Corrigendum-3 to Request for Proposal (RFP) for selection of Call Centre Services
RFP for CCS 2026-27 Ref: LIC/CO/CRM/PS/CCS/RFP/2026-27 Dated: 28/07/2026

Sr.No.	Page No. of RFP / Point No of Corrigendum 2	Clause of Corrigendum 1 of RFP requiring modification/(s)	Clause Modified/Read as
1	Page No 21 of RFP and Serial No 1 of Corrigendum 1	Clause No 5 Point No. 16 Last Date & Time for Bid Submission : 22/09/2026 up to 3.00 p.m.	Clause No 5 Point No. 16 Last Date & Time for Bid Submission : 30/09/2026 up to 3.00 p.m.
2	Page No 22 of RFP and Serial No 2 of Corrigendum 1	Clause No 5 Point No.17 Eligibility and Technical Bid opening date/time/venue Both the Eligibility and Technical Bids will be opened by LIC in the presence of the Bidders/ representatives who choose to attend the Bid opening on 22/09/2026 at 3.30 pm at the communication address given above (i.e. PCMC Unit, Jeevan Seva Annex Bldg.). Only 2 representatives per bidder will be permitted to attend the bid opening in person.	Clause No 5 Point No.17 Eligibility and Technical Bid opening date/time/venue Both the Eligibility and Technical Bids will be opened by LIC in the presence of the Bidders/ representatives who choose to attend the Bid opening on 30/09/2026 at 3.30 pm at the communication address given above (i.e. PCMC Unit, Jeevan Seva Annex Bldg.). Only 2 representatives per bidder will be permitted to attend the bid opening in person.
3	Point No 20 of Corrigendum 2	NEW ADDITION Chat Interface Channel / Mode Requirements: IVR : Mandatory Agentic Voice AI: Mandatory Voice / Telephony: Mandatory Human Voice Agent: Mandatory Chat(Web and Mobile) :Mandatory Outbound Voice : Mandatory Video Assist : Optional Co-browsing / Screen Assist : Optional Social/Messaging channels: Optional Web/Mobile Chat : The Bidder shall provide an Omnichannel Customer Support	NEW ADDITION Chat Interface Channel / Mode Requirements: IVR : Mandatory Agentic Voice AI: Mandatory Voice / Telephony: Mandatory Human Voice Agent: Mandatory Chat(Web and Mobile) : Optional Outbound Voice : Mandatory Video Assist : Optional Co-browsing / Screen Assist : Optional Social/Messaging channels: Optional Web/Mobile Chat: This is a futuristic requirement. However, the Bidder should have the capability to provide

		capability through Chat, in addition to the telephony/voice channel comprising IVR, Agentic Voice and Human Agent support. The solution shall enable customers to initiate a support interaction through a Chat window available on LIC's digital channels, including Web/Mobile applications and other channels as may be specified by LIC. Chat interactions shall be handled seamlessly through Conversational/Agentic AI and Human Agents, with the capability to understand customer intent, provide information and resolution, execute authorised actions through integration with LIC's CRM, Lead Management and Grievance Management systems, and seamlessly transfer/escalate the conversation to a Human Agent wherever required, while retaining the complete conversation context. The platform shall support multilingual chat, authentication, session management, conversation history, attachments where required, proactive notifications, agent handoff and complete audit trails. The Bidder shall provide real-time dashboards, analytics and quality monitoring for 100% of chat interactions, including intent, resolution, response time, AI performance, human-agent performance, escalation, customer satisfaction and other KPIs prescribed by LIC. The Chat channel shall be integrated with the same underlying Customer Service, AI, Agent and reporting platform as the voice channel, enabling a	this functionality as and when requested by LIC at a later date. The Bidder shall provide an Omnichannel Customer Support capability through Chat, in addition to the telephony/voice channel comprising IVR, Agentic Voice and Human Agent support. The solution shall enable customers to initiate a support interaction through a Chat window available on LIC's digital channels, including Web/Mobile applications and other channels as may be specified by LIC. Chat interactions shall be handled seamlessly through Conversational/Agentic AI and Human Agents, with the capability to understand customer intent, provide information and resolution, execute authorised actions through integration with LIC's CRM, Lead Management and Grievance Management systems, and seamlessly transfer/escalate the conversation to a Human Agent wherever required, while retaining the complete conversation context. The platform shall support multilingual chat, authentication, session management, conversation history, attachments where required, proactive notifications, agent handoff and complete audit trails. The Bidder shall provide real-time dashboards, analytics and quality monitoring for 100% of chat interactions, including intent, resolution, response time, AI performance, human-agent performance, escalation, customer satisfaction and other KPIs prescribed by LIC. The Chat channel shall be integrated with the same underlying Customer Service, AI, Agent and

		unified customer interaction history and Omnichannel experience. Customer starts on Web Chat → Agentic AI → asks for human → Human Agent takes over → customer receives call back → same conversation context is available to the voice agent.	reporting platform as the voice channel, enabling a unified customer interaction history and Omnichannel experience. Customer starts on Web Chat → Agentic AI → asks for human → Human Agent takes over → customer receives call back → same conversation context is available to the voice agent.
4	Point No 9 of Corrigendum 2	Clause No.10; Minimum Eligibility Criteria; Sr. No.15& Clause 31.58, Annexure 2, Sr. No.15; Eligibility Condition: Certifications Description: Bidder must possess following certifications: 1) ISO 9001:2015 or ISO 10002:2018 or higher or any subsequent/ revised version of the same standard, as applicable, by an accredited certification body. 2) ISO/IEC27001:2022or any subsequent/ revised version of the same standard, as applicable, by an accredited certification body. 3) Latest System Audit Report conducted by a Cert-In Empanelled Auditor; Documentary evidence to be submitted (attested by the Authorized Signatory with Company seal and date): Annexure 5 of RFP	Clause No.10; Minimum Eligibility Criteria; Sr. No.15& Clause 31.58, Annexure 2, Sr. No.15; Eligibility Condition: Certifications Description: Bidder must possess following certifications: 1) ISO 9001:2015 or ISO 10002:2018 or higher or any subsequent/ revised version of the same standard, as applicable, by an accredited certification body. 2) ISO/IEC27001:2022 or any subsequent/ revised version of the same standard, as applicable, by an accredited certification body. 3) Latest System Audit Report conducted by a Cert-In Empanelled Auditor or an undertaking to be provided by the authorized signatory/ies to conduct system audit from a Cert-in empanelled auditors if selected and onboarded by LIC Documentary evidence to be submitted (attested by the Authorized Signatory with Company seal and date):

Place & Date: Mumbai 18/09/2026 **Executive Director (CRM/PS)**