

Ref: LIC/CO-ITSD/ITPROJECTS/2023/DIGITAL_ONBOARDING/Corrigendum2 Dated: 14.07.2023

CORRIGENDUM / CORRECTIONS

Ref: LIC/CO-ITSD/ITPROJECTS/2023/DIGITAL_ONBOARDING/RFP dated: 28.06.2023 for Request for Proposal for Digital Insurance Solution for Onboarding of Customers in Life Insurance Corporation of India

S. No	Reference Section	Subject Matter	Revised Provisions/ Clarifications /Information
1.	Annexure VI – Conformity with Eligibility Criteria & Page No. 95	Existing wordings of point no. 3 of Annexure – VI: Bidder must have minimum average turnover of Rs. 10 Crores in the last three financial years (2020-2021, 2021-2022 and 2022-2023) and should also have made profit (before tax) in at least two of the three previous financial years (2020-2021, 2021-2022 and 2022-2023).	Wordings of the point no. 3 of Annexure – VI stand revised to: Bidder must have minimum average turnover of Rs. 10 Crores in the last three financial years (2020-2021, 2021-2022 and 2022-2023) and should also have made profit (before tax) in at least two of the three previous financial years (2020-2021, 2021-2022 and 2022-2023).In case the bidder is MSME/Start-up, the turnover/profitability criteria as mentioned above stands exempted.
2.	Annexure VI – Conformity with Eligibility Criteria & Page No. 96	Existing wordings of point no 10 of Annexure – VI: Bidder must be original software developer / OEM for the proposed solution.	Wordings of the point no 10 of Annexure – VI stand revised to: Bidder must be original software developer / OEM /System Implementation Agency, a registered entity in India with written Authorization from the OEM (insurance solution) is also permitted to submit bid. In case the Bidder is System Implementation Agency, the bidder needs to provide Manufacturer Authorization Form (MAF) (Annexure - XX) from OEM (insurance) stating that bidder is authorized to participate in this tender and in case the bidder is not able to perform obligations as per contract during the contract period, contracted services will be provided by OEM within the stipulated time. In case the Bidder is System Implementation Agency, the bidder must have at least one implementation of the proposed OEM (insurance solution). Either OEM/OSD or their authorized partner

			<p>should participate in the RFP. In case, both OEM & his authorized partner participate, only bid of the OEM/OSD will be considered.</p> <p>The Bidder submitting the RFP must become the Supplier for the purposes of negotiation and any resulting Agreement. The Bidder shall be responsible for the Supply, Installation, Integration, Customization, Commissioning, Tuning and maintenance of the complete system and associated accessories.</p> <p>The OSD/OEM will commit their support and involvement in ensuring the success of the contemplated activities. The Bidder and the OSD/OEM shall be jointly and severally responsible for performance of the solution in “live” environment. The OSD/OEM will agree to the stated OEM’s obligations in the Document.</p>
3.	Annexure VI – Conformity with Eligibility Criteria & Page No. 96	<p>Existing wordings of point no 11 of Annexure – VI:</p> <p>The bidder must have implemented (Go-Live) the proposed or similar digital insurance solution in at least 2 (Two) Insurance Companies/Banks/ BFSI/Big Corporates in India in the last three years preceding the date of this RFP</p>	<p>Wordings of the point no 11 of Annexure – VI stand revised to:</p> <p>The proposed or similar digital insurance solution must have been implemented (Go-Live) in at least 2 (Two) Insurance Companies/Banks/BFSI/Big Corporates in India/ Globally in the last three years preceding the date of this RFP</p>
4.	Annexure VI – Conformity with Eligibility Criteria & Page No. 96	<p>Existing wordings of point no. 12 of Annexure – VI:</p> <p>Bidder should have experience of minimum three years in providing Digital Life Insurance Solutions in India</p>	<p>Wordings of the point no. 12 of Annexure – VI stand revised to:</p> <p>Bidder should have experience of minimum three years in providing Digital Life Insurance Solutions in India/Globally. If the bidder is System Implementation Agency, the bidder should have the experience of minimum three years in providing Digital Life Insurance Solutions in India/Globally as a system implementation agency</p>
5.	Annexure VI – Conformity with Eligibility Criteria & Page No. 96	<p>Existing wordings of point no. 13 of Annexure – VI:</p> <p>The Bidder should have executed one order for digital insurance solution of similar nature with minimum of Rs. 1.5 Crores, for any PSUs / Banks / Insurance / Financial Institutions</p>	<p>Wordings of the point no. 13 of Annexure – VI stand revised to:</p> <p>The Bidder should have executed one order for digital insurance solution of similar nature with minimum of Rs. 1.5 Crores, for any PSUs / Banks / Insurance / Financial Institutions (BFSI)/TSP (technology service</p>

