience
1	MySQL			
2	Database Administration			
3	Database Migration			
4	Other			

10. Relevant responsibilities performed as lead database engineer / database lead

The Bidder shall provide a brief description of the Named Resource's experience in leading or independently handling Database activities.

11. Representative relevant assignments

Provide details of significant Database assignments handled by the Named Resource, particularly assignments involving large-scale, enterprise, mission-critical or complex MySQL environments.

Sr. No.	Client	Assignment	Scope of Work	Database Technology	Scale / No. of DB Instances, if applicable	Role of Named Resource	Key Outcomes / Responsibilities	Period

12. Supporting documents enclosed

The Bidder shall indicate the documents enclosed in support of the information provided in this Annexure.

Sr. No.	Document	Enclosed (Yes/No)	Document Reference / Page No.
1	Detailed CV of Named Resource		
2	Educational Qualification Certificate(s)		
3	Database Certification Certificate(s)		
4	Current Employment / Experience Certificate		
5	Previous Employment / Experience Certificate(s)		
6	Evidence of Relevant Database Experience		
7	Evidence of MySQL Experience		
8	Evidence of Enterprise / Mission-Critical Database Experience		
9	Other Supporting Documentary Evidence		

13. Declaration by the proposed named resource

I, _____, hereby declare that the information provided in this Annexure and the supporting documents submitted in respect of my qualifications, experience, certifications, Database expertise and professional background are true and correct to the best of my knowledge and belief.

I further confirm that:

- the information provided herein represents my actual professional experience and responsibilities performed by me;
- the Database and MySQL experience stated herein has been personally gained by me in the course of my professional assignments;
- I possess the qualifications and certifications stated in this Annexure;

- d. I am aware that the information furnished herein may be verified by LIC with the concerned employer / client / certification authority;
- e. I shall appear before the Evaluation Committee for the presentation, technical challenge and technical interview as and when required by LIC;
- f. I understand that the evaluation of my profile and my performance during the technical challenge / interview may form part of the technical evaluation of the Bidder; and
- g. I shall be available for deployment against LIC's requirement, subject to the terms and conditions of the EOI and applicable Assignment requirements.

Signature of Proposed Named Resource: _____

Name: _____

Designation: _____

Date: _____

Place: _____

14. Certification by the bidder

We certify that the above Named Resource is being proposed by the Bidder for the **L3 – Lead Database Engineer / Database Lead** resource category and that the information furnished in this Annexure and the supporting documents is true and correct.

We further certify that:

- a. the Named Resource proposed herein satisfies the prescribed eligibility and experience requirements applicable to the L3 resource category;
- b. the Bidder shall be responsible for the accuracy and authenticity of the information and documents furnished in respect of the Named Resource;
- c. the Bidder shall make the Named Resource available for presentation, technical challenge, interview and such verification as may be required by LIC;
- d. any material misrepresentation, incorrect information, fabricated document or unauthorized substitution of the Named Resource may result in rejection of the profile and such other action as may be permissible under the EOI / Contract; and
- e. Deployment of the Named Resource shall remain subject to approval by LIC and the applicable terms and conditions of the EOI / Assignment.

For and on behalf of the Bidder

Name of Authorized Signatory: _____

Designation: _____

Signature: _____

Company Seal: _____

Date: _____

Place: _____

PART 8: E-TENDERING GUIDELINES AND INFORMATION

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

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

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

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

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

Obtaining a Digital Certificate and its Usage:

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

<http://cca.gov.in> or may obtain information and application format and documents required for issue of digital certificate from our Service Provider for Electronic Tendering System (ETS):

Help Desk Contact Details:

E-mail& Mobile Numbers:

sushant.sp@antaressystems.com -- +91 9731468511

lokeshr.hr@antaressystems.com -- +91 9686115304

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

Submission of Tender Fees: (When Applicable)

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

Submission of Earnest Money Deposit: (When applicable)

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

Tender Download:

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

Submission of online bids:**(These may be clarified from M/s Antares (Tenderwizard) as required)**

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

documents, However, last date of submitting clarification request shall be 2 (two) days before the schedule Pre-bid meeting

Opening of Tender (Electronic offers):

(a) Eligibility and Technical Bid shall be opened on the mentioned dates.

(b) The date of opening of Price Bid shall be intimated to the Eligible Bidders.

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