



INVITATION FOR REQUEST FOR PROPOSAL FOR
DEVELOPMENT OF DATA, REPORTING AND
ANALYTICS SOLUTIONS FOR LIFE INSURANCE
CORPORATION OF INDIA

E – TENDER

[Ref: LIC/CO/IT/DT/2024/RFP/01 Dated: 14.05.2024]

**Life Insurance Corporation of India,
Central Office, Information Technology/Digital Transformation,
Ground Floor, "Jeevan Seva", S.V. Road,
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1 Section I: Request for Proposal Letter (RFPL)

1.1 Request for Proposal Letter (RFPL)

Life Insurance Corporation Of India (hereinafter referred to as ‘LIC’ and ‘the Procuring Organization’ respectively), invites proposals (hereinafter referred as ‘the Proposal(s)’) from Bidders for entering into a contract for the development of data, reporting and analytics solutions for Digital Transformation at LIC (hereinafter referred to as ‘the Services’), using the selection method as specified in TIS. This Request for Proposal (RFP Document, reference number, **LIC/CO/IT/DT/2024/RFP/01 dated 14.05.2024** (hereinafter referred to as ‘the RFP Document’), gives further details.

1.2 The RFP Document

1.2.1 Bidders must read the complete ‘RFP Document’.

This RFP, an integral part of the RFP Document, serves the limited purpose of invitation and does not purport to contain all relevant details for submitting Bids, including the Type of BOQ/Contract and selection method to evaluate RFP. Any generic reference to RFP shall also imply a reference to TIS as well. However, Bidders must go through the complete RFP Document for details before submission of their Bids.

1.2.2 Availability of the RFP Document

The RFP Document shall be published on tender page of <https://licindia.in> and Tenderwizard portal for download from the date and time of the start of availability till the deadline for availability as mentioned in TIS. Unless otherwise stipulated in TIS, the downloaded RFP Document is free of cost. Any query/clarification regarding downloading RFP Documents and uploading Bids on the Tenderwizard portal may be addressed to **digitrans.bid@licindia.com** on any working day prior to the closing of business hours on the deadline/last date.

1.2.3 Clarifications

A Bidder may seek any clarification of the RFP Document as per the format defined in Format 3: Template for Pre-Bid Conference Queries at email **digitrans.bid@licindia.com** before the date and time stipulated in TIS. This deadline shall not be extended in case of any intervening holidays. No other means of submission of queries shall be entertained.

1.3 Evaluation and Scoring Criteria in this RFP

The evaluation and scoring criteria are prescribed in this RFP document Section V.

1.4 Purchase Policies of the Government

1.4.1 Relaxation in Prior Turnover and Experience to Startups

Relaxation in prior turnover and experience will be provided to Micro, Small and Medium Enterprises (MSME) units and MSME Start-ups (as defined in MSE Procurement Policy issued by Ministry of Micro, Small and Medium Enterprises) or Startups (as defined by the Department for Promotion of Industry and Internal Trade). Unless otherwise stipulated in the TIS, relaxation/purchase preferences shall not be duplicated during the evaluation of the RFP.

Central Government policies restrict the participation of entities from

- a. Certain countries sharing land borders with India and
- b. Countries that restrict the participation of Bidders from India.

1.5 Pre-Bid Conference:

If indicated in TIS, Bidders are requested to attend a Pre-Bid conference to clarify the RFP's technical requirements and commercial conditions at the time, date, and place mentioned therein.

LIC at its own discretion may conduct a second Pre-Bid conference to provide further clarity on the RFP's technical requirements and commercial conditions. Information around this will be duly provided.

1.6 Submission of Bids:

Bids must be uploaded by the submission deadline mentioned in TIS. If the office happens to be closed on that date, this deadline shall not be extended.

Integrity Pact: If indicated, in the TIS, all Bidders shall have to sign the Pre-Contract Integrity Pact with LIC as per 'Form T-10: Integrity Pact'.

As per CVC Circular No 05/01/2022 dated 25.01.2022 of Standard Operating Procedure (SOP) under clause No 2.1. "Any violation of Integrity Pact would entail disqualification of the bidders and exclusion from future business dealings, as per the existing provisions of GFR, 2017, PC Act, 1988 and other Financial rules/ Guidelines etc. as may be applicable to the organization concerned."

In such cases, Bids without a signed Integrity Pact shall be rejected.

1.7 Bid Opening

Bids received shall be opened online on or after the specified date and time in TIS. If the office is closed on the specified date of opening of the Bids, the opening shall be done on the next working day at the same time.

Note: For further details, please refer to appended TIS and the complete RFP Document.

1.8 Appendix to RFP: Tender Information Summary (TIS)

Tender Information Summary (TIS)			
1.0 Basic Tender Details			
Tender Title/Name of Assignment	INVITATION FOR REQUEST FOR PROPOSAL FOR DEVELOPMENT OF DATA, REPORTING AND ANALYTICS SOLUTIONS FOR LIFE INSURANCE CORPORATION OF INDIA		
Tender Reference Number	LIC/CO/IT/DT/2024/RFP/01 Dated 14.05.2024		
Tender Type	RFP - Open Tender	Tender Category	Services
No. of Covers	Technical & Commercial	Product Category	Services
Selection Method	QCBS		
Organisation	Life Insurance Corporation of India	Procuring Entity	Life Insurance Corporation of India
Authority on whose behalf RFP is invited	Life Insurance Corporation of India	Through the	Executive Director (IT / Digital Transformation)
Tender Inviting Authority (TIA)	Executive Director (IT / Digital Transformation)	Address	Life Insurance Corporation of India IT / Digital Transformation, Ground Floor, "Jeevan Seva", S.V. Road, Santacruz (W), Mumbai – 400054
2.0 Critical Dates (ITB-clauses 2.6; 2.7; 2.8; 2.9 and 2.10)			
<i>For the schedule of dates for the Pre-Bid Conference, if any, please refer to Section 1.5 below</i>			
Published Date	14.05.2024	Bid Validity (Days from the date of Bid Opening) – ITB-clause 2.8.3	180 days
Document Download Start Date & Time	Tuesday, 14.05.2024 from 5:00PM	Document Download End Date & Time	Friday, 28.06.2024 till 3:25 PM
Clarification Start Date	Tuesday,	Clarification End Date &	Friday,

Tender Information Summary (TIS)			
& Time	14.05.2024 from 5:00PM	Time	07.06.2024 EoD
Bid Submission Start Date & Time	Tuesday, 14.05.2024 from 5:00PM	Bid Submission Closing Date & Time	Friday, 28.06.2024 till 3:30 PM
Bid Opening (techno-commercial Proposal) Date & Time		Friday, 28.06.2024 at 4:00 PM	
Technical Bid Presentation/Customers Testimonials	Will be intimated separately through email	Bid Opening (Financial Proposal) Date & Time	Will be intimated separately through email
3.0 Terms of Reference (Section IV)			
Consignee/State:	Maharashtra		
Period of Contract	<p>Unless terminated in accordance with the terms and conditions of this RFP, the duration of the Contract Period will be for 5 years from the date of signing of contract between LIC and the selected Bidder plus a claim period of 6 months, indemnifying any loss to LIC. The contract period may be extended for a period mutually agreed between LIC and the selected Bidder.</p> <p>The software licenses/subscription and comprehensive onsite hardware warranty from the OEM will be for a duration of 5 years.</p>		
Service Details & Location of Service	Data, Reporting and Analytics services at Mumbai or any such locations in India as required by LIC		
4.0 Obtaining the RFP Document and clarifications (ITB- Clause 2.6)			
Tenderwizard helpdesk	e-Mail: lokesh.hr@etenderwizard.com +91-9686115304 Lokesh +91-9731468511 Sushant		
LIC helpdesk	digitrans.bid@licindia.com		
Cost of RFP Document (INR)	Nil		
Office/Contact Person/email for clarifications	1. Diwakar Shrimali , Assistant Secretary, IT/Digital Transformation Email : digitrans.bid@licindia.com ; Phone: 022-67090385 2. Hemant Kr. Mourya , Assistant Secretary, IT/Digital Transformation Email : digitrans.bid@licindia.com ; Phone: 022-67090393		

Tender Information Summary (TIS)			
5.0 Pre-Bid Conference (ITB-clause 2.7)			
Is a Pre-Bid Conference proposed to be held?	Yes		
Place, time, and date of the Pre-Bid Conference	30.05.2024 (Thursday) Time:10.30 AM Venue: IT/ Digital Transformation Department, Central Office, LIC of India, Jeevan Seva, Ground Floor, S.V.Road, Santacruz(W), Mumbai-400054		
Place, time, and date before which Written queries for the Pre-Bid conference must be received	29.05.2024 (Wednesday) by 06.00 PM Through email in prescribed Format 3 only		
Place, time, and date before which registration of participants for the Pre-Bid conference must be received	29.05.2024 (Wednesday) by 06.00 PM Through email in prescribed Format 2 only		
6.0 Preparation and Submission and Opening of Bids (ITB-clauses 2.8, 2.9 and 2.10)			
Proposals to be addressed to	Executive Director (IT / Digital Transformation)		
Instructions for Online Bid Submission	https://www.tenderwizard.com/LIC		
Language of Submission	English	Bid Validity	180 days
Bid Opening Place	Online		
7.0 Documents relating to Bid Security (ITB-clause 2.8.4) and Performance Security (ITB-clause 2.13.1.2)			
Bid Security (EMD) Amount in INR	50 Lacs	Is Bid Securing Declaration permitted in lieu of Bid Security	No
Performance Security	5% of Order/Contract value	Bid/Performance Security to be addressed/in favour of	Life Insurance Corporation of India
Form of Bid/Performance Security	Bank Guarantee from any of the Nationalised/Reputed Scheduled Bank payable at Mumbai.		

2 Section II: Instructions to Bidders (ITB)

2.1 The RFP Document

2.1.1 Basic Tender Details

This ‘RFP Document’ Document (hereinafter referred to as ‘the RFP Document’) details the terms and conditions for entering a contract for development of data, reporting and analytics solutions for LIC India (hereinafter called ‘the Services’) described in Section IV: Terms of Reference (TOR). The ‘Services’ may include incidental Goods, Works, and other Services if so indicated. In this RFP Document, any generic reference to ‘Services’ shall be deemed to include such incidental Goods, Works, and other Services.

2.1.2 Interpretations, Definitions, Abbreviations and Document Conventions

Section III: General Conditions of Contract (GCC), details tenets of interpretation (GCC clause 3.1.1), definitions (GCC clause 3.1.2), document conventions (GCC clause 3.1.3) and abbreviations (GCC clause 3.1.4), which shall also apply to the rest of the RFP Document. – GFR 2017

2.1.3 Overview of Contents

1. The Sections, Forms and Formats comprising this RFP Document are described in clauses 2.1.4, 2.1.4.7 and 2.1.5 below. Financial Bid on the Tenderwizard is also a part of this RFP Document. Any generic reference to RFP Document shall also imply a reference to any/all the sections, Forms, Formats and the BOQ file or other files that comprise this RFP Document.
2. Bidders must submit the Bid in the Forms/Formats mentioned in ITB- clauses 2.1.4.7 and 2.1.5 below (as relevant).

2.1.4 Sections of the RFP Document

2.1.4.1 Sections of the RFP Document

The RFP Document contains the following sections, which are described in subsequent sub-clauses:

1. Section I: Request for Proposal Letter (RFPL) and its Appendix: Tender Information Summary (TIS)
2. Section II: Instructions to Bidders (ITB)
3. Section III: General Conditions of Contract (GCC)
4. Section IV: Terms of Reference (TOR)
5. Section V: Evaluation/Scoring Criteria

2.1.4.2 Section I: Request for Proposal Letter (RFPL) and its Appendix: Tender Information Summary (TIS)

Section I – Request for Proposal Letter (RFPL) and its Appendix – Tender Information Summary (TIS) provides a synopsis of information relevant for a Bidder to decide on participating in the RFP. Bidders must fill up ‘Form T-7: Terms and Conditions - Compliance’ regarding any proposed deviations from this Section.

2.1.4.3 Section II: Instructions to Bidders (ITB)

Section II: “Instructions to Bidders” (ITB) provides the relevant information as well as instructions to assist the Bidders in preparing their bids. It also includes the mode and procedure adopted for receipt/opening, evaluation of Bids, and contract award. Bidders must fill up ‘Form T-7: Terms and Conditions - Compliance’ regarding any proposed deviations from these Sections.

2.1.4.4 Section III: General Conditions of Contract (GCC)

Section III – General Conditions of Contract (GCC) describe the conditions governing the resulting contract. In case of any conflict, provisions of GCC shall prevail over those in ITB. Bidders must fill up ‘Form T-7: Terms and Conditions - Compliance’ regarding any proposed deviations from terms and conditions in these Sections.

2.1.4.5 Section IV: Terms of Reference (TOR)

Section IV: Terms of Reference (TOR) describes the background, purpose/objectives, description/scope, deliverables/outcomes, timelines, Procuring Entity’s inputs and counterpart personnel, statutory requirements of Services required etc. Bidders must fill up ‘Form T-2: Comments and Suggestions on Terms of Reference, Counterpart Staff, and Facilities to be provided by LIC’ regarding these Sections.

2.1.4.6 Section V: Evaluation/Scoring Criteria

Section V – Evaluation/Scoring Criteria stipulates the scoring scheme for evaluating various technical criteria. These may cover scoring of criteria relating to the Bidder’s experience, technical presentation and proposed solution, and experience of Key Experts etc. It may also lay down a minimum technical score to qualify for the next stage of Financial Evaluation. In a specific evaluation scheme, instead of a scheme of scoring, a scheme may be laid down to evaluate criteria on a pass/fail basis.

Bidders must fill the following forms as per mentioned annexures regarding this Section:

- a. Form T-2: Comments and Suggestions on Terms of Reference, Counterpart Staff, and Inputs to be Provided by LIC
- b. Form T-3: Description of Approach and Methodology in Responding to the Terms of Reference

- c. Form T-4: Client Reference Format
- d. Form T-5: Key Experts' Curriculum Vitae (CV)

2.1.4.7 Forms (To be filled, digitally signed, and uploaded by Bidders)

Please refer to Section 2.1.4 above to relate the following forms to the corresponding Sections.

1. Technical Bid:

- a. Form T-1: Bid Form – (Covering Letter)
- b. Form T-1A: Bidder's Commercial Information
- c. Form T-1B: Bidder's Profile Format
- d. Form T-1C: Bidder's eligibility as per RFP criteria
- e. Annexure – I: Blacklisting
- f. Form T-2: Comments and Suggestions on the Terms of Reference, Counterpart Staff, and Facilities to be provided by LIC
- g. Form T-3: Description of Approach and Methodology in Responding to the Terms of Reference
- h. Form T-4: Client Reference Format
- i. Form T-5: Key Expert Curriculum Vitae (CV)
- j. Form T-7: Terms and Conditions – Compliance
- k. Form T-8: Checklist for Bidders. The bidder must also upload the Checklist to confirm that he has complied with all the instructions in the RFP Document and that nothing is inadvertently left out. This checklist is only for general guidance, is not comprehensive, and does not absolve the Bidder from complying with all the requirements stipulated elsewhere in the RFP Document.
- l. Form T-9: Bank Guarantee Format for Earnest Money Deposit
- m. Form T-10: Integrity Pact
- n. Form T-11: Land Border Declaration
- o. Form T-12: Non-Disclosure Agreement
- p. Form T-13: Manufacturer's Authorization Form (MAF)
- q. Form T-14: Format for Site Note Ready (SNR) certificate
- r. Form T-15: Format for Short Shipment Form
- s. Form T-16: Undertaking of Information Security
- t. Form T-17: Checklist for consumption of OEM Tools/Core & Other Enterprise Systems

- u. Any other format/ Form considered relevant by the Bidder.

2. Financial Bid

The financial Bid is to be submitted as Form T-6: Commercial Bid and in a separate file available on the Tenderwizard portal.

2.1.5 Other Formats

1. Format 1: Contract Form (Required after Letter of Award)
2. Appendix A: Bank Guarantee Format for Performance Security
3. Format 2: Authorization to Attend Pre-Bid Conference. (To be filled up, if required, by Bidder)
4. Format 3: Pre-Bid Conference Query
5. Format 4: Self Declaration
6. Format 5: Bank Details for EMD/Bid Processing Fee

2.2 Procuring Entity - Rights and Disclaimers

2.2.1 Procuring Entity

Bids are to be addressed to the Executive Director (IT / Digital Transformation), Life Insurance Corporation of India.

2.2.2 Moral Rights

2.2.2.1 Obtaining consents

To the extent permitted by applicable Laws and for the benefit of LIC, the Bidder will use its best endeavors to ensure that each of the Personnel used by the Bidder in the production or creation of the Contract Material gives, genuine consent in writing, in a form acceptable to LIC, to the use of the Contract Material for the Specified Acts, even if such use would otherwise be an infringement of their Moral Rights.

2.2.2.2 Specified Acts

In this clause, Specified Acts means:

1. Falsely attributing the authorship of any Contract Material, or any content in the Contract Material (including without limitation literary, dramatic, artistic works and cinematograph films within the meaning of the Copyright Act,1957)
2. Materially altering the style, format, colors, content, or layout of the Contract Material and dealing in any way with the altered Contract Material.

3. Reproducing, communicating, adapting, publishing, or exhibiting any Contract Material
4. Adding any additional content or information to the Contract Material.

2.2.3 Right to Intellectual Property and confidentiality

1. The RFP Document and associated correspondence are subject to copyright laws and shall always remain the property of LIC and must not be shared with third parties or reproduced, whether in whole or part, without LIC's prior written consent.
2. However, Bidders may share these to prepare and submit their Bids with their employees or holding Company after obtaining an undertaking of confidentiality like that imposed on the Bidder.
3. This condition shall also apply to Bidders who do not submit a Bid after downloading it or are not awarded a contract.

The obligation of the Bidders under sub-clauses above, however, shall not apply to information that:

- a. now or hereafter is or enters the public domain through no fault of Bidder.
- b. is legally possessed by Bidder at the relevant time and was not previously obtained, directly or indirectly, from LIC; or
- c. otherwise, lawfully becomes available to Bidder from a third party with no obligation of confidentiality.
- d. is disclosed by a party to its advisers or employees solely in order to comply with obligations, or to exercise rights, under the contract.
- e. is disclosed to a party's internal management personnel, solely to enable effective management or auditing of Contract related activities.
- f. is disclosed by LIC.
- g. is disclosed by LIC, in response to a request by a House or a Committee of the Parliament/Assembly.
- h. is independently developed by the Recipient without use or reference to such Confidential Information

The provisions of this clause shall survive completion or termination for whatever reason of the Procurement Process or the contract.

2.2.4 Right to Reject any or all Bids

LIC reserves its right to accept or reject any or all Bids, abandon/cancel, modify the Procurement Process, and issue another RFP for the same or similar Services before the award of the contract. It would have no liability to the affected Bidder(s) or any obligation to inform them of the grounds for such action(s).

LIC reserves the rights to select one or multiple bidders for the Scope of deliverables. Bids may be accepted or rejected in total or in any part or items thereof. Any Bid not containing sufficient information, in the view of LIC, to permit a thorough analysis may be rejected. LIC reserves the right to accept a combination of parts of more than one bid and to negotiate with any or all Bidders and to engage multiple Technology Service Providers for the desired Scope of Work.

LIC reserves the right to procure systems and software directly from the OEMs or through their authorized partners if LIC determines that such action is in the best interest of the LIC.

LIC reserves the right during technical and commercial evaluation or at the time of award of contract and during the term of the contract to vary the quantity of services and goods specified in the RFP without any change in unit prices or other terms and conditions. LIC, at all times, reserve the right to modify, include or exclude procurement of products under consideration, or source the systems from multiple service providers if it is to LIC's advantage to do so.

LIC reserves the right to shift/divert the equipment to other locations from where they are. In such cases, the warranty / AMC shall continue to be in force at the new location and the supplier has to continue to extend his support for the same at the new location.

2.2.5 Disclaimers

2.2.5.1 Regarding the Purpose of the RFP Document

The RFP Document is neither an agreement nor an offer to the prospective Bidder(s) or any other party. The purpose of the RFP Document is to provide the Bidder(s) with information to assist them in participation in this Procurement Process.

2.2.6 Regarding Documents/guidelines

The RFP Document, ensuing communications, and Contracts shall determine the legal and commercial relationship between the Bidders and LIC. No other LIC's document/guidelines/Manuals, including its Procurement Manual (for internal and official use of its officers), notwithstanding any mention thereof in the RFP Document, shall have any locus-standi in such a relationship. Therefore, such documents/guidelines/Manuals shall not be admissible in legal or dispute resolution or grievance redressal proceedings.

2.2.6.1 Regarding Information Provided

Information contained in the RFP Document or subsequently provided to the Bidder(s) is on the terms and conditions set out in the RFP Document or subject to which that was provided. Similar terms apply to information provided verbally, in the documentary, or any other form, directly or indirectly, by LIC, its employees, or associated agencies.

2.2.6.2 Regarding RFP Document:

1. The RFP Document does not purport to contain all the information Bidder(s) may require. It may not address the needs of all Bidders. They should conduct due diligence,

investigation, and analysis, check the information's accuracy, reliability, and completeness, and obtain independent advice from appropriate sources. Information provided in the RFP Document to the Bidder(s) is on various matters, some of which may depend upon interpreting the law. The information given is not an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. LIC, its employees and other associated agencies accept no responsibility for the accuracy or otherwise for any interpretation or opinion on law expressed herein.

2. LIC, its employees and other associated agencies make no representation or warranty for the accuracy, adequacy, correctness, completeness or reliability of any assessment, assumption, statement, or information in the RFP Document. They have no legal liability, whether resulting from negligence or otherwise, for any loss, damages, cost, or expense arising from/incurred/suffered, howsoever caused, to any person, including any Bidder, on such account.

2.3 Bidders – Participation in this RFP process

2.3.1 Eligibility to Participate

- a. The Bidder must meet the eligibility criteria prescribed in the RFP document including restrictions on Bidders from specified countries as of the date of this Bid submission and should continue to meet these till the award of the contract. Bidders shall be required to declare continued fulfillment of Eligibility Criteria in Form T-1 'Bid Form (Covering Letter)'. Bidders must provide evidence of their continued eligibility to LIC if requested.
- b. Furthermore, it is the Bidder's responsibility to ensure that its Experts, service providers, suppliers and/or their employees similarly continue to meet such eligibility criteria.

1. Change in Structure or Associations

- a. **Changes in Structure:** Any change in the structure, formation, eligibility, or qualifications of a Bidder after being selected shall be subject to the written approval of LIC.
- b. **Association among Bidders** No consortium/association bidding is allowed. LIC will not consider joint or collaborative bids that require a contract with more than one prime Bidder. Bidders need to fulfill all the eligibility criteria and technical evaluation criteria in its individual capacity unless mentioned otherwise.
- c. Any such changes shall be submitted for approval to LIC no later than 14 days after publishing the RFP document. Such approval shall be denied if (i) a Bidder proposes to associate with an ineligible Bidder or, in case of an ineligible joint venture, any of its members (ii) because of the change, the Bidder no longer substantially meets the

eligibility criteria outlined in Section 5.1, or (iii) if, in the opinion of LIC, a substantial reduction in competition may result.

- d. **Participation in only one Bid:** The Bidder shall not participate in more than one Bid in this RFP Process. Participation in any capacity by a Bidder in more than one Bid shall result in the disqualification of all Bids in which he is a party.
- e. **Sub-contracting:** 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 of LIC before providing any confidential information of LIC to a potential subcontractor or another entity.
- ii. If selected, the selected 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/deficiency of all services, including subcontractor's compliance with the service levels and all other obligations and conditions enumerated in this RFP and the awarded Contract, if any.
- iv. Subcontractor's cost will be included within the Bidder's pricing and invoicing and LIC shall in any way not be obligated or liable to pay to the approved subcontractors any remuneration or monetary compensation of any kind.

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 sub-contractors sufficiently in advance to ensure timely delivery of services.

The Bidder may only submit one bid as a prime Bidder. If the Bidder submits more than one bid, 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 bids.

2.3.2 Conflict of Interest

The Bidder must provide professional, objective, and impartial advice, always holding the Procuring Organization's interest paramount, and shall not try to get benefits beyond the

legitimate payments and credentials in the contract. He should strictly avoid conflicts with other assignments or their corporate interests. Bidders must disclose to LIC in Form T-1 'Bid Form (Covering Letter)' any actual or potential conflict that impacts its capacity to serve the best interest of the Procuring Organization. Bidder should not have any litigation which may jeopardize or materially impact the bidders' ability to perform its obligations under the proposed assignment. Failure to disclose such situations shall be treated as a violation of the Code of Integrity (ITB Clause 2.14) and shall attract penalties mentioned therein. Bids found to have a conflict of interest shall be rejected as nonresponsive. Without limitation on the generality of the preceding, a Bidder in this Procurement Process shall be considered to have a conflict of interest if the Bidder:

1. Conflicting Associations:

- a. directly or indirectly controls, is controlled by or is under common control with another Bidder; or
- b. receives or has received any direct or indirect subsidy/financial stake from another Bidder; or
- c. has the same correspondence address or same legal representative/agent as another Bidder for purposes of this Bid; or
- d. has a relationship with another Bidder, directly or through common third parties, that puts it in a position to have access to information about or influence the Bid of another Bidder or influence the decisions of LIC regarding this Procurement Process; or

2. Unfair Competitive Advantage and Conflicting Activities: (or any of its Affiliates) had been engaged by LIC to provide consulting and project management services for a project, they shall be disqualified from providing required scope of services resulting from or directly related to those goods, works, or services. Conversely, a firm (or any of its Affiliates) hired to provide required scope of services for the preparation or implementation of a project shall be disqualified from subsequently providing goods or works or services resulting from or directly related to the required scope of services for such preparation or implementation.

3. Conflicting Assignments: (including its Experts and Sub-Bidders or any of its Affiliates) would be or are providing required scope of services in another assignment for the same or another Procuring Entity that, by its nature, may conflict with this assignment.

4. Commissions and Gratuities: shall disclose any commissions or fees that may have been paid or are to be paid to agents, representatives, or commission agents concerning the selection process or execution and performance of the resulting Contract. The information disclosed must include the name and address of the agent, representative, or commission agent, the amount and currency, and the purpose of the commission or fee.

5. **Conflicting Relationships:** has close business/family relationship with a staff of the Procuring Organization who are/would be directly/indirectly involved in any of the following activities:
 - a. preparation of the RFP document or TOR of the Procurement Process
 - b. evaluation of Bids or award of Contract, or
 - c. implementation/supervision of the resulting Contract
6. **Notification of a conflict of interest:** shall make a disclosure to LIC as soon as any potential conflict comes to their notice but in no case later than 7 (seven) days and any breach of this obligation of disclosure shall be construed as Conflict of Interest. LIC shall, upon being notified by the Bidder under this Clause, decide whether it wishes to terminate this Services or otherwise, and convey its decision to the Bidder within a period not exceeding 15 (fifteen) days.

2.4 The Terms of Reference (TOR) and Form of Contract

2.4.1 Facilities to be provided by LIC.

All inputs, relevant project data, and reports required for preparing the Bidder's Bid shall be included in the TOR. Unless otherwise stipulated in the TOR, utilities or facilities (e.g., Rooms, Furniture, Transport, Access to IT Services etc.) shall NOT be provided by LIC to the Bidder.

2.4.2 Forms of BOQ/Contract and Selection Methods

Evaluation of Bids and the resulting Contract shall be based on the form of BOQ/Contract and the Selection method applicable for the RFP, as elaborated in Section ITB-Clause 2.11 and 2.12 below.

2.4.3 Lumpsum form of BOQ/Contract

This is a Lumpsum form of BOQ/Contract, the Payments shall be linked to outputs (deliverables) such as reports, drawings, bills of quantities, bidding documents, or software programs.

2.4.4 Selection Method

The selection method applicable in this RFP shall be Quality and Cost Basis Selection (QCBS).

Please refer to Section V for details.

2.4.5 Inputs of Key Experts

Bidder shall not propose alternative Key Experts. Only one CV shall be submitted for each Key Expert position separately. Failure to comply with this requirement shall make the Bid non-responsive.

LIC may indicate in the RFP Document the estimated number of Key Experts and other roles as per the indicative scope of services LIC is seeking from this RFP. This estimate is indicative, and

the Bidders should base their bid on their own estimates. However, if the Bidder has a strong justification (to be recorded in the Bid) to include lesser time input of Key Experts than that indicated in the TOR, it shall be treated as a deviation and dealt with as per ITB -Clause 2.11.1.2.

2.5 Bid Prices, Taxes and Duties

2.5.1 Prices

2.5.1.1 Competitive and Independent Prices

1. The prices should be arrived at independently, without restricting competition, any consultation, communication, or agreement with any other Bidder or competitor relating to:
 - a. those prices; or
 - b. the intention to submit an offer; or
 - c. the methods or factors used to calculate the prices offered.
2. The prices should not be knowingly disclosed by the Bidder, directly or indirectly, to any other Bidder or competitor before the Financial Bid opening unless otherwise required by law.

2.5.1.2 Price Components

Bidder shall indicate in the Price Schedule prices/rates against all the specified roles. Indicative team structures will be provided based on which the total commercial bid will be considered.

2.5.1.3 Price Schedule

1. Bidders are to upload only the downloaded BOQ (in excel format) after entering the relevant fields without any alteration/deletion/modification of other portions of the excel sheet. All the columns in the price schedule should be filled up as required. If any column does not apply to a Bidder, he should clarify the same.
2. Bidders shall fill in rates other than zero value in the specified cells without leaving them blank.
3. The quoted price/rate card shall be considered to include all relevant financial implications, including inter-alia the scope of the Services to be delivered and the incidental goods/works to be supplied, location of the Bidder, site(s) of the delivery of Services, terms of delivery, extant rules and regulations relating to taxes, duties, customs, transportation, environment, labour, Mining & Forest of the Bidder's country and in India.

2.5.1.4 Provisions of GST

1. Break up of different price elements, i.e., as per GST Act, shall be indicated separately, along with its associated HSN code and GST rate.
2. While quoting the basic rate, the Bidder should offset the input credit available as per the GST Act.

3. Please refer to ITB-Clause 2.5.2 for further details.

2.5.1.5 Currencies of Bid and Payment

The Bidder's currency of Bid and payment shall be quoted entirely in Indian Rupees. All payments shall be made in Indian Rupees only.

2.5.1.6 Non-compliance

Tenders, where prices are quoted in any other way, shall be rejected as nonresponsive.

2.5.1.7 Firm Price

Prices/rate card quoted by the Bidder shall remain fixed during the currency of the contract and not subject to variation on any account.

2.5.1.8 Price Variation Clause:

No variation on rate card shall be allowed under this RFP including any extensions.

2.5.2 Taxes

The Bidder is responsible for meeting all tax liabilities arising from the Contract.

2.5.2.1 GST Registration Status:

1. All the Bidders should ensure that they are GST compliant and that their quoted tax structure/rates areas per GST Act/Rules. Bidders should be registered under GST and furnish a GSTIN number and GST Registration Certificate in their offer unless they are specifically exempted from registration under a specific notification/circular/section/rule issued by statutory authorities.
2. **GST Registration Number (15-digit GSTIN).** If the Bidder has multiple business verticals in a state and has separate registration for each vertical, the GSTIN of each vertical concerned with the service delivery shall be quoted. If the services provided are from multiple states, the Bidder should mention GST registration numbers for each state separately.
3. **Composition scheme:** If the Bidder has opted for a composition levy under Section 10 of CGST, he should declare the fact while bidding along with GSTIN and GST registration certificate.
4. **Exemption from Registration:** If a Bidder is not liable to take GST registration, i.e., having turnover below threshold, he shall submit undertaking/indemnification against tax liability. Bidder claiming exemption in this respect shall submit a valid certificate from practicing Chartered Accountant (CA)/Cost Accountant with Unique Document Identification Number (UDIN) to the effect that Bidder fulfils all conditions prescribed in notification exempting him from registration. Such Bidder/dealer shall not charge any GST and/or GST Cess in the bill/invoice. In such case, applicable GST shall be deposited

under Reverse Charge Mechanism (RCM) or otherwise as per GST Act by LIC directly to concerned authorities. The bidder should note that his offer would be loaded with the payable GST under the RCM. Further, the Bidder should notify and submit to LIC within 15 days of becoming liable for registration under GST.

2.5.2.2 HSN Code and GST Rate:

1. If provided in this RFP Document, the HSN (Harmonized System of Nomenclature) code shall be only indicative. It shall be the responsibility of the Bidder to ensure that they quote the exact HSN Code and corresponding GST rate for each activity of the Services being offered by them.
 - a. As per the GST Act, the Bid and contract must show the GST Tax Rates (and GST Cess if applicable) and GST Amount explicitly and separately from the Bid/contract price (exclusive of GST).
 - b. If the price is stated to be inclusive of GST, the Bidder must declare the current applicable rate included in the price. Bidders should quote 'GST' if payable extra on the total basic rate of each service and quoted GST in '%' inclusive of cess.
2. **Applicability to Imported Goods/Services:** If imported into India, the supply of commodities, services, or both shall be considered as supply under inter-state commerce/trade and shall attract integrated tax (IGST). The IGST rate and GST cess shall be applicable on the 'Custom Assessable Value' plus the 'Basic Customs duty applicable thereon'.

2.5.3 Payments

2.5.3.1 General

Payment will be made as per the payment terms mentioned in this RFP.

2.5.3.2 No Advance Payments

LIC shall make no advance payment of any type (Mobilization, secured advances, etc.).

2.6 Downloading the RFP Document; Corrigenda and Clarifications

2.6.1 Downloading the RFP Document

The RFP document can be downloaded as per the details given in RFP clause 1.2.2.

2.6.2 Corrigenda/Addenda to RFP Document

Before the deadline for submitting Bids, LIC may update, amend, modify, or supplement the information, assessment or assumptions contained in the RFP Document by issuing corrigenda and addenda. The corrigenda and addenda shall be published in the same manner as the original RFP Document. Without any liability or obligation, the Portal may send intimation of such corrigenda/addenda to Bidders who have downloaded the document under their login. However,

the Bidders must check the Tenderwizard Portal for any corrigenda/addenda. Any corrigendum or addendum thus issued shall be considered a part of the RFP Document.

To give reasonable time to the prospective Bidders to take such corrigendum/addendum into account in preparing their Bids, LIC may suitably extend the deadline for the Bid submission as necessary. After LIC makes such modifications, any Bidder who has submitted his Bid in response to the original invitation shall have the opportunity to either withdraw his Bid or re-submit his Bid superseding the original Bid within the extended time of submission as per ITB-clause 2.9.4 below.

LIC may extend the deadline for the RFP submission by issuing an amendment. In this case, all rights and obligations of LIC and the bidders previously subject to the original deadline shall then be subject to the new deadline for the RFP submission.

2.6.3 Clarification of the RFP Document

As detailed in RFPL, a Bidder requiring any clarification regarding the RFP Document may seek clarification at email digitrans.bid@licindia.com. The query and clarification shall be shared with all Bidders on the portal without disclosing its source. If a modification of the RFP document is warranted due to such clarification, an addendum/corrigendum shall be issued as per ITB-Clause 2.6.2 above.

2.7 Pre-Bid Conference

If a Pre-Bid conference is stipulated in the TIS, prospective Bidders interested in participating in this tender may attend a Pre-Bid conference to clarify the techno- commercial conditions of the RFP at the venue, date and time specified therein.

Participation is not mandatory. However, if a Bidder chooses not to (or fails to) participate in the Pre-Bid conference or does not submit a written query, it shall be assumed that they have no issues regarding the techno-commercial conditions.

The date and time by which the written queries for the Pre-Bid as per Format 3: "Pre-Bid Conference Query" must reach the authority and the last date for registration for participation in the Pre-Bid conference is also mentioned in the TIS.

Delegates participating in the Pre-Bid conference must provide a photo identity and an authorization letter as per Format 2: "Authorization to attend a Pre-Bid Conference" from their Company/principals; else, they shall not be allowed to participate. The Pre-Bid conference may also be held online at the discretion of LIC.

After the Pre-Bid Conference, Minutes of the Pre-Bid conference shall be published on Tenderwizard portal. If required, a clarification letter and corrigendum to RFP Document shall be issued, containing amendments to various provisions of the RFP Document. As per ITB-clause 2.6.2 above, to give reasonable time to the prospective Bidders to consider such clarifications in preparing their Bids, LIC may suitably extend, as necessary, the deadline for the Bid submission.

LIC at its own discretion may conduct a second Pre-Bid conference to provide further clarity on the RFP's technical requirements and commercial conditions. Information around this will be duly provided.

2.8 Preparation of Bids

2.8.1 The Bid

2.8.1.1 Language of the Bid

The Bid submitted by the Bidder and all subsequent correspondence and documents relating to the Bid exchanged between the Bidder and LIC shall be written in English. However, the language of any printed literature furnished by the Bidder in connection with its Bid may be written in any other language provided a certified translation accompanies it in the Bid language. For purposes of interpretation of the Bid, translation in the language of the Bid shall prevail.

2.8.1.2 Acquaintance with Local Conditions and Factors

At his own cost, responsibility, and risk, the Bidder is encouraged to visit, examine, and familiarize himself with the local conditions and factors. The Bidder acknowledges that before the submission of the Bid, he has, after a complete and careful examination, made an independent evaluation of the local conditions, infrastructure, logistics, communications, legal, environmental, and any other conditions or factors which would have any effect on the performance of the contract. Bidders shall be responsible for compliance with Rules, Regulations, Laws and Acts in force from time to time at relevant places. On such matters, LIC shall have no responsibility and not entertain any request from the Bidders.

2.8.1.3 Cost of preparation and submission of Bids

The Bidder(s) shall bear all direct or consequential costs, losses and expenditures associated with or relating to the preparation, submission, and subsequent processing of their Bids, including but not limited to preparation, copying, postage, delivery fees, expenses associated with any submission of samples, demonstrations, or presentations which LIC may require, or any other costs incurred in connection with or relating to their Bids. All such costs, losses and expenses shall remain with the Bidder(s), and LIC shall not be liable in any manner whatsoever for the same or any other costs, losses and expenses incurred by a Bidder(s) for participation in the Procurement Process, regardless of the conduct or outcome of the Procurement Process.

2.8.1.4 Interpretation of Provisions of the RFP Document

The RFP document's provisions must be interpreted in the context in which these appear. Any interpretation of these provisions far removed from such context, contrived, or between-the-lines interpretation is unacceptable.

2.8.1.5 Alternate Bids are not allowed.

Conditional offers, alternative offers, and multiple Bids by a Bidder shall not be considered. The Portal shall permit only one Bid to be uploaded.

2.8.2 Documents comprising the Bid.

2.8.2.1 Techno-commercial Bid/Cover

"Technical Bid" shall include inter-alia the scanned copies of duly signed or digitally signed copies of forms as per ITB-Clause 2.1.4.7 and clause 2.1.5 in pdf format. The Technical Bid shall not include any financial information. A Technical Bid containing material financial information shall be declared non-responsive.

2.8.2.2 Financial Bid/Cover

"Financial Bid" shall comprise the Price Schedule. It should be filled considering all financially relevant details, including Taxes and Duties, as per ITB-clause 2.5.2. It shall include all details as mentioned in Section V Evaluation/ Scoring Criteria, Clause 5.4, No additional technical details which have not been brought out in the Technical Bid shall be brought out in the Financial Bid. A Financial Bid containing material Technical Information not disclosed in the Technical Bid shall be declared non- responsive.

2.8.3 Bid Validity

Bids shall remain valid for a period not less than 180 days from the deadline for the Bid submission stipulated in TIS. A Bid valid for a shorter period shall be rejected as nonresponsive.

In case the day up to which the Bids are to remain valid falls on/subsequently declared a holiday or closed day for LIC, the Bid validity shall automatically be deemed to be extended up to the next working day.

In exceptional circumstances, before the expiry of the original time limit, LIC may request the Bidders to extend the validity period for a specified additional period. The request and the Bidders' responses shall be made in writing or electronically.

- a. The Bidder has the right to refuse to extend the validity of its Bid, in which case such Bid shall no longer be valid.
- b. If the Bidder agrees to extend the validity of its Bid, it shall be done without any change in the original Bid and with the confirmation of the availability of the Key Experts.
- c. If any Key Experts become unavailable for the extended validity period, the Bidder shall seek permission to substitute another Key Expert. The Bidder shall provide adequate written justification and evidence to LIC with the substitution request. In such case, a substitute Key Expert shall have equal or better qualifications and experience than the originally proposed one. The technical evaluation score, however, shall remain based on the evaluation of the CV of the original Key Expert.

- d. If the Bidder fails to provide a substitute Key Expert with equal or better qualifications, or if the provided reasons for the replacement or justification are unacceptable to LIC, such Bid shall be rejected.

2.8.4 Bid Security - Related Documents

1. **EMD/BSD as Bid Security:** The Bidder shall provide Bid Security as Earnest Money Deposit (EMD) for the amount shown in the TIS.
2. **Modalities of EMD:** The earnest money shall be denominated in Indian Rupees. Wherever relevant, it shall be in favor of the Account specified in TIS and shall be furnished as Bank Guarantee from/confirmed by any of the Nationalised/Reputed Scheduled banks in India in the format specified in Form T-9 valid for forty-five days beyond the validity of the Bid.
3. **Forfeiture of EMD:** EMD shall be forfeited if the Bidder breaches any of the following obligation(s) under the RFP:
 - a. withdraws or amends his Bid or impairs or derogates from the Bid in any respect within the period of validity of its Bid; or
 - b. after having been notified within the period of Bid validity of the acceptance of his Bid by LIC:
 - i. refuses to or fails to submit the original documents for scrutiny or the required Performance Security within the stipulated time as per the RFP document's conditions.
 - ii. fails or refuses to sign the contract.
4. **Return of EMD:** Unsuccessful Bidders' EMD shall be returned to them without any interest not later than thirty days after the conclusion of the resultant contract. Successful Bidder's EMD shall be returned without any interest after receipt of performance security from them.

2.9 Signing and Uploading Bids

2.9.1 Relationship between Bidder and Tenderwizard Portal

LIC is neither a party nor a principal in the relationship between the Bidder and the organization hosting the Tenderwizard (hereinafter called the Portal). Bidders must comply with the rules, regulations, procedures, and implied conditions/agreements of the Tenderwizard, including registration, compatible Digital Signature Certificate (DSC) etc. Bidders shall settle clarifications and disputes, if any, regarding the Portal directly with them. In case of conflict between provisions of the Portal with the RFP Document, provisions of the Portal shall prevail. Bidders may study the resources provided by the Portal for Bidders.

2.9.2 Signing of Bid

The individual signing/digitally signing the Bid or any other connected documents should submit an authenticated copy of the document(s), which authorizes the signatory to commit and submit Bids on behalf of the Bidder along with Form T-1: Bid Form (Covering Letter).

2.9.3 Submission/uploading of Bids.

2.9.3.1 Submission/Uploading to the Portal

Further to details mentioned in RFPL clause 1.6:

1. Bids must be uploaded on the tenderwizard mentioned in the TIS until the deadline for the Bid submission as notified therein. If the office happens to be closed on the deadline to submit the Bid as specified above, this deadline shall not be extended. No manual Bids shall be made available or accepted for submission. Bids submitted through modalities other than those stipulated in TIS shall be liable to be rejected as nonresponsive.
2. In the case of downloaded documents, the Bidder must not make any changes to the contents of the documents while uploading, except for filling in the required information—otherwise, the Bid shall be rejected as nonresponsive. Uploaded Pdf documents should not be password protected. Bidders should ensure the clarity/legibility of the scanned documents uploaded by them.
3. The date and time of the Tenderwizard server clock (also displayed on the dashboard of the bidders) shall be the reference time for deciding the closing time of the Bid submission. Bidders are advised to ensure they submit their Bid within the deadline of submission, taking the server clock as a reference, failing which the portal shall not accept the Bid. No request on the account that the server clock was not showing the correct time and that a particular bidder could not submit their Bid because of this shall be entertained. Failure or defects on the internet or heavy traffic at the server shall not be accepted as a reason for a complaint. LIC shall not be responsible for any failure, malfunction or breakdown of the electronic system used during the e-Tender process.
4. Only one copy of the Bid can be uploaded, and the Bidder shall digitally sign all statements, documents, and certificates uploaded by him, owning sole and complete responsibility for their correctness/authenticity as per the IT Act 2000 as amended from time to time.
5. Unless otherwise instructed in the RFP Document, the bidder need not sign or up-load the Sections in ITB-clause 2.1.4 above while uploading his Bid. However, they must declare in his Bid Form (Form T-1: Bid Form) that they have read, understood, complied with, and stand bound by all requirements of these sections. **Originals of the following documents shall be submitted to LIC and acknowledgement be obtained before the bid submission deadline at the venue mentioned in TIS.**
 - a. Bid Form (Covering Letter) – **Form T-1**
 - b. Bank Guarantee for Earnest Money Deposit instrument - **Form T-9**

- c. Non-Disclosure Agreement (NDA) - **Form T-12** (To be executed over Rs.500 Stamp/Franked paper & notarized)
- d. Pre-Contract Integrity Pact - **Form T-10**

Failure to do so is likely to result in the bid being rejected. If the office is closed on the deadline for such physical submission, the physical submission deadline shall stand extended to the next working day at the same time and venue.