		(BFSI)/TSP (technology service providers)/Government Departments in India. Bidders should have requisite Purchase Orders at the time of RFP.	providers)/Government Departments in India/Globally. Bidders should have requisite Purchase Orders at the time of RFP.
6.	Section 1.2 – Definition & Page No. 5	Term SaaS is being added.	Definition of term SaaS wherever used in RFP: SaaS (Solution as a Service) - The proposed solution should meet the requirements of the scope of work elaborated in this RFP. It can be a totally customized solution or COTS or any other model with customization capabilities, the condition is it has to meet all the RFP requirements
7.	Section 2.1 – Invitation to Bid (E-tender) & Page No. 11	Existing link for MeitY Empanelled CSP's: https://www.meity.gov.in/writereaddata/files/meity_empaneled_csps_basic_cloud_service_offering_detail_with_datacenter_location.pdf	MeitY Empanelled CSP's link stand revised to: https://www.meity.gov.in/writereaddata/files/CSPs_Details_13.06.23%20%281%29.pdf
8.	Section 3.5.5 – Subcontracting & Page No. 33	Existing wordings of section 3.5.5: Bidder(s) will not be allowed to subcontract without written consent of LIC.	The wordings of section - 3.5.5 stands revised to: Use of Subcontractors: Subject to the conditions listed in this RFP and herewith, the Bidder may propose to use Subcontractor(s) to make a complete offer to perform all services. Any prospective Subcontractor that is not a wholly owned subsidiary of the Bidder will be subject to conditions specified in this clause. The conditions for proposing to use Subcontractors include, but are not limited to, the following: i. Prior to any communication or distribution of LIC's confidential information to the potential Subcontractor, the Bidder must provide LIC with the name of the potential Subcontractor in advance and in writing. The Bidder will also provide contact information for the potential Subcontractor. Bidder must obtain prior written approval before providing any confidential information of LIC to a potential Subcontractor or another entity. ii. If selected, the Bidder will be the Prime Bidder for services provided to LIC by approved Subcontractors. The Bidder and all the Subcontractors shall be jointly and severally responsible for performance of the solution. iii. The Bidder will be ultimately responsible for the provision of all services, including

			<p>Subcontractor's compliance with the service levels, if any. iv. Subcontractor's cost will be included within the Bidder's pricing and invoicing. No subcontract under the contract shall relieve the Bidder of the responsibility for ensuring that the requested services are provided and the provisions of the Non-Disclosure Agreement are adhered to. Bidders planning to subcontract all or a portion of the work to be performed must identify the proposed Subcontractors sufficiently in advance to ensure timely delivery of services. The Bidder may only submit one proposal as a sole Bidder. If the Bidder submits more than one proposal, LIC may reject one or more of the submissions. This requirement does not limit a Subcontractor's ability to collaborate with one or more Bidders submitting proposals.</p>
9.	<p>Section 3.11.3 – Replacement of Personnel & Page No. 36</p>	<p>Existing wordings of section - 3.11.3:</p> <p>LIC may at any time request Bidder(s) to remove from work any of the Specified Personnel. Bidder(s) must promptly arrange for the removal of such Personnel and provide replacement in accordance with the process outlined above in 4.11.2</p>	<p>The wordings of section - 3.11.3 stand revised to:</p> <p>LIC may at any time request Bidder(s) to remove from work any of the Specified Personnel. Bidder(s) must promptly arrange for the removal of such Personnel and provide replacement in accordance with the process outlined above in 3.11.2</p>
10.	<p>Section 4.2 – Detailed Scope of the Solution & Page No. 33</p>	<p>Existing wordings of following line:</p> <p>The work will involve the development of a detailed end to end responsive web portal, mobile apps (Android and iOS) and APIs for facilitating on-boarding of customers through third party platforms and social media platforms like WhatsApp. The Corporation already has tied up with a WhatsApp bidder for providing WhatsApp based services. The requirements, product related details, underwriting related information and any such details which are available with LIC will be provided by LIC. The proposed solution has to be scalable, reliable and secure as per industry standards. The third party platforms referred to include but are not limited to digital platforms belonging to Govt regulated entities, IRDA, PFRDA banks, alternate channel partners, corporate agents, brokers, CRAs and any such</p>	<p>The wordings of mentioned line of section – 4.2 stand revised to:</p> <p>The work will involve the development of a detailed end to end responsive web portal, mobile apps (Android and iOS) and APIs for facilitating on-boarding of customers through third party platforms and social media platforms like WhatsApp. The Corporation already has tied up with a WhatsApp vendor for providing WhatsApp based services. The requirements, product related details, underwriting related information and any such details which are available with LIC will be provided by LIC. The proposed solution has to be scalable, reliable and secure as per industry standards. The third party platforms referred to include but are not limited to digital platforms belonging to Govt. regulated entities, IRDA, PFRDA banks, alternate channel partners, corporate agents, brokers, CRAs and any such concern with which LIC has to integrate</p>

