Corrigendum-4 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 Corrigendums	Clause of RFP and Corrigendums of RFP requiring modification/(s)	Clause Modified/Read as
1.	Page No 21 of RFP and Serial No 1 of Corrigendum 1 and 3	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 : **15/10/2026 up to 3.00 p.m.**
2.	Page No 22 of RFP and Serial No 2 of Corrigendum 1 and 3	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 **15/10/2026 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.	**Minimum Eligibility Criteria (page 78)**	Serial No. 5 Bidder must be a Public/ Private Limited Company registered in India under the Companies Act 2013 and should be in existence for at least 5 years. (i) Copy of the Certificate of Incorporation and Certificate of Commencement of Business (ii) Copies of Memorandum of Association (MOA) and Articles of Association (AOA)	Serial No. 5 Bidder must be a Public/Private Limited Company registered in India under the Companies Act, 2013 and should be in existence for at least 5 years as on the date of RFP. **<u>Relaxation for MSE/ Start Up</u>**: MSE and Start- up Company shall be in existence for a period of at least 3 years as on the date of RFP. (i) Copy of the Certificate of Incorporation and Certificate of Commencement of Business (ii) Copies of Memorandum of

			Association (MOA) and Articles of Association (AOA)
4.	Page No 79 & 137 of RFP and Serial No 4 of Corrigendum 2	Clause No.10: **Minimum Eligibility** Criteria, Sr. No.07 and Annexure 2, Sr. No.7; Eligibility Condition: Annual Turnover& Net Worth **Description:** Bidder's yearly gross revenues from Indian domestic Call Centre voice operations should be minimum of Rs.150 Crores during each Financial Years - 2023-24, 2024-25 and 2025-26 with a positive Net Worth for all 3 years. Audited Balance Sheet and also certificate of company's Statutory Auditor required. In case of Demerged Company, parent entity turnover may be considered. Documents to be submitted: 1. CA/CFO/CS Certificate along with audited Financial Statements to prove positive net worth during last three financial years.	Clause No.10: **Minimum Eligibility** Criteria, Sr. No.07 and Annexure 2, Sr. No.7; Eligibility Condition: Annual Turnover & Net Worth **Description:** Bidder's, yearly gross revenues from Indian domestic Call Centre operations should be minimum of Rs.150 Crores during each Financial Years - 2023-24, 2024-25 and 2025-26 with a positive Net Worth for all 3 years. Audited Balance Sheet and also certificate of company's Statutory Auditor required. In case of Demerged Company, parent entity turnover may be considered. **<u>Relaxation for MSE/ Start Up</u>:** For MSE (Micro and Small Enterprises)/ Start-ups should have an Annual Turnover of Rs. 75 crore for 2 years i.e. FY 2024-25 and FY 2025-26 and should have a positive net worth for the F.Y. 2024-25 and 2025-26, **subject to their meeting of quality and technical specifications.** Documents to be submitted by Bidders: 1. CA/CFO/CS Certificate along with audited Financial Statements to prove positive net worth during last three financial years This relaxation for MSE/Startup is given having regard to Office Memorandum dated 10th March 2016, issued by MSME, 25th July 2016 and 20th September, 2016 issued by Ministry of Finance, Department of Expenditure, 8th November, 2016

			issued by Department of Public Enterprises.
5.	Page No. 79 Point No.8 of Minimum eligibility criteria	*Profitability:* The Bidder must be a profit making (profit before tax) organization in at least two financial years out of Financial Years 2023-24, 2024-25 and 2025-26.In case of Demerged Company, Profit before tax of parent entity may be considered.	**Profitability:** The Bidder must be a profit making (profit before tax) organization in at least two financial years out of Financial Years 2023-24, 2024-25 and 2025-26.In case of Demerged Company, Profit before tax of parent entity may be considered. **Relaxation for MSE/ Start Up:** The bidder must be profit making organisation (profit before tax) in at least one financial year out of last 2 FY i.e. 2024-25 or 2025-26
6.	Page No. 80 Point No. 10 and point No. 6 of corrigendum 2	**Call Centre Capacity:** Bidder should have operated professional Call Centre facilities having a minimum combined (inbound and outbound) capacity of at least 2,000 FTEs for Indian domestic call centre operations.	**Call Centre Capacity:** Bidder should have operated professional Call Centre facilities having a minimum combined (inbound and outbound) capacity of at least 2,000 FTEs for Indian domestic call centre operations. **Relaxation for MSE/Startups:** MSE/Startups should have at least minimum1000 FTEs (inbound and outbound) for Indian domestic call centre operations.