LIC reserves its right to call for verification, at any stage of evaluation, especially from the successful Bidder(s) before the issue of a Letter of Award (LoA), originals of uploaded scanned copies of documents uploaded in the RFP stage. If a bidder fails at that stage to provide such originals or, in case of substantive discrepancies in such documents, it shall be construed as a breach of the Code of Integrity (see clause 2.14 below). Such RFP Bids shall be liable to be rejected as nonresponsive and other punitive actions for such a breach.

Regarding the protected Price Schedule the Bidder shall only enter his name in the space provided in the specified location. Bidder shall type rates in the figure only in the rate column of respective service(s) without any blank cell or Zero values in the rate column, without any alteration/deletion/modification of other portions of the excel sheet. If space is inadequate, the Bidder may upload additional documents under "Additional Documents" in the "Bid Cover Content."

All Bids uploaded by the Bidder to the portal shall get automatically encrypted. The encrypted Bid can only be decrypted/opened by the authorized persons on or after the due date and time. The Bidder should ensure the correctness of the Bid before uploading and take a printout of the system-generated submission summary to confirm the successful Bid upload.

Hard copy of the entire Technical-Bid document (which is uploaded online by Bidder) shall be submitted physically to LIC at the address of the Tender Inviting Authority (TIA) duly stamped, signed and spirally bound within 48 hours of the closed of bid-submission date/time. In case of any discrepancy/variations between documents (online and physical), the online submissions shall prevail.

2.9.3.2 Implied acceptance of procedures by Bidders

Submission of Bid in response to the RFP Document is deemed to be acceptance of the procedures and conditions of e-Procurement and the RFP Document.

2.9.4 Modification, Resubmission and Withdrawal of Bids

2.9.4.1 Modification & Resubmission

Once submitted in e-Procurement, the Bidder cannot view or modify his Bid since it is locked by encryption. However, resubmission of the Bid by the Bidders for any number of times superseding earlier Bid(s) before the submission date and time is allowed. Resubmission of a Bid shall require uploading all documents, including the financial Bid, afresh. The system shall consider only the last Bid submitted.

2.9.4.2 Withdrawal

1. The Bidder may withdraw his Bid before the Bid submission deadline, and it shall be marked as withdrawn and shall not get opened during the Bid opening.
2. No Bid should be withdrawn after the Bid submission deadline and before the Bid validity period expires. If a Bidder withdraws the Bid during this period, LIC shall be within its right to forfeit the Bid Security (or enforce the Bid Securing Declaration, if it was allowed in lieu of Bid Security), in addition to other punitive actions provided in the RFP Document for such misdemeanor as per clause 3.13.3.

2.10 Bid Opening

The Bids shall be opened on or after the date & time of the opening stipulated in TIS. Bids cannot be opened before the specified date & time, even by the Tender Inviting Officer, the Procurement Officer, or the Publisher. If the specified date of Bid opening falls on is subsequently declared a holiday or closed day for LIC, the Bids shall be opened at the appointed time on the next working day.

2.11 Evaluation of Bids and Award of Contract

2.11.1 General norms

2.11.1.1 Evaluation is based only on declared criteria.

The evaluation shall be based upon scrutiny and examination of all relevant data and details submitted by the Bidder in its/his Bid and other allied information deemed appropriate by LIC. Evaluation of Bids shall be based only on the criteria/conditions included in the RFP Document. The Selection Method to be used for evaluation and the Type of Contract (Price Structure) is mentioned in the TIS.

The determination shall not consider the qualifications of other firms, such as the bidder's subsidiaries, parent entities, affiliates, or any other firm(s) different from the bidder.

Information relating to the evaluation of RFPs and evaluation results shall not be disclosed to any participant or any other persons not officially concerned with such process until the notification of shortlisting is made in accordance with clause 2.13.1 below.

2.11.1.2 Deviations/Reservations/Omissions - Substantive or Minor

1. During the evaluation of Bids, the following definitions apply:
 - a. “Deviation” is a departure from the requirements specified in the RFP Document.
 - b. “Reservation” is the setting of limiting conditions or withholding from complete acceptance of the requirements specified in the RFP Document; and
 - c. “Omission” is failing to submit part, or all of the information or documentation required in the RFP Document.
2. A deviation/reservation/omission from the requirements of the RFP Document shall be considered a substantive deviation as per the following norm, and the rest shall be considered a Minor deviation:
 - d. which affects in any substantive way the scope, quality, or performance standards of the Services;
 - e. which limits in any substantive way, inconsistent with the RFP Document, LIC's rights, or the Bidder's obligations under the contract; or
 - f. Whose rectification would unfairly affect the competitive position of other Bidders presenting substantively responsive Bids.
3. The decision of LIC shall be final in this regard. Bids with substantive deviations shall be rejected as nonresponsive.
4. Variations, deviations, and other offered benefits (Techno-commercial or Financial) above the scope/quantum of Services stipulated in the RFP Document shall not influence evaluation Bids. If the Bid is otherwise successful, such benefits shall be availed by LIC, which would become part of the contract.
5. LIC reserves the right to accept or reject Bids with minor deviations. Wherever necessary, LIC shall convey its observation as per ITB-clause 2.11.1.3 below on such ‘minor’ issues to the Bidder by registered/speed post/electronically etc., asking Bidder to respond by a specified date. If the Bidder does not reply by the specified date or gives an evasive reply without clarifying the point at issue in clear terms, that Bid shall be liable to be rejected as nonresponsive.

2.11.1.3 Clarification of Bids and shortfall documents

1. During the evaluation of Techno commercial or Financial Bids, LIC may, at its discretion, but without any obligation to do so, ask the Bidder to clarify its Bid by a specified date. The bidder should answer the clarification within that specified date (or, if not specified, 7 days from receiving such a request). The request for clarification shall be submitted in writing or electronically, and no change in prices or substance of the Bid shall be sought, offered, or permitted that may grant any undue advantage to such Bidder. Any clarification submitted by a Bidder regarding its Bid that is not in response to a request by the Purchasing Entity shall not be considered.

2. LIC reserves its right to, but without any obligation to do so, seek any shortfall information/documents only in case of historical documents which pre-existed at the time of the Bid Opening, and which have not undergone change since then and do not grant any undue advantage to any Bidder. There is a provision on the portal for requesting Short-fall documents from the Bidders. The system allows taking the shortfall documents from bidders only once after the technical Bid opening.
3. If the bidder fails to provide satisfactory clarification and/or missing information within the stipulated time-period, its RFP-bid shall be evaluated based on available information and documents.

2.11.1.4 Contacting LIC during the evaluation

From Bid submission to awarding of the contract, no Bidder shall contact LIC on any matter relating to the submitted Bid. If a Bidder needs to contact LIC for any reason relating to this tender and/or its Bid, it should do so only in writing or electronically. Any effort by a Bidder to influence LIC during the processing of Bids, evaluation, bid comparison or award decisions shall be construed as a violation of the Code of Integrity, and the Bid shall be liable to be rejected as nonresponsive in addition to other punitive actions for violation of Code of Integrity as per the RFP Document.

2.11.2 Evaluation of Bids

2.11.2.1 Preliminary Examination of Bids - Determining Responsiveness

A substantively responsive Bid is complete and conforms to the RFP Document's essential terms, conditions, and requirements without substantive deviation, reservation, or omission. Bids with substantive techno-commercial deviations or other essential aspects of the RFP shall be rejected as nonresponsive. Only substantively responsive Bids shall be considered for further evaluation. LIC reserves its right to consider and allow minor deviations in technical and Commercial Conditions. Following are some of the crucial aspects for which a Bid shall be rejected as nonresponsive:

1. The Bid is not in the prescribed format or is not submitted as per the stipulations in the RFP Document.
2. Failure to provide and/or comply with the required information, instructions etc., incorporated in the RFP Document or evasive information/reply against any such stipulations.
3. Required Bid Security (EMD) has not been provided before the closing date/time of bid-submission.
4. The Services offered are not eligible as per the provision of this tender.
5. The Bid validity is shorter than the required period.
6. The Bid departs from the essential requirements stipulated in the bidding document.

7. Non-submission or submission of illegible scanned copies of stipulated documents/declarations
8. Furnishing wrong and/or misleading data, statement(s) etc. In such a situation, besides rejecting the Bid as nonresponsive, it is liable to attract other punitive actions under relevant provisions of the RFP Document for violating the Code of Integrity.

2.11.2.2 The Evaluation Process

Unless otherwise stated, only the techno-commercial Bids shall be opened on the stipulated date of opening of Bids. After that, the techno-commercial evaluation shall ascertain whether these Bids meet the requirements of the Terms of Reference, Technical Criteria and Minimum Score. Subsequent opening of financial Bids and financial evaluation shall be done only of Bids declared successful in techno-commercial evaluation. The evaluators of the Technical Bids shall have no access to the Financial Bids until the technical evaluation results are declared, and financial Bids are opened.

2.11.3 Techno-commercial Evaluation

2.11.3.1 Evaluation of Technical Bids/Score

1. LIC shall evaluate the technical Bid and assign scores as per the scheme of criteria and sub- criteria as laid down in ‘Section V: Evaluation/Scoring Criteria’. This determination shall, inter- alia, consider the Bidder’s (i) Bidder’s Experience relevant to the Scope of work; ii) Technical presentation and proposed solution; iii) Proposed Team/Key Expert, Resource Planning and Project Governance
2. If it is established that any Key Expert nominated in the Bidder’s Bid was included in the Bid without his/her confirmation, such Bid shall be disqualified and rejected for further evaluation and shall be treated as a violation of the Code of Integrity and would be liable for penalties thereunder.
3. All Key Experts (including the Team Lead) must meet the minimum requirements specified. If any Key Expert fails to meet these minimum requirements, his score shall be evaluated as Nil. If any Key Expert or Team Lead of the successful bidder scores less than the specified percentage of the maximum score (or 50%, if not so specified), LIC shall be entitled to ask for a better replacement before the negotiations as per ITB-Clause 2.12 below.

2.11.3.2 Evaluation of Conformity to Commercial and Other Clauses

Bidders must comply with all the Commercial and other clauses of the RFP Document as per submissions in Form T-7: ‘Terms and Conditions – Compliance’. LIC shall also evaluate the commercial conditions quoted by the Bidder to confirm that all essential terms and conditions stipulated in the RFP Document have been accepted without substantive omissions/reservations/exceptions/deviation by the Bidder. Deviations from or objections or reservations to critical provisions such as those concerning (but not limited to) Governing laws

and Jurisdiction (Section III - GCC clause 3.3), Bidder's Obligations and Restrictions of its Rights (Section III - GCC clause 3.5), Performance Bond/Security (Section III - GCC clause 3.5.8), Force Majeure (Section III - GCC clause 3.9.6), Taxes & Duties (Section III - GCC clause 3.10.2), and Code of Integrity in Public Procurement Misdemeanors and Penalties (Section III - GCC clause 3.13) shall be deemed to be a substantive deviation and treated as unresponsive as per clause 2. 11.1.2 (3) above.

2.11.3.3 Evaluation of Techno-commercially Suitable Bidders and Opening of Financial Bids

Each responsive Bid shall be given a technical score applying the evaluation criteria, sub-criteria, and scoring system specified in Section V: Evaluation/Scoring Criteria. A Bid shall be rejected if it fails to achieve the minimum technical score of 70 marks out of 100. Bids that succeed in the above techno-commercial evaluation shall be considered techno-commercially suitable. The list of such techno-commercially suitable Bidders shall be declared on the Portal. LIC shall notify all Bidders whether their Bid was found responsive/non-responsive to the RFP and whether they met the minimum qualifying technical score. Financial Bids of successful Bidders only shall be opened online. The financial Bids of unsuccessful Bidders (scoring less than 70% marks) shall remain encrypted and unopened.

2.11.4 Financial Bids Evaluation and Ranking of Bids

2.11.4.1 Financial Bids Evaluation

1. Financial Bids of all Techno-commercially suitable Bids are evaluated based on the selection method declared in the RFP Document (QCBS) and ranked accordingly. The total outgo (excluding GST) will be considered for this evaluation.
2. GST will be payable as per Government guidelines.
3. Financial bid shall be opened only for technically qualified bidders who score 70 marks and above (pre-normalized).

Correction of Errors/adjustments:

- a. **Loading for Deviations:** Unless announced beforehand, the quoted price shall not be loaded based on deviations in commercial conditions. If it is so declared, such loading of a financial Bid shall be done as per the relevant provisions.
- b. **Discrepancies between Technical and Financial Bid:**
 - i. Activities and items described in the Technical Bid but not priced in the Financial Bid shall be assumed to be included in the prices of other activities or items, and no corrections are made to the Financial Bid.
 - ii. The Bidder is deemed to have included all prices in the Financial Bid, so neither arithmetical corrections nor price adjustments shall be made.

- c. **Discounts and Rebates:** If any Bidder offers conditional discounts/rebates in his Bid or suo-motu discounts and rebates after the Bid Opening (techno-commercial or financial), such rebates/discounts shall not be considered for ranking the offer. But if such a Bidder gets selected as per the selection method, without discounts/rebates, such discounts/rebates shall be availed and incorporated in the contracts.

Ambiguous Financial Bid: If the financial Bid is ambiguous and leads to two equally valid total price amounts, it shall be rejected as nonresponsive.

Quality and Cost-Based Selection (QCBS): The total score will be calculated by weighing the technical and financial scores and adding them to obtain a combined QCBS (Technical cum Financial) score, as explained in the sub-clauses below. The Bid obtaining the highest total combined score in evaluating quality and cost will be ranked as H-1, followed by the Bids securing lesser marks as H-2, H-3 etc. The Bids securing the highest combined marks and ranked H-1 will be invited for negotiations as per ITB-Clause 2.12 below. If two or more bids have the same highest score in the final ranking, the bid with a higher financial score will be H-1.

- a. Under the combined quality-cum-cost based system (QCBS), the Technical Bid evaluation, shall be allotted weightage of 70% (T) while the Financial-Bid evaluation shall be allotted the weightage of 30% (P). The Technical-bid scores and Financial-bid scores shall be normalised as per the respective weightages (called as Relative score).
- b. The Technical Bids are given an absolute technical score (Ta out of max 100) based on the evaluation criteria in Section V: Evaluation/Scoring Criteria. However, to normalize this w.r.t. Financial Score (Sf) below, a relative Technical Score (St) based on their relative ranking shall be calculated. The highest evaluated Technical Score (Ta- max) is assigned the maximum relative Technical Score (St) with weightage 70 (Seventy). The formula for determining the relative technical scores (St) of all other Bids is as follows:

$$St = 70 \times Ta/Ta-max,$$

in which "Ta-max" is the highest evaluated absolute Technical Score, "St" is the relative technical score calculated, and "Ta" is the absolute Technical Score of the Bid under consideration. This normalization would avoid any unintended magnification of weightage to the Financial score due to different scales of Technical Scores and Financial Scores.

- c. The Financial Bids are given cost-score based on the relative ranking of prices, with the lowest evaluated Financial Bid (Fm) being assigned the maximum financial score (Sf) with weightage 30 (Thirty). The formula for determining the financial scores (Sf) of all other Bids is as follows:

$$Sf = 30 \times Fm/F,$$

in which "Fm" is the price of the lowest offer, "Sf" is the financial score calculated, and "F" is the price of the Bid under consideration.

- d. The weights given to the Technical (T) and Financial (P) Bids are specified above: T (the weight given to the Technical Bid) is 70%, and P (the weight given to the Financial Bid) is 30% (with T + P = 100%)
- e. Bids would be ranked according to their combined QCBS (weighted technical, St and financial, Sf) scores as follows:

$$S = (St + Sf)$$

in which "S" is the combined QCBS score, "St" is the relative technical score calculated as per sub-clause b) above and "Sf" is the financial score calculated as per sub-clause c) above. All scores shall be calculated rounded up to two decimal places only.

- f. The detailed methodology is described below:
 - i. There are three bidders A, B and C.
 - ii. Technical score will be arrived at treating the marks of the bidder scoring the highest marks (A) in technical evaluation as 70 (maximum).
 - iii. Weighted Technical score for other bidders (B, C, etc.) will be computed using the formula Marks of B/Marks of highest scorer A * 70 and so on.
 - iv. Similarly, Commercial Score of all technically qualified bidders will be arrived at by taking the cost quoted by lowest (L1) bidder i.e., the lowest quote from all technically qualified bidders as 30 (maximum).
 - v. Weighted Commercial score for other bidders will be calculated using the formula: Weighted Commercial Score = Cost of L1 bidder/Cost quoted by bidder * 30.
 - vi. A Combined score will be arrived at, taking into account (i.e. adding) both weighted scores of Technical Bid evaluation and the Financial Bid evaluation.

Sr. No	Bidder	Technical Evaluation marks	Total Cost of Ownership in INR	Weighted Technical Score (T)	Weighted Commercial Score (P)	Combined Score (HC = T+P) (out of 100)
1.	A	90	40	$(90/90)*70 = 70.00$	$(20/40)*30 = 15.00$	$70.00 + 15.00 = 85.00$
2.	B	80	30	$(80/90)*70 = 62.22$	$(20/30)*30 = 20.00$	$62.22 + 20.00 = 82.22$
3.	C	70	20	$(70/90)*70 = 54.44$	$(20/20)*30 = 30.00$	$54.44 + 30.00 = 84.44$

In the above example,

1. Based on the Total Cost (TC) declared by the Bidders during the commercial bid evaluation, and further Combined and Final Evaluation using QCBS the Bidders will be categorized as HC1, HC2, HC3 etc.(In the ascending order, i.e. HC1 being the Bidder with the highest combined score, followed by HC2 with the next highest combined score and so on.).
2. Bidder A with highest combined score of 85.00 becomes the successful bidder (HC1).

2.11.5 Normalization of Bids

LIC may, at its sole discretion, decide to seek more information from the Bidders in order to normalize the Bids. However, Bidders will be notified separately if such normalization exercise is resorted to.

Normalization will be done to the extent possible and feasible to ensure that Bidders are meeting the requirements of the RFP to the extent possible and that the interest of LIC is protected. LIC reserves the right to normalize any or all of the technical bids. If such normalization has a bearing on the price, LIC may at its discretion ask the bidders eligible for technical evaluation to submit the technical and commercial bids once again for scrutiny.

The submissions can be requested by LIC in the following two manners:

1. Incremental technical bid and/or incremental price submissions in part of the requested clarifications by LIC
(or)
2. Revised technical and/or price submissions of the part or whole Bid
3. The process of normalization may be iterative till such time LIC is satisfied with the response of the Bidders.
4. Post the normalization process in case any Bidder has not quoted for any of the components, the response would be deemed to conclude that the unquoted components required for meeting the functional and technical requirements including the service levels specified in this RFP have been included in the total fixed cost in the commercial bid in prescribed format.
5. The Bidder by participating in this tender agrees to the normalization process being followed and adopted by LIC and has no reservation on the process adopted. In the event the Bidder has any query on the normalization process the same may be raised by the Bidder as part of the pre-bid queries.
6. LIC can repeat this normalization process at every stage of bid submission till LIC is satisfied. The Bidders agree that they have no reservation or objection to the normalization process and all the Bidders will, by responding to this RFP, agree to participate in the normalization process and extend their co-operation to LIC during this process.

7. The Bidders, by submitting the response to this RFP, agree to the process and conditions of the normalization process.

2.12 Contract Negotiation

2.12.1 Invitation to Negotiate

The negotiations shall be held at the date and address announced after the selection of the successful Bidder with their representative(s), who must have written power of attorney to negotiate and sign a contract on behalf of the Bidder. During the negotiations, it shall be ensured that no undue advantage accrues to the Bidder and that nothing shall vitiate the basis on which he has been declared successful. The minutes of negotiations shall be signed by LIC and the Bidder's authorized representative.

2.12.2 Verification of Original Documents

Before issuing a Letter of Award (LoA) to the successful Bidder(s), LIC may, at its discretion, ask the Bidder to present the originals of all such documents whose scanned copies were submitted online during this RFP process. If so decided, the photocopies of such self-certified documents shall be verified and signed by the competent officer and kept in the records as part of the contract agreement. If the Bidder fails to provide such originals or in case of substantive discrepancies found in such documents, it shall be construed as a violation of the Code of Integrity. Such Bid shall be liable to be rejected as nonresponsive in addition to other punitive actions in the Code of Integrity.

2.12.3 Availability of Key Experts:

As a pre-requisite to the negotiations, the invited Bidder shall confirm the availability of all Key Experts included in the Bid. Failure to confirm the Key Experts' availability may result in the Bidder's Bid being declared non-responsive and LIC proceeding to negotiate the Contract with the next-ranked responsive Bidder.

Notwithstanding the above, the substitution of Key Experts at the negotiations may be considered if due solely to circumstances outside the reasonable control of and not foreseeable by the Bidder, including but not limited to death or medical incapacity. In such case, the Bidder shall offer a substitute Key Expert within the period specified in the invitation letter to negotiate the Contract, who shall have equivalent or better qualifications and experience than the original candidate.

As per ITB-Clause 2.11.3 and 2.11.4, LIC reserves its right to seek during negotiations the replacement of the Team Leader/other Key Experts who score below the minimum score if specified.

2.12.4 Technical Negotiations

The negotiations include discussions of the Terms of Reference (TORs), the proposed methodology, LIC's inputs, the special conditions of the Contract, and finalizing the 'Terms of

Reference' part of the Contract. These discussions shall not substantially alter the original scope of services under the TOR or the terms of the contract lest the quality of the final product, its price, or the initial evaluation be vitiated.

2.12.5 Financial Negotiations

2.12.5.1 General

1. The Financial negotiations include clarifying the Bidder's tax liability and how it should be reflected in the Contract.
2. Lump-Sum form of BOQ: The selection method includes cost as a factor in the evaluation, the total price stated in the Financial Bid shall not be negotiated.

2.12.6 Conclusion of Negotiations

The negotiations are concluded with a review of the finalized draft Contract, which shall be initialed by LIC and the Bidder's authorized representative.

If the negotiations fail, LIC shall inform the Bidder in writing of all pending issues and disagreements and provide a final opportunity for the Bidder to respond. If disagreement persists, LIC shall declare the Bid non-responsive, informing the Bidder of the reasons for doing so. LIC shall invite the next-ranked responsive Bidder to negotiate a Contract. Once LIC commences negotiations with the next-ranked Bidder, LIC shall not reopen the earlier negotiations.

2.13 Award of Contract

2.13.1 Letter of Award (Acceptance - LoA) and Signing of Contract

2.13.1.1 Letter of Award (LoA)

After 10 days from the conclusion of negotiations (in line with ITB-Clause 2.12.6 above), the Bidder whose Bid has been accepted shall be notified of the award by LIC before the expiration of the Bid validity period by written or electronic means. This notification (hereinafter and in the Conditions of Contract called the "Letter of Award - LoA") shall state the sum (hereinafter and in the contract called the "Contract Price") that LIC shall pay the Bidder in consideration of delivery of Services. The Letter of Award (LoA) shall constitute the legal formation of the contract, subject only to the furnishing of performance security as per the provisions of the sub-clause below. LIC, at its discretion, may directly issue the contract subject only to the furnishing of performance security, skipping the issue of LoA.

2.13.1.2 Performance Security

1. The notified Bidder who submits the Performance Bank Guarantee will enter into the contract for the execution of this project with LIC. The contract will incorporate all clauses of the RFP, all clarifications and the response, of the successful bidder, to the

RFP. LIC reserves the right to incorporate standard contract provisions and the contract shall at all times be compliant to:

- a. Provision of the CVC and GoI on procurements
- b. General Financial Rules 2017 for contract management:
https://doe.gov.in/sites/default/files/GFR2017_0.pdf

These provisions may include such things as the normal day-to-day relationships with the Bidder but may not substantially alter the requirements of this RFP.

2. Within the number of days stipulated in ITB (or 21 days if not specified) of receipt of the Letter of Award (LoA, or the contract if LoA has been skipped), Performance Security as per details in GCC-3.5.8 shall be submitted by the Bidder to LIC.
3. If the Bidder, having been called upon by LIC to furnish Performance Security, fails to do so within the specified period, it shall be lawful for LIC at its discretion to annul the award and forfeit EMD (or enforce Bid Securing Declaration if it was permitted to be submitted in lieu of Bid Security), besides taking any other administrative punitive action like 'Removal from List of Registered Suppliers' etc.

2.13.1.3 Signing of Contract

1. **Publication of Results:** LIC shall send to each techno-commercially suitable bidder the Notification of Intention to Award the Contract to the Selected Bidder. The Notification of Intention to Award shall contain, at a minimum, the following information:
 - a. the name and address of the Bidder with whom LIC successfully negotiated a contract;
 - b. the contract price of the Selected Bid;
 - c. the names of all Bidders included in the short list for RFP, indicating those that submitted Bids;
 - d. the final combined scores and the final ranking of the Bidders
 - e. the name and address of the Selected Bidder(s) receiving the contract(s) shall be published on the website of LIC.

After the award notification, LIC shall share a copy of the Contract Agreement (as per Format 1: Contract Form along with sub-formats) to a successful Bidder for review. The Bidder may point out to LIC, in writing/electronically, any anomalies noticed in the contract within seven days of receipt. The Contract Agreement shall be executed within 21 days after the date of issue of the Letter of Acceptance and after submission and verification of the Performance Security.

If asked by LIC, the successful Bidder shall return the original copy of the contract, duly signed, and dated, within seven days from the date of receipt of the contract, to LIC by registered/speed post or by a suitable digital means.

2.14 Code of Integrity in Public Procurement, Misdemeanors and Penalties

Procuring authorities, Bidders, suppliers, contractors, and bidders should observe the highest standard of integrity and not indulge in prohibited practices or other misdemeanors, either directly or indirectly, at any stage during the Procurement Process or the execution of resultant contracts. GCC clause 3.13 (including the penalties prescribed therein) shall be considered part of this clause of ITB (even though it is not being reproduced here for brevity) and shall apply mutatis mutandis during the pre-award Procurement Process.

2.15 Grievance Redressal/Complaint Procedure

1. The bidder has the right to submit a complaint or seek de-briefing regarding the rejection of his Bid, in writing or electronically, within 10 days of the declaration of techno-commercial or financial evaluation results. The complaint shall be addressed to the Head of Procurement.
2. Within 5 working days of receipt of the complaint, the Tender Inviting Officer shall acknowledge the receipt in writing to the complainant, indicating that it has been received, and the response shall be sent in due course after a detailed examination.
3. The Tender Inviting Officer shall convey the final decision to the complainant within 15 days of receiving the complaint. No response shall be given regarding the confidential process of evaluating Bids and awarding the contract before the award is notified, although the complaint shall be kept in view during such process. However, no response shall be given regarding the following topics explicitly excluded from such complaint process:
 - a. Only a Bidder who has participated in the procurement process, i.e., Bidder registration or bidding, as the case may be, can make such representation.
 - b. Only a directly affected Bidder can represent in this regard.
 - c. If a technical Bid has been evaluated before the opening of the financial Bid, an application for review concerning the financial Bid may be filed only by a Bidder whose technical Bid is found to be acceptable.
4. No third-party information (RFPs, evaluation results) can be sought or included in the response.
5. The following decisions of LIC shall not be subject to review:
 - a. Determination of the need for procurement.
 - b. Complaints against Terms of Reference except under the premise that they are either vague or too specific to limit competition
 - c. Selection of the mode of procurement or bidding system;
 - d. Choice of the selection procedure.

- e. Provisions limiting the participation of Bidders in the Procurement Process, in terms of policies of the Government
- f. Provisions regarding purchase preferences to specific categories of Bidders in terms of policies of the Central Government
- g. Cancellation of the Procurement Process except where it is intended to subsequently re-tender the same Services.

3 Section III: General Conditions of Contract (GCC)

3.1 General

3.1.1 Tenets of Interpretation

Unless where the context requires otherwise, throughout the contract:

1. The headings of these conditions shall not affect the interpretation or construction thereof.
2. Writing or written includes matter either whole or in part, in digital communications, manuscript, typewritten, lithographed, cyclostyled, photographed, or printed under or over signature or seal or digitally acceptable authentication, as the case may be.
3. Words in the singular include the plural and vice-versa.
4. Words importing the masculine gender shall be taken to include other genders, and words importing persons shall include any company, association, or body of individuals, whether incorporated or not.
5. Terms and expressions not herein defined shall have the meanings assigned to them in the contract Act, 1872 (as amended) or the Sale of Goods Act, 1930 (as amended) or the General Clauses Act, 1897 (as amended) or of INCOTERMS, (current edition published by the International Chamber of Commerce, Paris) or General Financial Rules, 2017 as the case may be.
6. Any reference to 'Services' shall also be deemed to include the incidental Works/Goods.
7. Any reference to any legal Act, Government Policies or orders shall be deemed to include all amendments to such instruments, from time to time, to date.
8. GCC clause 3.5.12 (Book Examination clause) shall not apply unless invoked explicitly in the contract.

3.1.2 Definitions

In the contract, unless the context otherwise requires:

1. "Acceptance of Tender" means the letter/fax/e-mail or any memorandum communicating to the bidder about the acceptance of this tender;
2. "Accounting Year" means 1st April to 31st March;
3. "Agent" means person/broker/entity/intermediary etc. procuring insurance business on behalf of LIC.
4. "Agreement" means any written contract between the Life Insurance Corporation of India and the successful bidder with respect to any/all deliverables or services contemplated by this RFP. Any Agreement shall be deemed to incorporate, as schedules, this RFP, all

addenda/corrigenda issued by LIC, the Bid of the successful bidder and mutually agreed modifications thereto;

5. "Allied Firm" are all business entities that are within the 'controlling ownership interest' (ownership of or entitlement to more than twenty-five percent of the company's shares or capital or profits) or 'control' (including the right to appoint a majority of the directors or to control the management or policy decisions including by virtue of their shareholding or management rights or shareholder agreements or voting agreements) of the principal firm acting alone or together or through one or more juridical persons. All successor firms or assigns of the principal firm shall be considered allied firms;
6. "Authorized Signatory of the bidder" means the person authorized by the company's Board/Managing Director/Director through a proper authorization to represent the company for purpose of this bid submission and finalization;
7. "BFSI" means Banking, Financial Services and Insurance companies that provide a range of such products/services;
8. "Bid" (including the term 'tender', 'offer', 'quotation' or 'bid' in specific contexts) means an offer to supply goods, services or execution of works made as per the terms and conditions set out in a document inviting such offers;
9. "Bidder" (as a participant in a Procurement Process - including the term 'contractor', 'bidder', 'tenderer', participant' or 'service provider' in specific contexts) means any person or firm or company, every artificial juridical person not falling in any of the descriptions of Bidders stated hereinbefore, including any agency branch or office controlled by such person, participating in a Procurement Process;
10. "Bidder" (as a contract holder - including the terms 'Supplier' or 'Service Provider' or 'Contractor' or 'Firm' or 'Vendor' or 'Successful Bidder' or "Selected Bidder" in specific contexts) means the person, firm, company with whom the contract is entered into and shall be deemed to include the Bidder's successors (approved by LIC), agents, Sub-bidder, representatives, heirs, executors, and administrators as the case may be unless excluded by the terms of the contract;
11. "Bill of Quantities" (including the term Price Schedule or BOQ) means the priced and completed Bill of Quantities forming part of the Bid;
12. "Business Day" shall be construed as a day excluding Saturdays and Sundays of a month and public holidays declared under the Negotiable Instruments Act, 1881 by concerned State Governments or Central Government of India;
13. "Commercial Bank" means a bank, defined as a scheduled bank under section 2(e) of the Reserve Bank of India Act, 1934;
14. "Contract" (including the terms 'Purchase Order' or 'Supply Order' or 'Withdrawal Order' or 'Work Order' or 'Consultancy Contract' or 'Contract for Services', 'rate contract' or 'framework contract' or 'Letter of Award – LoA' (letter or memorandum communicating to the Bidder the acceptance of his Bid) or 'Agreement' or a 'repeat

order' accepted/acted upon by the Bidder in specific contexts), means a formal legal agreement in writing relating to the subject matter of procurement, entered into between LIC and the Bidder on mutually acceptable terms and conditions and which are in compliance with all the relevant provisions of the laws of the country;

15. "Contract Value" means the grand total of the HC1 quote after conclusion of normalisation and Commercial bid evaluation;
16. "Contract Manager" means (as distinct from Team Leader of the Bidder) the Procurement Officer or any other officer or a third-party agency who has been assigned the authority to take all actions on behalf of LIC during the execution of the contract by the Bidder;
17. "Date of acceptance" shall be the date, deemed to have been accepted by LIC, subsequent to its commissioning, when all the activities as defined in the scope of work related to the acceptance of system have been successfully executed and completed and a certificate from LIC is obtained by the Bidder. The date of acceptance of system will be the one stated in the Certificate issued in writing from LIC and duly signed by an authorized official of LIC;
18. "Day", "Month", and "Year" shall mean respectively calendar day, month or year (unless reference to financial year is apparent from the context);
19. "Default Notice" means the written notice of Default of the Agreement issued by one Party to the other in terms hereof;
20. "Effective Date" means the date on which this Contract comes into force and effect as per the Contract;
21. "Experts" means, collectively, Key Experts, Non-Key Experts, or any other personnel of the Bidder to perform the Services or any part thereof under the Contract;
22. "Goods" (including the terms 'Stores', and 'Material(s)' in specific contexts) includes all articles, materials, commodities, livestock, medicines, furniture, fixtures, raw material, consumables, spare parts, instruments, machinery, equipment, industrial plant, vehicles, aircraft, ships, railway rolling stock assemblies, sub-assemblies, accessories, a group of machines comprising an integrated production process or such other categories of goods or intangible, products like technology transfer, licenses, patents or other intellectual properties (but excludes books, publications, periodicals, etc., for a library), in specific contexts, procured or otherwise acquired by a Procuring Entity. Any reference to Goods shall be deemed to include small work or some services that are incidental or consequential to the supply of such goods;
23. "Government" means the Central Government or a State Government, as the case may be and includes agencies and Public Sector Enterprises under it in specific contexts;
24. "HC1 Bidder" means Bidder with HC1 quote/value (Highest combined score);
25. "HC1 quote" means Highest score calculated through combined and final (techno commercial) evaluation using QCBS;

26. “Intellectual Property Rights” (IPR) means the intellectual property owner's rights concerning possession/exploitation of such property by others of tangible or intangible intellectual property, including rights to Patents, Copyrights, Trademarks, Industrial Designs, Geographical indications (GI);
27. “Key Expert(s)” means an individual professional (usually identified by name) whose skills, qualifications, knowledge, and experience are critical to the performance of the Services under the Contract and whose Curricula Vitae (CV) was considered in the technical evaluation of the Bidder’s Bid;
28. “Law” shall mean any Act, notification, by law, rules and regulations, directive, ordinance, order or instruction having the force of law enacted or issued by the Central Government and/or the Government of any state or any other Government or regulatory authority;
29. “LIC/Corporation” means without limitation the “Life Insurance Corporation of India “ (LIC), a statutory Corporation established under section 3 of Life Insurance Corporation Act, 1956, (Act XXXI of 1956) having its Corporate Office at “Yogakshema”, Jeevan Bima Marg, Mumbai 400 021
30. “Non-Key Expert(s)” means an individual professional (usually not identified by name) provided by the Bidder or its Sub-bidders to perform the Services or any part thereof under the Contract;
31. “Parties”: The parties to the contract are the "Bidder" and the “LIC”, as defined in GCC clause 3.2.4;
32. “Performance Security” (includes the terms ‘Security Deposit’ or ‘Performance Bond’ ‘Performance Bank Guarantee’ or other specified financial instruments in specific contexts) means a monetary guarantee to be furnished by the successful Bidder or Contractor in the form prescribed for the due performance of the contract;
33. “Personnel” means Professional and support staff deployed by the Bidder on the project to meet the requirements of this RFP within the timelines mentioned herein. The details of all such personnel will have to be shared in the Personnel Deployment Plan;
34. “Procurement” (in the context of Public/Government ‘procurement’ or ‘Purchase’, or ‘Acquisition’ including an award of Public-Private Partnership projects, in specific contexts) means the acquisition of Goods/Services/works or a combination thereof by way of purchase, lease, license or otherwise, either using public funds or any other source of funds (e.g. grant, loans, gifts, private investment etc.) by a Procuring Entity, whether directly or through an agency with which a contract for procurement is entered into, but does not include any acquisition without consideration. The term “procure”/“procured” or “purchase”/“purchased” shall be construed accordingly;
35. “Procuring Entity” means LIC, the entity in The Procuring Organization procuring Goods, Works, or Services;

36. "Procurement Officer" means the officer signing the Letter of Award (LoA) and/or the contract on behalf of LIC;
37. "Procurement Process" (or "Tender"; "RFP"; "Tender Enquiry" in specific contexts): 'Procurement Process' is the whole process from the publishing of the RFP Document to the resultant award of the contract. 'RFP Document' means the document (including all its sections, appendices, forms, formats, etc.) published by LIC to invite Bids in a Procurement Process. The RFP Document and Procurement Process may be generically and interchangeably referred to as "Bid Document", "Tender" or "Tender Enquiry," which would be clear from context without ambiguity;
38. "Requirements" means the Capability, Characteristic, Attribute or Quality of systems as per the schedules, details, description, and statement of technical data, performance characteristics, standards (Indian as well as International) as applicable, specified and implicitly necessitated as per this RFP;
39. "RFP" means this Request for Proposal LIC/CO/IT/DT/2024/RFP/01 Dated 14.05.2024, inclusive of any clarifications/corrigenda/addenda to this RFP that may be issued by LIC;
40. "Services and Deliverables" means the activities to be performed by the Bidder under this Contract, as described in Form T-3 thereto;
41. "Signed" means ink signed or digitally signed with a valid Digital Signature as per IT Act 2000 (amended from time to time). It also includes stamped, except in the case of a Letter of Award or amendment thereof;
42. "Specifications" means all the functional, technical, operational, performance or other characteristics required of a Product or Service as mentioned in the RFP document or any of the Appendix or clarifications to the RFP document;
43. "Sub-bidder" means a person or corporate body with an agreement with the Bidder to carry out a specific part of the 'Services' while the Bidder remains solely liable for the execution of the Contract;
44. "Successful Bidder" means The HC1 Bidder to whom LIC notifies the award of contract/HC1 bidder after combined and final evaluation using QCBS. If no reverse auction, HC1 bidder as per the commercial bid and further combined and final evaluation using QCBS;
45. "Terms of Reference" means the section which explains the objectives, scope of work, activities, tasks to be performed, respective responsibilities of the Bidder and expected results and deliverables of the assignment;
46. "UAT" means User Acceptance Testing – The software will be tested for functionality by panel of users to ensure it can handle required tasks in real-world scenarios according to the specifications;
47. "Variation" means an instruction given by LIC, which varies the scope, quantum or performance standards of the Service performed;

48. “Works” refer to any activity involving construction, fabrication, repair, overhaul, renovation, decoration, installation, erection, excavation, dredging, and so on, which make use of a combination of one or more engineering designs, architectural design, material and technology, labour, machinery, and equipment.

3.1.3 Document Conventions

All words and phrases defined in GCC clause 3.1.2 are written as ‘Capitalised words’ and shall have the defined meaning. The rest of the words shall be as per grammar, inter-alia ‘Services’ shall indicate the definition given in the GCC, while ‘services’ shall have the usual dictionary meaning.

3.1.4 Abbreviations:

Abbreviation	Definition
AITC	Appendix to Instructions To Bidders
BOQ	Bill of Quantities
BSD	Bid Securing Declaration
CV	Curriculum Vitae
DO	Development Officer
EMD	Earnest Money Deposit (Monetary guarantee to be furnished by a Bidder along with its Bid)
EoD	End of Day
FTE	Full-Time Employee (on Bidder’s payroll)
FBS	Fixed Budget Selection
GCC	General Conditions of Contract
GST	Goods and Services Tax
GSTIN	GST Identification Number
GTE	Global Tender Enquiry (International Competitive Bidding)
HSN	Harmonized System of Nomenclature
IEM	Independent External Monitor
INR	Indian National Rupee(s)
IPR	Intellectual Property Rights
ITB	Instructions To Bidders
JV/C	Joint Venture/Consortium
LCS	Least Cost Selection

Abbreviation	Definition
LoA	Letter of Award (Acceptance)
ORA	Online Reverse Auction
PBG	Performance Bank Guarantee/Performance Security
QCBS	Quality and Cost-Based Selection
RFP	Request for Proposal
RFPL	Request for Proposal Letter
SCC	Special Conditions of Contract
TIA	Tender Inviting Authority
TIS	Tender Information Summary
TOR	Terms of Reference

3.2 The Contract

3.2.1 Language of Contract

The contract and all subsequent correspondence documents, during its execution, between the selected bidder and LIC shall be written in the Language (hereinafter called the contract's language) as stipulated in the Contract (or, if not so specified, in English). However, the language of any printed literature furnished by a Bidder may be written in any other language provided a certified translation accompanies the same in the contract's language. For purposes of interpretation, translation in the contract's language shall prevail.

3.2.2 The Entire Agreement

This Contract and its documents (referred to in GCC clause 3.2.5 below) constitute the entire agreement between LIC and the selected bidder and supersede all other communications, negotiations, and agreements (whether written or oral) of the Parties made before the date of this Contract. No agent or representative of either Party has the authority to make, and the Parties shall not be bound by or be liable for, any statement, representation, promise or agreement not outlined in this Contract.

3.2.3 Severability

If any provision or condition of this Contract is prohibited or rendered invalid or unenforceable, such prohibition, invalidity or unenforceability shall not affect the validity or enforceability of the Contract or any of its other provisions and conditions.

3.2.4 Relationship between Parties

1. The parties to the contract are the selected bidder and LIC, as stated in the contract.

2. Nothing contained herein shall be construed as establishing a relationship in the nature of master and servant or principal and agent between LIC and the selected bidder. The Bidder, subject to this Contract, is legally the main principal/master of the Experts, for performing the Services and shall be fully responsible for the Services performed by them or on their behalf hereunder.
3. **Authorised Representative:** Any action required or permitted to be taken and any document required or permitted to be executed under this Contract by LIC or the Selected Bidder may be taken or executed by the officials specified in the contract.
4. **Good Faith:** The Parties shall act in good faith concerning each other's rights under this Contract and adopt all reasonable measures to ensure the realization of the objectives of this Contract. The Selected Bidder shall always act, in respect of any matter relating to this Contract or the Services, as a faithful adviser to LIC and shall at all times support and safeguard LIC's legitimate interests in any dealings with the third parties.

3.2.5 Contract Documents and their Precedence

The following conditions and documents in indicated order of precedence (higher to lower) shall be considered an integral part of the contract, irrespective of whether these are not appended/referred to in it. Any generic reference to 'Contract' shall imply reference to all these documents as well:

1. Valid and authorized Amendments issued to the contract.
2. The Agreement consisting of the initial paragraphs, recitals, and other clauses, including the appendices annexed to it and signatures of LIC, set forth immediately before the GCC;
3. Form T-3: Description of Approach and Methodology in Responding to the Terms of Reference;
4. Form T-5: Key Expert Curriculum Vitae (CV);
5. Form T-6: Commercial Bid;
6. the Letter of Award (LoA), if issued
7. the GCC
8. this RFP including any corrigenda and Bidder's Bid in response thereof;
9. any other document listed in the contract as forming part of this Contract.
10. Form T-10: Pre-contract Integrity Pact
11. Form T-12: Non-Disclosure Agreement

3.2.6 Modifications/Amendments, Waivers and Forbearances

3.2.6.1 Modifications/Amendments of Contract

1. After the contract documents have been signed, no modified provisions shall be applicable unless LIC suo-moto or, on request from the Bidder, by written order, amend the contract, at any time during the currency of the contract, by making alterations and modifications within the general scope of the Contract. Requests for changes and modifications in the Contract may be submitted in writing by the Bidder to LIC.
2. If the Bidder does not agree to the suo-moto modifications/amendments made by LIC, he shall convey his views within 15 days from the date of amendment/modification. Otherwise, it shall be assumed that the Bidder has consented to the amendment.
3. Any verbal or written arrangement abandoning, modifying, extending, reducing, or supplementing the contract or any of the terms thereof shall be deemed conditional and shall not be binding on LIC unless and until the same is incorporated in a formal instrument and signed by LIC, and till then LIC shall have the right to repudiate such arrangements.