		concern with which LIC has to integrate its systems for facilitating customer on-boarding. The proposed solution has to be compliant with ISNP (Insurance Self Network Platform) regulatory guidelines and the necessary audit requirements of ISNP.	its systems for facilitating customer on-boarding. The proposed solution has to be compliant with ISNP (Insurance Self Network Platform) regulatory guidelines and the necessary audit requirements of ISNP.
11.	Section 4.2.1 - Summarized Requirements of the Solution & Page No. 65	Existing wording of point no 26 of section 4.2.1: MHR portal for MHR authorities	The wordings of the point no. 26 of section 4.2.1 stand revised to: The proposed solution should have the provision for filling Moral hazard report by authorities designated by LIC. MHR (Moral Hazard Report) is a 2 page report which has been given before issuance of the policy required under certain underwriting conditions. The same is to be given by either the sales intermediary or the LIC officials. The MHR portal shall only facilitate filling and submitting the MHR. The list of MHR authorities will be provided by LIC.
12.	Section 4.2.2 – Lead Management & Page No. 67	Existing wording of point no 5 of section 4.2.2: The solution shall have the feature to store each step of the Do-it-yourself (DIY) journey of the customers on IB/MB for tracking complete customer journey for each visit initiated to buy insurance products. These steps include visit to home page, login, customers providing mobile numbers, completing the proposal form, dropped at payment page etc.	The wordings of the point no. 5 of section 4.2.2 stand revised to: The solution shall have the feature to store each step of the Do-it-yourself (DIY) journey of the customers for tracking complete customer journey for each visit initiated to buy insurance products. These steps include visit to home page, login, customers providing mobile numbers, completing the proposal form, dropped at payment page etc.
13.	Section 10 - Office Structure and NB Figures and Inforce policies of LIC of India & Page No. 85	Existing wording of section 10: Office Structure of LIC LIC has a hierarchical structure of offices. The Central Office is located at Mumbai. There are 8 Zonal offices and there are 113 Divisional Offices under the control of these eight Zonal Offices. These 113 Divisional Offices control 2048 branch offices, Satellite offices and Mini offices. In addition, LIC has in house training centres, namely, the Management Development Centre at Mumbai, Zonal Training Centres at Zonal headquarters, Divisional training centres at all divisional headquarters and Sales Training Centres at selected	Section 10 stand revised to: Office Structure of LIC LIC has a hierarchical structure of offices. The Central Office is located at Mumbai. There are 8 Zonal offices and there are 113 Divisional Offices under the control of these eight Zonal Offices. These 113 Divisional Offices control 2048 branch offices, 1564 Satellite offices and Mini offices. In addition, LIC has in house training centres, namely, the Management Development Centre at Mumbai, Zonal Training Centres at Zonal headquarters, Divisional training centres at all divisional headquarters and Sales Training Centres at selected divisional headquarters. In addition to this there are