7.	Page No 80 & 138 of RFP and Serial No 7 of Corrigendum 2	Clause No.10: Minimum Eligibility Criteria, Sr. No.11 and Annexure 2, Sr. No.11: Eligibility Condition: Operational Experience Description: Call Centers should have been operational for at least 3 years with minimum of 2,000 FTEs; Documents to be submitted: 1. Certificate from a practicing Chartered Accountant confirming the required FTEs or 2. Self-declaration by Authorized Signatory with company seal and date accompanied with documentary proof/evidence.	Clause No.10: Minimum Eligibility Criteria, Sr. No.11 and Annexure 2, Sr. No.11: Eligibility Condition: Operational Experience Description: Call Centers should have been operational for at least 3 years with minimum of 2,000 FTEs. **<u>Relaxation for MSE/Startups</u>:** Bidders in the category of MSE (Micro and Small) only/ Start-ups should have at least 2 year operational experience with minimum of 1000 FTEs criteria **subject to their meeting of quality and technical specifications**. Documents to be submitted: 1. Certificate from a practicing Chartered Accountant confirming the required FTEs or 2. Self-declaration by Authorized Signatory with company seal and date accompanied with documentary proof/evidence.
8.	Page No 80 & 138 of RFP and Serial No 8 of Corrigendum 2	Clause No.10; Minimum Eligibility Criteria, Sr. No.12 and Annexure 2, Sr. No.12: Eligibility Condition: Client Experience Description: a) Bidder should have minimum 5 Clients and b) The clientele must include at least one Life Insurance Company or two General Insurance Companies or three Public Sector Banks (including RRB) or five BFSI Companies or in any combination of the above listed categories of entities totalling to at least 5. Documents to be submitted: Self-declaration by the Authorized Signatory with Company seal and date: Annexure 5 of RFP	Clause No.10; Minimum Eligibility Criteria, Sr. No.12 and Annexure 2, Sr. No.12: Eligibility Condition: Client Experience Description: a) Bidder should have minimum 5 Clients and b) The clientele must include at least one Life Insurance Company or two General Insurance Companies or three Public Sector Banks (including RRB) or five BFSI Companies or in any combination of the above listed categories of entities totalling to at least 5. **<u>Relaxation for MSE/Startups</u>:** Bidders in the category of MSE (Micro and Small Enterprises Only)/ Start-ups should have at **least 3 clients from BFSI category subject**

			to their meeting of quality and technical specifications. **Documents to be submitted:** Self-declaration by the Authorized Signatory with Company seal and date: Annexure 5 of RFP along with documentary evidences as mentioned in the Annexure.
9.	Page No 16 of RFP	Clause 4.1 Bid Processing Fee Eligible and interested Bidders shall download the soft copy of the Bid document containing all the Annexures and submit the Bid Processing Fee (non-refundable) as per Annexure 8 of Rs.10,000/- plus 18% GST Total Rs.11800/- (Rupees Eleven Thousand Eight Hundred Only, inclusive of GST) through NEFT as detailed below along with the Bid. Any Bid submitted without Bid Processing Fee will be summarily rejected. **Beneficiary Name: Life Insurance Corporation of India** **Virtual Account Number (VAN): LIC9PM00** **Bank: Union Bank of India** **IFSC: UBIN0996335** *MSME (Micro and Small Enterprises) Bidders and MSME Start-ups are exempted from payment of Bid Processing Fee if Bidder can furnish requisite proof subject to the satisfaction of LIC.	Clause 4.1 Bid Processing Fee Eligible and interested Bidders shall download the soft copy of the Bid document containing all the Annexures and submit the Bid Processing Fee (non-refundable) as per Annexure 8 of Rs.10,000/- plus 18% GST Total Rs.11800/- (Rupees Eleven Thousand Eight Hundred Only, inclusive of GST) through NEFT as detailed below along with the Bid. Any Bid submitted without Bid Processing Fee will be summarily rejected. **Beneficiary Name: Life Insurance Corporation of India** **Virtual Account Number (VAN): LIC9PM00** **Bank: Union Bank of India** **IFSC: UBIN0996335** **<u>Relaxation for MSE/ Start Up:</u>** **Micro and Small Enterprises and Start-ups (MSE/ Start-ups) Bidders are fully exempted from the payment of Bid Processing fees. Please note that no exemption is available to Medium Enterprises**. MSE/ Start-ups Bidders should enclose the valid Govt. approved Certificate such as Udyam Registration Certificate, DPIIT (Dept. of Promotion of Industry and Internal