3.2.6.2 Waivers and Forbearance

The following shall apply concerning any waivers, forbearance, or similar action taken under this Contract:

1. Any waiver of LIC's rights, powers, or remedies under this Contract must be in writing, dated, and signed by an authorized representative of LIC granting such a waiver and must specify the terms under which the waiver is being granted.
2. No relaxation, forbearance, delay, or indulgence by LIC in enforcing any of the terms and conditions of this Contract or granting of an extension of time by LIC to the Bidder shall, in any way whatsoever, prejudice, affect, or restrict the rights of LIC under this Contract, neither shall any waiver by LIC of any breach of Contract operate as a waiver of any subsequent or continuing breach of Contract.

3.3 Governing Laws and Jurisdiction

3.3.1 Governing Laws and Jurisdiction

1. This Contract, its meaning and interpretation, and the relation between the Parties shall be governed by the Laws of India for the time being in force.
2. Irrespective of the place of delivery, the place of performance or the place of payments under the contract, the contract shall be deemed to have been made at the place from which the Letter of Award (LoA, or the contract Agreement, in the absence of LoA) has been issued. Unless otherwise specified in the Contract, the courts of such a place shall alone have jurisdiction to decide any dispute arising out or in respect of the contract.

3.3.2 Changes in Laws and Regulations

Unless otherwise stipulated in the contract, if after the deadline for the Bid submission (Techno-commercial), any law, regulation, ordinance, order or bye-law having the force of law is enacted,

promulgated, abrogated, or changed in India (which shall be deemed to include any change in interpretation or application by the competent authorities) that subsequently affects the Delivery Date and/or the contract Price, then such Delivery Date and/or Contract Price shall be correspondingly increased or decreased as per GCC clause 3.2.6, by agreement between the Parties hereto, to the extent that the Bidder has thereby been affected in the performance of any of its obligations under the contract. Notwithstanding the foregoing, such additional or reduced cost shall not be separately paid or credited if the same has already been accounted for in the applicable price adjustment provisions.

3.4 Communications

3.4.1 Communications

1. All communications under the contract shall be served by the parties to each other in writing, in the contract's language, and served in a manner customary and acceptable in business and commercial transactions.
2. The effective date of such communications shall be either the date when delivered to the recipient or the effective date mentioned explicitly in the communication, whichever is later.
3. No communication shall amount to an amendment of the terms and conditions of the contract, except a formal letter of amendment of the Contract expressly so designated.
4. Such communications would be an instruction, a notification, an acceptance, a certificate from LIC, or a submission or a notification from the Bidder. A notification or certificate required under the contract must be communicated separately from other communications.

3.4.2 Persons signing the Communications.

For all purposes of the contract, including arbitration, thereunder all communications to the other party shall be signed by:

1. **On behalf of the Bidder:** The person who has signed the contract on behalf of the Bidder shall sign all correspondences. A person signing communication in respect of the contract or purported to be on behalf of the Bidder, without disclosing his authority to do so, shall be deemed to warrant that he has authority to bind the Bidder. If it is discovered at any time that the person so signing has no authority to do so, LIC reserves its right, without prejudice to any other right or remedy, to terminate the contract for default in terms of the contract and/or avail any or all the remedies thereunder and hold such person personally and/or the Bidder liable to LIC for all costs and damages arising from such misdemeanors.
2. **On behalf of LIC:** Unless otherwise stipulated in the contract, LIC signing the contract shall administer the contract and sign communications on behalf of LIC. Paying Authorities mentioned in the contract shall also administer respective functions during Contract Execution.

3.4.3 Address of the parties for sending communications by the other party.

For all purposes of the contract, including arbitration, thereunder, the address of parties to which the other party shall address all communications and notices shall be:

1. The Bidder's address as mentioned in the contract, unless the Bidder has notified change by a separate communication containing no other topic to LIC. The Bidder shall be solely responsible for the consequence of an omission to notify a change of address in the manner aforesaid, and
2. LIC's address shall be the one mentioned in the contract. The Bidder shall also send additional copies to officers of LIC presently dealing with the contract.
3. In case of communications from the Bidder, copies of communications shall be marked to LIC and LIC's officer signing the contract and as relevant to the Paying Authorities mentioned in the contract. Unless specified before the contract's start, LIC and the Bidder shall notify each other if additional copies of communications are to be addressed to additional addresses.

3.5 Bidder's Obligations and restrictions on its Rights

3.5.1 Changes in Constitution/financial stakes/responsibilities of a Contract's Business

The Bidder must proactively keep LIC informed of any changes in its constitution/financial stakes/responsibilities during the execution of the contract.

1. Where the Bidder is a partnership firm, the following restrictions shall apply to changes in the constitution during the execution of the contract:
 - a. A new partner shall not be introduced in the firm except with the previous consent in writing of LIC, which shall be granted only upon execution of a written undertaking by the new partner to perform the contract and accept all liabilities incurred by the firm under the contract before the date of such undertaking.
 - b. On the death or retirement of any partner of the Bidder firm before the complete performance of the contract, LIC may, at his option, terminate the contract for default as per the contract and/or avail any or all remedies thereunder.
 - c. If the contract is not terminated as provided in Sub-clause (b) above, notwithstanding the retirement of a partner from the firm, that partner shall continue to be liable under the contract or acts of the firm until a copy of the public notice given by him under Section 32 of the Partnership Act, has been sent by him to LIC in writing or electronically.

3.5.2 Obligation to Maintain Eligibility and Qualifications

The contract has been awarded to the Bidder based on the eligibility criteria, evaluation and scoring criteria stipulated in the RFP process. The Bidder is contractually bound to maintain compliance with all such criteria during the execution of the contract. Any change which would

vitate the basis on which the Bidder was awarded the contract should be pro-actively brought to the notice of LIC within 7 days of it coming to the Bidder's knowledge.

The Bidder shall be the single point of contact for all services offered, as described in the scope of work, and will be fully responsible for the overall delivery, project management and co-ordination with different stakeholders.

3.5.3 Restriction on Potential Conflict of Interests

1. Neither the Bidder nor their Personnel shall engage, either directly or indirectly, in any of the following activities:
 - a. During this Contract's term, any business or professional activities in India that would conflict with the activities assigned to them.
 - b. After this Contract's termination, such other activities as may be stipulated in the contract.
2. Furthermore, if the Bidder, as part of the Services, has the responsibility of advising LIC on the procurement of goods, works or services, the Bidder shall at all times exercise such responsibility in the best interest of LIC. Any discounts or commissions obtained by the Bidder in the exercise of such procurement responsibility shall be for the account of LIC.
3. During the term of this Contract and after its termination, the Bidder and its affiliates, as well as any Sub-bidder and any of its affiliates, shall be disqualified from providing goods, works, or Services (other than the subject Service of this Contract and any continuation thereof) for any project resulting from or closely related to the subject Services of this Contract.
4. The payment of the Bidder according to (GCC clause 3.10.5) shall constitute the Bidder's only payment in connection with this Contract. The Bidder shall not accept for its benefit any trade commission, discount, or similar payment in connection with activities under this Contract or
 - a. the discharge of its obligations hereunder. The Bidder shall use its best efforts to ensure that the Experts and agents of either shall not receive any additional payment.
5. The Bidder has an obligation and shall ensure that its Experts shall have an obligation to disclose any actual or potential conflict that impacts their capacity to serve the best interest of LIC, or that may reasonably be perceived as having this effect. Failure to disclose said situations may lead to the disqualification of the Bidder and/or the termination of the Contract.

3.5.4 Consequences of breach by Constituents of a Bidder

Should the Bidder or any of its partners or their Personnel commit a default or breach of GCC-clause 3.5.1 to 3.5.7, the Bidder shall remedy such breaches within 21 days, keeping LIC informed. LIC may call upon the Lead Member to assign the work of the defaulting member to

any other equally competent party acceptable to LIC. However, at its discretion, LIC shall be entitled, and it shall be lawful on his part, to treat it as a breach of contract and avail any or all remedies thereunder. The decision of LIC as to any matter or thing concerning or arising out of GCC clause 3.5.1 to 3.5.7 or on any question whether the Bidder or any partner of the Bidder firm has committed a default or breach of any of the conditions shall be final and binding on the Bidder.

3.5.5 Assignment and Sub-contracting

1. the Bidder shall not, save with the previous consent in writing of LIC, sublet, transfer, or assign the contractor any part thereof or interest therein or benefit or advantage thereof in any manner whatsoever to any Sub-bidders.
2. If the Bidder sublets or assigns this Contract or any part thereof without such permission, LIC shall be entitled, and it shall be lawful on his part, to treat it as a breach of contract and avail any or all remedies thereunder.

3.5.6 Obligation to Indemnify LIC

3.5.6.1 For breach of IPR Rights

1. the Bidder shall indemnify and hold harmless, free of costs, LIC and its employees and officers from and against all suits, actions or administrative proceedings, claims, demands, losses, damages, costs, and expenses of any nature, including attorney's fees and expenses, which may arise in respect of the Services provided by the Bidder under this Contract, as a result of any infringement or alleged infringement of any patent, utility model, registered design, copyright, or other Intellectual Proprietary Rights (IPR) or trademarks, registered or otherwise existing on the date of the contract arising out of or in connection with:
 - a. Any design, data, drawing, specification, or other documents or Services provided or designed by the Bidder for or on behalf of LIC.
 - b. The delivery of the Services by the Bidder or the use of the Services at LIC's Site
2. Such indemnity shall not cover any use of the Services or any part thereof other than for the purpose indicated by or to be reasonably inferred from the contract, neither any infringement resulting from the use of the Services or any part thereof, or any service/products produced
 - a. thereby in association or combination with any other service, equipment, plant, or materials not delivered by the Bidder.
3. If any proceedings are brought, or any claim is made against LIC arising out of the matters referred above, LIC shall promptly notify the Bidder. At its own expense and in LIC's name, the Bidder may conduct such proceedings and negotiations to settle any such proceedings or claim, keeping LIC informed.

4. If the Bidder fails to notify LIC within twenty-eight (28) days after receiving such notice that it intends to conduct any such proceedings or claim, then LIC shall be free to conduct the same on its behalf at the risk and cost to the Bidder.
5. At the Bidder's request, LIC shall afford all available assistance to the Bidder in conducting such proceedings or claims and shall be reimbursed by the Bidder for all reasonable expenses.

3.5.6.2 For Losses and Damages Caused by Bidder

1. the Bidder shall indemnify and keep harmless LIC, from and against, all actions, suit proceedings, losses, costs, damages, charges, claims, and demands of every nature and description brought or recovered against LIC because of any act or omission or willful default or gross negligence or willful trespass of the Bidder, his agents, or employees despite all reasonable and proper precautions may have been taken, during the execution of the Services. The Bidder shall make good at his own expense all resulting losses and/or damages to:
 - a. the Services themselves or
 - b. any other property of LIC or
 - c. the lives, persons, or property of others
2. In case LIC is called upon to make good such costs, loss, or damages or to pay any compensation, including that payable under the provisions of the Workmen's Compensation Act or any statutory amendments thereof, the amount of any costs or charges including costs and charges in connection with legal proceedings, which LIC may incur about it, shall be charged to the Bidder. All sums payable by way of compensation under any of these conditions shall be considered reasonable compensation to be applied to the actual loss or damage sustained and whether or not any damage shall have been sustained.
3. LIC shall have the power and right to pay or to defend or compromise any claim of threatened legal proceedings, or in anticipation of legal proceedings being instituted consequent on the action or default of the Bidder, to take such steps as may be considered necessary or desirable to ward off or mitigate the effect of such proceedings, charging to Bidder, as aforesaid, any sum or sums of money which may be paid and any expenses whether for reinstatement or otherwise which may be incurred and the propriety of any such payment, defence or compromise, and the incurring of any such expenses shall not be called in question by the Bidder.

3.5.7 Confidentiality, Secrecy and Property and IPR Rights

3.5.7.1 Property Rights

1. Physical assets, e.g., Equipment, vehicles and materials made available to the Bidder by LIC or purchased by the Bidder wholly or partly with funds provided by LIC, shall be the

property of LIC and shall be marked accordingly. Upon termination or expiration of this Contract, the Bidder shall make an inventory of such equipment, vehicles, and materials available to LIC and dispose of such equipment, vehicles, and materials in accordance with LIC's instructions. While in possession of such equipment, vehicles and materials, the Bidder, unless otherwise instructed by LIC in writing, shall insure them at the expense of LIC in an amount equal to their total replacement value.

2. Intangible assets, e.g., license agreements, Software Packages, and memberships for purposes of performance of this contract provided by LIC or purchased by the Bidder wholly or partly with funds provided by LIC, shall be the property of LIC and shall be registered accordingly. These shall be obtained in the name of LIC after obtaining LIC's prior written approval. LIC shall have an encumbered right to use such assets, even after the termination of the Contract. Any restrictions about the future use of these documents and software shall be specified in the Contract.
3. Bidder's proposal could include resale of Third-Party Products and/or Services to LIC. All Products and Services sold by the Bidder will be subject to the Third-Party Supplier's applicable terms as mentioned under EULA / EUMA, which shall constitute an agreement between LIC and the Third-Party Supplier only, and not the Bidder. Bidder will pass through any and all Third-Party Supplier's warranties, indemnities or other commitments made by such Third-Party Supplier with respect to any Products or Services to LIC and will provide commercially reasonable assistance to LIC in enforcement thereof. Title and risk of loss in the Products will each pass to LIC from the Bidder immediately upon delivery to LIC. All Products and Services will be resold by Bidder on an "as is" basis without any additional warranty, indemnity, liability of any kind whatsoever. LIC hereby agrees that the Bidder will not be liable for any claims arising out of any act or omission, including negligence, by such Third-Party Supplier, including delays in shipping or delivery of non-functional or incorrect Products or defective performance of the Products or Services, however, the Bidder agrees to provide commercially reasonable assistance to LIC in enforcement thereof.

3.5.7.2 IPR (Intellectual property rights) Rights

LIC will own the Intellectual Property Rights (IPRs) of the proposed Data, Reporting and Analytics Platform solution. The Intellectual Property Rights (IPR) for the bespoke development done, analytical models developed and any customization/s during the implementation of the project will lie with LIC.

The Bidder claims and represents that it has obtained appropriate rights to provide/use the Deliverables and Services upon the terms and conditions contained in this RFP.

1. The Bidder shall be responsible at its own cost for obtaining all necessary authorizations and consents from third party licensors of Software used by Bidder in performing its obligations under this Project.

2. If a third party's claim endangers or disrupts LIC's use of the Deliverables, the Bidder shall at no further expense, charge, fee or cost to LIC, (i) obtain a license so that LIC may continue use of the Deliverables in accordance with the terms of this RFP.
3. Bidder shall indemnify and keep fully and effectively indemnified LIC from all legal actions, claims, or damages from third parties arising out of use of software, designs or processes used by Bidder or his subcontractors or in respect of any other services rendered under this RFP. The bidder shall indemnify LIC against all third-party claims of infringement of patent, trademark or industrial design rights arising from use of the goods, or any part thereof in India.
4. The Bidder shall, at their own expense, defend and indemnify LIC against all third-party claims or infringement of intellectual Property Right, including Patent, trademark, copyright, trade secret or industrial design rights arising from use of the products or any part thereof in India or abroad.
5. The Bidder shall expeditiously extinguish any such claims and shall have full rights to defend it there from. If LIC is required to pay compensation to a third party resulting from such infringement, the bidder shall be fully responsible for, including all expenses and court and legal fees.
6. LIC will give notice to the Bidder of any such claim without delay, provide reasonable assistance to the bidder in disposing of the claim, and shall at no time admit to any liability for or express any intent to settle the claim.
7. The Bidder shall grant to LIC a fully paid-up, irrevocable, non-exclusive license throughout the territory of India or abroad to access, replicate and use software (and other software items) provided by the supplier, including-all inventions, designs and marks embodied therein in perpetuity.
8. All deliverables, outputs, plans, drawings, specifications, designs, reports, and other documents and software submitted by the Bidder under this Contract shall become and remain the property of LIC and shall be subject to laws of Copyright Act 1957, and must not be shared with third parties or reproduced, whether in whole or part, without LIC's prior written consent. The Bidder shall, not later than upon termination or expiration of this Contract, deliver all such documents and software to LIC, together with a detailed inventory thereof. The Bidder may retain a copy of such documents and software but shall not use it for commercial purposes.

All IPR including the source code and materials developed or otherwise obtained independently of the efforts of a Party under this Agreement ("pre-existing work") including any enhancement or modification thereto shall remain the sole property of that Party. During the performance of the services for this agreement, each party grants to the other party (and their sub-contractors as necessary) a non-exclusive license to use, reproduce and modify any of its pre-existing work provided to the other party solely for the performance of such services for duration of the Term of this Agreement. Except as may be otherwise explicitly agreed to in a statement of services, upon payment in full, the Bidder should grant LIC a non-exclusive, perpetual, fully paid-up

license to use the pre-existing work in the form delivered to LIC as part of the service or deliverables only for its internal business operations. Under such license, either of parties will have no right to sell the pre-existing work of the other party to a Third Party. LIC's license to pre-existing work is conditioned upon its compliance with the terms of this Agreement and the perpetual license applies solely to the pre-existing work that bidder leaves with LIC at the conclusion of performance of the services.

3.5.7.3 Confidentiality

All documents, drawings, samples, data, associated correspondence or other information furnished by or on behalf of LIC to the Bidder in connection with and arising out of this RFP and the awarded contract, whether such information has been furnished before, during or following completion or termination of the contract, are confidential information and shall remain the property of LIC and shall, without the prior written consent of LIC neither be divulged by the Bidder to any third party, nor be used by him for any purpose other than the design, procurement, or other services and activities required for the performance of this Contract. All copies of all such information in original shall be returned on completion of the Bidder's performance and obligations under this contract. The Selected Bidder shall be required to sign a Non-Disclosure Agreement with LIC as per prescribed format provided in Format T-12.

3.5.7.4 Secrecy

If the contract declares the subject matter of this Contract as coming under the Official Secrets Act, 1923 or if the contract is marked as "Secret", the Bidder shall take all reasonable steps necessary to ensure that all persons employed in any connection with the contract, have acknowledged their responsibilities and penalties for violations under the Official Secrets Act and any regulations framed thereunder.

3.5.7.5 Restrictions on the Use of Information

1. Without LIC's prior written consent, the Bidder shall not use the information mentioned in the sub-clauses above except for performing this contract.
2. The Bidder shall treat and mark all information as confidential (or Secret – as the case may) and shall not, without the written consent of LIC, divulge to any person other than the person(s) employed by the Bidder in the performance of the contract. Further, any such disclosure to any such employed person shall be made in confidence and only so far as necessary for such performance for this contract.
3. Notwithstanding the above, the Bidder may furnish to its holding company or its Sub-bidder(s) such documents, data, and other information it receives from LIC to the extent required for performing the contract. In this event, the Bidder shall obtain from such holding company an undertaking of confidentiality (or secrecy – as the case may be) similar to that imposed on the Bidder under the above clauses.

The obligation of the Bidder under sub-clauses above, however, shall not apply to information that:

- a. the Bidder needs to share with the institution(s) participating in the financing of the contract;
- b. now or hereafter is or enters the public domain through no fault of Bidder;
- c. can be proven to have been possessed by the Bidder at the time of disclosure and which was not previously obtained, directly or indirectly, from LIC; or
- d. otherwise lawfully becomes available to the Bidder from a third party with no obligation of confidentiality.

The above provisions shall not in any way modify any undertaking of confidentiality (or Secrecy – as the case may be) given by the Bidder before the contract date in respect of the contract, the RFP Document, or any part thereof.

The provisions of this clause shall survive completion or termination for whatever reason of the contract.

3.5.7.6 Protection and Security of Personal Data

1. Where the Bidder is processing Personal Data for LIC (as part of Services), the Bidder shall:
 - a. Process the Personal Data only as per instructions from LIC (which may be specific instructions or instructions of a general nature) as set out in this Contract or as otherwise notified by LIC;
 - b. Comply with all applicable laws;
 - c. Process the Personal Data only to the extent and in such manner as is necessary for the discharge of the Bidder's obligations under this Contract or as is required by Law or any Regulatory Body;
 - d. Implement appropriate technical and organisational measures to protect Personal Data against unauthorized or unlawful Processing and accidental loss, destruction, damage, alteration, or disclosure. These measures shall be appropriate to the harm which might result from any unauthorized or unlawful Processing, accidental loss, destruction, or damage to the Personal Data and having regard to the nature of the Personal Data which is to be protected;
 - e. Take reasonable steps to ensure the reliability of its staff and agents who may have access to the Personal Data;
 - f. Obtain prior written consent from LIC to transfer the Personal Data to any Sub-bidder for the provision of the Services;
 - g. Not cause or permit the Personal Data to be transferred, stored, accessed, viewed, or processed outside of India without the prior written consent of LIC.
 - h. Ensure that all staff and agents required to access the Personal Data are informed of the confidential nature of the Personal Data and comply with the obligations set out in this clause.

- i. Ensure that none of the staff and agents publishes or disclose any personal data to any third parties unless directed in writing to do so by LIC.
- j. Not disclose Personal Data to any third parties in any circumstances other than with the written consent of LIC or compliance with a legal obligation imposed upon LIC;

Notify LIC (within five Working Days) if it receives the following;

- a. a request from an employee of LIC to have access to his or other employees' Personal Data; or
- b. a complaint or request relating to LIC's obligations under the law;

The provision of this clause shall apply during the contract period and indefinitely after its expiry.

3.5.8 Performance Bond/Security

1. Within twenty-one days after the issue of the Letter of Award (LoA or the contract, if LoA is skipped) by LIC, the Bidder shall furnish to LIC performance security, valid up to ninety days after the date of completion of all contractual obligations by the Bidder.
2. The amount of Performance security shall be @5% of the contract Price denominated in Indian Rupees in the form of Bank Guarantee issued by a Nationalised/Reputed Scheduled Bank in India, in the prescribed form provided in Annexure A. In case the Contract period is extended by LIC, the Validity period and claim period will also be increased accordingly by the selected Bidder.
3. If the Bidder, having been called upon by LIC to furnish Performance Security, fails to do so within the specified period, it shall be lawful for LIC at its discretion to annul the award and forfeit the EMD, besides taking any other administrative punitive action like 'Removal from List of Registered Suppliers' etc.

If the Bidder fails to maintain the requisite Performance Security during the Contract's currency, it shall be lawful for LIC at its discretion.

- a. treat it as a breach of contract and avail any or all contractual remedies provided for breaches/default, including termination of the Contract for Default, or
- b. without terminating the Contract, recover from the Bidder the amount of such security deposit by deducting the amount from the pending bills of the Bidder under the contractor any other contract with LIC or the Government or any person contracting through the Procuring Organisation or otherwise, howsoever as per GCC clause 3.10.4.

If a contract is amended, the Bidder shall furnish amended Performance Security with revised value and validity within thirty days of the issue of such an amendment.

LIC shall be entitled, and it shall be lawful on his part,

- a. To deduct from the performance securities or to forfeit the said security in whole or in part in the event of:

- i. Any default, failure, or neglect on the part of the Bidder in the fulfilment or performance in all respect of this contractor any other contract with the Procuring Organisation or any part thereof
 - ii. for any loss or damage recoverable from the Bidder which LIC may suffer or be put to for reasons of or due to the above defaults/failures/neglect
- b. and in either of the events aforesaid to call upon the Bidder to maintain the said performance security at its original limit by making further deposits, provided further that LIC shall be entitled, and it shall be lawful on his part, to recover any such claim from any sum then due or which at any time after that may become due to the Bidder for similar reasons.

Subject to the sub-clause above, LIC shall release the performance security without any interest to the Bidder on completing all contractual obligations within a period not later than sixty days. Alternatively, upon the Bidder submitting a suitable separate Defect Liability Security for the duration of Defect Liability obligations, the original Performance Guarantee Security shall be released mutatis mutandis.

No claim shall lie against LIC regarding interest on cash deposits, Government Securities, or depreciation thereof.

3.5.9 Permits, Approvals and Licenses

Whenever the Services and incidental Goods/Works delivery requires the Bidder to obtain permits, approvals, and licenses from local public authorities or any third party, it shall be the Bidder's sole responsibility to obtain these and keep them current and valid. Such requirements may include but not be restricted to licences or environmental clearance if required. If requested by the Bidder, LIC shall make its best effort to assist the Bidder in complying with such requirements in a timely and expeditious manner without diluting the Bidder's responsibility in this regard.

3.5.10 Insurances

The Bidder (a) shall take out and maintain at its own cost but on terms and conditions approved by LIC, insurance against the risks, and for the coverage, as stipulated in the contract or any applicable law including Labour Codes; and at LIC's request, shall provide evidence to LIC showing that such insurance has been taken out and maintained and that the current premiums have been paid. The Bidder shall ensure that such insurances are in place before commencing the Services as stated in GCC clause 3.9.2. Alterations to the terms of insurance shall not be made without the approval of LIC.

3.5.11 Accounting, Inspection and Auditing

The Bidder shall keep and make all reasonable efforts to keep accurate and systematic accounts and records in respect of the Services and in such form and detail as shall identify relevant time changes and costs and as per accounting principles prescribed in India.

3.5.12 Book Examination Clause

If explicitly invoked in the contract, LIC reserves the right for 'Book Examination' as follows:

1. In terms of provisions of Section 33(3) of The Insurance Laws (Amendment) Act, 2015, the IRDAI is authorized to verify such books of account, register, other documents and the data base in the custody of the selected Bidder in respect of service outsourced by LIC. It shall be the duty of the selected Bidder to provide such documents/statements/information as may be required by the IRDAI within such time as may be specified by IRDAI.
2. In terms of provisions of Section 33(4) of The Insurance Laws (Amendment) Act, 2015, the IRDAI, if it considers expedient to do so, may direct any person hereinafter referred to as “Investigating Officer”, to make an investigation as specified under Section 33(1) or carry out an inspection as specified under Section 33(2) of the Insurance Laws (Amendment) Act, 2015, who may examine on oath any manager, managing director or other officer of the selected Bidder in respect of the services are outsourced by LIC.

LIC reserves the right to call for missing/additional requirements from the Bidder at any time in response to any query from the appropriate authorities.”

3.5.13 Legal Compliance

The Bidder shall perform the Services in accordance with the Contract and the Applicable Law and shall take all practicable steps to ensure that any of its Experts comply with the Applicable Law.

3.5.14 Custody and Return of LIC’s Assets loaned to Bidder

1. The contractors shall sign accountable receipts for all documents and materials or other assets/properties made over to them by LIC on behalf of LIC. All such assets shall be deemed in good condition when received by the Bidder unless he has notified LIC to the contrary within twenty-four hours of receipt. Otherwise, he shall be deemed to have waived the right to do so at any subsequent stage.
2. These assets shall remain the property of LIC, and the Bidder shall take all reasonable care of all such assets. The Bidder shall be responsible for all damage or loss from whatever cause while assets are possessed or controlled by the Bidder, staff, workmen, or agents.
3. Where the Bidder insures such assets against loss or fire at the request of LIC, such insurance shall be deemed to be by way of additional precaution and shall not prejudice the Bidder's liability as aforesaid.
4. The Bidder shall return all such assets in good order and repair, reasonable wear and tear expected, before the completion/closure/termination of the contract and shall be responsible for any failure to account for the same or any damage done to that as assessed by LIC whose decision shall be final and binding.

5. At the end of the contract period the Bidder shall support takeover of the solution by LIC or a new Bidder selected by LIC for business continuity.

Knowledge Transfer: Subject to any qualification or provision to the contrary in the Scope of Work, the Bidder must provide the following assistance to LIC on termination or expiration of the contract:

- a. Transferring to or providing LIC access to all information stored by whatever means held by the Bidder or under the control of the Bidder in connection with the contract; and
- b. Making Personnel available for discussions with LIC as may be required. The time, length and subject of these discussions will be at the sole discretion of LIC, provided that any matter discussed is not considered to reveal any 'Commercial-in- Confidence' information of the Bidder.
- c. The Parties agree that duration of Knowledge transfer shall in no event exceed 90 days.

Exit Management: If so required by LIC, on the provision of no less than 15 (fifteen) days' notice in writing, Bidder shall continue to provide the Services or an agreed part of the Services for a period not exceeding 6 (Six) months beyond the date of termination or expiry of the Agreement. In such event, LIC shall reimburse Bidder for such elements of the Services as are provided beyond the date of termination or expiry date of the Agreement on the basis that:

- a. Services for which rates already specified in the Agreement shall be provided on such rates;
- b. materials and other costs, if any, will be charged at a reasonable price which shall be mutually agreed between the Parties.

Bidder shall make available such Key Personnel who have been involved in the provision of the Services as the Parties may agree to assist LIC in the continued support of the Services beyond the expiry or termination of the Agreement, in which event the Bidder shall pay for the services of such Key Personnel on a time and materials basis at the rates agreed between the parties.

3.6 LIC's Obligations

3.6.1 Assistance by LIC

Unless otherwise specified in the Contract, LIC shall use its best efforts to:

1. Issue instructions and information to its officials, agents, and stakeholders for prompt and effective implementation of the Services.
2. Provide to the Bidder any other assistance as specified in the Contract.

3. Access to Project Site: LIC warrants that the Bidder shall have, free of charge, unimpeded access to the project site if such access is required for the performance of the Services.
4. Conduct at LIC's premises: The Bidder will, if using or accessing LIC's premises or facilities, comply with all reasonable directions and procedures relating to occupational health and safety and security in operation at those premises or facilities whether specifically drawn to the attention of the Bidder or as might reasonably be inferred from the circumstances.

3.6.2 Facilities to be provided by LIC

1. LIC shall make available to the Bidder and the Experts, for the performance of the contract, free of any charge (unless otherwise stated therein), the services, facilities, and property described in the 'Terms of Reference' (Form T-3: Description of Approach and Methodology in Responding to the Terms of Reference) as per terms and conditions and against appropriate safeguards (including Insurances, Bank Guarantee, Indemnity Bonds, Retention Money etc.) specified therein. The Bidder shall use such property for the execution of the contract and no other purpose whatsoever.
2. In case such services, facilities and property shall not be made available to the Bidder as and when specified in Form T-3, the Parties shall agree on (i) any time extension that it may be appropriate to grant to the Bidder for the performance of the Services, (ii) how the Bidder shall procure any such services, facilities and property from other sources, and (iii) the additional payments, if any, to be made to the Bidder as a result thereof according to GCC clause 3.10.1.1.

3.6.3 Counterpart Personnel

1. LIC shall make professional and support counterpart personnel available to the Bidder, as specified in Form T-3.
2. If counterpart personnel are not provided by LIC to the Bidder as and when specified in Form T-3, LIC and the Bidder shall agree on (i) how the affected part of the Services shall be carried out, and (ii) the additional payments, if any, to be made by LIC to the Bidder as a result thereof.
3. Professional and support counterpart personnel, excluding LIC's Contract Management and liaison personnel, shall work under the exclusive direction of the Bidder. If any member of the counterpart personnel fails to perform any work assigned to such member by the Bidder that is adequately consistent with the position occupied by such member, the Bidder may request the replacement of such member, and LIC shall not unreasonably refuse to act upon such request.

3.6.4 Payment Obligation

No advance payment will be made on awarding the contract.

Considering the service performed by the Selected Bidder under this Contract, LIC shall pay the Selected Bidder for deliverables specified in Form T-3 and in such manner as detailed below.

3.6.4.1 Payment Terms: Implementation

To: From the date of issuance of Letter of Intent (LOI)

Commercials % of Total One-time implementation cost as per T-6

Sr.No	Deliverables	Milestone	Payment terms as per Commercial Bid (T-6)
1	Current State View, Architecture, High level Design (HLD) signed off for data lake / lakehouse	T₀ + 2 month	1%
2	Initial setup and installation of key data platform solution components in the interim dev environment: <ol style="list-style-type: none"> 1. Data ingestion including batch, streaming, incremental, file-based, etc 2. Data repository with all relevant zones (landing, refinery, curated, etc) 3. Data quality and governance including metadata management, etc 4. Data consumption layer including relevant components 	T₀ + 2 months	2%
3.	Setup and installation of key data platform solution components in the actual dev environment: <ol style="list-style-type: none"> 1. Data ingestion including batch, streaming, incremental, file-based, etc 2. Data repository with all relevant zones (landing, refinery, curated, etc) 3. Data quality and governance including metadata management, etc 4. Data consumption layer including reporting and visualization and analytics tools 5. Data security and access control related tools Demo of the key features and functionality from the dev environment	T₀ + 4 months	2%

Sr.No	Deliverables	Milestone	Payment terms as per Commercial Bid (T-6)
4.	<p>Wave 1: Go-Live - Full launch of first set of data and analytics services for the digital program</p> <p>No P1 (Critical) and P2 (High) bugs open.</p> <p>Data completeness – 100%</p> <p>Customer data uniqueness false positives– 98% (based on a suitable sample set of customers)</p> <p>Model Accuracy greater than 75%.</p> <p>F1 Score greater than 0.7</p> <p>Report accuracy – 100%</p> <p>Key services:</p> <ol style="list-style-type: none"> 1. Customer unique ID generation 2. Master data services – customer, policy, agent, DO, employee, etc 3. Customer360 generation and related services 4. Agent360 generation and related services <p>Key analytics use cases:</p> <ol style="list-style-type: none"> 1. Use customer master data, transaction data and interaction data across multiple sources to run segmentation models and create suitable micro segments to be used across journeys. These analytical models will be based on the data from the customer360. 2. Use agent master data, transaction data and interaction data across multiple sources to run segmentation models and create suitable agent micro segments to be used across journeys. These analytical models will be based on the data from the agent360. 3. Provide personalized input to the agent on the likelihood of a specific customer to renew / revive a policy term 4. Identify best campaign / nudge for a customer basis customer360 data and specific events – either life stage related or pre-defined trigger event on digital asset (eg: customer expresses interest on a specific plan, etc) 	T₀ + 9 months	30%

Sr.No	Deliverables	Milestone	Payment terms as per Commercial Bid (T-6)
	<ol style="list-style-type: none"> 5. Develop propensity to pay models to identify likelihood for customers to renew. Identify high and low propensity cases to help drive optimized campaigns. 6. Identify suitable nudges to drive high sales performance for agents based on performance details and other details as per Agent360 data and Customer360 data (across new business and renewal business) 7. Identify up-sell opportunities based on customer360 data and specific policy being sold or for existing customers based on policies owned. 8. Identify cross sell / up-sell opportunities based on lead data for new customers 9. Identify cross-sell opportunities based on customer360 data (including elements such as life stage of customer) and specific policy being sold or for existing customers based on policies owned. 10. Identify opportunities to nudge customer at maturity / survival benefit payout <ol style="list-style-type: none"> a. reinvestment, with suggestion for next best offer b. Send nudges to customers to finish required steps (bank account verification, PAN/ Aadhar verification) to receive maturity payout on time 11. Identify suitable customers to be served with nudges for auto debit registration 12. Identify suitable customers for sending nudges to revive lapsed policy based on propensity to revive 13. Send nudges to agents around eligibility to clubs, loans and other facilities and probability of agents to meet the eligibility. 14. "Agents like you" analytics to compare agents on elements such as sales performance, ticket size, NOP, sales conversion, etc 		

Sr.No	Deliverables	Milestone	Payment terms as per Commercial Bid (T-6)
	<p>Reports and dashboards</p> <p>Sales Related:</p> <ol style="list-style-type: none"> 1. Daily activity metrics by various elements (e.g., daily active users, concurrent users, service request raised) 2. Sales performance dashboards by branch, zone, region and by product type, type of customer – with drill down features 3. Option to view number of policies due for renewal in next 7 days/month <p>Service Related:</p> <ol style="list-style-type: none"> 4. Real-time MIS and dashboard for different service requests, customer segments, etc. 5. Detailed reports providing insights into areas such as customer service and sales <p>Performance Related:</p> <ol style="list-style-type: none"> 6. Summarized view of business productivity metrics (FTD, MTD and YTD metrics for policy premium (e.g., FYP, NOP, etc.) 7. Personalized ‘Tip of the day’ targeted to improve business performance (e.g., low renewal ratio compared to agents in similar cohort). 8. Performance Dashboard: Individual performance reports of the sales intermediary on key metrics like number of policies sold, Current tier of club, Contest Leaderboards, etc.) <p>Others:</p> <ol style="list-style-type: none"> 9. Status for ongoing/mandatory LIC training, Learning and development programs and completion. 10. Ability to track status of rewards, incentives and payouts associated with different business activities and performance parameters. 		

Sr.No	Deliverables	Milestone	Payment terms as per Commercial Bid (T-6)
5.	<p>Wave 2: Go-Live - Full launch of second set of data and analytics services for the digital program</p> <p>No P1 (Critical) and P2 (High) bugs open. Model Accuracy greater than 75%. F1 Score greater than 0.7 Report accuracy – 100%</p> <p>Key services:</p> <ol style="list-style-type: none"> 1. Lead360 with lead unique ID and related sets of services 2. Family360 with family ID and related sets of services <p>Analytics use cases:</p> <ol style="list-style-type: none"> 1. Next best action to predict what would be the best action to be taken / best product to position for a specific customer basis real time events and the customer micro-segment 2. Predict the probability of a specific customer to buy a specific policy based on propensity to buy models that would use customer segmentation and suitable ML models 3. Provide personalized input to the agent on the likelihood of a specific customer to pay premium 4. Develop optimized, customer-specific pricing based on analytical models 5. Develop optimized offers specific to customers using suitable AI / ML models 6. Hyper-Personalized recommendation engine of product/plan offers (including ability to recommend cross-sell/upsell offers) 7. Use AI/ML models to identify right channels to use to engage with a specific customer / customer segment 8. Use AI / ML based models to score and prioritize leads for follow up by channel 9. Develop specific activity related nudges for agents basis number of customer visits done, 	T ₀ + 12 months	20%

Sr.No	Deliverables	Milestone	Payment terms as per Commercial Bid (T-6)
	<p>digital activity, trainings done, etc</p> <p>Reports and Dashboards:</p> <p>Sales Related:</p> <ol style="list-style-type: none"> 1. Loans and advances details <p>Performance Related:</p> <ol style="list-style-type: none"> 2. Feature to see business performance overview as well as options to view detailed views of metrics like FYP, Renewals etc. and trends, qualification for club tiers, competitions/contests. 3. Availability of variety of filters and aggregation options like month-wise records, business-wise records, etc. 4. Ability to depict visually (e.g., RAG color code) Actual vs Target business achievement for monthly/quarterly/annual performance metrics 5. Option to view ‘Top Performer’ in zone/city to benchmark with top performing branches. 6. Ability to visually depict actual vs target achievement using color schemes, option to filter basis use case (e.g. sales intermediaries with less than 50% target achievement) 7. Agent cohort performance reports on key metrics like number of policies sold, total rewards eligible/earned, pay-outs and incentives earned with regards to different business activities and performance parameters 8. Agent performance details 9. Online business performance <p>Rewards Related:</p> <ol style="list-style-type: none"> 10. Pay-outs and Incentive dashboard customized basis supervisory role to view segments by channel (e.g. Agency, Bancassurance, etc.), geography, agent cohorts, etc. 11. Ability to track agent wise status of rewards, incentives and pay-outs associated with different 		

Sr.No	Deliverables	Milestone	Payment terms as per Commercial Bid (T-6)
	business Milestones 12. Agent eligibility on clubs and contests Others: 13. Persistency related reports		
6.	Wave 3: Go-Live - Full launch of third set of data and analytics services for the digital program No P1 (Critical) and P2 (High) bugs open. Model Accuracy greater than 75%. F1 Score greater than 0.7 Report accuracy – 100% Analytics use cases: <ol style="list-style-type: none"> 1. Use AI / ML models to identify right time slot for communication with a specific customer / customer segment 2. Use AI / ML models to identify right tonality to use for communication with a specific customer / customer segment 3. Build suitable AI / ML models to identify customers that are likely to churn 4. Identify suitable actions / campaigns / nudges and their timing and channel for such customers depending on likelihood of response 5. Run models to identify potential agent churn 6. Use clickstream data to understand behavioral parameters and drive suitable communication or campaigns. 7. Use suitable advanced analytics models to assess drop offs and trigger suitable action basis customer profile / segment and behavioral parameters. 8. “People like you” analytics to compare people with others in the same segment / cohort 9. Use “People like you” analytics to identify what other people in the same cohort is buying and use that to drive campaigns / nudges 	T₀ + 15 months	15%

Sr.No	Deliverables	Milestone	Payment terms as per Commercial Bid (T-6)
	<p>Reports and Dashboards:</p> <p>Sales Related:</p> <ol style="list-style-type: none"> 1. New business details and trends across branches / divisions / zones and LIC as a whole 2. New policies generated and trends 3. Payments and surrender details and trends <p>Business Development Related:</p> <ol style="list-style-type: none"> 4. Business operations reports (interactive - channel, geo, target audience, campaign...) 5. Detailed campaign reporting & monitoring 6. Reporting on digital marketing KPIs (e.g., spends, impressions, clicks, Cost/click, ROAS, etc.) 7. Reporting on optimizations made (bid change, key word addition, audience definition change, creative update...) 8. Reporting on impact on key campaign metrics 		
7.	<p>Wave 4: Go-Live - Satisfactory Delivery of all features as per the scope of RFP</p> <p>No P1 (Critical) and P2 (High) bugs open.</p> <p>Model Accuracy greater than 75%.</p> <p>F1 Score greater than 0.7</p> <p>Report accuracy – 100%</p> <p>Analytics Use Cases:</p> <ol style="list-style-type: none"> 1. Suitable behavior related nudges for agents basis analysis of elements such as customer grievances, service TATs, freelook cancellations, claims etc 2. Use AI / ML models to use internal and external third party data to identify potential fraudulent claims 3. Use techniques such as NLP and suitable AI / ML models to understand the sentiment of the customer as the customer communicates using contact mechanisms such as Whatsapp, call center, etc and either frame suitable responses or 	T₀ + 18 months	30%

Sr.No	Deliverables	Milestone	Payment terms as per Commercial Bid (T-6)
	<p>guide the live agent</p> <ol style="list-style-type: none"> 4. Image analytics to identify health characteristics, smoker / non-smoker, etc 5. Personalized nudges basis micro-market driven prospect sourcing methodology to depict high opportunity areas/low sales penetrated areas (e.g., heatmaps to depict region-wise LIC penetration) 6. Use NLP and suitable AI / ML modelling to categorise customer comments/ incidents into grievances/ service requests/ queries. Categorise incidents into topics (e.g., renewals related, claims related etc.). 7. Integrated GenAI based tools to provide sales intermediaries with customized multi-lingual (e.g., Hindi, English, Gujarati, etc.) sales pitch basis product benefits and prospect/customer/policyholder demographics and other profile details (e.g., last purchase, etc.) <p>Reports and Dashboards:</p> <ol style="list-style-type: none"> 1. Regulatory reports: <ol style="list-style-type: none"> a. New business related reports b. Collection related reports c. Claims related reports d. BAP reports e. Commissions, rewards and remuneration f. Agency and other channel related reports 2. Financial statements and trial balance related: <ol style="list-style-type: none"> a. Income and collections related b. Expenses related c. IRDAI reports around finance and accounting 3. Decision Support Reports and Dashboards 		

Prioritization of features/ functionalities going live in each wave may be modified during the contract based on LIC's business requirements/ exigencies and as mutually agreed by LIC and the successful bidder.