		<p>divisional headquarters. In addition to this there are other offices like Audit centres, Legal cell, SDC, at all India level.</p> <p>New Business Figures and Number of Inforce Policies For FY 22-23, LIC sold more than 2 crores policies. Currently LIC has around 28 crores plus Inforce policies.</p>	<p>other offices like Audit centres, Legal cell, SDC, at all India level.</p> <p>New Business Figures and Number of Inforce Policies For FY 22-23, LIC sold more than 2 crores policies. Currently LIC has around 28 crores plus Inforce policies.</p> <p>In Force Products As on date 30.06.2023 there are 36 Individual In Force Products.</p> <p>Sales Intermediaries More than 13 Lakhs in-force sales intermediaries.</p>										
14.	Annexure – II: Bidder Organization Details & Page No. 88	<p>Original heading no. for operational details:</p> <p>4. Operational Details</p>	<p>Heading no. for operational details stand revised to:</p> <p>3. Operational Details</p>										
15.	Annexure – VII : Conformity with Technical Requirements & Page No. 98	<p>Existing wordings of point no. 6 of Annexure – VII</p> <p>Please note that the total marks for questions no 3 to 56 in RD column should not be greater than 6. It may also be noted that the total marks in RC column should not be greater than 9. It may also be noted that “Response of Bidder under RC and RD criteria” should not impact overall business module of LIC for the purpose of this RFP. Please note that LIC’s decision will be final in technical evaluation of the bids.</p>	<p>The wordings of the point no. 6 of Annexure - VII stand revised to:</p> <p>Please note that the total marks for questions no 1 to 50 in RD column should not be greater than 6. It may also be noted that the total marks in RC column should not be greater than 9. It may also be noted that “Response of Bidder under RC and RD criteria” should not impact overall business module of LIC for the purpose of this RFP. Please note that LIC’s decision will be final in technical evaluation of the bids.</p>										
16.	Section – 2.13 Documents Required for Online Bid Submission (E-Tender) & Page No. 19	<p>Section 2.13.1 – Eligibility & Technical Bid for section 2.13 Documents Required for Online Bid Submission (E-Tender) stand revised to:</p> <table border="1" data-bbox="539 1693 1398 2042"> <tr> <td>1.</td> <td>Annexure – I : Bid Response Covering Letter</td> </tr> <tr> <td>2.</td> <td>Annexure – II: Bidder Organization Details</td> </tr> <tr> <td>3.</td> <td>Annexure – III : Client Reference Format (Format for each of the 2 or more client references)</td> </tr> <tr> <td>4.</td> <td>Annexure –IV: Service Support Details/Escalation Matrix</td> </tr> <tr> <td>5.</td> <td>Annexure – VI : Conformity with Eligibility Criteria and Supporting Documents and undertaking as mentioned in this</td> </tr> </table>	1.	Annexure – I : Bid Response Covering Letter	2.	Annexure – II: Bidder Organization Details	3.	Annexure – III : Client Reference Format (Format for each of the 2 or more client references)	4.	Annexure –IV: Service Support Details/Escalation Matrix	5.	Annexure – VI : Conformity with Eligibility Criteria and Supporting Documents and undertaking as mentioned in this	
1.	Annexure – I : Bid Response Covering Letter												
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			Annexure
		6.	Annexure – VII : Conformity with Technical Requirements
		7.	Annexure – VIII : Remittance Details
		8.	Annexure – IX : Format for Declaration of Litigations /Blacklist
		9.	Annexure – X : Undertaking for Restriction on Procurement due to National Security (Declaration Pertaining to Land Border Clause)
		10.	Annexure – XI : Pre Contract Integrity Pact
		11.	Annexure – XII : Bid Securing Declaration Form
		12.	Annexure – XIX : Information Security Certificate
		13.	Annexure – XX : Manufacturer’s Authorization Form (MAF) (if applicable)
18	Section 3.5.1 - Obligations of the selected Bidder(s)	The following clause is added under the section 3.5.1 – Obligations of the selected Bidder(s) The bidder’s solution should follow the data localization guidelines as per the regulatory norms	

Revised Annexures

Revised Annexures are as follows and should be submitted as per the latest change format:

1.	Annexure – II : Bidder Organisation Details
2.	Annexure – VI : Conformity with Eligibility Criteria and Supporting Documents and undertaking as mentioned in this Annexure
4.	Annexure – XX: Manufacturer’s Authorization Form (MAF)

Annexure – II: Bidder Organization Details

REQUEST FOR PROPOSAL FOR DIGITAL INSURANCE SOLUTION FOR ONBOARDING OF CUSTOMERS IN LIFE INSURANCE CORPORATION OF INDIA

[Ref: LIC/CO-ITSD/ITPROJECTS/2023/DIGITAL_ONBOARDING/RFP dated: 28.06.2023]

Details filled in this form must be accompanied by sufficient documentary evidence, in order to facilitate LIC to verify the correctness of the information.