			Trade) recognition certificate proving their MSE/ Start-up status.
10.	Page No 17 of RFP	Clause 4.2.1 Exemption of EMD: a) Micro, Small & Medium Enterprises (MSME) units and MSME Start-ups are exempted from payment of EMD, provided the services they are offering are rendered by them. b) Bidder should submit valid supporting documents issued by Competent Government Bodies to become eligible for the above exemption. NSIC Certificate/ Udyog Aadhar Memorandum should cover the items tendered to get EMD exemptions. Certificate/ Memorandum should be valid as of the due date / extended due date for Bid submission or/and Bid documents submission. c) A "Start-up" company should enclose the valid Certificate of Recognition issued by the Department for Promotion of Industry and Internal Trade (DPIIT), Start-ups which are not under the category of MSME shall not be eligible for exemption from EMD. The Bidder must comply with all applicable regulatory guidelines issued by the Reserve Bank of India & other relevant authorities.	Clause 4.2.1 Exemption of EMD: **<u>Relaxation for MSE/ Start Up:</u>** a) Micro and Small Enterprises and Start-ups (MSE/ Start-ups) Bidders are fully exempted from the payment of Bid Processing fees. **Please note that no exemption is available to Medium Enterprises.** b) MSE/ Start-ups Bidders should enclose the valid Govt. approved Certificate such as Udyam Registration Certificate, DPIIT (Dept. of Promotion of Industry and Internal Trade) recognition certificate, NSIC Certificate/ Udyog Aadhar Memorandum proving their MSE/ Start-up status and should cover the items tendered to get EMD exemptions. c) The Certificate/ Memorandum should be valid as of the due date / extended due date for Bid submission or/and Bid documents submission. The Bidder must comply with all applicable regulatory guidelines issued by the relevant authorities. d) All Bidders bidding in the Micro Small Enterprises/ Start-up categories are required to submit the BID SECURITY DECLARATION which is appended below and which forms as a part of the CCS RFP as Annexure 26.

11.		**New Addition :** Preference for Award of contract for MSE (Micro Small Enterprises)	**New Addition:** In Online Reverse Auction, if L1 is not an MSE bidder and if any MSE bidder/s has submitted a bid within the Price band of "L1- Price + 15%" then such an MSE bidder will be called for matching the L1 price and full contract will be given to that MSE bidder, in view of the relevant provision of the Public Procurement Policy for Micro and Small Enterprises 2012 and subsequent clarifications, if any issued by the concerned department of GOI. In case, where there are more than one MSE bidders within the price Band of L1 +15%, the preference to match the L1 rate will be given to the next MSE bidder in a sequentially ascending order of the bid price provided that the 1st eligible MSE bidder refuses to match the L1 price and this process will be continued till any eligible MSE bidder matches the L1 rate. Needless to mention that if the L1 bidder is an MSE, the whole contract will be awarded to that MSE bidder. In case no MSE bidder within the price band of L1+15% agrees to match the L1 price, the contract will be awarded to the L1 non-MSE bidder. This preferential treatment in award of contract will be given to Udayam registered MSE only, in accordance with MSE policy.
12.	RFP page 91 and point No. 24 of corrigendum 2	Technical Evaluation Clause No.15.3 Stage B -Technical Evaluation; Past Experience **Maximum 10 Marks, Minimum 5 Marks** Criteria: 1 Mark Each for Each Client from the eligible list as per the Minimum Eligibility Criteria (BFSI/General Insurance/Life Insurance/PSU Banks including RRB only). Additional 1 Mark for each Life Insurance Client will be awarded	Technical Evaluation Clause No.15.3 Stage B -Technical Evaluation; Past Experience **Maximum 10 Marks, Minimum 5 Marks** Criteria: 1 Mark Each for Each Client from the eligible list as per the Minimum Eligibility Criteria (BFSI/General Insurance/Life Insurance/PSU Banks including RRB only). Additional 1 Mark for each Life Insurance Client will be awarded