Definitions:

Model Accuracy: Number of correct predictions by the model / Total number of predictions

F1 Score: Harmonic mean of precision and recall of models generated

Report Accuracy:

1. Same report (as of a specific date) generated at different points in time should generate the same report
2. Same metric across different reports should reflect the same numbers

3.6.4.2 Payment Terms: Hardware

T₀ - From the date of issuance of Letter of Intent (LOI)

Commercials % of Total Hardware cost as per T-6

Sr. No	Deliverables	Milestone	Payment terms as per Commercial Bid (T-6)
1	Hardware delivery and installation for Non-Prod (Dev, UAT) at LIC DC (Vile Parle) or LIC approved co-lo, per BOQ in Table 2 <ol style="list-style-type: none"> 1. Unboxing, mounting & power-on of hardware 2. Reports confirming proper functioning of the hardware components 3. Insurance certificate for 5 years 	T₀ + 4 months	25%
3	Env set-up on new Hardware for Non-prod (Dev, UAT) LIC data center per BOQ in Table 2 <ol style="list-style-type: none"> 1. Network configurations done (Network segmentation) 2. VM's configured 3. End-to-end security clearance from IT & CSD 	T₀ + 5 months	20%
4	Hardware delivery and installation for Prod at LIC DC (Vile Parle), DR (Bangalore) or LIC approved co-lo, per BOQ in Table 2 <ol style="list-style-type: none"> 1. Unboxing, mounting & power-on of hardware 2. Reports confirming proper functioning of the hardware components Insurance certificate for 5 years	T₀ + 5 months	25%

Sr. No	Deliverables	Milestone	Payment terms as per Commercial Bid (T-6)
5	Production environment set up and signed off by LIC at LIC DC (Vile Parle), DR (Bangalore) or LIC approved co-lo, per BOQ in Table 2 <ol style="list-style-type: none"> 1. Network configurations done (Network segmentation) 2. Dev VM's configured 3. End-to-end security clearance from IT-SD /IT-BPR 	T0 + 6 months	20%
6	Final Payment subject to successful implementation of all scope and completion of all deliverables under the RFP.	T0 + 18 months	10%
Total			100%
Additional hardware (if required) for subsequent years			
Delivery & installation of the Hardware / Appliances and their satisfactory deployment and Go-live on all applicable environments (Dev, SIT, UAT, Prod, any other environment) duly signed off by LIC.		As applicable	100%

3.6.4.3 Payment Terms: Software

To: From the date of issuance of Letter of Intent (LOI)

Commercials % of Total software cost as per T-6

Sr. No	Deliverables	Milestone	Payment terms as per Commercial Bid (T-6)
Software licenses (perpetual) for first year			
1	Delivery of Software licenses with LIC ownership under the respective environment. The required documents to be provided are original invoice along with Original Delivery Challans dully stamped and signed by the LIC Official & Selected Bidder representative. (Delivery of software licenses shall be after Hardware implementation of the respective environment)	T₀ + 1 months	50%
2	Interim payment (subject to successful completion of respective implementation stage)	T₀ + 3 months	25%
3	Interim payment (subject to successful completion of respective implementation stage)	T₀ + 6 months	20%
4	Final payment (Subject to Go-live of the project for all relevant waves and all environments.	T₀ + 12 months	5%
Total			100%
Software licenses (subscription) for 5 years starting from the start of usage of the licenses of respective environment			
1	Delivery of Software Licenses and their installation on respective application environments. The required documents to be provided are original invoice along with Original Delivery Challans dully stamped and signed by the LIC Official & Selected Bidder representative. LIC official to sign off that new licenses have been satisfactorily installed.	12 Months 24 months 36 months 48 months 60 months	100% 100% 100% 100% 100%

3.6.4.4 Payment Terms: Annual Maintenance and Support

Payment to be made from year 3 onwards on a quarterly basis in arrears subject to satisfactory performance duly signed off by LIC.

T₀: From the date of issuance of Letter of Intent (LOI)

Commercials % of AMS / ATS / AMC cost respectively as per T-6

Sr. No	Deliverables	Milestone	Payment terms as per Commercial Bid (T-6)
AMS (custom developed applications)			
1	Year 3	T₀ + 27 months	25%
		T₀ + 30 months	25%
		T₀ + 33 months	25%
		T₀ + 36 months	25%
			100%
2	Year 4	T₀ + 39 months	25%
		T₀ + 42 months	25%
		T₀ + 45 months	25%
		T₀ + 48 months	25%
			100%
3	Year 5	T₀ + 51 months	25%
		T₀ + 54 months	25%
		T₀ + 57 months	25%
		T₀ + 60 months	25%
			100%
ATS (OEM software with perpetual licenses) and AMC (Hardware)			
1	Year 2:	T₀ + 13 months	100%
2	Year 3:	T₀ + 25 months	100%
3	Year 4:	T₀ + 37 months	100%
4	Year 5:	T₀ + 49 months	100%

1. Bidder must create a mechanism to generate Invoices on quarterly basis, based on which payments will be done, after due verification.
2. Penalties, if any, will be deducted before release of the payment from the amount payable against the invoice submitted.

3. The Bidder must accept the payment terms proposed by LIC. The commercial bid submitted by the Bidders must be in conformity with the payment terms proposed by LIC. Any deviation from the proposed payment terms would not be accepted. LIC shall have the right to withhold any payment due to the Bidder, in case of delays or defaults on the part of the Bidder. Such withholding of payment shall not amount to a default on the part of LIC. If any of the items / activities as mentioned in the price bid is not taken up by LIC during the assignment, LIC will not pay the professional fees quoted by the Bidder in the price bid against such activity / item.
4. No interest on deposits/Performance Bank Guarantee will be paid.
5. If there is any discrepancy in Invoice or Bidders' MIS, LIC reserves the right to settle the bill on the basis of actual usage or invoice figure or MIS figure whichever is least and favourable for LIC.
6. LIC reserves the right to temporarily withhold payment and impose penalty, if it is not satisfied with progress made during that period or if there is delay in activity timelines.
7. LIC shall make payments in Indian Rupees (INR) on receipt of invoice, after deduction of penalties and applicable taxes at source from the agreed price to the selected Bidder.
8. The address where invoices are to be submitted will be conveyed to successful Bidder(s) after issuance of purchase order.
9. Payment related objection must be raised in writing within 30 days from the date of release of payment. No such objection would be entertained beyond that period.
10. Product/Software Prices shall be quoted all-inclusive of duties, levies etc. but exclusive of GST and other applicable taxes.
11. The quoted price of Product/Software shall be uniformly applicable for delivery/performance to any part of the country and shall be inclusive of all other miscellaneous charges (i.e. including installation charges, any other applicable duties, whether state or central, packing, freight and forwarding, transit insurance, local transportation, manpower/labour charges, incidental charges such as traveling, lodging/boarding etc.)
12. Selected Bidder will be entirely responsible for upfront payment of all applicable taxes (wherever applicable) like Central / State levies, sales tax, excise duty, cesses, license fees, road permits, service tax, etc. in connection with delivery of products at site.
13. GST/Service-tax and Octroi/local entry tax/LBT wherever applicable, shall be mentioned in the Invoices submitted and shall be reimbursed as per actual on production of the original receipt in proof of having paid the said taxes on behalf of LIC. In case concrete evidence of having paid the appropriate taxes is not submitted along with the invoices to LIC, the Selected Bidder will not be eligible for any reimbursement on this count from LIC.
14. The Selected Bidder should not, under any circumstances, request for an increase in the prices once such prices are approved by LIC. No price variation relating to increases in

Government levies/taxes/cess/customs duty & excise duty including any newly introduced taxes shall be permitted, except changes in GST.

15. It will be the responsibility of the Selected Bidder to take care of all the formalities connected with this project (wherever and whatever applicable) as per rules / tax laws / regulations / orders of any government/non- government/ regulatory authority in force etc.

3.7 Scope of Services and Performance Standards

3.7.1 Scope of Services

1. Services: This contract is for the performance/delivery of Services of the description, scope/quantum outlined in Section IV: 'Terms of Reference' during the contract period specified therein.
2. Incidental Works/Goods/Other Services: If so stipulated, the Bidder shall be required to perform/deliver specified incidental Works/Goods/other Services as an integral part of the Services in the contract.
3. Location: The Services shall be performed at such locations as are specified in this RFP and, where the location of a particular task is not so specified, at such locations, whether in LIC's country or elsewhere, as LIC may approve.
4. Reporting Requirements: The Bidder shall deliver to LIC the reports, deliverables, outputs, and documents specified in Form T-3, in the form, in the numbers and within the periods outlined in the said Appendix, besides progress reports as per GCC clause 3.9.3.
5. Standard of Performance:
 - a. The Bidder shall perform and carry out the Services with all due diligence, efficiency, and economy, in accordance with generally accepted professional standards and practices, observe sound management practices, and employ appropriate technology and safe and effective equipment, machinery, materials and methods.
 - b. Unless otherwise specified, the performance standards and quality of the Services shall conform to the Terms of Reference as stipulated in the contract or as per best standards in the market, where not so specified.
 - c. Notice of non-compliant Services:
 - i. If LIC considers that all or part of the Services does not meet the specifications, LIC will notify the Bidder within 7 Business Days of assessing the Services against the specifications
 - ii. LIC will include reasons for the Services not meeting the specifications in the notice given under point 'i' above.
 - d. Rectification of non-compliant Services:

If LIC notifies the Bidder that all or part of the Services does not meet the Performance Criteria, the Bidder will:

- i. Take all necessary steps to ensure that the Services are promptly corrected;
 - ii. Give notice to LIC when the Services have been corrected; and
 - iii. Allow LIC to repeat the assessment of all or part of the Services against the specifications, within five Business Days after the date of the notice or such other time as agreed mutually in writing.
- e. Defects in Services: LIC shall promptly notify the Bidder of any identified defects, requesting the correction of the notified defect within a reasonable time. If the Bidder has not corrected notified defect within the time stipulated in LIC's notice, LIC may suspend payments as per GCC clause 3.10.6.

3.7.2 Eligible Services

Unless otherwise stipulated in the Contract, the country of origin of 'Services' and related 'Goods' under the contract shall have their origin in India or other countries (if specified in the Contract). It must conform to the declaration made by the Bidder during the RFP process regarding Central Government policies restricting the participation of entities from i) Certain countries sharing land borders with India and ii) Countries that restrict the participation of Bidders from India on a reciprocal basis. They should ensure that they continue to be free from such restrictions.

Considering the scope of the solution, any service which forms a part of the 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.

3.8 Deployment of Resources

3.8.1 Guidelines for provisioning of manpower

1. The bidders operations can be carried out in a hybrid mode, with key personnel's at LIC premises, while the remaining personnel's at bidder managed facilities, as below:
 - a. The bidder shall deploy key personnel's onsite at LIC premises, in line with requirement defined in Section 3.8.3 of this RFP. These resources must include the Key Resources defined in Section 3.8.3. Remaining onsite resources can be mutually agreed between LIC and bidder.
 - b. Other named resources in line with Section 3.8.3 of this RFP shall be deployed offsite by the bidder at bidder managed facilities located anywhere in India. These resources

- shall be readily available for in-person discussions with LIC officials, as and when required by LIC to ensure smooth functioning.
- c. Any additional resources deployed over and above the above-mentioned resources can be located anywhere across India. These resources shall be ready to travel for in-person discussions with LIC, as and when required by LIC, to ensure smooth functioning.
 - d. The Bidder shall pay for a secured network (e.g. MPLS) connection between LIC's premises in Mumbai & the bidders managed facilities. The bidder must also ensure that all network security guidelines laid down by LIC are met.
 - e. The bidder's obligation to render its services onsite (from LIC's Premises) or offsite (from bidders managed facilities) shall be subject to any applicable government restrictions that may be imposed by any government authorities by way of any government orders/notifications/circulars or any other mode for reasons such as prevention of outbreak of pandemic etc. On occasion of any such government restrictions which may directly or indirectly hinder in rendering of services at the physical location of LIC, LIC shall allow the bidder to render its services from remote location for such period till the government restrictions are waived off by any further government orders/notifications/circulars.

3.8.2 Site and Assets thereon

3.8.2.1 Site of Service Delivery

1. The site for Service delivery shall be the lands, spaces, and other places on, under, in or through which the Services are to be carried out and any other lands or places provided by LIC for the contract.
2. No land or building or any other asset belonging to or in possession of LIC shall be occupied/used by the Bidder without the permission of LIC. The Bidder shall not use or allow the site to be used for any purposes other than executing or concerning the execution of the services.
3. Prohibition of Smoking and Intoxicants: The Bidder shall exercise influence and authority to the utmost extent to secure strict compliance by his staff or petty contractors with all the rules and regulations stipulated by LIC relating to the access to the project site, including but not limited to
 - a. Prohibition of Smoking in 'No Smoking Zone' and in Public Places
 - b. Prohibition of the use of any intoxicating substances including, but not limited to, intoxicating beverages during the service period or on-site or near the site or in any of the facilities, sites, buildings, encampments, or tenements owned, occupied by or within the control of the Bidder or any of his employees.
 - c. Safety practices relating to LIC's staff, Public and third parties

- d. Maintenance of peace and business-like ambience

3.8.2.2 Clearance of Site on Completion

1. On completion of the services, the Bidder shall handover the whole project site to LIC on 'as it was' basis. No final payment in settlement of the accounts for the Services shall be paid to the Bidder till, in addition to any other condition necessary for final payment, site clearance shall have been affected by him.

In the event of failure on the part of the Bidder to comply with this provision within 7 days after receiving notice for clearance of LIC's site and lands, LIC shall cause them to be removed in such a way as deemed fit and convenient and cost as increased by supervision and other incidental charges shall be recovered from the Bidder. LIC shall not be held liable for any loss or damage to the Bidder's property as may be on the site and due to such removal.

3.8.3 Key and Non-key Personnel

3.8.3.1 General Requirements

1. Team Lead: The Bidder, when he is not personally present on the workplace site, shall nominate a Team Lead during working hours, which shall, on receiving reasonable notice, present himself to LIC. Orders given by LIC or his representative to the Team Lead shall be deemed to have the same force as if given to the Bidder.
2. The Bidder shall employ and provide qualified and experienced Key and Non-key Experts as required to carry out the Services.

3.8.3.2 Key Personnel

1. The titles, job descriptions, minimum qualifications, and estimated periods of the Bidder's Key Personnel engagement in carrying out the Services are described in Form T-5: Key Expert Curriculum Vitae (CV) to the Contract.
2. Any leave-taking by Key Experts shall be subject to the prior approval by the Bidder, who shall ensure that absence for leave purposes shall not delay the progress and or impact adequate supervision of the Services. If Key Experts are not deployed for significant periods, affecting the progress and quality of the assignment, payments may be suspended as per clause 3.10.6 below.
3. Substitution of Key Experts:
 - a. No substitutions of the key experts identified & deployed for LIC shall be permitted before expiry of one year from the date of signing of the contract.
 - b. Unless LIC may otherwise agree in writing, no changes shall be made in the Key Experts.
 - c. Notwithstanding the above, the substitution of Key Experts during Contract execution may be considered only based on the Bidder's written request and due to compelling

or unavoidable situations outside the reasonable control of the Bidder, including but not limited to death or medical incapacity. The substitute shall be of equivalent or higher credentials. Advance notice of minimum one-month shall be given by Bidder to LIC before any such substitution envisaged. Such substitution shall not exceed the 30% of total key personnel annually.

- d. Substitution of the first 10% of key personnel at the request of the Bidder shall be subject to a reduction of remuneration by 5% of the remuneration (as per Form T-6) which would have been paid to the original personnel from the date of the replacement till completion of the contract. Such reduction in remuneration shall progressively increase further for subsequent substitutions as specified in the Contract. If not specified, the reduction in remuneration shall be 10% and 15%, respectively, for the subsequent two slabs of 10% substitutions of key personnel (i.e., till 30% substitution). Such reduction shall not apply to the substitution of experts in pursuance of orders by LIC as per sub-clause 3.8.3.4 below.

Additional Experts: If additional Experts are required to carry out the Services during the execution of the contract, the Bidder shall submit to LIC for review and approval a copy of their Curricula Vitae (CVs). If LIC does not object in writing (stating the reasons for the objection) within twenty-one (21) days from receiving such CVs, such additional Key Experts shall be deemed approved by LIC. The rate of remuneration payable to such new additional Key Experts shall be based on the rates for other Key Experts' positions which require similar qualifications and experience.

3.8.3.3 Non-key Personnel

The Bidder must ensure the deployment of key/non-key Personnel as per Form T-5: Key Expert Curriculum Vitae (CV), the Terms of Reference, and the approved Works plan as updated. Daily attendance records of such non-key personnel shall be maintained by the Bidder and shared with LIC. If LIC believes that the Bidder is not employing sufficient Non-key personnel as is specified or otherwise for the proper execution of the Services, LIC shall issue a notice to the Bidder for remedial measures. The Bidder shall forthwith, on receiving intimation to this effect, deploy the additional number of non- key personnel as specified by LIC immediately, and failure on the part of the Bidder to comply with such instructions shall entitle LIC to suspend payments as per GCC clause 3.10.6 for the shortfall in performance or terminate the contract and/or avail all the remedies thereunder. Such action shall be in addition to the deduction from the Bidder's payment cost of shortfall personnel as per Form T-5: Key Expert Curriculum Vitae (CV).

3.8.3.4 Removal of Key and Non-key Experts on Orders of LIC

1. The Bidder shall, at LIC's written request, provide a replacement, if LIC finds that any of the Experts:
 - a. commits severe misconduct or has been charged with having committed a criminal act
 - b. persists in any misconduct or lack of care;

- c. is found to be negligent, incompetent or incapable of discharging assigned duties;
 - d. fails to comply with any provision of the Contract;
 - e. based on reasonable evidence, is determined to have engaged breached the Code of Integrity (including Fraud and Corruption) during the execution of the Works;
2. Subject to the requirements in the sub-clause above, and notwithstanding any requirement from LIC to request a replacement, the Bidder shall take immediate action as appropriate in response to any violation in the sub-para above. Such immediate action shall include removing (or causing to be removed) such Key/Non-Key Expert or sub-bidder from carrying out the Services.
 3. Any replacement of the removed Experts shall possess better qualifications and experience and be acceptable to LIC.
 4. The Bidder shall bear all costs from or incidental to any removal and/or replacement of such Experts.

3.8.4 Equipment and Tools of Trade

The Bidder must ensure the deployment of Equipment and Tools of Trade necessary to deliver services as per the Terms of Reference and approved Works plan as updated. If LIC believes that the Bidder is not employing on the Services sufficient Equipment/Tools of Trade as is specified or otherwise for the proper execution of the Services within the prescribed time, the Bidder shall forthwith on receiving intimation to this effect deploy the additional equipment/tools of the trade as specified by LIC immediately and failure on the part of the Bidder to comply with such instructions shall entitle LIC to suspend payments as per GCC clause 3.10.6 for the shortfall in performance or terminate the contract and/or avail any or all the remedies thereunder for breach of contract.

3.8.5 Delivery & Installation Schedule

The Selected Bidder shall be responsible for delivery and complete installation of all the equipment/components ordered by LIC and for making them fully operational at no additional cost to LIC within the time frame defined below, for each purchase order.

1. Delivery, installation and integration (with the current setup) of the ordered equipment should be completed as per timelines mentioned in this RFP.
2. The installation / integration will be deemed as incomplete for a site if any component is not delivered/ installed/ integrated or is not as per the specifications and hence not acceptable to LIC.
3. Date of installation of the last component under a particular Purchase order will be taken as the date of delivery and installation for the particular site for PO-payment.
4. However, equipment/components not delivered/installed beyond mentioned timelines, from the date of the Purchase order, will be dealt with as follows: -

- i. LIC may cancel the purchase order placed which will be conveyed to the Selected Bidder in writing.
 - ii. The penalty clause as mentioned in Appendix C, Section 17 – Other Terms and Penalties will be applicable.
 - iii. Deductions of penalty will be made from any amount payable to the Selected Bidder by LIC.
 - iv. Any other amounts that may become recoverable from the Selected Bidder will be recovered from any available Bank Guarantee(s)/Performance Bank Guarantees under this bid.
 - v. Recovery of further amounts over and above the available Bank Guarantee(s) etc. will be subject to adjudication at Mumbai.
 - vi. Termination of contract and blacklisting.
5. In case of cancellation of orders due to delay in deliveries/installations or deficiency in services etc., besides the penalty being charged, the Selected Bidder may also be blacklisted by Life Insurance Corporation of India & may not be allowed to participate in any tenders for a period to be decided by LIC. Also, a lump sum amount as deemed fit by LIC (within the limits of PBG) will be imposed as penalty on the Selected Bidder to make good of losses suffered by LIC in terms of business loss and for making alternate arrangements.

3.8.6 Site Not Ready Cases

In case the site is not found ready for installation upon the Selected Bidder's visit, due to any reason(s) attributable to LIC, then the Selected Bidder will undertake following activities:

- a. Open the consignment boxes and verify the deliverables as per Purchase order.
- b. In case of complete delivery (i.e., no short shipment of any component), conduct Power-On Self-Test (POST) and see the equipment are working properly.
- c. After POST, seal the boxes again in presence of LIC officials who will sign the SNR.
- d. Obtain a SNR certificate (as per the format attached herewith as Form T-14) from the LIC office within the delivery and installation period else penalty defined as per clause 3.8.5 will be applicable.
- e. In case of SNR, payments to the Selected Bidder will not be withheld for want of installation certificate. However, the Selected Bidder has to submit an undertaking that as and when the site is ready, the said equipment will be installed by the Selected Bidder within 14 days of being intimated that the site is ready. If installation is not done within the stipulated timeframe of 14 days, penalty of 0.3% of the total cost of the item(s) per day will be applicable from the 15th day onwards, subject to a maximum of 10% of the cost of that item(s).
- f. In case of any short shipment/equipment not functioning, LIC will not issue Site Not Ready (SNR) certificate but only Short Shipment Form (SSF) as per Form T-15 will be

issued. Selected Bidder should arrange the delivery of the short shipment/faulty equipment within the delivery and installation period else, penalty defined as per clause 3.8.5 will be applicable.

3.8.7 Installation of Equipment

It is advised that, the selected bidder should carry out the pre-installation survey of all sites and satisfy themselves that the sites are meeting all requirements i.e., adequate Space, UPS/Power, Earthing, Air Conditioning etc. No additional charges will be payable by LIC for such survey. If this survey is not done, LIC will not be responsible for any related issues that may arise at the time of installation.

The selected bidder shall do the actual plugging-in, configuration and testing of all equipment / components during installation. The equipment/component should be tested for physical and software configuration as per Life Insurance Corporation of India's requirement, error resolutions (if any), testing of redundancy (wherever provided) configuration as well as the end-to-end connectivity on Life Insurance Corporation of India's network. The equipment has to be installed in racks wherever provided.

3.8.8 Transportation & Insurance

The successful Bidder is required to deliver the products and services at the destination as informed in the Purchase Order for execution. Transportation and Insurance of goods shall be arranged and paid for by the selected bidder at no extra cost to LIC. The goods supplied shall be fully insured by the selected bidder for and from transit period till 10 days from the date of delivery at LIC's offices, at their cost against any loss or damage. Should any loss or damage occur, the selected bidder shall:

- a. Intimate and pursue claim with the Insurance Company till settlement and
- b. Promptly make arrangements for replacement of any damaged item/s (within fifteen days of detection of damages), irrespective of the settlement of claim by the Insurance Company.

In case if required, the selected bidder must provide necessary support at no additional cost to LIC for one time transportation/shipping during the entire contract period from current place of installation to another data center of LIC. Such requirement and applicable details will be communicated by LIC to the selected bidder. Selected bidder shall provide a detailed plan of action for the same.

3.8.9 Road Permit

Road/entry permit etc. which may be required for entry into a State for supply of the equipment to the locations mentioned in Purchase Orders will have to be obtained by the selected bidder, without any additional cost to LIC. If required, on receiving a written request from selected bidder, a declaration (Whom so ever it may concern) may be given by LIC to the selected bidder to the effect that the equipment/goods are as per the purchase order issued by LIC and these are

for LIC's own use and not meant for any resale or for any manufacturing or packing of any goods for sale. The selected bidder has to take care of all other formalities which may be required for obtaining the Road-Permit / Entry permission.

3.9 Delivery of Services and delays

3.9.1 Works plan

1. Before the commencement of the Services, the Bidder shall submit for approval of LIC a Works plan showing the Methods, schedule of delivery of services, and deployment plans for Personnel, Equipment and Materials for the execution of the services. The programme of delivery of Services amended as necessary by discussions with LIC shall be treated as the agreed Works plan for this Contract. The Services shall be carried out and monitored as per the approved Program as updated.
2. LIC shall direct the order in which the several components of the Services shall be provided, and the Bidder shall execute all orders which LIC gives from time to time without delay. Still, the Bidder shall not be relieved thereby from responsibility for the due performance of the Services in all respects.

3.9.2 Commencement of Services

1. Effective Date of Contract: Bidder shall commence the Services and shall proceed with due expedition and without delay from the effective date of Contract (all dates of delivery shall be counted from such a date), which shall be the date mentioned as the effective date in the contract, or if not so mentioned:
 - a. 15 days from LIC's notice (unless specified otherwise) to the Bidder instructing him to begin carrying out the Services. This notice shall confirm that the effectiveness prerequisites listed in the contract have been met.
 - b. If no such order is issued, 15 days from the date of the Issue of the LOA or the signing of the Contract agreement, whichever is earlier.
2. Commencement of Services: Not later than the number of days after the Effective Date specified in the Contract or the Notice to proceed, the Bidder shall begin carrying out the Services after confirming the following:
 - a. As required by the Contract, key experts needed at the beginning of the assignment are effectively participating
 - b. That upon provision of Bank Guarantees and advance payments, if any, are implemented
 - c. That LIC has provided facilities (including Data, Documents and Background Information) as per the Contract
 - d. that all parties involved in the assignment (users, security team, and other relevant departments of LIC and other third-party stakeholders) have been informed by LIC

- e. that all permits, licences, and authorisations have been obtained.
3. Termination of Contract for Failure to Become Effective: If this Contract has not become effective (as per sub-clause 1) above) within such period after the date of Contract signature as specified in the Contract, either Party may, by not less than twenty one (21) days' written notice to the other Party, declare this Contract to be null and void, and in the event of such a declaration by either Party, neither Party shall have any claim against the other Party with respect hereto.

3.9.3 Contract Management

3.9.3.1 Management Teams

LIC shall nominate a Contract Manager (or a Management Team), and the Bidder shall nominate a counterpart Team Lead to monitor the assignment so that the output is in line with LIC's objectives of the Contract.

3.9.3.2 Review of Phases and Milestones

LIC and Bidder/Team Lead shall hold progress meetings at various phases and Milestones into which the assignment is divided as per Form T-3. Unless otherwise indicated in Form T-3, the following actions would be taken during such progress meetings.

1. Kick-off Meeting: LIC and the Bidder/Team Lead shall meet at the start of the assignment to ensure that the Contract requirements are clearly understood by all concerned and that the Contract Management procedures are finalised.
2. Inception Phase Review: The inception meeting shall be held at a period (specified in Form T-3, or the Notice to Proceed) after the effective date of the contract or, if not so specified, within 21 days of the effective date. Before this meeting, the bidder must provide a draft Inception Report for discussion. The Bidder shall submit a final Inception Report within the specified time in the 'Terms of Reference' or as agreed in the Inception Meeting, or if not so specified, within 7 days of the Inception Meeting. Template for Inception Report may be agreed to beforehand in the Inception Meeting. It should, at the minimum, cover comments and suggestions on the following:
 - i. Terms of Reference
 - ii. Work plan and staffing schedule
 - iii. Facilities to be provided by LIC
 - iv. Working arrangements and liaison
3. Periodic Reviews: Unless otherwise decided by the LIC and the Bidder's Team Lead, periodic review meetings (monthly if not otherwise stipulated) shall be held to review the pace of progress as compared to the Work Plan and remedial actions thereto.

4. Deliverables Reviews: LIC and Bidder/Team Lead may hold other meetings to review and approve specific deliverables or phases (including Interim and Final Reports) as specified in Form T-3, or as agreed between the parties.

3.9.4 Delivery of services, Time of Delivery and Extensions Thereof

3.9.4.1 Delivery of Services:

The Bidder shall deliver all Services and submit deliverables as per the approved work plan in the manner specified in the Contract.

3.9.4.2 Time of Delivery of Services is of Essence of the Contract:

1. The time for delivery of Services shall be deemed to be the essence of the contract. Subject to any requirement in the contract as to the completion of any portions or portions of the Services before completion of the whole, the Bidder shall fully and finally complete the whole of the services comprised in the contract as per the Delivery and Completion Schedule stipulated in Form T-3.
2. If at any time during the currency of the contract, the Bidder encounters conditions hindering the timely performance of services; the Bidder shall promptly inform LIC in writing about the same and its likely duration.
3. He may request to LIC for an extension of the delivery schedule not less than one month before the expiry of the date fixed for completion of the services. LIC may agree to extend the completion schedule, with or without liquidated damages and denial clause, by issuing an amendment to the contract in terms of the following clauses.

3.9.4.3 Extension for Excusable Delay Not Due to Bidder

1. If in the opinion of the Bidder, the progress of Services has at any time been delayed due to the following reasons, then within 15 days of such happening causing delay, he shall give notice thereof in writing to LIC, but shall nevertheless do due diligence to bring down or make good the delays and to proceed with the services:
 - a. proceedings taken or threatened by or dispute with external third parties arising otherwise than from the Bidder's own default etc. or
 - b. delay due to circumstances beyond the control of either party
 - c. delay authorized by LIC pending arbitration or
 - d. Any act or neglect of LIC, e.g.:
 - i. Delay or failure to issue notice to commence the services or
 - ii. delay or failure to issue necessary instructions for which the Bidder had applied explicitly in writing.
 - iii. Delay in or failure to handover of possession of the site or the necessary facilities/documents/data or instructions by LIC to the Bidder

- iv. Delay caused by modification issued by LIC or
 - v. any other delay caused by LIC due to any other cause.
2. The Bidder may also indicate the period for which the Services are likely to be delayed and ask for a necessary extension of time. On receipt of such request from the Bidder, LIC shall consider the same and grant such extension of time as, in his opinion, is reasonable regarding the nature and period of delay and the type and quantum of work affected thereby. No other compensation shall be payable for work carried forward to the extended period. The same rates, terms, and conditions as the original Contract shall apply during the extended period.

3.9.4.4 Extension of Time for Inexcusable Delay Due to Bidder

1. If the Bidder fails to deliver the Services within the fixed/extended period for reasons other than those stipulated in GCC clause 3.9.4.3 above, LIC may, if satisfied that the service delivery can still be completed within a reasonable time, extend the period further.
2. On such extension, LIC shall be entitled without prejudice to any other right and remedy available on that behalf to recover from the Bidder as agreed damages and not by way of penalty Liquidated Damages as per GCC clause 3.9.5 below.
3. Provided further that if LIC is not satisfied that the service can be completed by the Bidder or in the event of failure on the part of the Bidder to complete the service within the extension of time allowed further as aforesaid, LIC shall be entitled without prejudice to any other right or remedy available in that behalf, treat the delay as a breach of contract and avail any or all the remedies thereunder, whether or not actual damage is caused by such default.
4. Inordinate Delays: Delays due to the Bidder of more than one-fourth (25%) of the total completion period shall be treated as inordinate delays. Such inordinate delays shall be noted as poor performance and be held against the Bidder in future procurements. A show-cause notice shall be issued to the Bidder before declaring it a poor performance. Such delays may be considered a breach of the contract at the option of LIC.

3.9.4.5 Extension of Time for Concurrent Delay Due to Both Parties

If LIC determines that two or more events responsible for delay overlap each other. The delays may be concurrently attributable to both LIC and the Bidder. The proportion for extension of time as per GCC clause 3.9.4.3 or 3.9.4.4 above shall be determined by plotting each contributing concurrent delay on the critical path.

3.9.4.6 Extension of Contract

The contract period may be extended for a period of 12 months as per same terms and conditions agreed in the contract.

Payment during the extension period shall be made on pro rata basis and based on the number of resources, positions and duration and the priced breakup provided on Form T-6.

3.9.5 Damages and Deductions Thereof

3.9.5.1 Right of LIC to recover Damages

LIC shall be entitled to, and it shall be lawful to recover Liquidated damages as detailed in this clause from all payments due, any Performance Security, or any retention money.

3.9.5.2 Liquidated damages

1. For delays covered under clause 3.9.4.4 (Extension of Time for Inexcusable Delay Due to Bidder) above:
 - a. LIC shall, without prejudice to other rights and remedies available to LIC under the contract, deduct from the contract price as liquidated damages for each week of delay or part thereof until actual delivery or performance, but not as a penalty, a sum equivalent to the 1% percent (or any other percentage if prescribed) of the related monthly bill of the Services. Besides liquidated damages during such a delay, the denial clause as per GCC clause 3.9.5.3 shall also apply. Total damages in the contract shall be limited as per clause 3.9.5.4 below.
 - b. Any failure or delay by any Sub-bidder, though their employment may have been sanctioned, shall not be admitted as a ground for any extension of time or for exempting the Bidder from liability for any such loss or damage as aforesaid.
 - c. Bidder(s) will make all-out effort that all systems perform without defect or interruption. The completion of deliverables within the given timeframe is binding on Bidder(s). In the event of delay in meeting the deliverables for causes attributable to Bidder(s), LIC shall be entitled at its option to recover from Bidder(s), as liquidated damages, a sum of 0.5% of the contract value of the deliverable which suffered delay, for each completed week or part thereof by which the deliverable has been delayed, for the first 4 weeks of delay. Thereafter, the rate of penalty will be 1% of the contract value of the deliverable which suffered delay, for each completed week or part thereof by which the deliverable has been delayed, subject to a limit of 10% of the contract value.

3.9.5.3 Denial Clause:

1. For delays covered under clause 3.9.4.4 (Extension of Time for Inexcusable Delay Due to Bidder) above:
 - a. no increases in price on account of any statutory increase in or fresh Imposition of GST, or on account of any other taxes/duty/cess/levy) leviable in respect of the Services and incidental goods/works stipulated in the said Contract which takes place after the original delivery date shall be admissible on such of the said Services, as are delivered after the said date; and

- b. Notwithstanding any stipulation in the contract for an increase in price on any other ground, including the price variation clause, no such increase after the original delivery date shall be admissible on such Services delivered after the said date.
- c. Nevertheless, LIC shall be entitled to the benefit of any decrease in price on account of reduction in or remission of GST or on account of any other tax or duty or any other ground as stipulated in the price variation clause, which takes place after the expiry of the original delivery date.

3.9.5.4 Limit on total Damages

However, deduction on account of damages for delays under this clause put together shall be subject to a maximum of 10% (or any other percentage if prescribed) of the entire value of the Contract of Services. Penalties/liabilities outside this clause shall be covered by GCC clause 3.12.

3.9.6 Force Majeure

1. On the occurrence of any unforeseen event beyond the control of either Party, directly interfering with the delivery of Services arising during the currency of the contract, such as war, hostilities, acts of the public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics, quarantine restrictions, strikes, lockouts, or acts of God, the affected Party shall, within a week from the commencement thereof, notify the same in writing to the other Party with reasonable evidence thereof. Unless otherwise directed by LIC in writing, the Bidder shall continue to perform its obligations under the contract as reasonably practicable and seek all reasonable alternative means for performance not prevented by the Force Majeure event. If the force majeure condition(s) mentioned above be in force for 90 days or more at any time, either party shall have the option to terminate the contract on expiry of 90 days of commencement of such force majeure by giving 14 days' notice to the other party in writing. In case of such termination, no damages shall be claimed by either party against the other except those which had occurred under any other clause of this Contract before such termination.
2. Notwithstanding the remedial provisions contained in GCC-clause 3.9.5 and 3.12, none of the Party shall seek any such remedies or damages for the other Party's delay and/or failure in fulfilling its obligations under the contract if it is the result of an event of Force Majeure.

3.10 Prices and Payments

3.10.1 Prices

3.10.1.1 Contract Price

1. The indicative commercial bid in the contract is specified in Form T-6: Commercial Bid.

2. Any change to the commercial bid specified above can be only made if the Parties have agreed to the revised scope of Services under GCC clause 3.2.6 and have amended the Terms of Reference in Form T-3 in writing.

3.10.1.2 Firm Prices

Rate card (prices) shall be fixed.

3.10.1.3 Variations

No variation in price or modification of the conditions of the contract shall be allowed.

1. Contract Amendments

No variation in or modification of the terms of the contract shall be made except by written amendment signed by both LIC and the Bidders.

Any changes in law, taxes and policies shall be governed through the provision of this RFP.

3.10.2 Taxes and Duties

1. The Bidder shall be entirely responsible for all taxes, duties, fees, levies etc., incurred relating to the delivery of the Services. Further instruction, if any, shall be as provided in the Contract.
2. If applicable under relevant tax laws and rules, LIC shall deduct from all payments and deposit required taxes to respective authorities on account of GST Reverse Charge Mechanism; Tax Deducted at Source (TDS), and Tax Collected at Source (TCS) relating to Income Tax, labour cess, royalty etc.
3. Payment of GST under the contract:
 - a. The payment of GST and GST Cess to the Bidder shall be made only on the latter submitting a GST compliant Bill/invoice indicating the appropriate HSN code and applicable GST rate duly supported with documentary evidence as per the provision of the relevant GST Act and the Rules made there under. The delivery of Services shall be shown as being made in the name, location/state, and GSTIN of the beneficiary of the Services only; the location of the procurement office of LIC has no bearing on the invoicing.
 - b. **Provision w.r.t. E-Invoicing requirement as per GST laws:** Bidder who is required to comply with the requirements of E-invoice as per the GST Law, all payments shall be made against proper e-invoice(s) only. Invoices issued in violation shall not be processed for payment, as LIC shall not be allowed to avail of Input Tax Credit (ITC) against such invoices.
 - c. Returns and details required to be filled under GST laws & rules regarding invoices (or e- invoices) should be filed promptly by the Bidder. If input tax credit (ITC) is not available to LIC for any reason attributable to the Bidder, then LIC shall not be liable

- to pay or reimburse GST (CGST & SGST/UTGST or IGST) claimed in the invoice(s) and shall be entitled to deduct/setoff/recover such GST amounts (CGST & SGST/UTGST or IGST) together with penalties and interest, if any, by adjusting against any amounts paid or becomes payable in future to the Bidder under this contract or under any other contract.
- d. While claiming reimbursement of duties, taxes etc. (like GST) from LIC, as and if permitted under the contract, the Bidder shall also certify that in case it gets any refund out of such taxes and duties from the concerned authorities at a later date, it (the Bidder) shall refund to LIC, LIC's share out of such refund received by the Bidder. The Bidder shall also refund the appropriate amount to LIC immediately after receiving the same from the concerned authorities.
 - e. All necessary adjustment vouchers, such as Credit Notes/Debit Notes for any short/excess delivery of Services or revision in prices or any other reason under the contract, shall be submitted to LIC in compliance with GST provisions.
 - f. GST shall be paid as per the rate at which it is liable to be assessed or has been assessed, provided the provision of Services is legally liable to such taxes and is payable as per the terms of the contract subject to the following conditions:
 - i. LIC shall not pay a higher GST rate if leviable due to any misclassification of the HSN number or incorrect GST rate incorporated in the contract due to the Bidder's fault. Wherever the Bidder invoices the Goods at GST rate or HSN number, which is different from that incorporated in the contract, payment shall be made as per GST rate, which is lower of the GST rates incorporated in the contract or billed.
 - ii. However, LIC shall not be responsible for the Bidder's tax payment or duty under a misapprehension of the law.
 - iii. The bidder is informed that he shall be required to adjust his basic price to the extent required by a higher tax rate billed as per invoice to match the all-inclusive price mentioned in the contract.
 - iv. In case of profiteering by the Bidder relating to GST tax, the Bidder shall treat it as a violation of the Code of Integrity in the contract and avail any or all punitive actions thereunder, in addition to recovery and action by the GST authorities under the Act.
 - g. The Bidder should issue Receipt vouchers immediately on receipt of all types of payments along with tax invoices after adjusting advance payments, if any, as per Contractual terms and GST Provisions.
 - h. Liquidated damages or any other recoveries should be shown as deductions on the invoice, and GST shall be applicable only on the net balance payment due.
 - i. **Statutory Variation Clause:** Unless otherwise stated in the contract, statutory increase in applicable GST rate only during the original delivery period shall be to

LIC's account. Any increase in the rates of GST beyond the original completion date during the extended delivery period (excepting extension under GCC clause 3.9.4.3) shall be borne by the Bidder. The benefit of any reduction in the GST rate must be passed on to LIC during the original and extended delivery period. However, GST rate amendments shall be considered for quoted HSN code only, against documentary evidence, provided such an increase of GST rates occurs after the last date of Bid submission.

3.10.3 Terms and Mode of Payment

1. The payments shall be made as per LIC's payment procedures. All payments to Bidders shall only be made through EFT (Electronic Funds Transfer). The Bidder shall consent in a mandate form for receipt of payment through NEFT (National Electronic Fund Transfer).
2. Payments shall only be made in Indian Rupees.
3. The Bidder shall send its claim for payment in writing as per GST-compliant Invoice and documents, when contractually due, along with relevant documents etc., as stipulated in the Contract and as specified therein.
4. While claiming payment, the Bidder is also to certify in the bill that the payment being claimed is strictly in terms of the contract and all the Bidder's obligations for claiming that payment has been fulfilled as required.

3.10.4 Withholding and lien in respect of sums claimed:

1. Whenever any claim or claims for payment of a sum of money arises against the Bidder, out of or under the contract, LIC shall be entitled, and it shall be lawful on his part, to withhold and also have a lien to retain such sum or sums, in whole or in part pending finalisation or adjudication of any such claim from -
 - a. any security or retention money, if any, deposited by the Bidder.
 - b. Any sum(s) payable till now or hereafter to the Bidder under the same Contract or any other contract with LIC if the security is insufficient or if no security has been taken from the Bidder.
2. Where the Bidder is a partnership firm or a limited company, LIC shall be entitled, and it shall be lawful on his part, to withhold and also have a lien to retain towards such claimed amount or amounts in whole or in part from any sum found payable to any partner/limited company, as the case may be, whether in his capacity or otherwise.
3. It is an agreed term of the contract that the sum(s) of money so withheld or retained under the lien referred above shall be kept withheld or retained till the claim arising out of or under the contract is determined under GCC clauses 3.11 and/or 3.12. The Bidder shall have no claim for interest or damages whatsoever on any account regarding such withholding or retention under the supra lien and duly notified to the Bidder.

4. **Lien in respect of Claims in other Contracts:** Any sum of money due and payable to the Bidder (including the security deposit returnable to him) under the contract may be withheld or retained by way of lien by LIC against any claim of LIC in respect of payment of a sum of money arising out of or under any other contract made by the Bidder with LIC.

3.10.5 Payments to Bidder

3.10.5.1 General

- a. Payments under this Contract shall be made to the Bidder's accounts at the end of each deliverable as detailed in GCC clause 3.6.4
- b. Currency of Payment: Payment shall be made in Indian Rupees (INR).
- c. The Itemized Invoices: The Bidder shall submit to LIC, in duplicate, itemized invoices, accompanied by the receipts or other appropriate supporting documents, of the amounts payable for such an interval under GCC clause 3.10.5.
- d. LIC shall cross-check all relevant records before passing the Bidder's bills. Upon verification of the records by LIC, payments can be released to the Bidder.
- e. LIC shall pay the Bidder's invoices within sixty (60) days after the receipt by LIC of such itemized invoices with supporting documents. Only a portion of an invoice not satisfactorily supported may be withheld from the payment. Should any discrepancy exist between actual payment and costs authorized to be incurred by the Bidder, LIC may add or subtract the difference from subsequent payments.
- f. Except for the final payment under GCC clause 3.10.5.2 below, payments do not constitute acceptance of the Services nor relieve the Bidder of any obligations.
- g. Time-Based (Inputs admeasurement): Unless instructed in writing by LIC, payments shall not be made for any extra inputs deployed over and above Form T-3: Description of Approach and Methodology in Responding to the Terms of Reference, Form T-5: Key Expert Curriculum Vitae (CV), or Form T-6: Commercial Bid mentioned in the contract. Nevertheless, if such inputs are deployed less than those stipulated, deductions shall be made based on the rates indicated for the inputs listed in Form T-6 in the contract.
- h. All terms and conditions, payments schedules, time frame for expected service levels as per this tender will remain unchanged unless explicitly communicated by LIC in writing to the bidder. LIC shall not be responsible for any judgments made by the bidder with respect to any aspect of the Service.

3.10.5.2 Final Payment

- a. The final payment under this Clause shall only be made after the final report/deliverables and a final invoice, identified as such, shall have been submitted by the Bidder and approved as satisfactory by LIC. Completion certificate/Final payment shall be made only after ensuring that all facilities/documents/sites have been returned to LIC as per

GCC clause 3.5.14. The Services shall be deemed completed and finally accepted by LIC.