#	Item	Details
1. General Details		
1.1	Name of Company	[Name of Company] [Type of Company]
1.2	Registered Address	
1.3	Telephone, mobile, Website and email	
1.4	Constitution of the Company	
1.5	Brief business activities	
1.6	Details of ownership	
1.7	Holding company or parent company	
1.8	Key persons with contact details	
1.9	Name and designation of the Authorized Signatory to make commitments to LIC	
1.10	Email address & Mobile no. of Authorized Signatory	
1.11	Date of Incorporation in India, commencement of Business & Years in the line of Business	[Date of Incorporation] [Commencement of business] [No of years in the business]
1.12	GST Number	
1.13	PAN	
1.14	Brief description of facilities of the organization for undertaking the services	
2. Financial Details		
2.1	Annual Turnover	Year Total Turnover (Rs.)

		2020-2021	
		2021-2022	
		2022-2023	
2.2	Annual Profit / Loss	Year	Profit / Loss (Rs.)
		2020-2021	
		2021-2022	
		2022-2023	
3. Operational Details			
3.1	Names of companies to whom the Bidder provides Digital Insurance Solution Application for Onboarding of Customers.		
3.2	Whether blacklisted for deficiency in services by any Public Sector unit / Central government department / State Government department in the past and if so, the year:		

We are here by submitting our **REQUEST FOR PROPOSAL FOR DIGITAL INSURANCE SOLUTION FOR ONBOARDING OF CUSTOMERS IN LIFE INSURANCE CORPORATION OF INDIA**. We understand, you are not bound to accept any Proposal you receive.

We fully understand and agree to comply that on verification, if any of the information provided here is found to be misleading the short listing process or unduly favours our company in the short listing process, name of our firm/company will liable to be dismissed from the selection process or termination of the contract during the project.

We hereby declare that our proposal submitted in response to this RFP is made in good faith and the information contained is true and correct to the best of our knowledge and belief.

For and on behalf of: _____ (Bidder)

Authorized Signatory of the bidder

Name:

Designation:

Office Seal or digital signature:

Place:

Date:

Annexure – VI: Conformity with Eligibility Criteria

REQUEST FOR PROPOSAL FOR DIGITAL INSURANCE SOLUTION FOR ONBOARDING OF CUSTOMERS IN LIFE INSURANCE CORPORATION OF INDIA

[Ref: LIC/CO-ITSD/ITPROJECTS/2023/DIGITAL_ONBOARDING/RFP dated: 28.06.2023]

	Particulars	Supporting Documents to be attached	Compliance YES/NO	Details of documents submitted (with page numbers as per bid document)
1.	<p>Bidder should be :</p> <p>Incorporated as a private limited company (as defined in the Companies Act, 2013)</p> <p>Or</p> <p>Registered as a partnership firm (registered under the Partnership Act, 1932)</p> <p>Or</p> <p>A limited liability partnership (under the Limited Liability Partnership Act, 2008) in India</p> <p>Or</p> <p>Micro, Small and Medium Enterprises (MSME) units and MSME Start-ups as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME) or are registered with the Central Purchase Organisation or the concerned Ministry or Department</p> <p>Or</p> <p>Start-up company recognised from the Ministry of Commerce and Industry(Department of Industrial Policy and Promotion)</p>	<p>The copy of certificate of Incorporation issued by the registrar of the Companies</p> <p>Copy of Certificate of Commencement of Business. As per the Companies (Amendment) Ordinance 2018, there is a requirement for all the companies registered on or after 2 November 2018 to file a certificate of commencement of business</p> <p>Copies of Memorandum of Association</p> <p>Copies of Articles of Association</p> <p>Shareholding pattern</p> <p>PAN, TAN, GSTIN Certificate and any other tax related document if applicable is required to be submitted along with the eligibility bid.</p> <p>For Statutory body/Government undertakings, proof of ownership by authorized personnel only.</p>		