		subject to Maximum Capping to 10 Marks. Documentary Evidence: SLA/ Client Certificates/ Contracts/ Purchase	subject to Maximum Capping to 10 Marks. **<u>Relaxation for MSE/ Startup:</u>** 1. Since the minimum client requirement stipulated in eligibility criteria is 3, minimum 5 marks will be awarded for 3 clients. Further, 1 mark will be awarded for each additional clients over and above 3 clients. Additional 1 Mark for each Life Insurance Client will be awarded subject to Maximum Capping to 10 Marks. Documentary Evidence: Client Certificates/ agreement copy/ Purchase Order
13	RFP page 91	**Technical Evaluation Score Sheet:** **Process Capabilities:** **Maximum Marks – 20:** **Bidder should qualify for minimum marks for each line item.** **Under Evaluation parameters** : **Line item 2:** **Inbound call process (AI, IVR, Human Agent):-** **Min Marks: 2; Max Marks: 5** 5 marks if 2 or more process, 2 marks if 1 process **Line item 3:** **Outbound telesales process (AI, IVR, Human Agent):-** **Min Marks: 2; Max Marks: 5** 5 marks if 2 or more process, 2 marks if 1 process**.**	**Technical Evaluation Score Sheet:** **Process Capabilities:** **Maximum Marks – 20:** **Bidder should qualify for minimum marks for each line item.** **Under Evaluation parameters:** **Line item 2:** **Inbound call process (AI, IVR, Human Agent):-** **Min Marks: 2; Max Marks: 5** 5 marks for 3 processes 3 marks for 2 processes 2 marks for 1 process **Line item 3:** **Outbound call process (AI, IVR, Human Agent):-** **Min Marks: 2; Max Marks: 5** 5 marks for 3 processes 3 marks for 2 processes 2 marks for 1 process

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<td>Page 93 of RFP</td>
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Clause No 15.6 Estimated Call Volume

Outbound Calls

<table>
<tr><th>Proposed activity through Out Bound Calls</th><th>Expected Call Volumes Per Annum</th></tr>
<tr><td>IVRS Blast</td><td>36,00,000</td></tr>
<tr><td>Service Calls AI</td><td>68,00,000</td></tr>
<tr><td>Service Calls Call Center Executive</td><td>27,00,000</td></tr>
<tr><td>Marketing Calls AI</td><td>10,00,000</td></tr>
<tr><td>Marketing Calls per Connect</td><td>7,50,000</td></tr>
<tr><td>Total</td><td>1,48,50,000</td></tr>
</table>

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Clause No 15.6 Estimated Call Volume

Outbound Calls

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<tr><td>Service Calls AI</td><td>39,00,000</td></tr>
<tr><td>Service Calls Call Center Executive</td><td>17,25,000</td></tr>
<tr><td>Marketing Calls AI</td><td>17,25,000</td></tr>
<tr><td>Marketing Calls Call Center Executive</td><td>39,00,000</td></tr>
<tr><td>Total</td><td>1,48,50,000</td></tr>
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Important Note:

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1) **In case of any inconsistency, the provisions of this Corrigendum shall prevail over the corresponding provisions of the RFP and also to the responses to respective bid queries, to the extent applicable.**
2) **All Bidders bidding in the Micro Small Enterprises/ Start-up categories are required to submit the BID SECURITY DECLARATION which is appended below and which forms as a part of the CCS RFP as Annexure 26.**

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Place & Date: Mumbai 29/09/2026 **Executive Director (CRM/PS)**

Annexure 26: BID SECURITY DECLARATION RFP
Ref: LIC/CO/CRM/PS/CCS/RFP/2026-27/dated 28/07/2026
(*To be submitted on the letterhead of the Company*)

To,
Executive Director (CRM/PS),
Life Insurance Corporation of India,
Central Office, CRM/PS Department,
5th Floor (Link), "Yogakshema",
Jeevan Bima Marg, Mumbai-400 021.

Reference: _____

We, _____, irrevocably declare as under:—

1. **We understand that, as per Clause _____ of Bid conditions, bids must be supported by a Bid Security Declaration in lieu of Earnest Money Deposit.**

2. **My/Our firm/company is registered as a MSME vide Registration No. _____ dated _____ (Copy enclosed) hence exempted from bid security/EMD (as per Rule 170 of GFR, as amended).**

3. **I/We hereby undertake the following:—**

(a) **that all obligations in respect of General and Special Conditions as per the Bid documents will be fulfilled by me/our organization.**

(b) **that if I/we withdraw or modify our Bid during the period of validity, or if we fail to submit performance security before the deadline defined in the request for Bid documents, I/we may be suspended for the period of time specified in the request for bids documents from being eligible to submit Bids for contracts with Life Insurance Corporation of India, Central Office, Mumbai.**

Seal of Company
Signature
(Name & designation of the authorized person signing the Bid Security Declaration form)