- b. The Bidder shall submit a final bill on LIC's acceptance certificate of final deliverables. The Final payment shall be made as per the following calculations after receiving a clear "No Claim Certificate" signed by the Bidder:
- c. necessary adjustment for any payments already made or retained
- d. any deduction which may be made under the contract,
- e. A complete account of all claims the Bidder may have on LIC, and LIC gave a certificate in writing that such claims are correct,
- f. The final report and final invoice shall be deemed approved by LIC as satisfactory ninety (90) calendar days after receipt of the final report and final invoice by LIC unless LIC, within such ninety (90) calendar day period, gives written notice to the Bidder specifying in detail deficiencies in the Services, the final report or final invoice. The Bidder shall promptly make any necessary corrections, and the preceding process shall be repeated.
- g. Any amount that LIC has paid or has caused to be paid under this Clause more than the amounts payable under the provisions of this Contract shall be reimbursed by the Bidder to LIC within thirty (30) days after receipt by the Bidder of notice thereof. Any such claim by LIC for reimbursement must be made within twelve (12) calendar months after receipt by LIC of a final report and a final invoice approved by LIC in accordance with the above.

3.10.5.3 No Claim Certificate and Release of Contract Securities

The Bidder shall submit a 'No-claim certificate' to LIC in such form as shall be required by LIC after the Services are finally accepted and before the final payment/performance securities are released. LIC shall release the contractual securities without any interest if no outstanding obligation, asset, or payments are due from the Bidder. The Bidder shall not be entitled to make any claim whatsoever against LIC under or arising out of this Contract, nor shall LIC entertain or consider any such claim, if made by the Bidder, after he shall have signed a "No Claim" Certificate in favour of LIC. The Contactor shall be debarred from disputing the correctness of the items covered by the "No Claim" Certificate or demanding arbitration.

3.10.5.4 Post Payment Audit

Notwithstanding the issue of the Completion Certificate and release of final Payment, LIC reserves the right to carry out within 180 days (unless otherwise stipulated in the contract) of such completion/final payment, a post-payment audit and/or technical examination of the Services and the final bill including all supporting vouchers, abstracts etc. If any over-payment to the Bidder is discovered due to such examination, LIC shall claim such amount from the Bidder.

3.10.5.5 Signature on Receipts for Amounts

Every receipt for money, which may become payable, or for any security which may become transferable to the contractors under the contract, shall be signed by a person authorized to do so by the Bidder (or otherwise as per GCC clause 3.4.2), to be a suitable and sufficient discharge to LIC in respect of the sums of money or security purported to be acknowledged thereby. In the event of the death of any Bidder or partner during the pendency of the contract, every receipt by anyone of the surviving constituents shall be suitable and sufficient discharge as aforesaid. Nothing in this Clause shall be deemed to prejudice or effect any claim that LIC may have against the legal representative regarding any breach of any contract conditions by any Bidder partner/member so dying. Nothing in this clause shall be deemed to prejudice or affect the respective rights or obligations of the Bidder partners/members and the legal representatives of any deceased Bidder partners/members.

3.10.6 Suspension of Payments

LIC may, by written notice of suspension to the Bidder, suspend part or all payments to the Bidder hereunder if the Bidder fails to deliver the Services as per the Terms of Reference, including the non-rectification of notified defects in the Services/deliverables, provided that such notice of suspension (i) shall specify the nature of the failure, and (ii) shall request the Bidder to remedy such failure within a period not exceeding thirty (30) calendar days after receipt by the Bidder of such notice of suspension. Such a suspension shall not entitle the Bidder to any extension of time for delivery of Service.

3.10.7 Payment Against Time-Barred Claims

All claims against LIC shall be legally time-barred after three years calculated from when the payment falls due unless the payment claim has been under correspondence. LIC is entitled to, and it shall be lawful to reject such claims.

3.10.8 Commissions and Fees

The Bidder shall disclose any commissions or fees that may have been paid or are to be paid to agents, representatives, or commission agents concerning the selection process or execution and performance of this Contract. The information disclosed must include the name and address of the agent, representative, or commission agent, the amount and currency, and the purpose of the commission or fee.

3.11 Resolution of Disputes

3.11.1 Disputes and Excepted Matters

All disputes or differences whatsoever arising between the parties out of or in connection with this contract or in discharge of any obligation arising out of the Contract (whether during the progress of work or after completion of such work and whether before or after the termination of this contract, abandonment or breach of this contract), shall be settled amicably. If however, the parties are not able to solve them amicably, party (LIC or Bidder), give written notice of 30 days to other party clearly setting out there in specific dispute(s) and/or difference(s) and refer the

dispute to a sole arbitrator mutually agreed upon, and the award made in pursuance thereof shall be binding on the parties. In the absence of consensus about the single arbitrator, the dispute may be referred to joint arbitrator; one to be nominated by each party and the said arbitrators shall nominate a presiding arbitrator, before commencing the arbitration proceedings. The arbitration shall be settled in accordance with the applicable Indian Laws and the seat of arbitration shall be Mumbai. Any appeal will be subject to the exclusive jurisdiction of courts at Mumbai. Such arbitration to be governed by the provisions of Arbitration and Conciliation Act,1996.

Bidder shall continue work under the Contract during the arbitration proceedings unless otherwise directed by LIC or unless the matter is such that the work cannot possibly be continued until the decision of the arbitrator is obtained, in which case interim order for the same may be obtained by the Bidder

Arbitration proceeding shall be held at Mumbai, India, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be in English

3.12 Defaults, Breaches, Termination and closure of Contract

3.12.1 Termination due to Breach, Default, and Insolvency

3.12.1.1 Defaults and Breach of Contract

In case the Bidder undergoes insolvency or receivership, neglects or defaults or expresses inability or disinclination to honor his obligations relating to the performance of the contract or ethical standards or any other obligation that substantively affects LIC's rights and benefits under the contract, it shall be treated as a breach of contract. Such defaults could include inter-alia:

1. **Default in Performance and Obligations:** if the Bidder fails to deliver any or all of the Services or fails to perform any other contractual obligations (including Code of Integrity or obligation to maintain eligibility and evaluation criteria based on which contract was awarded) within the period stipulated in the contract or within any extension thereof granted by LIC.
2. **Insolvency:** If the Bidder being an individual or if a firm, any partner thereof, shall at any time be adjudged insolvent or shall have a receiving order or order for the administration of his estate made against him or shall take any proceeding for composition under any Insolvency Act for the time being in force or make any conveyance or assignment of his effects or enter into any assignment or composition with his creditors or suspend payment or if the firm be dissolved under the Partnership Act, or
3. **Liquidation:** if the Bidder is a company being wound up voluntarily, or by order of a Court or a Receiver, Liquidator or Manager on behalf of the Debenture-holders is appointed, or circumstances shall have arisen which entitle the Court or Debenture-holders to appoint a Receiver, Liquidator or Manager

3.12.1.2 Notice for Default:

LIC may, without prejudice to any other remedy for breach of Agreement, by written notice of not less than 30 (thirty) days, terminate the Agreement in whole or in part:

1. If Selected Bidder fails to deliver any or all the obligations within the time period specified in the Agreement, or any extension thereof granted by LIC;
2. If Selected Bidder fails to perform any other obligation(s) under the Agreement;
3. Violations of any terms and conditions stipulated in the RFP;
4. On happening of any termination event mentioned herein above in this Agreement.

After such a show-cause notice, all payments to the Bidder would be suspended as per GCC clause 3.10.6 above to safeguard needed recoveries due to invoking contractual remedies.

In the event LIC terminates the Contract in whole or in part for the breaches attributable to Service Provider, LIC may procure, upon such terms and in such manner as it deems appropriate, software and Services similar to those undelivered, and subject to limitation of liability clause of this RFP Bidder shall be liable to LIC for any increase in cost for such similar Technology Solution and/or Services. However, Bidder shall continue performance of the Contract to the extent not terminated.

If the Contract is terminated under any termination clause, Bidder shall handover all documents/ executable/ Bank's data or any other relevant information to LIC in timely manner and in proper format as per scope of this RFP and shall also support the orderly transition to another Selected bidder or to LIC .

During the transition, Bidder shall also support LIC on technical queries/support on process implementation or in case of software provision for future upgrades.

LIC 's right to terminate the Contract will be in addition to the penalties / liquidated damages and other actions as specified in this RFP.

3.12.1.3 Remedies for Breaches/Default

In the event of an unsatisfactory resolution of 'Notice of Default' within thirty days of its issue as per the sub-clause above, LIC, if so decided, shall

1. Take one; or more of the following contractual remedies.
 - a. Recover liquidated damages and invoke a denial clause for delays.
 - b. Temporarily withhold payments due to the Bidder till recoveries due to invocation of other contractual remedies are complete.
 - c. Call back any loaned property or payment advances with a levy of interest at the prevailing rate (MIBID - Mumbai Interbank Proposal Rate).
 - d. Encash and/or Forfeit performance or other contractual securities.

- e. Prefer claims against the insurance, if any.
 - f. Terminate the Contract for default, fully or partially, including its right for Risk-and-Cost Procurement as per the following sub-clause.
 - g. Initiate proceedings in a court of law for the transgression of a law, tort, and loss not addressable by the other remedies above.
2. By written Notice of Termination for Default sent to the Bidder, terminate the contract in whole or in part, without compensation to the Bidder.
 - a. Such termination shall not prejudice or affect the rights and remedies, including under the sub-clause below, which have accrued and/or may accrue to LIC after that.
 - b. Unless otherwise instructed by LIC, the Bidder shall continue to perform the contract to the extent not terminated.
 - c. All Defect Liability obligations, if any, shall survive despite the termination.
3. **Risk and Cost Procurement:** In addition to termination for default, LIC shall be entitled, and it shall be lawful on his part, to procure Services similar to those terminated, with such terms and conditions and in such manner as it deems fit at the “Risk and Cost” of the Bidder. Such Risk and Cost Procurement must be contracted within nine months from the breach of contract. The Bidder shall be liable for any loss which LIC may sustain on that account provided the procurement, or, if there is an agreement to procure, such agreement is made. The Bidder shall not be entitled to any gain on such procurement, and the manner and method of such procurement shall be at the discretion of LIC. It shall not be necessary for LIC to notify the Bidder of such procurement. It shall, however, be at the discretion of LIC to collect or not the security deposit from the firm/firms on whom the contract is placed at the risk and cost of the defaulted firm.

3.12.1.4 Limitation of Liability

Except in cases of criminal negligence or willful misconduct, the aggregate liability of the Selected Bidder to LIC, whether under the contract, in tort or otherwise, shall not exceed the total Contract Price, provided that this limitation shall not apply to the cost of repairing or replacing defective equipment, or to any obligation of the Bidder to indemnify LIC concerning IPR infringement.

1. The maximum aggregate liability of Selected Bidder, in respect of any claims, losses, costs or damages arising out of or in connection with this RFP/Agreement/Contract, damage(s) occasioned by Selected Bidder for breach of Confidentiality Obligations, Regulatory or statutory fines imposed by a Government or Regulatory agency for non-compliance of statutory or regulatory guidelines applicable to the LIC, provided such guidelines were brought to the notice of Selected Bidder shall not exceed the total Project Cost.
2. Under no circumstances shall either Party be liable for any indirect, consequential, or incidental losses, damages or claims including loss of profit, loss of business or revenue.

3. The limitations set forth herein shall not apply with respect to:
 - a. claims that are the subject of indemnification pursuant to infringement of third party Intellectual Property Right;
 - b. damage(s) occasioned by the Gross Negligence or Willful Misconduct of Selected Bidder.
 - c. damage(s) occasioned by Selected Bidder for breach of Confidentiality Obligations,
 - d. Regulatory or Statutory fines imposed by a Government or Regulatory Agency for non compliance of statutory/ regulatory guidelines applicable to the LIC, provided such guidelines were brought to the notice of Selected Bidder.

For the purpose of clause 3.12.1.4(iii)(b) **“Gross Negligence”** means any act or failure to act by a party which was in reckless disregard of or gross indifference to the obligation of the party under this Agreement and which causes injury, damage to life, personal safety, real property, harmful consequences to the other party, which such party knew, or would have known if it was acting as a reasonable person, would result from such act or failure to act for which such Party is legally liable. Notwithstanding the forgoing, Gross Negligence shall not include any action taken in good faith. **“Willful Misconduct”** means any act or failure to act with an intentional disregard of any provision of this Agreement, which a party knew or should have known if it was acting as a reasonable person, which would result in injury, damage to life, personal safety, real property, harmful consequences to the other party, but shall not include any error of judgment or mistake made in good faith.

3.12.2 Termination for Default/Convenience of LIC or Frustration of Contract

3.12.2.1 Notice for Determination of Contract

1. LIC reserves the right to terminate the contract, in whole or in part, for its (LIC's) convenience or frustration of Contract as per the sub-clause below, by serving written 'Notice for Determination of Contract' of 30 days on the Bidder at any time during the currency of the contract. The notice shall specify that the termination is for LIC's convenience or the contract's frustration. The notice shall also indicate inter-alia, the extent to which the Bidder's performance under the contract is terminated, and the date from which such termination shall become effective.
2. Such termination shall not prejudice or affect the rights and remedies accrued and/or shall accrue after that to the Parties.
3. Unless otherwise instructed by LIC, the Bidder shall continue to perform the contract to the extent not terminated.
4. If the contract is terminated, LIC is liable only for payments in respect of services rendered before the effective date of termination.
5. If the scope of the Services is reduced, LIC's liability to pay the Service Charges or to provide LIC Material abates in accordance with the reduction in the Services.

6. LIC is not liable to pay compensation under clause 3.12.2.1, if the amount, in addition to any amounts paid or due, or becoming due, to the Bidder under the contract, exceeds the total Service Charges payable under the Contract. The Bidder is not entitled to compensation for loss of prospective profits.
7. All Defect Liability obligations, if any, shall survive despite the termination.
8. The Services and incidental goods/works that can be delivered or performed within thirty days after the Bidder's receipt of the notice of termination shall be accepted by LIC as per the contract terms. For the remaining Services and incidental goods/works, LIC may decide:
 - a. To get any portion of the balance completed and delivered at the contract terms, conditions, and prices; and/or
 - b. To cancel the remaining portion of the Services and incidental goods/works and compensate the Bidder by paying an agreed amount for the cost incurred by the Bidder, if any, towards the remaining portion of the Services and incidental goods/works.

3.12.2.2 Frustration of Contract

1. **Notice of Frustration Event:** Upon a supervening cause occurring after the effective date of the contract, including a change in law, beyond the control of either party, whether as a result of the Force Majeure clause (GCC 3.9.6) or within the scope of section 56 of the Indian Contract Act, 1872, that makes it impossible to perform the contract within a reasonable timeframe, the affected party shall give a 'Notice of Frustration Event' to the other party giving justification. The parties shall use reasonable efforts to agree to amend the contract as necessary to complete its performance. However, if the parties cannot reach a mutual agreement within 60 days of the initial notice, LIC shall issue a 'Notice for Determining the contract' and terminate the contract due to its frustration, as in the sub-clause above.

However, the following shall not be considered as such a supervening cause

- a. Lack of commercial feasibility or viability or profitability or availability of funds
- b. if caused by either party's breach of obligations under this Contract or failure to act in good faith or use commercially reasonable due diligence to prevent such an event.

3.12.3 Closure of Contract

3.12.3.1 Unless terminated earlier under GCC clauses 3.12.1 and 3.12.2 above, this Contract shall expire:

1. At the end of such a period after the Effective Date as specified in the Contract.
2. Upon successful performance of all obligations by both parties, including completion of Defect Liability obligations and final payment

3. Termination and settlements after that, if any, as per GCC clause 3.12.1 or 3.12.2 above.

3.12.3.2 Cessation of Rights and Obligations

Upon termination of this Contract under Clauses GCC 3.12.1 or 3.12.2 hereof or expiration of this Contract under GCC clause 3.12.3.1, all rights and obligations of the Parties hereunder shall cease, except (i) such rights and obligations as may have accrued on the date of termination or expiration, (ii) the obligation of confidentiality outlined in GCC clause 3.5.7. (iii) the Bidder's obligation to permit inspection, copying and auditing of their accounts and records outlined in GCC clause 3.5.11 and to cooperate and assist in any inspection or investigation, and (iv) any right a Party may have under the Applicable Law.

3.12.3.3 Cessation of Services

Upon termination of this Contract by notice under Clauses GCC 3.12.1 or GCC 3.12.2, the Bidder shall, immediately upon dispatch or receipt of such notice, take all necessary steps to bring the Services to a close in a prompt and orderly manner and shall make every reasonable effort to keep expenditures for this purpose to a minimum. Concerning documents prepared by the Bidder and equipment and materials furnished by LIC, the Bidder shall proceed as provided by Clauses GCC 3.9.4 and GCC 3.5.14.

3.12.3.4 After Termination

On termination of the contract the Bidder must:

1. Stop work on the Services.
2. Erase/wipe-out all data/files/documents pertaining to LIC from Selected Bidder.
3. deal with LIC Material as directed by LIC; and
4. return all LIC's Confidential Information to LIC

3.12.3.5 Survival

The following clauses survive the termination and expiry of the contract:

- a. Intellectual Property Rights;
- b. Indemnity;
- c. Insurance;
- d. Confidentiality and privacy;
- e. Protection of personal information;
- f. Security;
- g. Audit and access; and
- h. Knowledge transfer

- i. Warranty
- j. Non-Disclosure Agreement

3.12.3.6 Consequences of Termination of the Selected Bidder

In the event of termination of the selected bidder(Bidder) due to any cause whatsoever, [whether consequent to the stipulated terms of the RFP, end of project life or otherwise], LIC shall be entitled to impose any such obligations and conditions and issue any clarifications as may be necessary to ensure an efficient transition and effective business continuity of the Service(s) which the terminated Bidder shall be obliged to comply with and take all available steps to minimize loss resulting from that termination/breach.

The terminated Bidder shall support takeover of the solution by LIC or a new Bidder selected by LIC for continuity of the project during the period of transition. This period of transition shall not exceed six months from the effective date of termination. Nothing herein shall restrict the right of LIC to invoke the Performance Bank Guarantee and take other actions as defined in this RFP and pursue such other rights and/or remedies that may be available under law or otherwise.

The termination hereof shall not affect any accrued right or liability of either Party nor affect the operation of the provisions of the RFP that are expressly or by implication intended to come into or continue in force on or after such termination.

3.12.3.7 Payments upon Termination

Upon termination of this Contract, LIC shall make the following payments to the Bidder:

1. Payment for Services satisfactorily performed before the effective date of termination; and
2. In the case of termination under GCC clause 3.12.2, reimbursement of any reasonable cost incidental to the prompt and orderly termination of this Contract, including the cost of the return travel of the Experts.

3.13 Code of Integrity in Public Procurement; Misdemeanours and Penalties

3.13.1 Code of Integrity

Without prejudice to the rights of LIC under Clause above and the rights and remedies which LIC may have under the Letter of Notification of Award or the Agreement, if the bidder, as the case may be, is found by LIC to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the Selection Process, or after the issue of the Letter of Notification of Award or the execution of the Agreement, such Bidder shall not be eligible to participate in any IT/Consultancy related tenders or RFP issued by LIC for a period of 3 years from the date of such finding, as the case may be.

Procuring authorities as well as Bidders, suppliers, contractors, and bidders - should observe the highest standard of ethics and should not indulge in following prohibited practices, either directly or indirectly, at any stage during the Procurement Process or during the execution of resultant contracts:

1. “Corrupt practice” - (i) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of any person connected with the Selection Process (for avoidance of doubt, offering of employment to or employing or engaging in any manner whatsoever, directly or indirectly, any official of LIC who is or has been associated in any manner, directly or indirectly with the Selection Process or the Letter of Notification of Award or has dealt with matters concerning the Agreement or arising there from, before or after the execution thereof, at any time prior to the expiry of one year from the date such official resigns or retires from or otherwise ceases to be in the service of LIC, shall be deemed to constitute influencing the actions of a person connected with the Selection Process); or (ii) save as provided herein, engaging in any manner whatsoever, whether during the Selection Process or after the issue of the Letter of Notification of Award or after the execution of the Agreement, as the case may be, any person in respect of any matter relating to the Project or the Award or the Agreement, who at any time has been or is a legal, financial or technical bidder/adviser of LIC in relation to any matter concerning the Project;
2. “Fraudulent practice” - any omission or misrepresentation that may mislead or attempt to mislead so that financial or other benefits may be obtained or an obligation avoided. Such practices include a false declaration or false information for participation in a Procurement Process or to secure a Contract, or in the execution of the contract;
3. “Anti-competitive practice” - any collusion, Proposal-rigging or anti-competitive arrangement, or any other practice coming under the purview of the Competition Act, 2002, between two or more Bidders, with or without the knowledge of LIC, that may impair the transparency, fairness, and the progress of the Procurement Process or to establish Bid prices at artificial, non- competitive levels;
4. “Coercive practice” - harming or threatening to harm persons or their property to influence their participation in the Procurement Process or affect the execution of a contract;
5. “Conflict of interest” –participation by a bidding firm or any of its affiliates who are either involved in the Contract to which this procurement is linked; if they are part of more than one Bid in the procurement; or if their personnel have a relationship or financial or business transactions with any official of LIC who are directly or indirectly related to tender or execution process of contract; or improper use of information obtained by the (prospective) Bidder from LIC with an intent to gain unfair advantage in the Procurement Process or for personal gain;
6. “Obstructive practice” - materially impede LIC’s investigation into allegations of one or more of the above-mentioned prohibited practices either by deliberately destroying,

falsifying, altering; or concealing evidence material to the investigation; or by making false statements to investigators and/or by coercive practices mentioned above, to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation, or by impeding LIC's rights of an audit or access to information;

3.13.2 Obligations for Proactive Disclosures:

1. Procuring authorities, Bidders, suppliers, contractors, and bidders are obliged under this Code of Integrity to suo-moto proactively declare any violation of the Code of Integrity (pre-existing or as and as soon as these arise at any stage) in any Procurement Process or execution of the contract. Failure to do so shall amount to a violation of this code of integrity.
2. Any Bidder must declare, whether asked or not in a Bid-document, any previous transgressions of such code of integrity during the last three years or of being under any category of debarment by the LIC from participation in Procurement Processes. Failure to do so shall amount to a violation of this code of integrity.

3.13.3 Misdemeanours

The following shall be considered misdemeanours - if a Bidder, either directly or indirectly, at any stage during the Procurement Process or during the execution of resultant contracts:

1. Commits any of the following misdemeanours:
 - a. Violates the code of Integrity mentioned in GCC clause 3.13.1 or the Integrity Pact if included in the Tender/Contract;
 - b. Any other misdemeanour, e.g., supply of sub-standard quality of material/services/work, non-performance or abandonment of contract, or violations of Bid/performance Security conditions.
2. Commits any of the following misdemeanours:
 - a. Has been convicted of an offence:
 - i. Under the Prevention of Corruption Act, 1988; or
 - ii. The Indian Penal Code or any other law is in force for causing any loss of life or property or causing a threat to public health as part of the execution of a public procurement contract.
 - b. It is determined by the Government of India to have doubtful loyalty to the country or national security considerations.
 - c. Employs a government servant who has been dismissed or removed on account of corruption or employs a non-official convicted for an offence involving corruption or abetment of such an offence in a position where he could corrupt government servants or employs a government officer within one year (or any other period

prescribed by the relevant authority) of his retirement, who has had business dealings with him in an official capacity before retirement.

3.13.4 Penalties for Misdemeanours

Without prejudice to and in addition to the rights of LIC to other remedies as per the Tender-documents or the contract, If LIC concludes that a (prospective) Bidder directly or through an agent has committed a misdemeanour in competing for the tender or in executing a contract, LIC shall be entitled, and it shall be lawful on his part to take appropriate measures, including the following:

3.13.4.1 If his Bids are under consideration in any procurement

- a. Enforcement of Bid Securing Declaration in lieu of forfeiture or encashment of Bid Security.
- b. calling off any pre-contract negotiations and;
- c. rejection and exclusion of Bidders from the Procurement Process

3.13.4.2 If a contract has already been awarded

- a. Termination of Contract for Default and availing all remedies prescribed thereunder;
- b. Encashment and/or Forfeiture of any contractual security or bond relating to the procurement;
- c. Recovery of payments, including advance payments, if any, made by LIC along with interest thereon at the prevailing rate (MIBID - Mumbai Interbank Proposal Rate);

3.13.4.3 Remedies in addition to the above:

In addition to the above penalties, LIC shall be entitled, and it shall be lawful on his part, to:

1. File information against Bidder or any of its successors with the Competition Commission of India for further processing in case of anti-competitive practices;
2. Initiate proceedings in a court of law against Bidder or any of its successors under the Prevention of Corruption Act, 1988 or the Indian Penal Code or any other law for transgression not addressable by other remedies listed in this sub-clause.
3. Remove the Bidder or any of its successors from the list of registered suppliers for a period not exceeding two years. Suppliers removed from the list of registered suppliers or their related entities may be allowed to apply afresh for registration after the expiry of the removal period.
4. Initiate suitable disciplinary or criminal proceedings against any individual or staff found responsible.
5. Debar, a Bidder, from participation in future procurements without prejudice to LIC's legal rights and remedies. Debarment shall automatically extend to all the allied firms of

the debarred firm. LIC may debar a Bidder or any of its successors from participating in any Procurement Process undertaken by all its procuring entities for a period not exceeding two years commencing from the date of debarment for misdemeanours listed in GCC sub-clause 3.13.3) above.

3.14 Adherence to BCP & Cyber Security Systems

Selected Bidders are responsible for meeting the security standards or desired security aspects of all the ICT resources as per LIC's IT/Information Security / Cyber Security Policy/BCP Policy. The IT /Information Security/ Cyber Security Policy will be shared with successful / selected bidder. Selected Bidders should ensure Data Security and protection of facilities/application managed by them.

The deputed persons should be aware about LIC's IT/IS/Cyber security policy and have to maintain the utmost secrecy & confidentiality of LIC's data including process performed at LIC premises. At any time, if it comes to the notice of LIC that data has been compromised / disclosed/ misused/misappropriated due to willful misconduct or gross negligence on part of the Selected Bidder or any of the Bidder's deputed people or sub-contractors, then LIC would take suitable action as deemed fit and selected vendor/bidder would be required to compensate LIC to the fullest extent of loss incurred by LIC. The Bidder must review and comply with the Insurance Regulatory Development Authority of India (IRDAI) and Cyber Security Guidelines.

Ensure adequacy, appropriateness, and concurrency of various policies as per the requirement of standards such as International Organization for Standardization (ISO) 27001, ISO 31000, ISO 27017, ISO 27701, ISO 22301, PCIDSS, regulatory & statutory authorities such as IRDAI, Cert-In, NCIIPC, IT Act 2000, Information Technology Rule 2018 and subsequent amendments, DPDP act 2023 and various guidelines in place.

Bidder has to agree and provide undertaking not to disclose any LIC information and will maintain confidentiality of LIC information as per policy of LIC and will sign "Form T-12: Non-Disclosure Agreement" document provided by LIC.

The legal and regulatory requirements, including data protection, intellectual property rights, copy right, all the relevant regulations for sub-contracting; including the controls that need to be implemented shall be included in the Service Contract.

All information resources (online/in-person) of the Selected Bidders and its partners shall be made accessible to IRDAI as and when sought. Credentials of Selected Bidder/third party personnel accessing and managing the LIC's critical assets shall be maintained and shall be accordance with LIC's policy.

LIC shall evaluate, assess, approve, review, control and monitor the risks and materiality of vendor/outsourcing activities and Selected bidder shall ensure to support baseline system security configuration standards. LIC shall also conduct effective due diligence, oversight and management of third-party vendors/service providers & partners.

Vendor criticality assessment shall be conducted for all partners & vendors. Appropriate management and assurance on security risks in outsources and partner arrangements shall be ensured.

4 Section IV: Terms of Reference (TOR)

RFP Document No.: **LIC/CO/IT/DT/2024/RFP/01 Dated 14.05.2024**

Tender Title: **Invitation For Request For Proposal For Development Of Data, Reporting and Analytics Solutions For Life Insurance Corporation Of India** (Ref ITB-clause 2.1.4)

Note for Bidders: Regarding this Section, Bidders must fill following forms:

1. *Form T-2: Comments and Suggestions on Terms of Reference, Counterpart Staff, and Inputs to be Provided by LIC*
2. *Form T-3: Description of Approach and Methodology in Responding to the Terms of Reference*
3. *Form T-4: Client Reference Format*
4. *Form T-5: Key Experts' Curriculum Vitae (CV)*

4.1 Terms of Reference

4.1.1 Overview, background and objective of the RFP:

Life Insurance Corporation of India (hereinafter referred to as “LIC”), is a statutory corporation established under section 3 of Life Insurance Corporation Act 1956 (XXXI of 1956) and having its Central Office at “Yogakshema”, Jeevan Bima Marg, Mumbai –400021.

LIC desires to have a comprehensive data lake / lakehouse and analytics platform. This will serve as the single source of data for the organization including master data, reporting and dashboarding and advanced analytics. This will provide all the required output in various formats for consumption including but not limited to APIs, digital formats such as HTML, pdf, csv, etc

The data lake / lakehouse will serve as the repository for all types of data required by LIC. This will include – but is not limited to structured data (such as data from core platforms such as eFEAP, Digital Platforms, Individual Pension Plans, P&GS, Investment mgmt., UCS – ULIP Centralization System, etc), semi-structured data (such as clickstream data from web apps and mobile apps), unstructured data (such as digital documents, call records, images, etc). This repository will also store relevant third-party data used for data enrichment.

The data ingestion mechanisms will include tools for batch, real time and event-based data ingestion. This will include both full and incremental data loads. In addition, there will be data transformation and processing tools that will be able to process / transform data at high speeds and in a reliable manner. The tools will also support all types of data as mentioned above.

There will be data governance related tools that will support elements such as data quality, comprehensive metadata management including technical metadata (such as transformations, mappings, schemas), business metadata (such as definitions, business context) and usage metadata (such as users, last used, access patterns).

Data will be transformed and processed as per requirement and provide relevant output around data masters, customer360, agent360 and relevant data marts / databases that will support effective reporting and advanced analytics. All of these will be available in various forms (such as APIs, HTML, pdf, csv, etc) for easy consumption by front end applications.

Thus, LIC invites Online tenders from established, reputed, reliable solution providers with proven experience and competence in the field of developing data, analytics and reporting solutions for Life Insurance Corporation of India as per the scope of work of this RFP document and shall include services for implementation/rolling-out/support/maintenance of proposed Solutions for a period of 5 years.

The Scope of work will have to be carried out in accordance with the specifications in this RFP document. The solution provider who meets the Technical/Functional Requirements & Specifications of this RFP and demonstrate successful Proof of Solution/Demo as specified in this RFP will be short-listed for the commercial evaluation stage.

Prospective Bidders are advised to study the RFP Document carefully. Submission of RFP shall be deemed to have been done after careful study and examination of the RFP Document with full understanding of its implications. Shortlisted parties on basis of Eligibility criteria and Technical/Functional Requirements & Specifications will be invited for the presentation along with proof of solution, demo of the solution proposed as part of the Technical Evaluation of the Bid.

Implementation of this solution will be in a phased manner as specified in the scope of work given as per this RFP Solution to be implemented and delivered with Managed Cloud Services from on-prem / private cloud infrastructure with application provisioning, compute and storage capacity management with database, comprehensive support, application and infrastructure monitoring, configuration and security settings, disaster recovery planning and testing along with UAT environment and upgrades. The broad outline of the description of services has been detailed in **Appendix C: Scope of Work**.

5 Section V: Evaluation/Scoring Criteria

5.1 Evaluation Process- Introduction

1. Bids for this RFP will be evaluated based on technical and commercial evaluation. The weightages for final technical score and commercial score will be **70:30** in this RFP.
2. Each of the Bids shall be evaluated as per the criteria and requirements specified in this RFP.
3. Only those Bidders who meet the eligibility criteria as per “Bidder Eligibility Criteria” will be shortlisted for further evaluation.
4. Technical Bids will be opened, evaluated, and assigned a technical score out of a maximum of 100 (One Hundred) marks. **Only the bidders with an aggregate technical score of 70% or more will qualify for the commercial bid evaluation.** Failing to secure minimum marks will lead to technical rejection of the Bid.

5.2 Stage 1 - Bidder Eligibility Criteria

Each of the Bidders shall be evaluated to check if they meet the eligibility criteria. In order to qualify for further technical evaluation, bidder must qualify on each of the below prescribed eligibility criteria:

Exhibit 1: Bidder Eligibility Criteria

	Parameter	Supporting Documents to be attached
1.	Legal Entity The Bidder must be a Company/ LLP /Partnership firm registered under applicable Act in India.	Certificate of Incorporation issued by Registrar of Companies and full address of the registered office.
2.	Data Privacy 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.	Sales Turnover and Company Net worth Bidding entity must have minimum average standalone turnover of Rs. 2500 Crores in the last three financial years (2021-2022, 2022-2023 and 2023-2024) and should also have made profit (before tax) in at least two of the three	Copies/extract of Audited Financial statements to be enclosed. <i>Note: Please enclose a certificate confirming above figures from statutory auditors of company if, separate final accounts are not available.</i> CA certificate or Documentary evidence to the satisfaction of LIC, to prove positive net worth

	Parameter	Supporting Documents to be attached
	<p>previous financial years (2021-2022, 2022-2023 and 2023-2024)</p> <p>The bidding entity should have positive net worth in each of the last three financial years (2021-2022, 2022-2023 and 2023-2024). The net worth of the bidding entity should not have eroded by more than 30% in the last 3 years.</p>	<p>during last three financial years (2021-2022,2022-2023 and 2023-2024).</p> <p>If audited financial statement/ profit and loss statement is not available for Financial Year 2023-2024, then, provisional financial statement may be submitted duly certified by the Chartered Accountant/Minimum three partners or Directors.</p>
4.	<p>Blacklisting</p> <p>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.</p> <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>	<p>Certificate from Authorised Signatory of the bidder.</p> <p>Undertaking signed by the Authorized Signatory of the bidder as per Annexure – I</p>
5.	<p>Legal and Compliance</p> <p>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.</p>	<p>Self-declaration to this effect on the company's letterhead should be submitted by the bidder.</p>
6.	<p>Conflict of Interest</p>	<p>Self-certified letter signed by authorized official of the bidder to be submitted.</p>

	Parameter	Supporting Documents to be attached
	The Bidder to provide information that any of its subsidiary or associate or holding company or companies having common director/s or companies in the same group of promoters/management or partnership firms/LLPs having common partners has not participated in the bid process.	
7.	<p>Client Reference</p> <p>The bidder must have completed at least 3 (Three) projects across data lake / warehouse / lakehouse, advanced analytics and reporting in the last 7 years. The projects should be similar in scope and size to LIC's context. At least one of these should be in India and at least two should be in the BFSI industry (India or global). Indian projects cited should have a minimum data size of 100TB and global projects should have a minimum data size of 1PB.</p>	<p>Purchase Order/Work Order/Invoice or letter from the Client on his letterhead</p> <p>Client Reference with contact details (Reference of each of the PO should contain the information like Name, address of the Organization, contact person, mail IDs etc.)</p> <p>The bidder should also submit user acceptance report.</p> <p>Details to be submitted in Form T-4 along with the documentary evidence like copy of the purchase order(s), work order or certificate from the customers etc.</p>
8.	<p>Previous Experience with LIC</p> <p>The Bidder(s), who have been associated with LIC for any contract with total contract value above 5 Crore within the period of last 3 years (from the date of this RFP), must submit the satisfactory performance and timely delivery completion certificate to be eligible to participate in the bid. Certificate to be issued by the competent authority in LIC .</p>	<p>Satisfactory performance and timely delivery completion certificate to be issued by the competent authority in LIC.</p>
9.	<p>Record of past performance</p> <p>Bidder is also not eligible if it has exhibited a record of poor performance such as abandoning works, not properly completing the contractual obligations, inordinately delaying completion or financial failures, etc. in any project in</p>	<p>Self-declaration to this effect on the company's letterhead should be submitted by the bidder.</p>

	Parameter	Supporting Documents to be attached
	the preceding three years.	
10.	<p>Relevant Certifications:</p> <p>The bidder should have ISO-9001 and ISO-27001 valid as on the date of submission. OR</p> <p>The bidder should have CMMi Level 5 certificate, valid as on date of submission.</p>	<p>Bidder to submit Certificate Copies of ISO9001 and ISO27001</p> <p>OR</p> <p>CMMi Certification in Level 5.</p>
11.	Power of Attorney/Authorization	Copy of Power of Attorney/Resolution of the Board in the name of the Authorized signatory or submission demonstrating that the representative has been duly authorized to sign.

Note: In case any Bidder has undergone corporate restructuring (including merger, demerger, hive off, slump sale etc.) in the last three financial years (FY 2021-22, 2022-23, 2023-24), it should showcase credentials of its erstwhile/current entity provided sufficient documentary proof is submitted with the undertaking to evince that such credentials have been transferred to the bidding entity and the bidding entity is authorized to use such credentials. Notwithstanding the foregoing, credentials of the parent entity, holding entity, subsidiaries or affiliates etc. cannot be used (and shall not be considered) unless such parent entity, holding entity, subsidiaries, or affiliates etc. is itself bidding in this RFP.

Note: No consortium bidding is allowed. LIC will not consider joint or collaborative proposals that require a contract with more than one Bidder. Bidders need to fulfill all the eligibility criteria and technical evaluation criteria in their individual capacity unless mentioned otherwise.

5.3 Stage 2 - Technical Bid Evaluation

Technical solution proposed by each bidder will be evaluated as per the criteria prescribed in the section. Technical evaluation for each bidder constitutes evaluation across **5 key criteria** as described in the below table:

Exhibit 2: Technical Bid Evaluation Criteria

#	Evaluation Criteria	Total Marks
1	<p>Understanding of Life Insurance Business and LIC context</p> <p>Life insurance business understanding and key challenges faced by customers, agents today from a data / reporting / analytics perspective</p>	5

#	Evaluation Criteria	Total Marks
2.	<p>Bidder's Experience – The bidder should submit two case studies showing in detail the following. At least one of these should be from India in BFSI / public sector (ministries / departments / undertakings). Marks will be awarded basis the relevance of the scope of work to this RFP and the specificity of the case study on the topics mentioned below.</p> <ol style="list-style-type: none"> 1. Case study scope (refer Appendix C, section iii)– 4 Marks 2. Architecture implemented (refer Appendix C, section vi) – 3 marks 3. Size and complexity – 3 Marks <p>Each case study will carry a maximum of 10 marks. Each case study should not exceed 10000 words.</p> <p>The bidder should also present these two case studies during the final presentation. The marks awarded will be based on the submission as well as the performance of the bidder during the case study presentation.</p>	20
3.	<p>Quality of Proposed Technical Solution Architecture (refer Appendix C, section vii)</p> <ol style="list-style-type: none"> 1. Data Ingestion – 4 Marks 2. Data Storage – 4 Marks 3. Data Processing - 4 Marks 4. Data Quality and Governance – 4 marks 5. Data security and Access control – 4 marks 6. Data consumption– 4 marks 7. Monitoring – 3 Marks 8. Proposed partnerships and OEMs – 3 marks 	30
4.	<p>Implementation Approach</p> <ol style="list-style-type: none"> 1. Overall detailed project plan – 4 Marks 2. Devsecops and MLOps – 4 Marks 3. Tech Documentation – 2 Marks 4. User Training – 3 Marks 5. Platform Run Operations – 2 Marks 	15
5.	Quality of Team	20
6.	Reference (2 references)	10
TOTAL		100

LIC reserves the right to check/validate the authenticity of the information provided in the Evaluation criteria and the requisite support must be provided by the Bidder. The following sections explain how the Bidders will be evaluated on each of the technical evaluation criteria.

