

Title of Procurement	REQUEST FOR PROPOSAL FOR DIGITAL INSURANCE SOLUTION FOR ONBOARDING OF CUSTOMERS IN LIFE INSURANCE CORPORATION OF INDIA
Reference No.	Ref: LIC/CO-ITSD/ITPROJECTS/2023/DIGITAL_ONBOARDING/RFP Dated: 28.06.2023

With reference to Annexure XV: Indicative Commercial Bid Template, page no. 124, 125 and 126 of the RFP Ref: LIC/CO-ITSD/ITPROJECTS/2023/DIGITAL_ONBOARDING/RFP Dated: 28.06.2023; the following corrigendum is issued:

#	Items	Existing	Revision / Addition
1	a. Enterprise wide unlimited annual subscription and technical support	* Enterprise wide unlimited annual subscription and technical support refers to unlimited annual subscriptions and technical support for the proposed solution for LIC of India, with its offices in India and foreign offices, subsidiaries and joint ventures, wherein LIC has ownership of more than 50% of voting securities or the power to direct the management and policies of such Subsidiaries and Joint Ventures.	No change proposed

#	Items	Existing	Revision / Addition
2	b. One Time Implementation and Integration Cost	-	<p>In addition to the existing clause, the following is to be added:</p> <p>In the Commercial Proposal "One Time Implementation and integration Cost" is to be quoted for LIC's India Operations and Products.</p> <p>When implementation required for foreign offices, subsidiaries and joint ventures, only the one time implementation and integration Cost for the foreign offices, subsidiaries and joint ventures shall be mutually agreed on need basis.</p>

#	Items	Existing	Revision / Addition
3	<p>c. All inclusive Cloud subscription cost for UAT, Pre-prod and production environment. Production environment to be considered high availability and secure architecture. **</p>	<p>** All inclusive Cloud subscription cost includes the entire costs for hosting the proposed solution in public cloud with all the required resources. For year 1, for determining sizing of cloud infrastructure and all required resources, the estimate should be taken as 25 lac policies to be sold through the proposed solution. The infrastructure should be scalable on demand, in case the number of policies sold crosses the given estimate. In such a scenario, the extra costs will be decided on a revised sizing requirement in discussion with LIC. In case of any disputes in cost determination, LIC"s decision will be final.</p>	<p>Price to be Quoted only for Year 1.</p> <p>**All inclusive Cloud subscription cost includes the entire costs for hosting the proposed solution in public cloud with all the required resources. For year 1, for determining sizing of cloud infrastructure and all required resources, the estimate should be taken as 25 lac policies to be sold through the proposed solution. The infrastructure should be scalable on demand, in case the number of policies sold crosses the given estimate. In such a scenario, the extra cloud costs will be decided on a need based revised sizing requirement in discussion with LIC. In case of any disputes in cost determination, LICs decision will be final.</p>

#	Items	Existing	Revision / Addition
4	<p>d. 500 man days per year for additional need based change management driven customization and new insurance product integration***</p>	<p>***For need based change management driven customizations and new insurance product integrations, 500 Man days is indicative initial requirement. Payment of Charges will be based on actual consumption of man days as per discretion of LIC. The invoice for any need based change management request is to be duly approved by LIC in writing and the customization services shall consist of any such services which are beyond the Project scope and conditions mentioned in this RFP under Section 4 - Scope of work. It is re-emphasised again that considering the boundless scope of the solution, any service which forms a part of the project scope though not explicitly mentioned in the scope of work, would form part of this RFP and the Bidder is expected to provide the same at no additional cost to LIC. The Bidder needs to take into account and explore all the possibilities of all services that would be required in the Scope and ensure the same is delivered to LIC. LIC will not accept any plea of the Bidder at a later date for omission of services on the pretext that the same was not explicitly mentioned in the RFP. Hence any need based change request will have to be approved by LIC in writing. The bidder on its own, uni-laterally, cannot claim any services provided, as falling under need based change management and hence cannot raise the bill for the same.</p>	<p>500 man days per year for additional need based change management driven customization and new insurance Product Integration***. :</p> <p>Price to be Quoted only for Year 1. There shall not be any change in the man month rate for Support Services in the initial 12 months. After 12 months, the man month rate shall be increased by 8% every year.</p> <p>All other terms of the clause are proposed to remain unchanged.</p>

#	Items	Existing	Revision / Addition
5	e. Onsite Support Charges	<p>****Onsite Support Charges – After successful completion of the implementation, the bidder is liable to provide 1 onsite support to LIC during the tenure of 5 years contract period. Cost is Payable on quarterly basis at the end of each successful completion of service/support delivered with proof of deliverables and after the same is approved by LIC.</p>	<p>****Onsite Support Charges –</p> <p>Price to be Quoted only for Year 1. There shall not be any change in the man month rate for Support Services in the initial 12 months. After 12 months, the man month rate shall be increased by 8% every year.</p> <p>All other terms of the clause are proposed to remain unchanged.</p>

#	Items	Existing	Revision / Addition
6	Commercial Items Guidelines	(To be newly added as part of corrigendum)	<p>Reference to the MANDATORY REQUIREMENTS (Table A), page number 99 of the RFP Ref: LIC/CO-ITSD/ITPROJECTS/2023/DIGITAL_ONBOARDING/RFP Dated: 28.06.2023;</p> <p>The solution will be available to LIC in SaaS model (Annexure – VII: Conformity with Technical Requirements, Table A, Sl. No 3, Page No. 99). Commercial Bid Item:</p> <p>(a) Enterprise wide unlimited annual subscription and technical support Costs* and</p> <p>(b) All inclusive Cloud subscription cost for UAT, Pre-prod and production environment. Production environment to be considered high availability and secure architecture**.</p> <p>The cost for the above mentioned items should be proportionately distributed considering annual subscription model over the 5 Years Period. The objective is to entail that the front-loading of the costs to LIC are minimized and the payments for the services are moderated on pay-as-you-go model.</p>

(Chief, IT/SD)