	<p>Or</p> <p>Central or State Government Organization or PSU</p> <p>And</p> <p>Should have been in operation for at least three years as on date of RFP.</p>			
2.	The bidder shall submit undertaking regarding non-usage of LIC data in any form without permission from LIC.	Duly notarized undertaking in this regard to be submitted		
3.	Bidder must have minimum average turnover of Rs. 10 Crores in the last three financial years (2020-2021, 2021-2022 and 2022-2023) and should also have made profit (before tax) in at least two of the three previous financial years (2020-2021, 2021-2022 and 2022-2023). In case the bidder is MSME/Start-up, the turnover/profitability criteria as mentioned above stands exempted.	<p>Copies of Audited Financial statements to be enclosed.</p> <p>Please enclose a certificate confirming above figures from statutory auditors of company if, separate final accounts are not available.</p>		
4.	The bidder should have positive net worth in each of the last three financial years (2020-2021, 2021-2022 and 2022-2023). The net worth of the bidder should not have eroded by more than 30% in the last 3 years.	CA certificate or Documentary evidence to the satisfaction of LIC, to prove positive net worth during last three financial years (2020-2021, 2021-2022 and 2022-2023).		
5.	The Bidder should not be blacklisted by any Government / Government of India/State/UT Government/ PSUs / Banks in India during the previous 3 financial years.	Certificate from Authorised Signatory of the bidder.		
6.	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	Self-declaration to this effect on the company's letterhead should be submitted.		

	/may get affected.			
7.	The solution should be in compliance with the guidelines issued by regulatory / Govt. bodies like IRDAI, RBI etc.	Self-declaration should be submitted by the bidder.		
8.	<p>Bidder should not have any litigation against LIC or any organizations which may materially impact the bidders' responsibility to implement the scope of this RFP.</p> <p>Bidders should not be under debarment/blacklist period for breach of contract/fraud/corrupt practices by any Public Sector Undertaking /State or Central Government or their agencies/departments on the date of submission of bid for this RFP.</p>	Undertaking signed by the Authorized Signatory of the bidder as per Annexure X		
9.	The bidder should have registered GSTIN	Copy of GST registration certificate.		
10.	<p>Bidder must be original software developer / OEM /System Implementation Agency, a registered entity in India with written Authorization from the OEM (insurance solution) is also permitted to submit bid.</p> <p>In case the Bidder is System Implementation Agency, the bidder needs to provide Manufacturer Authorization Form (MAF) (Annexure - XX) from OEM (insurance) stating that bidder is authorized to participate in this tender and in case the bidder is not able to perform obligations as per contract during the contract period, contracted services will be provided by OEM within the stipulated time. In case the Bidder is System Implementation Agency, the bidder must have at least one implementation of the proposed OEM (insurance solution).</p> <p>Either OEM/OSD or their authorized</p>	<p>Self-declaration to this effect on the company's letterhead should be submitted.</p> <p>In case the bidder is system implementation agency, the bidder needs to provide Manufacturer Authorization Form (MAF) (Annexure - XX) from OEM (insurance) stating that bidder is authorized to participate in this tender and in case the bidder is not able to perform obligations as per contract during the contract period, contracted services will be provided by OEM within the stipulated time. In case the Bidder is System Implementation Agency, the bidder must have at least one implementation of the proposed</p>		

	<p>partner should participate in the RFP. In case, both OEM & his authorized partner participate, only bid of the OEM/OSD will be considered.</p> <p>The Bidder submitting the RFP must become the Supplier for the purposes of negotiation and any resulting Agreement. The Bidder shall be responsible for the Supply, Installation, Integration, Customization, Commissioning, Tuning and maintenance of the complete system and associated accessories.</p> <p>The OSD/OEM will commit their support and involvement in ensuring the success of the contemplated activities. The Bidder and the OSD/OEM shall be jointly and severally responsible for performance of the solution in “live” environment. The OSD/OEM will agree to the stated OEM’s obligations in the Document.</p>	OEM (insurance solution).		
11.	<p>The proposed or similar digital insurance solution must have been implemented (Go-Live) in at least 2 (Two) Insurance Companies/Banks/ BFSI/Big Corporates in India/ Globally in the last three years preceding the date of this RFP.</p>	<p>Purchase Order / Work Order / Invoice or letter from the Client on his letterhead. Reference of each of the PO should contain the information like Name, address of the Organisation, contact person, Email IDs etc. along with Annexure – III: Client Reference Format. Please note if NDA is signed with clients then any amount in the above mentioned documents can be masked but bidder(s) has to mandatorily submit the mentioned documents.</p>		
12.	<p>Bidder should have experience of minimum three years in providing Digital Life Insurance Solutions in India/Globally. If the bidder is System Implementation Agency, the bidder should have the experience</p>	<p>Copy of PO and/or Certificate of completion of work. The bidder should also submit user acceptance report.</p>		