5.3.1 Understanding of Life Insurance Business and LIC context

Exhibit 3: Understanding of Life Insurance Business and LIC context - Evaluation Criteria

Sr. No	Dimension	Sub-components	Indicative Criteria	Max Marks	Scoring Guidelines	Marks per Criteria
1	Understanding of LIC’s context and key business issues	Life Insurance business domain understanding from a data perspective	Best-in-class perspective on data / reporting / analytics needs of agent/ other intermediaries	2	Experience showcased not relevant to LIC business context from an agency / channel / intermediary perspective.	0
					Have developed reports and dashboards around channel / agent operations including sales, agent commissions and benefits. Experience showcased relevant to LIC business context.	1
					Elements in the previous point + Experience in developing AI / ML models to power agent nudges / sales campaigns across channels. Experience showcased relevant to LIC business context.	2
			Best-in-class perspective on data / reporting / analytics needs	3	Experience showcased not relevant to LIC business context from a customer perspective.	0
					Ability to showcase	1

Sr. No	Dimension	Sub-components	Indicative Criteria	Max Marks	Scoring Guidelines	Marks per Criteria
			around customer in LIC's context		standard customer related reports from the core platform – highlighting elements such as policies held by customer, customers / customer types by location, branch, zone, agent, etc	
					Able to showcase deep understanding of customer BI solutions including, for example, customer portfolio, new policies, renewals, customer service, complaints. This incorporates relevant data from multiple systems such as CRM, channel apps and core PAS. Perspectives are relevant for LIC / Indian context, scale, and complexity of LIC	2
					Elements in the previous point + Deep understanding of AI / ML models to relevant to customer attraction, retention, cross-sell, up-sell etc. Perspectives are relevant for LIC / Indian context, scale and complexity of LIC	3
Total				5		

5.3.2 Bidder’s Experience

For each case study submitted, the following evaluation criteria will be applied:

Exhibit 4: Bidder’s Experience - Evaluation Criteria

#	Dimension	Criteria	Indicative Criteria	Max Marks	Scoring Guidelines	Marks per Criteria
1	Bidder’s Experience	Case study scope	The case study should cover all the scope elements as addressed in Appendix C, section iii (Scope of Work)	4	None of the specific scope elements are addressed	0
					Very few of the scope elements are addressed OR the scope mentioned is not clear.	1
					Most scope elements are addressed. But not all are detailed out completely.	2
					All scope elements are addressed; descriptions are specific and detailed. But deliverables are not listed against all the scope elements. Some non-critical elements are not detailed out completely.	3
					All scope elements are addressed; descriptions and deliverables are specific and detailed.	4
2	Architecture implemented	The case study should cover all the architectural elements as addressed in Appendix C, section vi (Technology		3	Relevant architectural elements are not addressed in the case study provided.	0
					Very few architectural elements are addressed, and architecture not detailed out in the case study.	1

#	Dimension	Criteria	Indicative Criteria	Max Marks	Scoring Guidelines	Marks per Criteria
			Architecture)		Many of the architectural elements are addressed in the case study. A few non-critical components are missing and / or the description is unclear in some places	2
					All architectural elements are addressed; descriptions are specific and detailed	3
2		Size and complexity of project in case study	The case study should have scale and complexity comparable to LIC scale	3	Case study not at scale or complexity comparable to LIC	0
					Very few elements are at the level of scale and complexity of LIC. Most elements are not.	1
					Most elements are at the level of scale and complexity of LIC. Few non-critical elements are not.	2
					Case study is comparable in size and complexity across all elements	3
Total				10		

5.3.3 Quality of proposed solution

Exhibit 5: Quality of Proposed Solution - Evaluation Criteria

Sr. No	Dimension	Sub-components	Indicative Criteria	Max Marks	Scoring Guidelines	Marks per Criteria
1.	Architecture	Data	Architecture	4	Data ingestion tools	0

Sr. No	Dimension	Sub-components	Indicative Criteria	Max Marks	Scoring Guidelines	Marks per Criteria
		Ingestion	should incorporate all key elements of the data ingestion related requirements as stated in Appendix C; section vii (Detailed Technical Requirements).		proposed do not address all the key elements of the requirements of LIC. There are significant gaps that will require either workarounds or a lot of custom development.	
					Few of the key requirement elements mentioned are addressed out of box in the proposed data ingestion toolset. Many of the elements are not available. And bidder has limited or no experience of implementing most of these tools at another client of similar scale or complexity as LIC	1
					Large proportion / key requirement elements mentioned are addressed out of box in the proposed data ingestion toolset. Only some non-critical elements are not available. However bidder has limited or no experience of implementing most of these tools at another client of similar scale or complexity as LIC.	2
					Large proportion / key requirements elements mentioned are addressed out of box in the proposed	3

Sr. No	Dimension	Sub-components	Indicative Criteria	Max Marks	Scoring Guidelines	Marks per Criteria
					data ingestion toolset. Only some non-critical elements are not available. Bidder has experience across most of the elements at clients similar in scale or complexity to LIC.	
					All key elements are present out of the box in the proposed toolset, and these have been implemented by the bidder in a project of similar scale / complexity	4
		Data Storage	Architecture should incorporate all key elements of the data storage related requirements as stated in Appendix C; section vii (Detailed Technical Requirements).	4	Data storage tools proposed do not address all the key elements of the requirements of LIC. There are significant gaps in the solution proposed.	0
					Few of the key requirement elements mentioned are addressed in the proposed data storage toolset. Many of the elements are not available. And bidder has limited or no experience of implementing most of these tools at another client of similar scale or complexity as LIC	1
					Large proportion / key requirement elements mentioned are addressed out of box in the proposed	2

Sr. No	Dimension	Sub-components	Indicative Criteria	Max Marks	Scoring Guidelines	Marks per Criteria
					data storage toolset. Only some non-critical elements are not available. However bidder has limited or no experience of implementing most of these tools at another client of similar scale or complexity as LIC.	
					Large proportion / key requirement elements mentioned are addressed out of box in the proposed data storage toolset. Only some non-critical elements are not available. Bidder has experience across most of the elements at clients similar in scale or complexity to LIC.	3
					All key elements are present out of the box in the proposed toolset, and these have been implemented by the bidder in a project of similar scale / complexity	4
		Data Processing	Architecture should incorporate all key elements of the data processing related requirements as	4	Data processing tools proposed do not address all the key elements of the requirements of LIC. There are significant gaps in the solution proposed.	0
					Few of the key requirement elements	1

Sr. No	Dimension	Sub-components	Indicative Criteria	Max Marks	Scoring Guidelines	Marks per Criteria
			<p>stated in Appendix C; section vii (Detailed Technical Requirements).</p>		<p>mentioned are addressed in the proposed data processing toolset. Many of the elements are not available. And bidder has limited or no experience of implementing most of these tools at another client of similar scale or complexity as LIC</p>	
				<p>Large proportion / key requirement elements mentioned are addressed out of box in the proposed data processing toolset. Only some non-critical elements are not available. However bidder has limited or no experience of implementing most of these tools at another client of similar scale or complexity as LIC.</p>	2	
				<p>Large proportion / key requirement elements mentioned are addressed out of box in the proposed data processing toolset. Only some non-critical elements are not available. Bidder has experience across most of the elements at clients similar in scale or complexity to LIC.</p>	3	
				<p>All key elements are present out of the box in</p>	4	

Sr. No	Dimension	Sub-components	Indicative Criteria	Max Marks	Scoring Guidelines	Marks per Criteria
					the proposed toolset, and these have been implemented by the bidder in a project of similar scale / complexity	
		Data Quality and Governance	Architecture should incorporate all key elements of the data quality and governance related requirements as stated in Appendix C; section vii (Detailed Technical Requirements).	4	Data quality and governance tools proposed do not address all the key elements of the requirements of LIC. There are significant gaps in the solution proposed.	0
	Few of the key requirement elements mentioned are addressed in the proposed data quality and governance toolset. Many of the elements are not available. And bidder has limited or no experience of implementing most of these tools at another client of similar scale or complexity as LIC				1	
	Large proportion / key requirement elements mentioned are addressed out of box in the proposed data quality and governance toolset. Only some non-critical elements are not available. However bidder has limited or no experience of implementing most of these tools at another				2	

Sr. No	Dimension	Sub-components	Indicative Criteria	Max Marks	Scoring Guidelines	Marks per Criteria
					client of similar scale or complexity as LIC.	
					Large proportion / key requirement elements mentioned are addressed out of box in the proposed data quality and governance toolset. Only some non-critical elements are not available. Bidder has experience across most of the elements at clients similar in scale or complexity to LIC.	3
					All key elements are present out of the box in the proposed toolset, and these have been implemented by the bidder in a project of similar scale / complexity	4
		Data Security and Access Control	Architecture should incorporate all key elements of the data security and access control related requirements as stated in Appendix C; section vii (Detailed Technical Require-	4	Data security and access control tools proposed do not address all the key elements of the requirements of LIC. There are significant gaps in the solution proposed.	0
					Few of the key requirement elements mentioned are addressed in the proposed data security and access control toolset. Many of the elements are not available. And bidder has	1

Sr. No	Dimension	Sub-components	Indicative Criteria	Max Marks	Scoring Guidelines	Marks per Criteria
			ments).		limited or no experience of implementing most of these tools at another client of similar scale or complexity as LIC	
					Large proportion / key requirement elements mentioned are addressed out of box in the proposed data security and access control toolset. Only some non-critical elements are not available. However bidder has limited or no experience of implementing most of these tools at another client of similar scale or complexity as LIC.	2
					Large proportion / key requirement elements mentioned are addressed out of box in the proposed data security and access control toolset. Only some non-critical elements are not available. Bidder has experience across most of the elements at clients similar in scale or complexity to LIC.	3
					All key elements are present out of the box in the proposed toolset, and these have been implemented by the	4

Sr. No	Dimension	Sub-components	Indicative Criteria	Max Marks	Scoring Guidelines	Marks per Criteria
					bidder in a project of similar scale / complexity	
		Data Consumption	Architecture should incorporate all key elements of the data consumption related requirements as stated in Appendix C; section vii (Detailed Technical Requirements).	4	Data consumption tools proposed do not address all the key elements of the requirements of LIC. There are significant gaps in the solution proposed.	0
	Few of the key requirement elements mentioned are addressed in the proposed data consumption toolset. Many of the elements are not available. And bidder has limited or no experience of implementing most of these tools at another client of similar scale or complexity as LIC				1	
	Large proportion / key requirement elements mentioned are addressed out of box in the proposed data consumption toolset. Only some non-critical elements are not available. However bidder has limited or no experience of implementing most of these tools at another client of similar scale or complexity as LIC.				2	
	Large proportion / key requirement elements				3	

Sr. No	Dimension	Sub-components	Indicative Criteria	Max Marks	Scoring Guidelines	Marks per Criteria
					mentioned are addressed out of box in the proposed data consumption toolset. Only some non-critical elements are not available. Bidder has experience across most of the elements at clients similar in scale or complexity to LIC.	
					All key elements are present out of the box in the proposed toolset, and these have been implemented by the bidder in a project of similar scale / complexity	4
		Monitoring	Architecture should incorporate all key elements of the monitoring related requirements as stated in Appendix C; section vii (Detailed Technical Requirements).	3	Data monitoring tools proposed do not address all the key elements of the requirements of LIC. There are significant gaps in the solution proposed.	0
					Large proportion / key requirement elements mentioned are addressed out of box in the proposed data monitoring toolset. Only some non-critical elements are not available. However bidder has limited or no experience of implementing most of these tools at another client of similar scale or complexity as LIC.	1

Sr. No	Dimension	Sub-components	Indicative Criteria	Max Marks	Scoring Guidelines	Marks per Criteria
					<p>Large proportion / key requirement elements mentioned are addressed out of box in the proposed data monitoring toolset. Only some non-critical elements are not available. Bidder has experience across most of the elements at clients similar in scale or complexity to LIC.</p>	2
					<p>All key elements are present out of the box in the proposed toolset, and these have been implemented by the bidder in a project of similar scale / complexity</p>	3
	<p>Proposed Partnerships and OEMs</p>	<p>OEM / open source (with support) software tools and services (e.g. database software, data ingestion, transformation, analytics, governance, reporting)</p>	<p>In-depth details of the components make, description, licensing cost and other requirements. Please share specifications as per template Bill of Material (format as per Table#3 of Form T6, Price not to be included in technical bid)</p>	3	<p>OEM / open source (with support) software are not described in detail and not contextualized to suit LIC's requirements.</p>	0
					<p>OEM / open source (with support) software tools are described in detail and are contextualized to suit LIC's requirements. Details of the components make, description, licensing cost, rationale for licensing model chosen based on proposed solution, enterprise support model and costs are not clearly described</p>	1

Sr. No	Dimension	Sub-components	Indicative Criteria	Max Marks	Scoring Guidelines	Marks per Criteria
					and detailed out.	
					<p>OEM / open source (with support) software tools are described in detail and are contextualized to suit LIC's requirements.</p> <p>Details of the components make, description, licensing cost, rationale for licensing model chosen based on proposed solution, enterprise support model and costs are clearly described and detailed out.</p> <p>However, the proposed solution is <u>not</u> backed by relevant examples of reference projects</p>	2
					<p>OEM / open source (with support) software tools are described in detail and are contextualized to suit LIC's requirements.</p> <p>Details of the components make, description, licensing cost, rationale for licensing model chosen based on proposed solution, enterprise support model and costs are <u>clearly</u> described and detailed out.</p> <p>The proposed solution <u>is backed by</u> relevant examples of reference</p>	3

Sr. No	Dimension	Sub-components	Indicative Criteria	Max Marks	Scoring Guidelines	Marks per Criteria
					projects at similar scale.	
Total				30		

Exhibit 6: Implementation Approach - Evaluation Criteria

#	Dimension	Criteria	Indicative Criteria	Max Marks	Scoring Guidelines	Marks per Criteria
1	Delivery and Engineering Excellence	Overall detailed project plan	In-depth description of the methodology to implement planning, sizing and capabilities of teams with maximum level, snapshot of project plan describing the complete project, critical path, resources assigned to each task, alternative paths, critical deliverables clearly explained.	4	Proposed solution demonstrates a basic explanation of the project plan with no details / rigor. Assessment of risks is vague.	0
					High level details of the plan is provided. But there are no metrics, use cases, etc detailed out	1
					High level of details have been provided in the project plan including metrics and past experiences. Some detailing done but not comprehensive	2
					The project plan is detailed, concrete examples have been included with description of use cases, KPIs, metrics, past experiences, and an entire detailed planning for the whole project along with planned squads / deliverables adhering to project timelines.	3

#	Dimension	Criteria	Indicative Criteria	Max Marks	Scoring Guidelines	Marks per Criteria
					All the above with a clear description of risks and critical path in addition.	4
		Devsecops and ML Ops	In-depth understanding of Devsecops and MLOps processes and tools chain for code / model repository, model lifecycle management, testing and training , deployments, and monitoring. In-depth understanding of testing and deployment in the context of analytical models.	4	Proposed solution demonstrates a basic understanding of Devsecops and ML Ops processes and tools chain, test methodologies and frameworks. Complete lifecycle models not defined / described.	0
					Proposed solution demonstrates understanding of Devsecops and MLOps but a clear view of the integration across the two to provide end to end lifecycle management is not provided.	1
					Proposed solution shows an end-to-end integrated view across Devsecops and MLOps but this is not contextualized for LIC.	2
					End to end lifecycle across requirement capture to release and continuous refinement is elaborated in the solution but not contextualized for LIC.	3
					Proposed solution demonstrates high understanding of	4

#	Dimension	Criteria	Indicative Criteria	Max Marks	Scoring Guidelines	Marks per Criteria
					Devsecops and ML Ops processes and tools chain, test methodologies and frameworks and the solution is contextualized to suit LIC’s requirements. High level of details around design and implementation have been provided across all stages of Devsecops and ML Ops e.g. Plan, Code, Model and Code Build, Model Training and Code Test, Release, Deploy and Monitor and has been contextualized to LIC	
		Tech Documentation	Technical documentation of project deliverables and documents related to project management processes.	2	There is no clear proposed list of technical documents that will be provided	0
	There is a clear list of technical documents that will be provided. A plan is provided for creation, review and updation of these documents.				1	
	There is a clear list of documents and a clear, detailed plan for creation, review and updation of these documents. These documents and plans are contextualized to LIC and the work being done.				2	
		User Training	Delivery and	3	There is no clear plan	0

#	Dimension	Criteria	Indicative Criteria	Max Marks	Scoring Guidelines	Marks per Criteria
			frequency of trainings conducted. Training quality, learning experience and fitment of trainings		around trainings to be provided.	
					There is a plan for training. But this is at a very high level.	1
					There is a plan with details covering type and content of training. Trainings are not fully contextualized to suit LIC’s specific team requirements	2
					A detailed plan covering type, content, training frequency based on key milestones covering all user groups within LIC has been provided. Approach to re-use existing training resources to the extent possible has been laid out clearly. Trainings are contextualized to suit LIC’s specific team requirements	3
		Approach to managing platform run operations	Advanced expertise in platform run operations e.g. Observability , usage of Devsecops and MLOps tools, data privacy and	2	Approach to run operations not detailed out.	0
					High level of details provided around IT operations, security operations, operations support, SLA management etc. Operations management is manual / semi-	1

#	Dimension	Criteria	Indicative Criteria	Max Marks	Scoring Guidelines	Marks per Criteria
			data security approach, preventive maintenance, security operations etc.		automated and contextualized to suit LIC's requirements	
					Detailed description of all platform run operational aspects such as IT Operations, ML Operations, Security Operations, Network operations, Operation Support (ticketing, self-service etc.), usage of Devsecops and ML Ops tools, device upgrades, data privacy and security approach established, usage of utility tools such as chatbot, etc. Operations management is fully automated with clearly defined metrics and SLA managed	2
Total				15		

5.3.4 Quality of Team

For a project of such a large scale and complexity, it is imperative that the bidder should deploy best of class professionals to ensure successful execution of this project.

Resource deployment and team composition will be evaluated as per the below evaluation framework:

Exhibit 7: Quality of Team - Evaluation Criteria

#	Parameter	Indicative Criteria	Max. marks
1	Evaluation	The following key-Expert will be evaluated basis their CV:	10

#	Parameter	Indicative Criteria					Max. marks	
	based on CV	#	Profile/Position	Minimum total years of Experience	Number of named resources	Marks per resource	Total Marks	
		1.	Project Director	20 Years	1	1.5	1.5	
		2.	Project Manager	15 Years	1	1.5	1.5	
		3.	Insurance Data Expert	15 Years	1	1	1	
		4.	Data Architect	15 years	1	1.5	1.5	
		5.	Infra Architect	15 Years	1	1	1	
		6.	Senior Data Engineers	10 Years	2	1	2	
		7.	Principal Data Scientist	15 Years	1	1.5	1.5	
		TOTAL MARKS						10
2	Evaluation based on interviews	The following key-Expert will be evaluated additionally basis interviews:					10	
		#	Profile/Position	Minimum total years of Experience	Number of named resources	Marks per resource		Total Marks
		1.	Project Manager	15 Years	1	4		4
		2.	Data Architect	15 years	1	3		3
		3.	Principal Data Scientist	15 Years	1	3		3
	TOTAL MARKS						10	
	Total						20	

Note:

1. Attrition or replacement of any of the above-named Expert on or after the date of Technical Presentation should be honored within two weeks. Resources must be replaced with a resource of equal or higher competence. The replacement of the resource shall be interviewed by LIC prior to the final hiring. Such substitution shall not exceed the 30% of total key personnel annually.

5.3.5 References

The bidder shall provide **2 references (2*5 marks = 10 marks)** that will be verified by LIC via visit/call.

Exhibit 8: References - Evaluation Criteria for each reference

#	Parameter	Indicative Criteria	Max. marks (for each reference)
1	Size, scope, and relevance of the reference	Coverage and depth of the parameters	1
2	Tech architecture including scalability, availability, performance, etc.		1
3	Implementation approach, timelines, agile methodology		1
4	Adherence to regulatory, compliance, security, risk and other mandatory requirements		1
5	Ease of working, collaboration, flexibility in handling change		1
	Total		5

Note:

1. All Bidders will be required to give a Presentation which should include a Demo as well of their offered solution clearly demonstrating the solution architecture, technical functionalities, infrastructure and deployment architecture, engineering capabilities and delivery approach.
2. LIC may ask the bidders qualified for technical evaluation, to conduct a successful POC on the selected proposed solution components as part of the selection process.
3. Bidder is also expected to demonstrate the solution and product's capability, compatibility, applicability, and acceptability to LIC as per the RFP requirements on Use cases for the solution.
4. Bidder is required to address all queries raised by LIC officials during the Presentation. Giving mere presentation should not be considered as being qualified/shortlisted for further process. Decision of LIC, in this regard will be final and binding on all bidders.
5. LIC will schedule presentations for which time and location in Mumbai, will be communicated to the bidders. Failure of a bidder to complete a scheduled presentation to LIC may result in rejection of the bid.
6. The technical presentation is to be delivered in-person by the bidder's nominated Project Director and other named team members as defined above.

7. The eight named resources shared by the bidder during the technical evaluation should remain unchanged till the end of the implementation phase of the project. Any such changes shall be subject to approval of LIC.

5.4 Stage 2 – Commercial Bid Evaluation

Commercial Bid Evaluation Process

1. The Commercial Bids (indicative) is to be uploaded on the online platform along with the eligibility and technical bid. The commercials mentioned should have the following parts included in Form T6 template. Inclusions as should be:
 - a. Price as per Form T-6 - Section A. Total cost of Ownership
 - b. Price/month rate quoted for given indicative team construct as per Form T-6 Section B. Rate Card
2. The Bidder must specify both in figures & words for all prices quoted in Commercial Bid (indicative). The bidder should quote the prices for all the items as per Form T-6. The commercial Bid details will need to be provided for all requirements of LIC to arrive at total contractual cost of the solution.
3. The commercial price Bid would be evaluated based on “Total Cost of Ownership” (“TCO”) basis. The key considerations of the TCO would be the total pay-outs for entire project through the Contract period, discounted at 10% to arrive at the present value of future cashflows.
4. **NPV Rule:** While evaluating the tenders covering a longer period (i.e. more than one year), the quoted prices pertaining to maintenance in future years are to be discounted to the net present value (NPV) as appropriate for comparing the tenders on equitable basis. The Net Present Value of the proposal is equal to the sum of the present values of all the cash flows associated with it. NPV is to be calculated on the annual cash outflows. Discounting rate to be used: 10%

Standard software for example “Excel” can be used for the NPV computation. An indicative template is also provided purely for facilitating the bidder. Bidders must ensure the accuracy of the computation at their end for the calculations. The template provided is a facilitator only for the computation and the bidder is responsible for the computation as per the guidelines. $r = 10\%$ i.e. 0.10.
5. The evaluation will be carried out if commercial price Bids are complete and computationally and conceptionally correct as per the templates attached.
6. Only those Bidders who qualify in Technical evaluation would be shortlisted for commercial evaluation conducted by LIC's Authorized e-Procurement service provider. The Commercial bids (indicative price) of technically short-listed bidders will be opened by the Tender Opening Committee in the presence of bidders/their authorized representatives who choose to attend. The Total Cost of Ownership shall include all

taxes, levies, duties, etc. (except Goods and Services Tax) as per Section A in Form T6 of this RFP.

Commercial score for each shortlisted bidder will be calculated as follows:

Commercial Score = (Minimum Total Cost of Ownership quoted/ Total Cost of Ownership by the Bidder) *100

Basis the above definition, below is an example to further illustrate the calculation of commercial bid score:

Table 3: Commercial Bid Score

Sr. No	Bidder	Total Cost of Ownership (INR)	Weighted Commercial Score (P)
1	A	50,00,00,000	$(30,00,00,000/50,00,00,000) *100 = 60$
2	B	40,00,00,000	$(30,00,00,000/40,00,00,000) *100 = 75$
3	C	30,00,00,000	$(30,00,00,000/30,00,00,000) *100 = 100$

1. Arithmetical errors will be rectified on the following basis:
 - a. If there is a discrepancy between the total price quoted in the bid and the total price that is obtained by multiplying unit price and quantity, the unit price shall prevail. The total price will be corrected accordingly.
 - b. If there is discrepancy between words and figures, words will prevail.

Bidding Forms

Form T-1: Bid Form (Covering Letter)

(Ref ITB-clause 2.9.2)

(To be submitted as part of Technical Bid, along with supporting documents, if any) (on Bidder's Letter-head)

(Strike out alternative phrases not relevant to you) Bidder's Name _____

[Address and Contact Details] Date

To

Executive Director (IT / Digital Transformation)
Life Insurance Corporation of India
"Jeevan Seva", Ground Floor,
S.V. Road, Santacruz(W),
Mumbai - 400054.

Ref: Your RFP Document No. **LIC/CO/IT/DT/2024/RFP/01 Dated 14.05.2024;**

Tender Title: Invitation For Request For Proposal For Development Of Data, Reporting and Analytics Solutions For Life Insurance Corporation Of India

Sir/Madam

1. We, the undersigned, offer to provide services in accordance with your above- referenced Request for Proposals (RFP) and our Bid. We are hereby submitting our Bid, which includes this Technical Bid and a separately uploaded Financial Bid. Commercial information about our organisation is enclosed in Form T-1A.
 - a. We are submitting our Bid without any Sub-bidders or Joint Venture.

Or
 - b. We are submitting our Bid with the following firms as Sub-bidders: {Insert a list with each Sub-bidder's full name and address.}

Or
 - c. We are submitting our Bid as a joint venture with *{Insert a list with each member's full name and legal address and indicate the lead member}*. We have attached a copy of the following document signed by every participating member, which details the (likely) legal structure and the confirmation of joint and severable liability of the members of the said joint venture.
 - i. our letter of intent to form a joint venture

- ii. the Joint Venture / Sub-bidder agreement

Our Eligibility and Qualifications to participate

- a. We shall be duty bound to proactively inform you of any change in our compliance with all the eligibility and qualification criteria stipulated in the RFP document as soon as it occurs.
- b. We confirm that we don't have any Conflict of Interest as stipulated in this RFP. We shall be duty bound to proactively inform you of any change in our compliance with Conflict- of-Interest stipulations as soon as it occurs.

Our Bid to deliver Services:

We offer to deliver the subject Services of requisite Performance Standards and within Delivery Schedules in conformity with the RFP Document. The relevant details are submitted in 'Form T-3: Description of Approach and Methodology in Responding to the Terms of Reference'; 'Form T-4: Client Reference Format' and 'Form T-5: Key Expert Curriculum Vitae'.

Prices:

We hereby offer to perform the Services (as per the required Scope of Work, Appendix C) at our lowest prices and rates mentioned in the separately uploaded Financial Bid. It is hereby confirmed that the prices quoted therein by us are:

- a. Based on the terms of delivery and delivery schedule confirmed by us; and
- b. Cost break-up of the quoted cost, showing inter-alia costs (including taxes and duties thereon) of all the included incidental Goods/Works considered necessary to make the bid self-contained and complete, has been indicated therein, and
- c. based on the terms and mode of payment as stipulated in the RFP Document. We have understood that if we quote any deviation from the terms and mode of payment, our Bid is liable to be rejected as nonresponsive, and
- d. have been arrived at independently, without restricting competition, any consultation, communication, or agreement with any other Bidder or competitor relating to:
 - i. those prices; or
 - ii. the intention to submit an offer; or
 - iii. the methods or factors used to calculate the prices offered.
- e. Have neither been nor shall be knowingly disclosed by us, directly or indirectly, to any other Bidder or competitor before the Bid opening unless otherwise required by law.

We declare regarding commissions or fees paid or are to be paid to agents, representatives, or commission agents concerning the selection process or execution and performance of this Contract, that:

- a. No such commissions or gratuities or fees have been paid are to be paid by us to any third party

Or

- b. We have paid/are due to pay the following commissions/gratuities/fees:

(indicate the name and address of the agent, representative, or commission agent, the amount and currency, and the purpose of the commission or fee.)

No change in the Key Expert

Except as stated in the RFP Document, we undertake to negotiate a Contract based on the proposed Key Experts. We accept that substituting Key Experts for reasons other than those stated in ITB-Clause 2.12.3 may lead to the termination of contract negotiations.

Affirmation of terms and conditions of the RFP Document:

We have understood the complete terms and conditions of the RFP Document. We accept and comply with these terms and conditions without reservations, although we are not signing and submitting some of the RFP document's sections. Deviations, if any, are submitted by us in Form T-7: 'Terms and Conditions - Compliance'. We also explicitly confirm acceptance of the Arbitration Agreement as given in the RFP Document.

Bid Security: We have submitted the Bid Security as

- a. Earnest Money Deposit (EMD) for the amount of Rs. (Rupees.....) valid upto in favour of in the form of Bank Guarantee in Form T-9, with reference number dated, issued by. as per the RFP Documents.

Abiding by the Bid's Validity

We agree to keep our Bid valid for acceptance for a period upto ____, as required in the RFP Document, or for a subsequently extended period, if any, agreed to by us, and are aware of penalties in this regard stipulated in the RFP Document in case we fail to do so.

Non-tampering of Downloaded RFP Documents and Uploaded Scanned Copies

We confirm that we have not changed/edited the contents of the downloaded RFP Document. We realise that any change noticed at any stage, including after the contract award, shall be liable to punitive action in this regard stipulated in the RFP Document. We also confirm that scanned copies of documents/affidavits/undertakings uploaded during the shortlisting process and this RFP are valid, true, and correct to the best of our knowledge and belief. We shall be responsible if any dispute arises regarding the validity and truthfulness of such documents/affidavits/undertakings. We undertake to submit for scrutiny, on-demand by LIC, originals and self-certified copies of all such certificates, documents, affidavits/undertakings.

A Binding Contract:

We further confirm that if our bid is accepted, all such terms and conditions shall continue to be acceptable and applicable to the resultant contract, even though some of these documents may not be included in the contract Documents submitted by us. We do hereby undertake that until a formal contract is signed or issued, this Bid/RFP and your written Letter of Award shall constitute a binding contract between us.

Performance Guarantee and Signing the contract

We further confirm that if our bid is accepted, we shall provide you with performance security of the required amount stipulated in the RFP Document for the due performance of the contract. We are fully aware that in the event of our failure to deposit the required security amount and/or execute the agreement, LIC has the right to avail of any or all punitive actions stipulated in the RFP Document.

Penalties for misinterpretation or misrepresentation:

We hereby confirm that the particulars given above are factually correct and nothing is concealed and undertake to advise any future changes to the above details. We understand that any misinterpretation or misrepresentation would violate the Code of Integrity and attract penalties, as this RFP Document mentions.

Bidder's Authorized Signatory:

- a. Full Name: _____
- b. Designation: _____
- c. Signing as:
 - i. A sole proprietorship firm. The person signing the Bid is the sole proprietor/constituted attorney of the sole proprietor,
 - ii. A partnership firm. The person signing the Bid is duly authorised being a partner to do so under the partnership agreement or the general power of attorney,
 - iii. A company. The person signing the Bid is the constituted attorney by a resolution passed by the Board of Directors or in pursuance of the Authority conferred by the Memorandum of Association.
 - iv. Society. The person signing the Bid is the constituted attorney.

We confirm that we are duly authorized to submit this Bid and make commitments on behalf of the Bidder. We acknowledge that our digital/digitized signature is valid and legally binding. Supporting documents are submitted herewith.

Documents to be submitted: Registration Certificate/Memorandum of Association/Partnership Agreement/Power of Attorney/Board Resolution

Rights of LIC to Reject Bid(s):

We further understand that you are not bound to accept the lowest or any Bid you may receive against your above-referred RFP Document.

.....

(Signature with date)

.....

(Name and designation)

Duly authorized to sign Bid for and on
behalf of [name, address, and seal of Bidder]

Form T-1A: Bidder’s Commercial Information

Note: Bidder shall fill in the following information and enclose certified copies of the documentary proof/evidence to substantiate the corresponding statement wherever necessary and applicable.

(Please tick appropriate boxes or strike out sentences/phrases not applicable to you)

1. Bidder particulars:

- a. Name of the Bidder:.....
- b. Corporate Identity No. (CIN):
- c. Registration, if any, with LIC:
- d. Place of Registration/Principal place of business”
- e. Complete Postal Address:
- f. Pin code/ZIP code:
- g. Telephone nos. (with country/area codes):
- h. Mobile Nos.: (with country/area codes):
- i. Contact persons/Designation:
- j. Email IDs:

Submit a self-certified copy of the registration certificate – in case of a partnership firm – Deed of Partnership; in case of a Company – Notarized and certified copy of its Registration; and in case of Society – its Byelaws and registration certificate of the firm. All these documents should be Notarized.

Taxation:

- a. PAN number:
- b. Type of GST Registration as per the Act (Normal Taxpayer, Composition, Casual Taxable Person, SEZ, etc.):
- c. GSTIN number in Bidder and Service Site States
- d. Registered/Certified Offices from where the Services would be supported and Place of Service Site for GST Purpose:
- e. Contact Names, Nos. & email IDs for GST matters (Please mention primary and secondary contacts):
- f. Comments on Tax liability and the breakup of CGST, SGST, IGST and Cess in this assignment:

Documents to be submitted: Self-attested Copies of PAN card and GSTIN Registration.

Trade Registrations and Licenses

We have the following registrations/licenses required for the performance of this Service (tick as applicable). Authenticated copies of these are enclosed herewith:

- a. EPF
- b. ESI
- c. Labour License
- d. Any other required-----.

Bidder's Authorized Representative Information

- a. Name:
- b. Address:
- c. Telephone/Mobile numbers:
- d. Email Address:

.....
(Signature with date)

.....
(Name and designation)

Duly authorized to sign Bid for and on
behalf of [name, address and seal of Bidder]

DA: As above

Form T-1B: Bidder's Profile Format

#	Parameters	Response	
1	Name of the Company		
2	Year of Incorporation in India		
3	Names of the Directors		
4	Name and Address of the Principal Banker		
5	Addresses of Company		
	a) Head Office		
	b) Local Office in Mumbai		
6	Authorized Contact person		
	a) Name and Designation		
	b) Telephone number		
	c) E-mail ID.		
7	Financial parameters		
	Business Results (last three years)	Annual Turnover (Rs. in Crores)	Operating Profit (Rs. in Crores)
	2021-22		
	2022-23		
	2023-24		
	(Only bidding company figures need to be mentioned. Not to include group/subsidiary Company figures)	(Mention the above amount in Rupees in crores only) Details can be given as annexure.	
8.	Team Size/ Employees employed by bidder (full time employees on their payroll), as on 31.03.2024		
9.	Insurance practice size by bidder, as on 31.03.2024 (Total revenue from Insurance clients in the last financial year FY2023-24)		

N.B. Enclose copies of Audited Balance Sheet along with enclosures

Dated this..... Day of.....2024

LIC/CO/IT/DT/2024/RFP/01

(Signature)

(In the capacity of)

Duly authorized to sign bid with seal for & on
behalf of (Name & Address of the Bidder)

Form T-1C: Bidder's eligibility as per RFP criteria

Bidder's Name _____

[Address and Contact Details] Date.....

RFP Document No.: **LIC/CO/IT/DT/2024/RFP/01 Dated 14.05.2024****Tender Title:** RFP for Development of Data, Reporting and Analytics Solutions For Life Insurance Corporation Of India

	Parameter	Supporting Documents to be attached	Compliance (Yes/No)	Name of Supporting Document	Reference Page numbers for supporting documents attached
1.	Legal Entity The Bidder must be a Company/ LLP /Partnership firm registered under applicable Act in India.	Certificate of Incorporation issued by Registrar of Companies and full address of the registered office.			
2.	Data Privacy 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.	Sales Turnover and Company Net worth Bidding entity must have minimum average standalone turnover of Rs. 2500 Crores in the last three financial years (2021-2022, 2022-2023 and 2023-2024) and should also have made profit (before tax) in at least two of the three previous financial years	Copies/extract of Audited Financial statements to be enclosed. <i>Note: Please enclose a certificate confirming above figures from statutory auditors of company if, separate final accounts are not</i>			

	Parameter	Supporting Documents to be attached	Compliance (Yes/No)	Name of Supporting Document	Reference Page numbers for supporting documents attached
	(2021-2022, 2022-2023 and 2023-2024) The bidding entity should have positive net worth in each of the last three financial years (2021-2022, 2022-2023 and 2023-2024). The net worth of the bidding entity should not have eroded by more than 30% in the last 3 years.	<i>available.</i> CA certificate or Documentary evidence to the satisfaction of LIC, to prove positive net worth during last three financial years (2021-2022,2022-2023 and 2023-2024). If audited financial statement/ profit and loss statement is not available for Financial Year 2023-2024, then, provisional financial statement may be submitted duly certified by the Chartered Accountant/Minimum three partners or Directors.			
4.	Blacklisting The Bidder should not be blacklisted by any Government/Government of India/State/UT Government/PSUs/Banks	Certificate from Authorised Signatory of the bidder. Undertaking signed by the			

	Parameter	Supporting Documents to be attached	Compliance (Yes/No)	Name of Supporting Document	Reference Page numbers for supporting documents attached
	<p>in India during the previous 3 financial years. 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>	<p>Authorized Signatory of the bidder as per Annexure – I</p>			
5.	<p>Legal and Compliance</p> <p>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</p>	<p>Self-declaration to this effect on the company’s letterhead should be submitted by the bidder.</p>			

	Parameter	Supporting Documents to be attached	Compliance (Yes/No)	Name of Supporting Document	Reference Page numbers for supporting documents attached
	affected/may get affected.				
6.	Conflict of Interest The Bidder to provide information that any of its subsidiary or associate or holding company or companies having common director/s or companies in the same group of promoters/management or partnership firms/LLPs having common partners has not participated in the bid process.	Self-certified letter signed by authorized official of the bidder to be submitted.			
7.	Client Reference The bidder must have completed at least 3 (Three) projects across data lake / warehouse / lakehouse, advanced analytics and reporting in the last 7 years. The projects should be similar in scope and size to LIC’s context. At least one of these should be in India and at least two should be in the BFSI industry (India or global). Indian projects cited should have a minimum data size of 100TB and global projects should have a minimum	Purchase Order/Work Order/Invoice or letter from the Client on his letterhead Client Reference with contact details (Reference of each of the PO should contain the information like Name, address of the Organization, contact person, mail IDs etc.) The bidder should also submit user acceptance report.			

	Parameter	Supporting Documents to be attached	Compliance (Yes/No)	Name of Supporting Document	Reference Page numbers for supporting documents attached
	data size of 1PB.	Details to be submitted in Form T4 along with the documentary evidence like copy of the purchase order(s), work order or certificate from the customers etc.			
8.	<p>Previous Experience with LIC</p> <p>The Bidder(s), who have been associated with LIC for any contract with value above 5 Crore within the period of last 3 years (from the date of this RFP), must submit the satisfactory performance and timely delivery completion certificate to be eligible to participate in the bid. Certificate to be issued by the competent authority in LIC .</p>	Satisfactory performance and timely delivery completion certificate to be issued by the competent authority in LIC.			
9.	<p>Record of past performance</p> <p>Bidder is also not eligible if it has exhibited a record of poor performance such as abandoning works, not properly completing the contractual obligations,</p>	Self-declaration to this effect on the company's letterhead should be submitted by the bidder.			

	Parameter	Supporting Documents to be attached	Compliance (Yes/No)	Name of Supporting Document	Reference Page numbers for supporting documents attached
	inordinately delaying completion or financial failures, etc. in any project in the preceding three years.				
10.	Relevant Certifications: The bidder should have ISO 9001 and ISO27001, valid as on date of submission OR CMMi Level 5 certificate, valid as on date of submission.	Bidder to submit a Certificate Copies of ISO9001 and ISO27001 OR CMMi Certification in Level 5.			
11.	Power of Attorney/Authorization	Copy of Power of Attorney/Resolution of the Board in the name of the Authorized signatory or submission demonstrating that the representative has been duly authorized to sign.			

Annexure – I : Blacklisting

Invitation for RFP for Development Of Data, Reporting and Analytics Solutions For Life Insurance Corporation Of India

[Ref: LIC/CO/IT/DT/2024/RFP/01 Dated 14.05.2024]

To,
Executive Director (IT / Digital Transformation)
Life Insurance Corporation of India
“Jeevan Seva”, Ground Floor,
S.V. Road, Santacruz(W),
Mumbai - 400054.

Sir/Madam,

Reg.: RFP for Development Of Data, Reporting and Analytics Solutions For Life Insurance Corporation Of India

Having examined the referenced tender document, Documents, the receipt of which is here by duly acknowledged, we, the undersigned, on behalf of < name of the company >, offer to work as service provider offering Data, Reporting and Analytics solution in conformity with the referenced RFP and at the L1 prices discovered through commercial bid evaluation via online reverse auction and is made part of the bid.

We undertake, If our Bid is accepted, offer to work as service provider offering Data, Reporting and Analytics solution to LIC in accordance with the scope, specifications and delivery schedule specified in the RFP.

If our Bid is accepted, we will obtain the guarantee of a scheduled Bank for the due performance of the Contract, as per the RFP.

We agree to abide by the Bid and the rates quoted herein for the contract/order awarded by LIC up to five years period from date of contract/Service Level Agreement, which will remain binding upon us.

We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India namely “Prevention of Corruption Act, 1988”.

We understand that LIC is not bound to accept any Bid that may be received.
We also certify that we have not been blacklisted by LIC, any PSU, any Bank/IBA/RBI/IRDAI, Government of India, State Government and its subsidiaries during the last five years.

Dated this..... day of..... 2024

(Signature)

(Name)

(In the capacity of) at

Duly authorized to sign Bid for and on behalf
of.....

Form T-2: Comments and Suggestions on the Terms of Reference, Counterpart Staff, and Facilities to be provided by LIC

(Ref ITB-clause 2.9.2)

(To be submitted as part of Technical Proposal) (Along with supporting documents, if any)
(on Bidder's Letter-head)

RFP Document No.: **LIC/CO/IT/DT/2024/RFP/01 Dated 14.05.2024**

Tender Title: Invitation For Request For Proposal For Development Of Data, Reporting and Analytics Solutions For Life Insurance Corporation Of India

Bidder's Name

[Address and Contact Details]

Date.....

Form T-2: Comments and Suggestions on the areas that have not been provided or any changes to the existing provisions of the Terms of Reference, Counterpart Staff, and Facilities to be provided by LIC that could improve the quality/effectiveness of the assignment.

Specifically mention where your bid deviates from Section IV: Terms of Reference (TOR).

A - ON THE TERMS OF REFERENCE

Note: Suggest and justify any modifications or improvements to the Scope of Work you are proposing to improve performance in carrying out the assignment (such as deleting some activity you consider unnecessary, adding another, or proposing a different phasing of the activities). Such suggestions should be concise, to the point, and incorporated into your bid. Bidders must maintain the same numbering and structure as in Section IV: Terms of Reference (TOR)

B - ON COUNTERPART STAFF AND FACILITIES & OTHER AREAS

Form T-2: Comments and Suggestions on the Terms of Reference, Counterpart Staff, and Facilities to be Provided by the Procuring Entity

{Comments on counterpart staff and facilities to be provided by LIC. For example, administrative support, office space, etc., if any}

Form T-3: Description of Approach and Methodology in Responding to the Terms of Reference

(Ref ITB-clause 2.9.2)

(To be submitted as part of Technical Bid) (Along with supporting documents, if any)
(on Bidder’s Letter-head)

RFP Document No.: **LIC/CO/IT/DT/2024/RFP/01 Dated 14.05.2024**

Tender Title: Invitation For Request For Proposal For Development Of Data, Reporting and Analytics Solutions For Life Insurance Corporation Of India

Bidder’s Name

[Address and Contact Details]

Date.....

Form T-3: Description of Approach and Methodology for performing the assignment, including a detailed description of the proposed methodology and staffing for training if the Terms of Reference specify training as a specific component of the assignment.

{Suggested structure of your Response:
a) Technical Approach and Methodology
b) Organization and Staffing}

A) Technical Approach and Methodology

{Please explain your understanding of the objectives of the assignment as outlined in the ‘Terms of Reference’ (TORs), the technical approach, and the methodology you would adopt for implementing the tasks to deliver the expected output(s), and the degree of detail of such output. Please do not repeat/copy the TORs here.}

B) Organization and Staffing

{Please describe the structure and composition of your team, including the list of the Key Experts, Non-Key Experts, and relevant technical and administrative support staff. The Organization and staffing should be consistent with Form T-5: ‘Key Expert Curriculum Vitae (CV)’ .}

.....
(Signature with date)

.....
(Name and designation)

Duly authorized to sign Bid for and on behalf of

.....
[name, address, and seal of Bidder]

DA: Relevant documents like technical data, literature, drawings, and other documents

Form T-4: Client Reference Format

(Ref ITB-clause 2.9.2)

(To be submitted as part of Technical Bid) (Along with supporting documents, if any)
(on Bidder’s Letter-head)

RFP Document No.: **LIC/CO/IT/DT/2024/RFP/01 Dated 14.05.2024**

Tender Title: Invitation For Request For Proposal For Development Of Data, Reporting and Analytics Solutions For Life Insurance Corporation Of India

Bidder’s Name [Address and Contact Details]

Documentary evidence like Purchase Orders, Copies of the Service Contracts or Work Completion certificates from the client organization confirming the details of the Data, Reporting and Analytics solution services for insurance companies, to be submitted with following details:

The documentary evidence submitted should reflect projects that are completed or ongoing during the last 5 financial years (2019-2020, 2020-2021, 2021-2022, 2022-2023 and 2023-2024).

LIC reserves the right to verify with such clients while evaluating the Technical Bid.

Citation No.: Name of Client:

Details	Required Information
Name of the Client	
Contact person of the Client with Name, Designation, Tel. No., Fax No., Address, Email-id & Mobile no.	
Documentary evidence submitted	
Role of the bidder	
Contract valid from	
Contract valid upto	
No. of years of tie up	
Name of the Solution deployed at Client location	
Type and volume of data ingested – structured / unstructured, real time / batch	
Nature of analytical models developed and implemented	
Reports and dashboards developed	

Details	Required Information
Details of Hardware configurations & Software used at the Client end	
Brief details about the Solution architecture, Data Pipeline, Data services implemented	

For and on behalf of: _____ (Bidder)

Authorized Signatory of the bidder

Name:

Designation:

Office Seal or digital signature:

Place:

Date:

Form T-5: Key Expert Curriculum Vitae (CV)

(Ref ITB-clause 2.9.2)

(For all Key Experts separately)

(To be submitted as part of Technical Bid on Bidder’s Letterhead)

Bidder’s Name _____

[Address and Contact Details] Date.....

RFP Document No.: **LIC/CO/IT/DT/2024/RFP/01 Dated 14.05.2024**

Tender Title: Invitation For Request For Proposal For Development Of Data, Reporting and Analytics Solutions For Life Insurance Corporation Of India

Below form needs to be filled for each key expert to be part of the proposed team structure for the delivery of the scope of services as detailed in Appendix C

LIC reserves the right to verify project/experience details while evaluating the Technical Bid

Name (Optional)		
Surname (Optional)		
Role in the Project		
Educational Qualifications		
Total Years of experience		
Total Years of Insurance experience		
Tenure with the bidder’s organization/entity		
Base location		
Opportunity to interview		
Availability date		
List main relevant projects for the scope of this RFP, including project descriptions, starting/ending periods, client/industry and key impact to business/tech performance	Project 1	
	Project 2	
	Project 3	

Certification:

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes myself, my qualifications, and my experience, and I am available, as and when necessary, to undertake the assignment in case of a Contract award. I understand that any misstatement or misrepresentation described herein may lead to my disqualification, dismissal, and/or sanctions by LIC.

(day/month/year}

Name of Expert

Signature

Date

.....

(Signature with date)

.....

(Name and designation)

Duly authorized to sign Bid for and on behalf of

.....

[name, address, and seal of Bidder]

DA: As above, if any

Form T-6: Commercial Bid

(Ref ITB-clause 2.9.2)

(To be submitted as part of Financial Proposal on Bidder’s Letterhead)

Bidder’s Name _____

[Address and Contact Details] Date.....

RFP Document No.: **LIC/CO/IT/DT/2024/RFP/01 Dated 14.05.2024**

Tender Title: Invitation For Request For Proposal For Development Of Data, Reporting and Analytics Solutions For Life Insurance Corporation Of India

a. Total Cost of Ownership

Sr. No.	Description	Cost (INR)	Aggregate TCO (INR)
1	One Time Implementation(Table#1)		
2	Hardware (Table#2)		
3	Software (Table#3)		
4	ATS / AMC /AMS (Table#4)		
5	Change Request costs - Blended Rate as per Rate card utilized in Section B in Table#5 below (To be utilized on a need basis)		

Table#1: Bill of Material (One Time Implementation)

One-off Implementation cost to be quoted separately for each of the 3 modules:

A. Data Lake / Lakehouse including

1. Data ingestion pipelines including ETL/ELT.
2. Data repositories including raw data stores (across structured, semi-structured and unstructured data) and the curated data stores and the consumption layer ,
3. Data governance elements including metadata management, data lineage, data dictionary / glossary
4. Data masters for the key entities and the related 360 tables including customer360, agent360, lead360, etc
5. Lakehouse, marts and virtualized data stores for reporting,
6. AI / ML database for advanced analytics related data

B. Advanced Analytics including

1. MLOps implementation to manage the overall model lifecycle across model repository, model development, testing, training and continuous testing and refinement.
2. Data science workbench implementation and establishment
3. Model development, testing and movement to production as per requirements stated
4. Integration of MLOps with devsecops to manage automated release into production

C. Reporting and Dashboarding including

1. Implementation and deployment of the reporting solution
2. Development of the reports, testing and movement to production as per requirement stated
3. Making the ad-hoc reporting solution available for end-use

Sr. No.	Application	One Time Implementation (INR)
A	Data Lake / Lakehouse	
B	Advanced Analytics	
C	Reporting and Dashboarding	
Total		

Table#2: Bill of Material (Hardware)

Private Cloud / On-premise:

The bidder is to procure and install the hardware on behalf of LIC; LIC to provide the physical rack space, power units for hosting the hardware. Bidder to be responsible for procurement, delivery to LIC DC / DR location, unpacking, installation, loading of operating system / OEM software / application-specific / custom developed software into the hardware. The Hardware should include Servers, Storages, SLBs, network components with the bidders' solution include TOR switches, Cables, PDU, etc.

LIC has Primary DC in Vile Parle Mumbai and Far DR in Bangalore. The bidder is expected to size and install adequate hardware for the scope mentioned in the RFP in the following manner -

1. Vile Parle (Primary DC) – Dev, UAT, Production, any other environment as per the scope of the RFP.
2. Bangalore (Far DR) – Production
3. The data repositories (including raw data, curated stores, master data stores, consumption layer), data ingestion pipelines, the reporting layer (including the lakehouse, data marts and reporting solution) and the AI/ML components (including the MLOps and Data science components) and the AI ML database is to be implemented and housed on-premise.
4. An interim development environment on Public Cloud / on-premise as considered fit by the bidder until the hardware is commissioned. This development environment will be decommissioned and migrated to the Primary DC once the hardware is installed and ready

Public Cloud:

The solution provided should have the capability to extend to public/private cloud as needed. LIC shall have the option to migrate some/all of the data lake / lakehouse components to Public Cloud in future and the bidder shall be required to facilitate the same.

The public cloud provisioning, whenever required, shall be procured separately by LIC.

In the Bill of Material Table below the vendor should provide details of the above in a granular manner

Sr. No.	HW (Hardware)	Description	Primary DC / DR	Environment (Interim Dev, Dev, UAT, Prod, Any Other)	License Type (Perpetual / Subscription)	Qty (A)	Rate Per Unit (B)	5-year TCO (INR) (C = A*B)
1								
2								
...								
Total								<transfer to TCO table>

The quoted 5-year TCO is to be discounted to the net present value (NPV) as appropriate for comparing the tenders on equitable basis. The Net Present Value is to be calculated on the annual cash outflows second year onwards. Discounting rate to be used: 10%.

Table#3: Bill of Material (Software)

The bidder to procure and install the OEM software on behalf of LIC and all such licenses should be procured under the LIC ownership

LIC reserves the right to provide the existing licenses available under Enterprise Unlimited Licensing agreement (EULA), wherever available, to the Successful Bidder. The Successful Bidder shall deduct from the invoice for such licenses as provided by LIC equivalent to the amount quoted for such licenses in their Price Bid

LIC has Primary DC in Vile Parle Mumbai and Far DR in Bangalore. The bidder is expected to size and install adequate and required OEM Software for the scope mentioned in the RFP in each of the following environments -

1. Vile Parle (Primary DC) – Dev, UAT, Prod, any other Environment as per the scope of RFP.
2. Bangalore (Far DR) – Prod
3. An interim development environment on Cloud / selected bidder’s preferred location until the hardware is commissioned. This development environment will be decommissioned and migrated to the Primary DC once the hardware is installed and ready

In the Bill of Material Table below the vendor should provide details of the above in a granular manner

Sr. No.	SW (Software)	Description	Primary DC / DR	Environment (Interim Dev, Dev, UAT, Prod, Any Other)	License Type Perpetual / Subscription	Qty A	Rate Per Unit B	5-year TCO (INR) C = A*B
1								
2								
...								
Total								<transfer to TCO table>

The quoted 5-year TCO is to be discounted to the net present value (NPV) as appropriate for comparing the tenders on equitable basis. The Net Present Value is to be calculated on the annual cash outflows. Discounting rate to be used: 10%.

Table#4: Bill of Material (AMC/ATS/AMS)

In the Bill of Material Table below the bidder should provide details of the annual maintenance and support services for own developed custom applications, third-party (OEM) software and hardware in a segregated manner as shown below. It includes application maintenance of the data lake / lakehouse, data pipelines, reporting and advanced analytics solutions as well as the annual maintenance of hardware and OEM software licenses required to enable the same. The bidder shall provide L1/L2/L3 support.

During the AMC period, the bidder is liable to provide onsite support resources to LIC as follows.

1. 1 x L1 – resource 24x7 for each the components (Datalake / Lake house, Integration tool). This will be for three shifts of 8 hours each.
2. 1x L1 Resource for BI tool only on prime shift
3. L2 – 1 resource for each of these components Datalake / Lake house, Integration tool and BI tools) only on prime shift

S. No.	Nature of support	Y1 (INR)	Y2 (INR)	Y3 (INR)	Y4 (INR)	Y5 (INR)	TCO for 5 years (INR) Y1+Y2+Y3+Y4+Y5
1	ATS (Hardware)						
2	AMS (custom developed applications)						
3	AMC (OEM software)						
Total							<transfer to TCO table>

Table #5: Change request costs: Team deployed for 12 months

A change request is qualified as follows subject to approval by LIC. This will be charged on as-needed basis subject to LIC raising a formal change request with the Selected Bidder.

1. Requirement changes (additions, deletions, modifications) to the Scope of work
2. Request for enhancements in production systems post implementation with functional requirements beyond the scope of this RFP, e.g., additional reports to be introduced
3. Vendor is required to submit a detailed rate card as shown in part B. The rate card below in B will be utilized to arrive at the change request cost.

Section B - Rate Card

The bidder should provide a monthly rate card (*in the highlighted column below*) for the below mentioned dedicated resources that will be utilized when calculating change requests costs if the actual cost exceeds the total estimated cost mentioned in Section A – Total Cost of Ownership.

Professional Figure	Price/Month (INR)
Project Director	
Project manager	
Team Lead	
Insurance Data Expert	
Data Architect	
Infra Architect	
Sr. Big Data Engineers	
Big Data Engineers	
Data Security and Data Privacy Experts	
Data Scientists	
Principal Data Scientist	
Reporting and Visualization Experts	
MLOps engineer	
Test Architect and Lead	
Test Engineers	
Release manager	

The bidder agrees to abide by the following additional conditions -

1. All the commercial value quoted should be in Indian Rupees. LIC will deduct applicable TDS, if any, as per the law of the land.
2. The prices are inclusive of all taxes, duties, levies etc. except GST.
3. Further, we confirm that we will abide by all the terms and conditions mentioned in the RFP document.

4. For each of the above items provided the bidder is required to provide the cost for every row item where the bidder has considered the cost in BOQ.
5. The bidder needs to clearly indicate if there are any recurring costs included in the above bid and quantify the same. In the absence of this, the bidder would need to provide the same without any charge. Bidder should make no changes to the quantity wherever mentioned by LIC.
6. If the **cost for any line item is indicated as zero / blank** then it will be assumed by LIC that the said item is provided to LIC without any cost.
7. All Deliverables to be supplied as per RFP requirements provided in the tender.
8. This initial proposal should be based on projected volumes and include details related to the approach (e.g., solutions, technical requirements, potential dependencies, etc.). It will be reviewed by LIC and the partners designated by LIC.
9. During project execution, the bidder, the partner and the LIC will jointly review the infrastructure sizing requirements on a quarterly basis. Any additional infrastructure/licensing requirements and derived cost will be borne by the bidder and the delays would incur additional penalties to the bidder.
10. There will be no price escalation for during the contract period and any extension thereof. Bid submitted with an adjustable price quotation will be treated as non-responsive and will be rejected.
11. The bidder will be responsible for any coordination or interaction with the vendors/OEMs to provide fixes or modifications to accomplish the SLAs.
12. Based on the requirements and specifications provided by the bidder for hardware and software, LIC will decide on what can be used from within the existing IT set-up vs what needs to be procured. All procurement needs to be stage-gated across years based on volume increase and the stage gating must be agreed with LIC.
13. All Quoted Commercial Values should comprise of values rounded up to nearest integer without any decimal places.
14. Commercial quote signed is final.

Form T-7: Terms and Conditions - Compliance

(Ref ITB-clause 2.9.2)

(To be submitted as part of Technical Bid) (on Bidder’s Letter-head)

Bidder’s Name_____

[Address and Contact Details] Date.....

RFP Document No.: **LIC/CO/IT/DT/2024/RFP/01 Dated 14.05.2024**

Tender Title: Invitation For Request For Proposal For Development Of Data, Reporting and Analytics Solutions For Life Insurance Corporation Of India

Note to Bidders: Fill up this Form regarding Terms and Conditions in the RFP Document, maintaining the same numbering and structure. Add additional details not covered elsewhere in your Bid in this regard.

Sl. No.	Ref of RFP Document Section, Clause		Subject	Confirmation/ Deviation/Exception/ reservation	Justification/ Reason
	Section	Clause/sub-clause			

We shall comply with, abide by, and accept without variation, deviation, or reservation all terms and conditions of the RFP Document, except those mentioned above. If mentioned elsewhere in our Bid, contrary terms and conditions shall not be recognized and shall be null and void.

..... (Signature with date)

.....

(Name and designation)

Duly authorized to sign Bid for and on behalf of

.....

.....

[name, address, and seal of Bidder] DA: If any, at the option of the Bidder

Form T-8: Check list for Bidders (for Technical Bid)

(Ref ITB-clause 2.9.2)

(To be submitted as part of Technical Bid on Bidder’s Letterhead)

Bidder’s Name _____

[Address and Contact Details] Date.....

RFP Document No.: **LIC/CO/IT/DT/2024/RFP/01 Dated 14.05.2024**

Tender Title: Invitation For Request For Proposal For Development Of Data, Reporting and Analytics Solutions For Life Insurance Corporation Of India

Note to Bidders: This checklist is merely to help the Bidders prepare their Bids; it does not override or modify the tender requirement. Bidders must do their own due diligence also.

Sr	Documents submitted, duly filled, signed	Yes/No/NA
1.	Form T-1: Bid Form (to serve as covering letter and declarations applicable for both the Techno-commercial and Financial Bid)	
2.	Form T-1A: Bidder’s Commercial Information	
3.	Form T-1B: Bidder’s Profile Format	
4.	Form T-1C: Bidder’s eligibility as per RFP criteria	
5.	Annexure – I: Blacklisting	
6.	Form T-2: Comments and Suggestions on the Terms of Reference, Counterpart Staff, and Facilities to be provided by LIC	
7.	Form T-3: Description of Approach and Methodology in Responding to the Terms of Reference	
8.	Form T-4: Client Reference Format	
9.	Form T-5: Key Expert Curriculum Vitae (CV)	
10.	Form T-6: Commercial Bid	
11.	Form T-7: Terms and Conditions – Compliance	
12.	Form T-8: Check list for Bidders (for Technical Bid)	
13.	Form T-9: Bank Guarantee Format for Earnest Money Deposit	

Sr	Documents submitted, duly filled, signed	Yes/No/NA
14.	Form T-10: Integrity Pact	
15.	Form T-11: Land Border Declaration	
16.	Form T-12: Non-Disclosure Agreement	
17.	Form T-13: Undertaking of Information Security	
18.	Form T-14: Format for Site Note Ready (SNR) certificate	
19.	Form T-15: Format for Short Shipment Form	
20.	Form T-16: Undertaking of Information Security	
20.	Form T-17: Checklist for consumption of OEM Tools/Core & Other Enterprise Systems	
21.	Format 4: Self Declaration	

Form T-9: Bank Guarantee Format for Earnest Money Deposit

(The Bank Guarantee shall be on a Stamp Paper of appropriate value in accordance with Stamp Act and shall be purchased in the name of the guarantee issuing Bank or the Party on whose behalf the BG is being issued.)

(Ref ITB-clause 2.13.1.2 and GCC clause 3.5.8)

Ref Bank Guarantee No.....

Date.....

To
Executive Director (IT / Digital Transformation)
Life Insurance Corporation of India
“Jeevan Seva”, Ground Floor,
S.V. Road, Santacruz(W),
Mumbai - 400054.

Whereas M/s.....with its Registered/Head Office at..... (name and address of the Bidder, hereinafter called “the Bidder”, which expression shall, unless repugnant to the context or meaning thereof, include its successors, administrators, executors and assigns) has undertaken to submit a bid, in pursuance of Tender no date (here in after called “the Tender”).

And Whereas you (unless repugnant to the context or meaning thereof, including your successors, administrators, executors, and assigns) have stipulated in the said Tender that the Bidder shall furnish you with a bank guarantee by a Commercial bank for the sum specified therein as Earnest Money Deposit for compliance with its obligations as per the Tender;

And Where as wewith our Head Office at (name and address of the Bank, hereinafter referred to as the ‘Bank’, which expression shall, unless repugnant to the context or meaning thereof, include its successors, administrators, executors and assignees) have agreed to give the Bidder such a bank guarantee.

Now, Therefore, we hereby affirm that we are guarantors and responsible to you, on behalf of the Bidder, up to a total of (amount of the guarantee in words and figures), and we undertake to pay you, upon your first written demand declaring the Bidder to be in default under the Tender and without cavil or argument, any sum or sums within the limits of (amount of guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein, notwithstanding any difference between you and the Bidder or any dispute pending before any Court, Tribunal, Arbitrator or any other authority.

We hereby waive the necessity of your demanding the said debt from the Bidder before presenting us with the demand.

The Bank undertakes not to revoke this guarantee during its currency without your previous consent and further agrees that the guarantee herein contained shall continue to be enforceable till you discharge this guarantee. This guarantee will not be discharged due to a change in the constitution of the Bank or the Bidder's.

We further agree that no change or addition to or other modification of the terms of the Tender made by you shall in any way release us from any liability under this guarantee, and we hereby waive notice of any such change, addition, or modification.

This guarantee shall be valid until theday of20.....

Our.....branch at.....*(Name & Address of the*(branch) is liable to pay the guaranteed amount depending on the filing of a claim and any part thereof under this Bank Guarantee only and only if you serve upon us at our * branch a written claim or demand and received by us at our* branch on or before Dt otherwise, the bank shall be discharged of all liabilities under this guarantee after that.

(Signature of the authorized officer of the Bank)

.....

.....

Name and designation of the officer

.....

Seal, name & address of the Bank and address of the Branch

*Preferably at the authority's headquarters competent to sanction the expenditure for procurement of goods/services or at the concerned district headquarters or the state headquarters.

Form T-10: Integrity Pact

(If stipulated in TIS, ref Clause 2.9.2 of ITB) (To be signed on Plain Paper)

(To be submitted as part of Technical Bid)

RFP Document No.: **LIC/CO/IT/DT/2024/RFP/01 Dated 14.05.2024**

Tender Title: Invitation For Request For Proposal For Development Of Data, Reporting and Analytics Solutions For Life Insurance Corporation Of India

This Agreement (hereinafter called the Integrity Pact) is made on day of the month of 202..... at, India. BETWEEN Life Insurance Corporation of India (hereinafter referred to as “LIC”) a statutory Corporation established under section 3 of Life Insurance Corporation Act 1956 (XXXI of 1956) and having its corporate office at “Yogakshema” Jeevan Bima Marg Mumbai 400021 (hereinafter called the “The Principal”, which expression shall mean and include unless the context otherwise requires, his successors in office and assigns) of the First Part

AND

M/s. (hereinafter called the “The Bidder”, which expression shall mean and include unless the context otherwise requires, his successors and permitted assigns) of the Second Part.

PREAMBLE

‘The Principal’ intends to award, under laid down organizational procedures, contract/s for, ‘The Principal’ values full compliance with all relevant laws of the land, rules, regulations, economical use of resources and fairness/transparency in its relations with its Bidder(s) and/or Bidder(s).

In order to achieve these goals, the Principal shall appoint Independent External Monitors (IEMs) who shall monitor the Procurement Process and the execution of the contract for compliance with the abovementioned principles.

Section 1 - Commitments of the ‘The Principal’

1. ‘The Principal’ commits itself to take all measures necessary to prevent corruption and to observe the following principles: -
 - a. No employee of the Principal, personally or through family members, shall, in connection with the tender for, or the execution of a contract, demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the person is not legally entitled to.

- b. The Principal shall, during the Procurement Process, treat all Bidder(s) with equity and reason. The Principal shall, in particular, before and during the Procurement Process, provide to all Bidder(s) the same information and shall not provide to any Bidder(s) confidential/additional information through which the Bidder(s) could obtain an advantage in relation to the Procurement Process or the contract execution.
- c. The Principal shall exclude from the process all known prejudiced persons.

If the Principal obtains information on the conduct of any of its employees, which is a criminal offence under the IPC/PC Act, or if there be a substantive suspicion in this regard, the Principal shall inform the Chief Vigilance Officer and in addition, can initiate disciplinary actions.

Section 2 - Commitments of the ‘Bidder’

- 2. The ‘Bidder’ commit themselves to take all measures necessary to prevent corruption. The ‘Bidder’ commit themselves to observe the following principles during participation in the Procurement Process and during the contract execution.
 - a. The ‘Bidder’ shall not, directly or through any other person or firm, offer, promise, or give to any of the Principal’s employees involved in the Procurement Process or the execution of the contractor to any third person any material or other benefit which he is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the Procurement Process or during the execution of the contract.
 - b. The ‘Bidder’ shall not enter any undisclosed agreement or understanding with other Bidders, 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 cartelisation in the Procurement Process.
 - c. The ‘Bidder’ shall not commit any offence under the relevant IPC/PC Act; further, the ‘Bidder’ shall not use improperly, for purposes of competition or personal gain, or pass on to others, any information or document provided by the Principal as part of the business relationship, regarding plans, technical bids, and business details, including information contained or transmitted electronically.
 - d. The ‘Bidder’ of foreign origin shall disclose the name and address of the Agents/representatives in India, if any. Similarly, the Bidder/Contractors of Indian Nationality shall furnish the name and address of the foreign principals, if any. Further details, as mentioned in the “Guidelines on Indian Agents of Foreign Suppliers”, shall be disclosed by the Bidder. Further, as mentioned in the Guidelines, all the payments made to the Indian agent/representative must be in Indian Rupees only. A copy of the “Guidelines on Indian Agents of Foreign Suppliers” is placed in the Appendix to this agreement.
 - e. The ‘Bidder’ shall, when presenting their Bid, disclose any and all payments made, are committed to, or intends to make to agents, brokers, or any other intermediaries in connection with the contract award.

- f. Bidder who has signed the Integrity Pact shall not approach the Courts while representing the matter to IEMs and shall wait for their decision in the matter.

The 'Bidder' shall not instigate third persons to commit offences outlined above or be an accessory to such offences.

Section 3 - Disqualification from Procurement Process and exclusion from future contracts

If the 'Bidder', before award or during execution, has committed a transgression through a violation of Section 2, above or in any other form such as to put their reliability or credibility in question, the Principal is entitled to disqualify the 'Bidder' from the Procurement Process or take action as per the procedure mentioned in the "Guidelines on Banning of business dealings".

Section 4 - Compensation for Damages

1. If the Principal has disqualified the 'Bidder' from the Procurement Process prior to the award according to Section 3, the Principal is entitled to demand and recover from the 'Bidder' the damages equivalent to Earnest Money Deposit/Bid Security.
2. If the Principal has terminated the contract according to Section 3, or if the Principal is entitled to terminate the contract according to Section 3, the Principal shall be entitled to demand and recover from the Bidder liquidated damages of the contract value or the amount equivalent to Performance Bank Guarantee.

Section 5 - Previous transgression

1. Bidder declares that no previous transgressions occurred in the last three years with any other Company in any country conforming to the anti-corruption approach or with any Public Sector Enterprise in India that could justify his exclusion from the Procurement Process.
2. If the Bidder makes an incorrect statement on this subject, he can be disqualified from the Procurement Process, or action can be taken as per the procedure mentioned in "Guidelines on Banning of business dealings".

Section 6 - Equal treatment of all Bidders/Contractors/Subcontractors

1. In the case of Sub-contracting, the Principal Bidder shall take responsibility for the adoption of the Integrity Pact by the Sub-contractor.
2. The Principal shall enter into agreements with identical conditions as this one with all Bidders and Contractors.
3. The Principal shall disqualify from the Procurement Process all Bidders who do not sign this Pact or violate its provisions.

Section 7 - Criminal charges against violating Bidder(s)/Bidder(s)/Subcontractor(s)

If the Principal obtains knowledge of the conduct of a Bidder, Bidder or Subcontractor, or of an employee or a representative or an associate of a Bidder, Bidder or Subcontractor, which

constitutes corruption, or if the Principal has substantive suspicion in this regard, the Principal shall inform the same to the Chief Vigilance Officer.

Section 8 - Independent External Monitor

1. The Principal appoints competent and credible Independent External Monitor for this Pact after approval by Central Vigilance Commission. The task of the Monitor is to review independently and objectively whether and to what extent the parties comply with the obligations under this agreement.
2. Name addresses of the Monitors:

Shri Arun Chandra Verma, IPS (Retd.)
Flat No. C – 1204, Amrapali Platinum Complex, Sector - 119, NOIDA, Uttar Pradesh
Email address: acverma1@gmail.com
Mobile No. – (+91) 8130386387
3. The Monitor is not subject to instructions by the representatives of the parties and performs his functions neutrally and independently. The Monitor would have access to all Contract documents whenever required. It shall be obligatory for him/her to treat the information and documents of the Bidders/Contractors as confidential. He/she reports to the Head of the Procuring Organisation.
4. The Bidder(s)/Bidder(s) accepts that the Monitor has the right to access, without restriction, all Project documentation of the Principal, including that provided by the Bidder. The Bidder shall also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to their project documentation. The same is applicable to Sub- contractors.
5. The Monitor is under contractual obligation to treat the information and documents of the Bidder(s)/Sub-contractor(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 the Head of the Procuring Organisation and recuse himself/herself from that case.
6. The Principal shall 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 Principal and the Bidder. The parties offer the Monitor the option to participate in such meetings.

7. As soon as the Monitor notices, or believes to have noticed, a violation of this agreement, he shall so inform the Management of the Principal and request the Management to discontinue or take corrective action, or to take other relevant action. The monitor can, in this regard, submit non-binding recommendations. Beyond this, the Monitor has no right to demand from the parties that they act in a specific manner, refrain from action, or tolerate action.
8. The Monitor shall submit a written report to the Head of the Procuring Organisation within 8 to 10 weeks from the date of reference or intimation to him by the Principal and, should the occasion arise, submit bids for correcting problematic situations.
9. If the Monitor has reported to the Head of the Procuring Organisation a substantiated suspicion of an offence under the relevant IPC/PC Act, and the Head of the Procuring Organisation 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.
10. The word 'Monitor' would include both singular and plural.

Section 9 - Pact Duration

1. This Pact begins when both parties have legally signed it. It expires for the Bidder 12 months after the last payment under the contract and for all other Bidders 6 months after the contract has been awarded. Any violation of the same would entail disqualification of the Bidders and exclusion from future business dealings.
2. If any claim is made/lodged during this time, the same shall be binding and continue to be valid despite the lapse of this pact as specified above unless it is discharged/determined by the Head of the Procuring Organisation.

Section 10 - Other provisions

1. This agreement is subject to Indian Law. The place of performance and jurisdiction is the Registered Office of the Principal, i.e., New Delhi.
2. Changes and supplements, as well as termination notices, need to be made in writing. Side agreements have not been made.
3. If the Bidder is a partnership or a consortium, this agreement must be signed by all partners or consortium members.
4. Should one or several provisions of this agreement turn out to be invalid, the remainder of this agreement remains valid. In this case, the parties shall strive to come to an agreement with their original intentions.
5. Issues like Warranty/Guarantee etc., shall be outside the purview of IEMs.
6. In the event of any contradiction between the Integrity Pact and its Appendix, the Clause in the Integrity Pact shall prevail.

LIC/CO/IT/DT/2024/RFP/01

For and on behalf of the Principal

(Name of the Officer and Designation) (Office Seal)

For and on behalf of 'Bidder'

(Name of the Officer and Designation) (Office Seal)

For and on behalf of the Principal Place

Date Witness 1:

(Name & Address) Witness 2:

(Name & Address)

Form T-11: Land Border Declaration

(To be signed on Plain Paper)

RFP Document No.: **LIC/CO/IT/DT/2024/RFP/01 Dated 14.05.2024**

Tender Title: Invitation For Request For Proposal For Development Of Data, Reporting and Analytics Solutions For Life Insurance Corporation Of India

Executive Director (IT / Digital Transformation)

Life Insurance Corporation of India

IT / Digital Transformation

LIC Digital Building,

C-10, G Block, Bandra-Kurla Complex Mumbai - 400051.

Dear Sir,

Re: Invitation For Request For Proposal For Development Of Data, Reporting and Analytics Solutions For Life Insurance Corporation Of India at LIC Ref: LIC/CO/IT/DT/2024/RFP/01 Dated 14.05.2024

I have read Office Memorandum F.No.6/18/2019-PPD dated 23.07.2020 issued by the Ministry of Finance, Department of Expenditure, Public Procurement Division inserting Rule 144 (xi) in GFRs 2017 which defines clauses regarding restrictions for procurement from a bidder from a country which shares a land border with India.

I certify that (bidder) is not from such a country or, if from such a country, has been registered with the Competent Authority. I hereby certify that (bidder) fulfils all requirements in this regard and is eligible to be considered for this RFP.

Dated at this day of 2024.

Authorised Signatory

(Name: Contact Person, Phone No., Fax, E-mail)

(This letter should be on the letterhead of the Bidder duly signed by an authorized signatory)

Form T-12: Non-Disclosure Agreement

RFP Document No.: LIC/CO/IT/DT/2024/RFP/01 Dated 14.05.2024

Tender Title: **Invitation For Request For Proposal For Development Of Data, Reporting and Analytics Solutions For Life Insurance Corporation Of India**

(No deviations in wordings permitted)

(To be executed over Rs.500 Stamp/Franked paper & notarized)

This Non-Disclosure Agreement (hereinafter referred to as “Agreement”) is made and entered into this day of in the year Two Thousand and Twenty ____ (202_) at _____.

BY AND BETWEEN

Life Insurance Corporation of India (hereinafter referred to as “**LIC**” or “**Disclosing Party**”), a statutory corporation established under section 3 of Life Insurance Corporation Act 1956 (XXXI of 1956) and having its Corporate Office at “Yogakshema”, Jeevan Bima Marg, Mumbai –400021 (which expression, unless repugnant to the context and meaning thereof, shall include its successors in business and permitted assigns) as PARTY OF THE FIRST PART

AND

Company Name & Address _____ and having its registered office at, _____ hereinafter referred to as the _____ or “**Recipient**” (which expression, unless repugnant to the context and meaning thereof, shall include its successors in business and permitted assigns) as PARTY OF THE SECOND PART.

< Company Name & Address > shall be referred to herein as a “**Respondent**”.

LIC and the Recipient shall individually be referred to as “**Party**” and collectively referred to as “**Parties**”.

AND WHEREAS

1. The Recipient is aware that while responding to LIC’s Request For Proposal (RFP) LIC/CO/DM/DT/2023-2024/RFP/01, RFP for Development Of Data, Reporting and Analytics Solutions For Life Insurance Corporation Of India at LIC Dated: 14.05.2024, the Recipient may be gathering information on LIC’s Business/Operations, certain proprietary information such as technically and commercially detailed information regarding the respective products & service offerings, Organization, decision processes, technical infrastructure, working processes and delegation of responsibilities, project management and planning methods, reports, plans and status including but not limited to technical manuals, specifications, product features, customer list, specializations, documents, financial statements and business/development plans etc., (“**Proprietary**”

Information”) indicated as confidential by LIC and made available to the Recipient while responding to the RFP, is privileged and strictly confidential to and/or proprietary of LIC.

The Recipient agrees to receive the Proprietary Information or other information from LIC and treat all such information as confidential information and to safeguard LIC’s confidential information, property, information systems, network, databases and other data.

NOW, THEREFORE, in consideration of the recitals set forth above and the covenants set forth herein, the Respondent covenants and agrees that:

Definitions: -

1. **“Confidential Information”** means information which may be in any form including but not limited to oral, written or printed information or Information in electronic form, data, studies, bidders reports, trade secrets, proformas and other financial and trade/commercial information, computer models and programs, contracts, plant designs and configurations, plant performance data or other material of any kind or nature in whatever form. Wherever, information is given orally, within 7 days, the receiving party should receive the information in writing along with the confidentiality statement from the other party.
2. Confidential Information does not include information that Respondent can reasonably prove, falls within any of the following:
 - a. Information that either is legally in either party’s possession or publicly available to either party prior to the disclosure of such information hereunder;
 - b. Information that, subsequent to its disclosure hereunder, becomes publicly available to either party without any violation of this Agreement by either party;
 - c. Information that becomes legally available to either party on a non-confidential basis from any third party, the disclosure of which to either party does not, to either party’s knowledge, violate any contractual or legal obligation such third party has to either party with respect to such information ;
 - d. Information that is independently acquired or developed by either party which can be evidenced by written records; or information that is explicitly approved for release by written authorization of LIC.

Non-disclosure:

1. In consideration for the Engagement of the Recipient by the Disclosing Party as its consultant and receipt of Confidential Information, the Recipient hereby agrees not to use, transfer, copy, or otherwise communicate any such Confidential Information disclosed to it by the Disclosing Party for its own use or for any purpose other than to carry out discussions concerning, and the undertaking of, the Engagement. The Recipient shall not disclose nor permit disclosure of any Confidential Information of the Disclosing

Party to third parties, except without the prior written consent of the Disclosing Party, during the term of this Agreement. The Recipient agrees that it shall take all reasonable measures to protect the secrecy of and avoid disclosure or use of Confidential Information of the Disclosing Party in order to prevent it from falling into the public domain. Such measures shall include, but not limited to, the highest degree of care that the Recipient utilizes to protect its own Confidential Information of a similar nature, which shall be no less than reasonable care. The Recipient may reveal the Confidential Information to those of its officers, consultants, auditors, directors, contractors, agents, related entities, employees (“**Representatives**”) who are directly involved in providing the Services or who may have a legitimate “need to know” the Confidential Information for the purposes of the Agreement and shall ensure that each of them complies with the obligation to keep the Confidential Information secret, private and confidential and observes confidentiality obligations similar to those contained in this Agreement.

2. The Recipient hereby agrees and undertakes that it shall handover to an Authorized Person of the Disclosing Party and/or destroy and delete, as the case may be, any records of whatsoever nature in the possession, custody or control of the Recipient which contain any Confidential Information or which are produced or received by the Recipient in connection with the Confidential Information from the Disclosing Party upon fulfillment of the purpose of this Agreement and its Engagement and not later than 7 (seven) days from the date of written demand from the Disclosing Party. Provided, however, that Recipient may retain the Confidential Information as is necessary to enable it to comply with any Applicable Law;
3. The Recipient hereby agrees and undertakes that it shall not use the Confidential Information to the competitive disadvantage of the Disclosing Party; and
4. The Recipient hereby agrees and undertakes that it holds the Disclosing Party harmless and indemnified from any direct liability, direct damage, direct loss, reasonable cost or expense (including any reasonable attorney’s fees) incurred or suffered by the Disclosing Party on account of the proven breach of any provision of this Agreement by the Recipient; provided, however, that the total liability of the Recipient to both Govt. through Disclosing Party and the Disclosing Party for the Engagement and/or this Agreement shall under no circumstances exceed the fees received by the Recipient in connection with the Proposed Transaction, except in the event of willful misconduct or gross negligence by the Recipient.

Use of Information:

1. The Recipient agrees that it will not use the Confidential Information of the Disclosing Party, directly or indirectly, in a manner that is detrimental to or with an intention or foreseeably likely result of adversely affecting the business of the Disclosing Party or its affiliates or for other than the purpose set forth in this Agreement. The Recipient agrees and acknowledges that the Confidential Information disclosed hereunder may contain or reveal sensitive information as to the business plans and competitive position of the Disclosing Party and its affiliates and further agrees not to make any other use of the Confidential Information or to incorporate any Confidential Information into any work or product. Any use contrary to this Agreement, or modification of the Confidential Information, without the express written consent of the Disclosing Party is strictly prohibited.

The Recipient shall not use any confidential information as may be received from the Central Government through Department of Financial Services or any of its officers during the subsistence of this agreement.

Return of Confidential Information

1. Notwithstanding anything contained in Clause _____ of this Agreement, the Recipient shall be able to share Confidential Information with DFS (Department of Financial Services), its professional and / or legal advisors, or any other entity authorized by Disclosing Party solely for the purpose of this Agreement and the Engagement.

Upon fulfilment of the purpose of this Agreement and the Engagement and not later than 7 (seven) days from the date of written demand from the Disclosing Party, the Recipient shall return to the Disclosing Party or erase, delete and destroy all the Confidential Information and records or materials related thereto, which are in possession of the Recipient, as the case may be, provided, however, that Recipient may retain the Confidential Information as is necessary to enable it to be in compliance with any Applicable Law.

Property Rights

1. The Recipient agrees that Confidential Information provided by the Disclosing Party is and shall always remain the exclusive property of the Disclosing Party and the recipient will not acquire by implication or otherwise any Confidential Information supplied by or on behalf of or relating to the Disclosing Party.

Legal Obligation to Disclose:

1. In the event that Recipient or any of Recipient's Representatives is requested or required in response to a valid order of a court of competent jurisdiction or other governmental body to disclose any of the Confidential Information, it is agreed that Recipient or such Recipient's Representative, as the case may be, will provide Disclosing Party with at

least three (3) days' prior written notice of such request(s) so that Disclosing Party may seek an appropriate protective order or other appropriate remedy and/or waive compliance with the confidentiality provisions of this Agreement. If such protective order or other remedy is not obtained, or Disclosing Party grants a waiver hereunder, Recipient or such Recipient's Representative may furnish the details of the Confidential Information which Recipient is legally compelled to disclose and will exercise its commercially reasonable efforts to obtain reliable assurance that confidential treatment will be accorded to any Confidential Information so furnished.

Validity:

1. This Agreement is intended to cover Confidential Information disclosed by the Disclosing Party prior and subsequent to the date hereof. The term of the Agreement shall commence from the Bid submission date and shall continue till the date of completion of Assignment, unless terminated earlier. The Parties agree that this Agreement shall be valid for three (3) years from the date of completion of Assignment/ date of termination.

Termination

1. This Agreement shall co-exist with the Engagement of the Recipient with the Disclosing Party and shall terminate simultaneously upon completion of Assignment or termination of Engagement of the Recipient with the Disclosing Party.

However, the obligations under this Agreement shall be valid and binding for period Three (3) years from the date of completion of Assignment or termination of Engagement of the Recipient with the Disclosing Party.

Amendments

1. This Agreement may not be and shall not be deemed or construed to have been modified, amended, rescinded or cancelled in whole or in part, except by written instrument signed by the Parties hereto, which makes specific reference to this Agreement and which specifies that this Agreement is being modified, amended, rescinded or cancelled.

No Waiver

1. Any failure by either Party in exercising any right, power or privilege hereunder and any delay in exercising, any right or remedy hereunder shall not act as a waiver hereunder, nor shall any single or partial exercise of rights hereof preclude any further exercise of any rights, power or privilege by such Party.

Any failure of a Party to comply with any obligation contained in this Agreement may be waived by the Party entitled to the benefit thereof only by a written instrument duly executed and delivered by the Party granting such waiver, which instrument makes specific reference to this Agreement and the provision to which it relates and describes the right or obligation consented to be waived or purported to be violated.

Applicable law and Dispute Resolution

1. This Agreement shall be governed by and construed exclusively in accordance with the laws of India. All disputes, claims, suits and actions arising out of this Agreement or its validity shall be subject to the exclusive jurisdiction of courts of Mumbai. All disputes or differences whatsoever arising between the parties out of or in connection with this Agreement (including dispute concerning interpretation) or in discharge of any obligation arising out of the Agreement (whether during the progress of work or after completion of such work and whether before or after the termination of this Agreement, abandonment or breach of this Agreement), shall be settled amicably. If the parties are not able to solve them amicably within 30 (thirty) days after dispute occurs as evidenced through the first written communication from any party notifying the other regarding the disputes, either party (LIC or the Recipient) shall give written notice to other party clearly setting out there in, specific dispute(s) and/or difference(s), and shall be referred to a sole arbitrator mutually agreed upon, and the award made in pursuance thereof shall be binding on the parties. In the absence of consensus about the single arbitrator, the dispute may be referred to an arbitration panel; one to be nominated by each party and the said arbitrators shall nominate a presiding arbitrator, before commencing the arbitration proceedings. The arbitration shall be settled in accordance with the applicable Indian Laws and the arbitration shall be conducted in accordance with the Arbitration and Conciliation Act, 1996. The seat of arbitration proceedings shall be Mumbai, India, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be in English.

Entire Agreement

1. The terms and conditions herein constitute the entire agreement and understanding of the Parties and shall supersede all communications, negotiations, arrangements and agreements, either oral or written, with respect to the subject matter hereof. No amendments to or modifications of this Agreement shall be effective unless reduced to writing and executed by the Parties hereto.

Severability and Assignment

1. If any provision of this Agreement or part thereof is declared or found to be illegal, unenforceable, or void in any respect, the Parties shall negotiate in good faith to agree upon a substitute provision that is legal and enforceable and is as nearly as possible consistent with the intentions underlying the original provision. If the remainder of this Agreement is not materially affected by such substituted provision and is capable of substantial performance, then only such original provision or part thereof shall be, to the extent required, deemed not to form part of this Agreement and the remainder of the Agreement shall be enforced to the extent permitted by law.

The Recipient shall not assign its rights and obligations under this Agreement by operation of law or otherwise without the written consent of the Disclosing Party.

Counterparts

1. This Agreement may be executed in one or more counterparts, all of which together shall constitute a single instrument between the Parties with the same effect as if all the signatures were upon the same instrument and may be amended only in a written instrument executed by each Party hereto.

Notices

1. Any notices under this Agreement will be sent by registered mail, by pre-paid post, facsimile transmission, or electronic mode of communication or comparable means of communication, at the respective address of the Parties as mentioned in this Agreement.

In witness whereof the Parties herein have hereto set their hands and seal on this day, month and year herein above mentioned.

SIGNED, SEALED AND DELIVERED

SIGNED, SEALED AND DELIVERED

by within named Disclosing Party

by within named Recipient)

Life Insurance Corporation of India, through

through _____)

Designation: _____,)

Designation: Partner/Director)

in the presence of Witness

in the presence of Witness

1.

1.

2.

Form T-13: Manufacturer’s Authorization Form (MAF)

(To be signed on Plain Paper)

RFP Document No.: **LIC/CO/IT/DT/2024/RFP/01 Dated 14.05.2024**

Tender Title: Invitation For Request For Proposal For Development Of Data, Reporting and Analytics Solutions For Life Insurance Corporation Of India

Executive Director (IT / Digital Transformation)
Life Insurance Corporation of India
“Jeevan Seva”, Ground Floor,
S.V. Road, Santacruz(W),
Mumbai - 400054.

Dear Sir,

Re: Invitation For Request For Proposal For Development Of Data, Reporting and Analytics Solutions For Life Insurance Corporation Of India at LIC Ref: LIC/CO/IT/DT/2024/RFP/01 Dated 14.05.2024

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.

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

The products being sold under this RFP will be provided back-to-back/direct support with the OEM for five years. It would be the highest level of support provided by the OEM and would be able to meet the SLA parameters.

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)

Form T-14: Format for Site Note Ready (SNR) certificate**Ref : LIC/CO/IT/DT/2024/RFP/01 Dated 14.05.2024**

Name of the Vendor			
Office & department where equipment delivered			
Reference of LIC's Purchase Order No. and date		PO No.	Dated:
Make and Model of the equipment(s) which were delivered, physically verified and POST done was done	S.No	Description of the equipment	Serial Number of the equipment (if available)
	1.		
	2.		
Activities performed by the vendor		(Yes/No)	Remarks (if any)
Verification of the equipment delivered with the Purchase Order:			
Power On Self-Test (POST) was successful			
The Box was sealed, stamped and signed after successful POST			
This is certified that the delivery has been found correct as per the above referred Purchase Order and POST was successful. The equipment could not be installed because of the following reason(s):			
Sl.No	Brief description of the reason of Site not being ready		Please Tick the reason(s)
1	Location: Site/Place is not finalized (where the equipment is supposed to be installed)		
2	Any other reason (please specify):		
Likely date of the site getting ready for installation (Please mention the date)=>			
Signature and seal of the Authorized LIC official		Signature of the Vendor's Engineer	
Name		Name	
Designation	Date:	Date	
SR Number	Place:	Contact No.	
E-Mail ID		E-Mail ID	
Note:			
<ul style="list-style-type: none"> The Site-Not-Ready (SNR) certificate has to be issued only when delivery of all the equipment (for that particular site) has been completed by the vendor for that site and POST was carried out successfully. If delivery is NOT complete <u>i.e.</u> either some parts are missing <u>or</u> are damaged then, SNR will not be issued and only the "Short-Shipment Form" shall be issued by LIC. 			

Form T-15: Format for Short Shipment Form

Ref : LIC/CO/IT/DT/2024/RFP/01 Dated 14.05.2024

SHORT SHIPMENT FORM (LIC)			
Name of the Vendor			
Office & department where equipment delivered			
Reference of LIC's Purchase Order No. and date-		PO No.	
		Dated:	
On verification of the consignment for LIC's Networking equipment, following items/components were MISSING:			
Date of Delivery of the consignment		Dated:	
S.No	Description of Item:	Quantity as per the Purchase order	Quantity actually found/received.
1			
2			
3			
4			
5			
6			
7			
Comments by LIC (if any):			
Comments by Vendor's engineer (if any):			
Signature and seal of the Authorized LIC official		Signature of the Vendor's Engineer	
Name		Name	
Designation	Date:	Date	
SR Number	Place:	Contact No.	
E-Mail ID		E-Mail ID	

Form T-16: Undertaking of Information Security

**(This letter should be on the letterhead of the bidder as well as the OEM/ Manufacturer
duly signed by an authorized signatory on Information security
as per regulatory requirement)**

Place:

Date:

To,

Executive Director (IT / Digital Transformation)

Life Insurance Corporation of India

“Jeevan Seva”, Ground Floor,

S.V. Road, Santacruz(W),

Mumbai - 400054.