	of minimum three years in providing Digital Life Insurance Solutions in India/Globally as a system implementation agency			
13.	The Bidder should have executed one order for digital insurance solution of similar nature with minimum of Rs. 1.5 Crores, for any PSUs / Banks / Insurance / Financial Institutions (BFSI)/TSP (technology service providers)/Government Departments in India/Globally. Bidders should have requisite Purchase Orders at the time of RFP.	Details to be submitted in Annexure-III along with the documentary evidence like copy of the purchase order(s), work order or certificate from the customers etc.		

Bidder(s) to kindly note:-

- * All copies of the documents should be attested by the authorised signatory of the bidder with company seal.
- ** If audited figures for Financial Year 2022-2023 are not available, then Provisional figures certified by CA can be submitted.
- *** The bidders are not permitted to authorize their dealers or distributors or partners or franchisees or subsidiaries or sister concerns etc., (including individuals and third party firms or companies) to either collect or submit the tender-related documents on their behalf. LIC will summarily reject such requests and arrangements. The provisions PPP-MII Orders issued by the Government of India, and modified from time to time shall apply to this RFP. The technical bids of only those bidders who qualify the above mentioned eligibility criteria will be evaluated. The technical proposal will be evaluated for technical suitability.

For and on behalf of: _____ (Bidder)

Authorized Signatory of the bidder

Name:

Designation:

Office Seal or digital signature:

Place:

Date:

Information Technology/SD – Central Office, 'Yogakshema', Jeevan Bima Marg, P. B. No. 19953, Mumbai - 400021

Annexure – XX: Manufacturer's Authorization Form (MAF)

REQUEST FOR PROPOSAL FOR DIGITAL INSURANCE SOLUTION FOR ONBOARDING OF CUSTOMERS IN LIFE INSURANCE CORPORATION OF INDIA

[Ref: LIC/CO-ITSD/ITPROJECTS/2023/DIGITAL_ONBOARDING/RFP dated: 28.06.2023]

To,

The Executive Director (ITSD),
Life Insurance Corporation of India,
Central Office, Information Technology -SD,
Ground Floor, South Wing - "Jeevan Seva Annexe",
S.V. Road, Santa Cruz (W), Mumbai – 400054

Dear Sir,

We _____ (OEM) who are established and reputed manufacturers of _____ (Equipment) having factories/Depot at _____ and _____ confirms that, M/s _____ (Name and address of bidder) herein after referred as "Partner" wishes to participate in the Bid or Project stated above and has entered into an agreement for the purchase and resale of _____ (OEM) Products and/or Services.

The Partner is entitled and authorized to do the following:

- a) Resell and/or distribute _____ (OEM) products and/or services in India to end users within that Territory.
- b) Bid, negotiate and conclude a contract with LIC of India for the above products/services manufactured or supplied by _____(OEM).

_____ (OEM) will, within the scope of its agreement with its authorized channels, provide product warranty services and support for _____ (OEM) products obtained through its authorized channels for a period mentioned in the RFP referred above, from the date of installation at LIC of India.

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_____ (OEM) certify that, the equipment being sold would not be declared End of Sale (EoS) in the next 5 Years and that _____ (OEM) shall supply suitable substitute in case of EoS equipment. Also _____ (OEM) certifies that the products being sold would be covered under Warranty / Support and support will be available for next five years from the date of installation at LIC of India.

If you need any additional information, please contact Mr./Ms. _____ at _____ (Mobile no.) or _____ (e-mail ID).

Yours faithfully,

Name of person

For and on behalf of M/s _____

Designation

Contact Details

Date:

Place:

(Name of Original Equipment Manufacturer - OEM) (Seal of the OEM)