Dear Sir,

**Sub: RFP for Development Of Data, Reporting and Analytics Solutions For
Life Insurance Corporation Of India**

We hereby undertake that the proposed solution / software to be supplied will be free of malware, free of any obvious bugs and free of any covert channels in the code (of the version of the application being delivered as well as any subsequent versions/modifications done)

Yours faithfully,

Authorized Signatory

Name:

Designation:

Vendor's Corporate Name

Address

Email and Phone #

Form T-17: Checklist for consumption of OEM Tools/Core & Other Enterprise Systems

RFP Document No.: LIC/CO/IT/DT/2024/RFP/01 Dated 14.05.2024

Tender Title: **Invitation For Request For Proposal For Development Of Data, Reporting and Analytics Solutions For Life Insurance Corporation Of India**

Bidder’s Name

[Address and Contact Details]

Date

Sr.No	Description	Procure/ Implement / Integrate	Bidder Response (Yes/No)
Platform/Digital Services and Tools			
1	Data ingestion tools		
1.1	Batch	Procure and Implement	
1.2	Real time	Reuse	
1.3	Event based	Reuse	
1.4	CDC	Reuse	
1.5	MFT	Procure and Implement	
1.6	API based (API Gateway)	Reuse	
2	Data stores		
2.1	MPP database	Procure & Implement	
2.2	RDBMS	Procure & Implement <i>Please note that LIC has MySQL database EULA and that can be used if MySQL is proposed as the RDBMS.</i>	
2.3	NoSQL database	Procure & Implement	
2.4	Cache	Procure & Implement	
2.5	GenAI compatible database	Procure & Implement	
2.6	Multi-temperature stores	Procure & Implement	
3	Data processing tools		
3.1	Structured data processing	Procure & Implement	
3.2	Unstructured data processing	Procure & Implement	
3.3	Stream processing	Procure & Implement	
4	Processed Data Stores		
4.1	Datawarehouse and marts	Procure & Implement	
4.2	Logical data model	Procure & Implement	
4.3	Identity resolution	Procure & Implement	
4.4	Search	Procure & Implement	

Sr.No	Description	Procure/ Implement / Integrate	Bidder Response (Yes/No)
5	Data Analytics		
5.1	Business Intelligence and Analytics	Procure & Implement	
5.2	AI/ML tools and libraries	Procure & Implement	
5.3	GenAI	Procure & Implement	
5.4	Advanced Analytics	Procure & Implement	
6	Data Consumption		
6.1	Visualisation	Procure & Implement	
7	Data Cabin		
7.1	Data science workbench	Procure & Implement	
7.2	Model training	Procure & Implement	
7.3	Data preparation	Procure & Implement	
7.4	Data exploration and wrangling	Procure & Implement	
7.5	Data sandbox	Procure & Implement	
8	Data governance and management		
8.1	Business glossary	Procure & Implement	
8.2	Data quality	Procure & Implement	
8.3	Data catalog	Procure & Implement	
8.4	Metadata management	Procure & Implement	
8.5	Data lineage	Procure & Implement	
8.6	Data stewardship workbench	Procure & Implement	
9	Data Operations		
9.1	ML and data orchestration	Procure & Implement	
9.2	ETL / ELT mgmt.	Procure & Implement	
9.3	Logging and monitoring	Procure & Implement	
9.4	Model mgmt.	Procure & Implement	
10	Data Security (Identity and Access management, Data masking, Data encryption, Data tokenization, Data classification and loss prevention)		
10.1	Identity and access mgmt.	Procure & Implement	
10.2	Data masking	Procure & Implement	
10.3	Data encryption	Procure & Implement	
10.4	Data tokenization	Reuse	
10.5	Data classification and loss	Reuse	

Sr.No	Description	Procure/ Implement / Integrate	Bidder Response (Yes/No)
	prevention		
11	Monitoring		
11.1	Logging and audit trails	Procure & Implement	
11.2	Monitoring and metadata capture	Procure & Implement	
11.3	Event based alerting	Procure & Implement	
12	Operating system	Procure & Install <i>Please note that LIC has RHEL enterprise license and that can be used if RHEL is proposed as the OS.</i>	
13	Virtualization platform	Procure & Implement	
14	Devsecops tools including container security	Reuse	
Enterprise Platforms			
15	eFEAP-NEXT	To be integrated with	
16	Campaign management	To be integrated/interfaced with	
17	EDMS	To be integrated with	
18	NUA	To be integrated/interfaced with	
19	P&GS	To be integrated with	
20	UCS	To be integrated with	
21	Call Center/ IVR Integration /Email response system	To be integrated/interfaced with	
22	OCR	To be integrated with	
23	LIC Mitra	To be integrated/interfaced with	
24	SIEM	To be integrated with	
Internal System integrations			
25	Website and web apps	To be integrated/interfaced with	
26	Digital platforms (customer app, agent app and branch app)	To be integrated/interfaced with	
3rd Party integrations			
27	Data from media tech platforms (Google, Meta, LinkedIn...)	To be integrated with	
28	Offline media data (e.g. BARC TV GRPs, Print readership, Radio listenership...)	To be integrated with	
29	Marketing data enrichment & providers - Data market place,	To be integrated with	

Sr.No	Description	Procure/ Implement / Integrate	Bidder Response (Yes/No)
	offline buying data, Lotame (data enrichment), ...		
30	3rd party partners data (operational, resources, payment...)	To be integrated with	

**Reuse of software tools may involve enhancing the licenses as per the requirement of the Data RFP*

..... (Signature with date)

.....

(Name and designation)

Duly authorized to sign Bid for and on behalf of

.....

.....

[name, address, and seal of Bidder] DA: If any, at the option of the Bidder

Formats

Format 1: Contract Form (Template)

(Ref ITB-clause 2.13)

Executive Director (IT / Digital Transformation)

Life Insurance Corporation of India

“Jeevan Seva”, Ground Floor,

S.V. Road, Santacruz(W),

Mumbai - 400054.

Contract No..... dated..... To Bidder [Write Name]

[Complete address of the Bidder]

Subject:

Ref: 1. *This office's Letter of Award No..... dated*

2. *This office RFP Document No. LIC/CO/IT/DT/2024/RFP/01; Tender Title: Invitation For Request For Proposal For Development Of Data, Reporting and Analytics Solutions For Life Insurance Corporation of India, dated 14.05.2024 and subsequent Amendment No., dated (If any). (Hereinafter referred to as 'the RFP Document')*
3. *Your Tender No..... dated..... and subsequent communication(s)/Revised Offer No..... dated (If any), exchanged between you and this office in connection with this tender. (Hereinafter referred to as 'Your Offer')*

Dear Sir/Madam,

Your Proposal referred above, read with subsequent letters mentioned above, for the Services stipulated in the Schedules annexed herewith, have been accepted. Terms and conditions in this Contract and the documents listed in the clause below shall apply.

Note: The words, expressions, definitions, and abbreviations used in this Contract shall have the same meanings as those assigned in the General Condition of Contract enclosed.

1. The following documents attached hereto shall be deemed to form an integral part of this Contract:
 - a. The General Conditions of the Contract; The Special Conditions of the Contract; Appendices:
 - i. Form T-3: Description of Approach and Methodology in Responding to the Terms of Reference (Section I through V, GCC, Scope of work, Payment terms, and others)

- ii. Form T-5: Key Expert Curriculum Vitae (CV)
- iii. Form T-6: Commercial Bid
- iv. Appendix A: Bank Guarantee Format for Performance Security
- v. Appendix C: Scope of work

In the event of any inconsistency between the documents, the following order of precedence shall prevail: this Contract Form; the Special Conditions of Contract; the General Conditions of Contract; Form T-3: Description of Approach and Methodology in Responding to the Terms of Reference; Form T-5: Key Expert Curriculum Vitae (CV); Form T-6: Commercial Bid, Appendix A and Appendix C. Any reference to this Contract shall include, where the context permits, a reference to its Appendices.

Key Information

- a. Summary of Costs
- b. Timelines
 - i. Effective Date of The Contract as per Work Plan in Form T-3
 - ii. Completion Date of the milestones, Services as per Work Plan

The mutual rights and obligations of LIC and the Bidder shall be as outlined in the Contract, in particular:

- a. the Bidder shall carry out the Services in accordance with the provisions of the Contract; and
- b. LIC shall make payments to the Bidder in accordance with the provisions of the Contract (Section III, para 3.10)

(Signature, name and address of [Procuring Entity]’s authorized, official) For and on behalf of the LIC Of India

Received and accepted this Contract

(Signature, name, and address of the Bidder’s executive duly authorized to sign on behalf of the Bidder. For a joint venture, either all members shall sign or only the lead member, in which case a power of attorney to sign on behalf of all members shall be attached.)

For and on behalf of

(Name and address of the Bidder)

.....

(Seal of the Bidder)

Place: Date:

Annexure A: Bank Guarantee Format for Performance Security

(The Bank Guarantee shall be on a Stamp Paper of appropriate value in accordance with Stamp Act and shall be purchased in the name of the guarantee issuing Bank or the Party on whose behalf the BG is being issued.)

(Ref ITB-clause 2.13.1.2 and GCC clause 3.5.8)

Ref: Bank Guarantee No.....

Date.....

To

Executive Director (IT / Digital Transformation)
Life Insurance Corporation of India
“Jeevan Seva”, Ground Floor,
S.V. Road, Santacruz(W),
Mumbai - 400054.

Whereas M/s.....with its Registered/Head Office at..... (name and address of the Bidder, hereinafter called “the Bidder”, which expression shall, unless repugnant to the context or meaning thereof, include its successors, administrators, executors and assigns) has undertaken, in pursuance of contract / RFP no..... date..... to deliver..... (description of Services) (hereinafter called “the contract”) plus a claim period of 6 months.

And Whereas you (unless repugnant to the context or meaning thereof, including your successors, administrators, executors and assigns) have stipulated in the said contract that the Bidder shall furnish you with a bank guarantee by a Commercial bank for the sum specified therein as security for compliance with its obligations as per the contract. In case the contract period is extended, the validity period and the claim period of this guarantee will also be increased accordingly by the Bidder;

And Whereas wewith our Head Office at (name and address of the Bank, hereinafter referred to as the ‘Bank’, which expression shall, unless repugnant to the context or meaning thereof, include its successors, administrators, executors and assigns) have agreed to give the Bidder such a bank guarantee.

Now, Therefore, we hereby affirm that we are guarantors and responsible to you, on behalf of the Bidder, up to a total of (amount of the guarantee in words and figures), and we undertake to pay you, upon your first written demand declaring the Bidder to be in default under the contract and without cavil or argument, any sum or sums within the limits of (amount of guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your

demand or the sum specified therein, notwithstanding any difference between you and the Bidder or any dispute pending before any Court, Tribunal, Arbitrator or any other authority.

We hereby waive the necessity of your demanding the said debt from the Bidder before presenting us with the demand.

The Bank undertakes not to revoke this guarantee during its currency without your previous consent and further agrees that the guarantee herein contained shall continue to be enforceable till you discharge this guarantee or until its claim expiry i.e. _____whichever is earlier. -

This guarantee will not be discharged due to a change in the Constitution of the Bank. The guarantee herein contained shall not be determined or affected by any dissolution/ change of constitution or insolvency of the Bidder or any dispute or difference raised by the Bidder but shall in all respects and for all purposes, be binding and operative until claim expiry date.

We further agree that no change or addition to or other modification of the terms of the contract to be performed thereunder or of any of the contract documents which may be made between you and the Bidder shall in any way release us from any liability under this guarantee, and we hereby waive notice of any such change, addition, or modification.

This guarantee shall be valid until theday of20.....

Our.....branch at.....*(Name & Address of the*(branch) is liable to pay the guaranteed amount depending on the filing of a claim and any part thereof under this Bank Guarantee only and only if you serve upon us at our* branch a written claim or demand and received by us at our* branch on or before Dt..... otherwise, the bank shall be discharged of all liabilities under this guarantee after that.

In witness whereof _____through the Authorised Officer has set its hand and Stamp on this day _____at _____.

Yours faithfully,

For and on behalf of Authorised Official of the Bank

(Note: This guarantee will require stamp duty as applicable in the State where it is executed and shall be signed by the official(s) whose signature and authority shall be verified).

.....
.....

Name and designation of the officer

.....

Seal, name & address of the Bank and address of the Branch

Format 2: Authorization to Attend Pre-Bid Conference

(Refer to ITB-clause 2.7)

(on Company Official Letter Head)

Bidder’s Name.....

[Address and Contact Details]

Date.....

To

Executive Director (IT / Digital Transformation)

Life Insurance Corporation of India

“Jeevan Seva”, Ground Floor,

S.V. Road, Santacruz(W),

Mumbai - 400054.

RFP Document No.: **LIC/CO/IT/DT/2024/RFP/01 Dated 14.05.2024**

Tender Title: Invitation For Request For Proposal For Development Of Data, Reporting and Analytics Solutions For Life Insurance Corporation Of India

Subject: Authorization to attend Pre-Bid Conference on _____ (date).

Following persons are hereby authorized to attend the Pre-Bid Conference for the tender mentioned above on behalf of _____ (Bidder) in the order of preference given below.

Sr.	Name	Government Photo ID Type/Number
I.		
II.		
Alternate Representative		

Note:

1. Maximum of two representatives (carrying valid Government photo IDs) shall be permitted to attend the Pre-Bid opening. An alternate representative shall be permitted when regular representatives cannot attend.
2. Permission to enter the hall where the Pre-Bid conference is conducted may be refused if authorization as prescribed above is not submitted.

Signatures of Bidder

or

LIC/CO/IT/DT/2024/RFP/01

The officer authorized to sign the Bid.

Documents on behalf of the Bidder

[name & address of Bidder and seal of company]

Format 3: Pre Bid Conference Query

(If stipulated in TIS, ref Clause 2.7 of ITB) (To be signed on Plain Paper)

RFP Document No.: **LIC/CO/IT/DT/2024/RFP/01 Dated 14.05.2024**

Tender Title: **Invitation For Request For Proposal For Development Of Data, Reporting and Analytics Solutions For Life Insurance Corporation Of India**

Name of the Bidder:

Date:

Sr.No.	RFP Document Reference (Section & Page Number)	Clause (in brief) of RFP requiring clarification (S)	Brief Details/Query in reference to the clause

[Note: The above excel sheet need to be sent through email also at the email address given on cover page of this RFP document]

Signature and Stamp

Format 4: Self Declaration

(To be signed on Plain Paper)

RFP Document No.: **LIC/CO/IT/DT/2024/RFP/01 Dated 14.05.2024**Tender Title: **Invitation For Request For Proposal For Development Of Data, Reporting and Analytics Solutions For Life Insurance Corporation Of India****Name of the Bidder:****Date:**

To

Executive Director (IT / Digital Transformation)

Life Insurance Corporation of India

“Jeevan Seva”, Ground Floor,

S.V. Road, Santacruz(W),

Mumbai - 400054.

S. No.	Declaration	Remarks (if any)
1.	We confirm that we have not been debarred from participating in bids by any Govt/Semi Govt company/PSU for any reason as on the date of release of this RFP.	
2.	We confirm that we have not been debarred from participating in bids by LIC for breach of ethical conduct or fraudulent practices as on the date of release of this RFP.	
3.	We confirm that we have not exhibited a record of poor performance such as abandoning works, not properly completing the contractual obligations, inordinately delaying completion or financial failures, etc. in any assignment in LIC	
4.	We confirm that there is no pending litigation which will materially affect our ability to provide the Services under this RFP. Status of pending litigation, if any	
5	We, the bidding firm or subsidiaries if selected will not be eligible to participate in any tender in connection with the implementation or system integration or hardware or software solution, implementation services or providing facility management services as an outcome of scope of this RFP.	
6	We comply with all the eligibility criteria stipulated in this RFP document, and the relevant submissions are made as per RFP document	
7	We the bidder have well established office in Mumbai with sufficient number of qualified professionals	

S. No.	Declaration	Remarks (if any)
8	We undertake to provide originals of all self-certified copies of uploaded documents during the RFP Process.	
9	We don't have any conflict of interest	
10	We have understood the complete terms and conditions of the RFP document. We accept and comply with these terms and conditions without reservations, although we are not signing and submitting some of the sections of the RFP document	
11	We shall submit hardcopy of the entire Technical-Bid document (which is uploaded online buys) physically to LIC at the address of the Tender Inviting Authority (TIA) duly stamped, signed and spirally bound within 48 hours of the closed of bid-submission date/time. In case of any discrepancy/variations between documents (online and physical), the online submissions shall prevail.	
12	We undertake that, in case of any discrepancy/variations between documents (online and physical), the documents/content submitted by us online shall prevail.	

We understand that you are not bound to accept any RFP you may receive against your above-referred RFP document.

.....
(Authorised Signatory)

.....
(Name and designation)

Place:

Date:

Format 5: Bank Details for EMD/Bid Processing Fee

RFP Document No.: LIC/CO/IT/DT/2024/RFP/01 Dated 14.05.2024

Tender Title: **Invitation For Request For Proposal For Development Of Data, Reporting and Analytics Solutions For Life Insurance Corporation Of India**

NAME OF BANK	UNION BANK OF INDIA
ADDRESS	UNIT 4C, GROUND FLOOR, MITTAL COURT PREMISE, OPPOSITE OF VIDHAN BHAVAN, NARIMAN POINT-MUMBAI.
NAME OF BENEFICIARY	LIFE INSURANCE CORPORATION OF INDIA,CENTRAL OFFICE
BANK ACCOUNT NO	510101006085031
IFSC	UBIN0902217

Appendix B: Current Environment

1. Current Environment

LIC is currently having the following structure and geographical spread:

- Corporate Office (also called as Central Office): Mumbai
- Zonal Offices: 8 (Bhopal, Kolkata, Chennai, Hyderabad, Kanpur, Delhi, Mumbai, Patna)
- Zonal training Centers: 8 (Bhopal, Kolkata, Chennai, Hyderabad, Agra, Delhi, Pune and Jamshedpur)
- Management Development Centre: 1 (Mumbai)
- Divisional Offices: 113
- Pension & Group Superannuation Units: 74
- BOs/ SOs/ MOs etc.: 4800 (approx.)

As of date, all offices of LIC are networked and have extranet and internet leased links also. The primary DC is in Mumbai and the primary DR is in Bangalore.

2. Corporate Office Address

LIC Of India, Central Office, Yogakshema, J B Marg, Nariman Point, Mumbai – 400 021

3. Zonal Office Addresses

Central Zone 60-B, “Jeevan Shikha”, Hoshangabad Road, P.B.No.28 Bhopal - 462 011	North Central Zone Jeevan Vikas, 16/275, Civil Lines, Kanpur - 208 001.
Eastern Zone 4, C.R. Avenue, Hindusthan Buildings, Kolkata - 700 072	Southern Zone “LIC Building”, 153, Anna Salai, P.B. No.2450, Chennai - 600 002
East Central Zone “Jeevan Deep” Building, Exhibition Road, Patna - 800 001	South Central Zone Jeevan Bhagya, South Central Zonal Office, Opp Secretariat, Saifabad, Hyderabad – 500 063
North Zone “Jeevan Bharti”, Tower-II, 124, Connaught Circus, P.B. No. 630, New Delhi - 110 001	Western Zone “Yogakshema”, West Wing, Jeevan Bima Marg, P.O. Box No. 11709, Mumbai - 400 021

4. Zonal Offices and its Divisions

Name of the Zone	Address of the Zone	Name of Divisions
NZ, Delhi	Jeevan Bharti” Tower-II 124, Connaugsht Circus, P.B.No.630, New Delhi – 110001	Ajmer, Amritsar, Bikaner, Chandigarh, Delhi – I, Delhi – II, Delhi – III, Jaipur – I, Jaipur – II, Jalandhar, Jodhpur, Karnal, Ludhiana, Rohtak, Shimla, Srinagar, Udaipur,
NCZ, Kanpur	LIC of India, Jeevan Vikas, 16/275, Mahatma Gandhi Marg, Civil Lines, Kanpur- 208 001.	Agra, Aligarh, Allahabad, Bareilly, Dehradun, Faizabad, Gorakhpur, Haldwani, Kanpur, Lucknow, Meerut, Varanasi
CZ, Bhopal	60-B, Arera Hills, “JeevanShikha”, Hoshangabad Road, P.B. No. 28, Bhopal – 462011	Bhopal, Bilaspur, Gwalior, Indore, Jabalpur, Raipur, Satna, Shahdol

Name of the Zone	Address of the Zone	Name of Divisions
EZ, Kolkata	4, C.R. Avenue., Hindusthan Buildings, Kolkata - 700 072.	Asansol, Burdwan, Bongaigaon, Guwahati, Howrah (Kolkata), Jalpaiguri, Jorhat, Kolkata Metro DO-I (Kolkata), Kolkata Metro DO-II(Kolkata), KSDO(Kolkata), Kharagpur, Silchar,
ECZ, Patna	Jeevan Deep Building, Exhibition Road, Patna. Bihar – 800001	Begusai, Berhampur, Bhagalpur, Bhubaneswar, Cuttack, Hazaribagh, Jamshedpur, Muzaffarpur, Patna – I, Patna – II, Samalpur
SCZ, Hyderabad	Jeevan Bhagya, South Central Zonal Office, Opp. To Secretariat, Saifabad, Hyderabad-500063	Bangalore-1, Bangalore-2, Belgaum, Cuddapah, Dharwad, Hyderabad, Karimnagar, Machilipatnam, Mysore, Nellore, Raichur, Rajahmundry, Secunderabad, Shimoga, Udupi, Visakhapatnam, Warangal
SZ, Chennai	“LIC Building”, 153, Anna Salai, PB No.2450, Chennai - 600 002.	Chennai – I, Chennai – II, Coimbatore, Ernakulam, Kottayam, Kozhikode, Madurai, Salem, Thanjavur, Thiruvananthapuram, Thrissur, Tirunelveli, Vellore
WZ, Mumbai	“Yogakshema”, West Wing, Jeevan Bima Marg, P.O.BOX NO. 11709, Mumbai - 400 021	Rajkot, Amravati, Ahmedabad, Gandhinagar, Surat, Vadodara, Mumbai I, Mumbai II, Mumbai III, Mumbai IV, Mumbai SSS, Kolhapur, Thane, Goa, Satara, Pune I, Pune II, Nashik, Nagpur, Aurangabad, Bhavnagar, Nadiad, Nanded

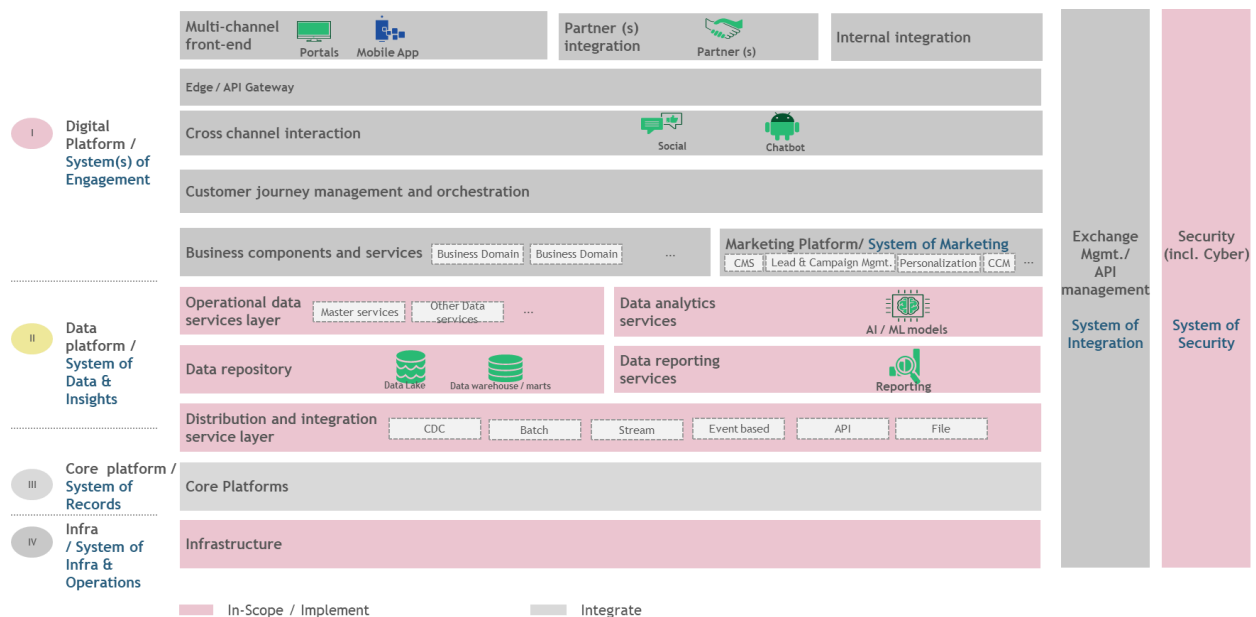
Appendix C: Scope of Work

i. Introduction

LIC is embarking on a digital transformation journey to become the most valued life insurer globally. To meet this bold vision, LIC will become a Technology Driven Life Insurer with technology infrastructure & architecture to support more efficient / data and analytics driven digitized processes to serve customer and sales and provide superior user experience.

This technology infrastructure and platform will need to have a modern data, reporting and analytics platform. This will enable a single source of clean and analytics ready data that will provide a golden source of all master data for the key applications. This will drive creation, training and maintenance of advanced analytics / AI / ML based models that will allow LIC to strategically differentiate. This architecture would enable smart and data driven journeys across multiple LIC products such as Insurance Plans, Term Assurance Plans, Annuity Plans, Unit Linked Plans, Pension Plans, Micro Insurance Plans, Health Plans and Group Policies.

The overall conceptual view with the role played by the data platform is provided in the diagram below.



ii. Key Objectives

Big data platform: Creation of a big data platform across real time and batch data flows, structured, semi-structured and unstructured data, availability of data in a suitable, analytics ready format. LIC currently has around 200 TB of structured data (from its core policy administration platform) and 1.8 PB of unstructured data (primarily as the documents store). Also there will be a higher focus on developing advanced analytics / AI / ML models using both

structured and unstructured data and also real time data streams / event data. LIC will need a robust and highly scalable big data platform to address this requirement.

Data services: Availability of suitable data APIs across master data services and analytics services for embedding into key processes and journeys. LIC is planning to implement suitable analytics based nudges / notifications across all key journeys. There will also be need for exposing master data services for real time consumption. This will need significant data API / data services.

Cloud readiness: Solution should be readily deployable on private and public cloud. Proposed architecture should be cloud native / cloud ready and should be readily extendable to public cloud as and when LIC desires to move to public cloud with some or all of the components.

Data Governance: LIC is a large organization, spread across the length and breadth of the country. There is a need to control data from multiple perspectives such as definitions, quality, etc. Hence effective data governance across areas such as data quality, metadata management, data catalog, etc would be an essential part of the program.

State of the art Advanced Analytics / AI / ML: LIC is looking to significantly enhance their usage of advanced analytics to support key processes and journeys around sales and marketing, claims, renewals, etc. Platform readiness for implementation of modern AI / ML models and effective usage and maintenance of these models will be key. The platform will need to have the ability to process and run analytics on events and data streams.

Suitable reporting / BI framework: Data for reports / dashboards can come from multiple tables and databases. The platform will need to support suitable data virtualization to drive effective reporting / dashboarding / ad-hoc reporting.

iii. Scope of Work

The scope of work for this tender covers the following:

1. **Data lake / lakehouse platform:** Install suitable software and infrastructure components and build an end-to-end, conceptual “lakehouse” platform. This will include:
 - a. Mechanisms of ingestion of structured data (e.g., product, policy, claim, customer master data) from multiple internal core platforms and external data sources in real time and in batch mode.
 - b. Mechanisms of ingestion of semi-structured data (clickstream, JSON, XML, etc) and unstructured data (e.g., policy documents, customer emails, voice transcripts) from multiple internal core platforms and external data sources in real time and in batch mode.

- c. Data engineering including ETL/ELT, designing and developing various data repositories including raw data store, processed data stores, data warehouse / lakehouse and marts and suitable data services / APIs
- d. Building and implementing comprehensive data governance elements including data quality management, metadata management, data catalog and lineage development
- e. Creating suitable master data services such as customer master, policy master, etc and making these available as APIs for other applications to consume

Analytics and BI: Install and implement suitable software and hardware components to establish state of the art analytics and BI platform. This will include:

- a. Advanced analytics / AI / ML model development providing suitable predictive analytics using machine learning / deep learning and other suitable techniques
- b. Architecture and capability to handle both real time and batch mode analytics services
- c. Suitable reports / MIS and dashboards including both regulatory and business / operational / senior management reports
- d. Ad-hoc reporting capability enabling self-service for key users

Maintenance and Support: Maintenance and support of the platform up to a period of 5 years including build and support. This will include:

- a. Required changes to the platform,
- b. Potential addition of new sources,
- c. New analytical models and modifications and refresh of existing models and
- d. New reports and dashboards and changes to existing ones.

The sections below provide further details of the key source systems and key requirements in terms of data repositories, analytical models and MIS / dashboards. The requirements are broad and indicative in nature. LIC reserves its right to change the scope of work considering the size and variety of the requirements and the changing business conditions.

In future if the technology used is upgraded, the bidder's solution shall support those upgradations. The solution should be cross functional & provide easily consumable services.

The solution should be hosted as Managed Services with entire responsibility of developing, running, and maintaining the solution to be handled by the bidder. Accordingly the bidder must recommend a holistic technology solution including all 3rd party components required to deliver the data platform as Managed Services. The platform (which will encompass the key data repositories, the data masters, the AI / ML solution and the reporting solution) will need to be deployed in the same data centers where LIC DC and DR is located.

iv. Current State View

The key data sources within LIC are as below.

Core Platform: eFEAP

This is the core operational platform for the entire life business for LIC. This contains data around all customers, policies issued, premium collected, agent hierarchy, commissions and bonuses, etc.

Nature of application	Custom developed
Tech stack	Business logic: Cobol (primary) Java / STRUTS (some functionality) Web services: Java (SOAP and REST) Database: MySQL
Structure	Overall eFeap has around 60 modules for different business functions including new business, marketing, customer service, individual pension plans (which has its independent set of databases), accounting, internal office functions, etc. There are 125 separate instances of eFeap for divisions, ZOs, CO and other specialized areas. Hence there are 125 databases containing the data for these divisions. Each database is roughly 1.8 TB in size. Each instance has about 3000 tables including master tables, transaction tables, control tables and interim tables.
Volume of data	Approx 200 TB.

Core Platform: UCS

This is the core operational platform for the ULIP products. This contains data for all the ULIP policies.

Nature of application	Custom developed
Tech stack	Business logic: Java / STRUTS Web services: Java (REST) Database: MySQL
Structure	This is a centralized application that stores policy information for ULIP products, computations around those plans, premium collections, customer service elements, etc The application has 11 databases for the 9 zones. The total data volume is around 1 TB. The table structure is very similar to eFEAP table structure with some additional fields related to ULIP.
Volume of data	Approx. 1 TB

Core Platform: P&GS

This is the core operational platform for the pension and group business. This contains all the relevant data for that part of LIC’s business.

Nature of application	Custom developed
Tech stack	Business logic: Java / STRUTS / PowerBuilder Database: Oracle
Volume of data	Approx. 1.8 TB

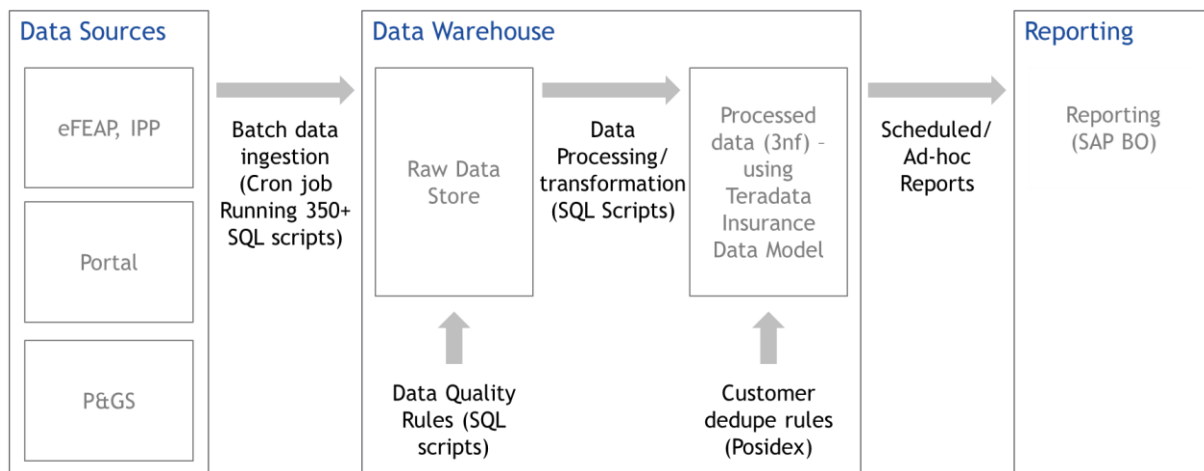
Core Platform: Investment management

This is the core platform to manage the investments that LIC does. This addresses the front, mid and backoffice investment management needs.

Nature of application	Off the shelf
Tech stack	Application: SAP Treasury Database: SAP
Volume of data	Approx. 1 TB

Data Platform: CADW

This is a centralized datawarehousing platform that LIC implemented in 2004 to address MIS and DSS needs. This is expected to be a one-time data load at the start of the program for historical data. The scripts used by the CADW either for ingestion or for internal processing will not be available to the selected partner. The primary structure of this platform is as shown in the diagram below.



Data sources	1. eFEAP: 600+ of the 3000+ tables within eFEAP are the sources from within eFEAP. This constitutes more than 90% of the data within CADW.
--------------	--

	<ol style="list-style-type: none"> 2. IPP: Pension plan data 3. Portal: Online business data 4. P&GS: Pension and Group business data
Data warehouse	<p>The datawarehouse software is from Opentext Vertica (v9.1). This is a columnar database.</p> <p>There are two data stores within Vertica:</p> <ol style="list-style-type: none"> 1. Raw data store: Here data comes in as per the structure in the source systems. There are data quality checks developed using SQL scripts (approx. 350) that run at this stage and identify data issues and errors. 2. Processed data store: The data in the raw store post cleansing and identification of unique customers are then processed to form the data store required for the reporting. This uses Teradata’s logical data model for financial institutions. The processing / transformation here is done using SQL scripts. At this stage, unique customers are identified using a tool named Posidex. Customer IDs are generated and associated with the customers.
Reporting	SAP BO (v4.1) is used for BI / reporting. There are approximately 7900 ad-hoc reports that exist in the system.
Volume of data	Approx 100 TB

Document management: eDMS

This is used to digitally store customer related documents such as policy documents, claims, certain KYC documents, etc.

Nature of application	Off the shelf
Tech stack	<p>Application: Newgen Omnidocs and OmniXtract</p> <p>Web services: Java (REST)</p> <p>Database: Postgres</p>
Volume of data	Approx 1.8PB

The relevant data (expected to be metadata around the documents – number and nature of documents, medical report extracts) extracted from the digital documents is expected to be ingested into the data platform.

v. Detailed Functional Requirements

1. Data, Reporting and Analytics Platform

The Data Lake / Lakehouse platform is expected to be the single source of data for analytics and reporting purposes for LIC. This will be the source for all reports and dashboards – across business operational reports and regulatory reports. This will also provide a platform for self-service on reporting / dashboarding.

This will also provide master data services across key entities for LIC – including customer, policy and agent.

The platform will also be used to develop analytical models (AI / ML / GenAI) and provide the output as APIs for consumption.

The data lake / lakehouse is also expected to serve as the single source of data for the digital apps with near real time integration. This is expected to hold data from across all applications within LIC as well as relevant third-party sourced data. This is expected to suitably process and clean the data and make appropriate data and analytics services available.

The key stakeholders that the data lake / lakehouse will serve will include:

1. Senior management from a reporting perspective
2. Business departments such as CRM, marketing, finance etc from a regulatory and statutory reporting perspective and as a source of data / data analysis to support day to day operations of the departments
3. Advanced analytics team to develop use cases as per business requirements.
4. Any core / digital application that needs to use relevant master data services
5. Branch / divisional / zonal and corporate level managers and leadership to view and track business operations and performance

Please refer the below section for the high-level use cases and indicative list of feature description for the data lake / lakehouse. LIC is looking to understand bidder’s business domain understanding as well as functional and technical capabilities to cater to the indicative list of requirements.

2. Data, Reporting and Analytics Functional Requirements

Table 1: Data, Reporting and Analytics functional requirements

Application use cases	Indicative list of Features and their description
<i>Data Lake / Lakehouse</i>	
Master data	<ul style="list-style-type: none"> • Master data repository and source for all key data entities including customer, prospect, policy, agent, Development Officers, etc

Application use cases	Indicative list of Features and their description
	<ul style="list-style-type: none"> • Sources for preparing the master data will include: <ul style="list-style-type: none"> ○ Current core applications: <ul style="list-style-type: none"> ▪ Core eFEAP platform, IPP ▪ UCS for unit linked products ▪ P&GS for pension and group schemes ○ Digital and channel applications: <ul style="list-style-type: none"> ▪ Digital Applications ▪ Mobile app and web app – clickstream data, cookie data, etc ▪ Call center records, emails, etc ○ Third party data sources: <ul style="list-style-type: none"> ▪ Social ▪ Third party databases • Master tables will need to make available suitable master services (APIs) for consumption by other applications including the front end digital platforms • This is not expected to be an operational master data management solution.
Customer360	<ul style="list-style-type: none"> • Complete customer profile data captured from <ul style="list-style-type: none"> ○ Customer master data, eDMS – including profile data, KYC data, endorsements, etc ○ Customer transaction data (including policies bought, riders, premiums paid, payment mode, etc) from core platforms such as eFEAP, UCS, Portal and other digital platforms such as martech systems ○ Customer interaction data from digital platforms, contact center, emails, customer service and grievance management systems ○ Relevant third party data sources including social, marketing sources, etc • Data elements in the Customer360 will include data of the following nature: <ul style="list-style-type: none"> ○ Demographic (eg: unique customer ID, age, gender, address, life stage, education, profession, family details, number of policies, customer since, etc) ○ Medical and health details (eg: pre-existing medical conditions, output of medical tests, etc) ○ Holdings details (eg: channel of purchase, policies owned, policy type, date of commencement, policy term, premium payment term, premium amount, premium payment frequency, premium due date, last premium paid, total premium paid so far, riders, sum assured, maturity dates, mode of payment, premium payment missed, etc) ○ Financial data (eg: income details, PAN, Aadhaar, CIBIL, etc) ○ Contactability details (eg: outbound contact details, inbound contact details, complaints, emails sent, opened, SMS sent, opened, SRs raised, queries raised, language preferences, interaction history on web, mobile, social, branches, etc) ○ Digital data (eg: behavioral data on digital assets, cookie data, social data, etc) • Make the output available to other systems and platforms using suitable

Application use cases	Indicative list of Features and their description
	<p>APIs</p> <ul style="list-style-type: none"> • Similar 360 views will need to be created for the lead and the prospect as well in terms of lead360 and prospect360. As the individual progresses from prospect to lead to customer, the respective IDs will need to get mapped to the customer ID with all the relevant data
Agent360	<ul style="list-style-type: none"> • Complete agent profile data captured from: <ul style="list-style-type: none"> ○ eFEAP and relevant KYC documents (including policies sold, customers serviced, agent profile, etc) • Data elements in the Agent360 will include data of the following nature: <ul style="list-style-type: none"> ○ Agent master data (eg: agent ID, age / date of birth, city, branch associated and type of branch, zone of branch, reporting manager type and ID, date of joining, gender, education, past experience, occupation, number of lives, etc) ○ Club / MDRT data (eg: current club level, previous club levels, lives data for the past few years, lives in force data for the past few years, renewal commission data for the past few years, first year commission data for the past few years, lapsation rate, total commission, number of years in current tier, etc) ○ Brigade data for CLIA (eg: NB premium, number of lives, number of agents supervised, active agents, qualified agents, MDRT agents, brigade related history – current tier, years in current tier, etc) ○ New business data (eg: policy type, premium, customer ID, date bought, start date, expiry date, sum assured, riders, premium term, policy term, payment modes and frequency, etc) ○ Renewal data (eg: policy type, premium, renewal premium due, payment history, customer ID, date bought, start date, expiry date, sum assured, riders, premium term, policy term, payment modes and frequency, etc) ○ Customer / Policy portfolio data (eg: policy number, policy type, premium amount, premium mode and frequency, premium payment history, sum assured, riders, maturity amount, survival benefits, etc) ○ Endorsement / cancellation data (eg: customer ID, endorsements, policies, sum assured, policy start date, policy expiry etc) ○ Agent training data (eg: trainings completed, last training done, etc) ○ Agent activity data – activity on digital channels, engagement with customers, DO, CLIA, etc • Agent360 will incorporate various agent types including supervisors, CLIA, SBA, LICA, etc • Make the output available to other systems and platforms using suitable APIs
Customer and Family unique ID	<ul style="list-style-type: none"> • Ability to uniquely identify customers and related parties (families) • The solution should have the capability to cluster similar records, identify duplicates and create golden record. • This will include using sets of deterministic parameters (such as name, date

Application use cases	Indicative list of Features and their description
	<p>of birth, address, etc), digital data (cookie data, digital behavior data, etc), third party data (social, etc) to identify customers</p> <ul style="list-style-type: none"> • Identification of related parties within customers using various parameters such as customer profile data, name, address, transactions, social data, etc and assigning family / household ID. • The solution should provide multiple data quality transformation specific to INDIAN locale which can be leveraged to identify golden record. • The solution should have the ability to identify gender of individuals using the INDIA specific vocabularies. The solution should have the ability to be customizable in terms of the vocabularies, grammars, phonetics, standardization rules, etc. • The solution should have intelligent logic for INDIA names, addresses, phone numbers, national ID, PAN No., Passport number and other identification proof documents and demographic details. • The solution should have intuitive, flexible rules for automatic merging of clustered records • Probabilistic / fuzzy matches / advanced analytics-based matches using combinations of deterministic and non-deterministic parameters will be done in cases where complete sets of deterministic parameters are not available
Prospect and Lead ID	<ul style="list-style-type: none"> • Ability to identify visitors on digital assets (mobile / web app). Visitors who have come onto the digital assets and where minimal data is available (cookie data, limited behavioral data, some identifier such as email ID, name, etc) will be understood as prospects. • Visitors who have expressed interest where some more data is available (such as product interested in, date of birth, mobile number, etc) will be understood as leads. • The system should be able to use data available in these cases and apply suitable rule-based or analytics-based approaches to identify these entities to the best extent possible
<i>MIS and Advanced Analytics</i>	
Customer segmentation and analytics	<ul style="list-style-type: none"> • Use customer master data, transaction data and interaction data across multiple sources to run segmentation models and create suitable micro segments to be used across journeys. These analytical models will be based on the data from the customer360. Indicative data elements required for the Customer360 are mentioned in the section above. • Use cases to be serviced include: <ul style="list-style-type: none"> ○ Next best action to predict what would be the best action to be taken / best product to position for a specific customer basis real time events and the customer micro-segment ○ Predict the probability of a specific customer to buy a specific policy based on propensity to buy models that would use customer segmentation and suitable ML models

Application use cases	Indicative list of Features and their description
	<ul style="list-style-type: none"> ○ Provide personalized input to the agent on the likelihood of a specific customer to pay premium ○ Provide personalized input to the agent on the likelihood of a specific customer to renew / revive a policy term
Personalization	<ul style="list-style-type: none"> ● Identify best campaign / nudge for a customer basis customer360 data and specific events – either life stage related or pre-defined trigger event on digital asset (eg: customer expresses interest on a specific plan, etc) ● Develop optimized, customer-specific pricing based on analytical models ● Develop optimized offers specific to customers using suitable AI / ML models ● Hyper-Personalized recommendation engine of product/plan offers (including ability to recommend cross-sell/upsell offers) ● Use AI/ML models to identify right channels to use to engage with a specific customer / customer segment ● Use AI / ML models to identify right time slot for communication with a specific customer / customer segment
Churn prediction use cases	<ul style="list-style-type: none"> ● Build suitable AI / ML models to identify customers that are likely to churn ● Identify suitable actions / campaigns / nudges and their timing and channel for such customers depending on likelihood of response
Other select ML use cases	<ul style="list-style-type: none"> ● Agent segmentation: Use agent master data, transaction data and interaction data across multiple sources to run segmentation models and create suitable agent micro segments to be used across journeys. These analytical models will be based on the data from the agent360. Indicative data elements required for the agent360 are mentioned in the section on Agent360 above. ● Customer nudges: Develop propensity to pay models to identify likelihood for customers to renew. Identify high and low propensity cases to help drive optimized campaigns. ● Lead Scoring and Qualification: Use AI / ML based models to score and prioritize leads for follow up by channel ● Agent performance nudges: Identify suitable nudges to drive high sales performance for agents based on performance details and other details as per Agent360 data and Customer360 data (across new business and renewal business) ● Supervisor performance nudges: Identify suitable nudges to drive high sales performance for DO/CLIA/SBA/LICA based on performance details and other details as per Agent360 data and Customer360 data. ● Upsell opportunities: Identify up-sell opportunities based on customer360 data and specific policy being sold or for existing customers based on policies owned. ● Cross sell and upsell opportunities: Identify cross sell / up-sell opportunities based on lead data for new customers ● Cross-sell opportunities: Identify cross-sell opportunities based on

Application use cases	Indicative list of Features and their description
	<p>customer360 data (including elements such as life stage of customer) and specific policy being sold or for existing customers based on policies owned.</p> <ul style="list-style-type: none"> • Identify opportunities to nudge customer at maturity / survival benefit payout <ul style="list-style-type: none"> ○ reinvestment, with suggestion for next best offer ○ Send nudges to customers to finish required steps (bank account verification, PAN/ Aadhar verification) to receive maturity payout on time • Identify nudges customers to be served with nudges for auto debit registration • Identify customers to whom nudges could be sent to revive lapsed policy based on propensity to revive • Agent eligibility related nudges: Send nudges to agents around eligibility to clubs, loans and other facilities and probability of agents to meet the eligibility. • Agent churn prediction: Run models to identify potential agent churn • Customer experience related nudges: Send behavior related nudges to agents basis analysis of elements such as customer grievances, service TATs, freelook cancellations, etc • Activity and engagement related nudges: Send specific activity related nudges to agents basis number of customer visits done, digital activity, trainings done, etc • Fraud detection: Use AI / ML models to use internal and external third party data to identify potential fraudulent claims • Sentiment analysis: Use techniques such as NLP and suitable AI / ML models to understand the sentiment of the customer as the customer communicates using contact mechanisms such as Whatsapp, call center, etc and either frame suitable responses or guide the live agent • Customer engagement: Use clickstream data to understand behavioral parameters and drive suitable communication or campaigns. • Customer drop-offs: Use suitable advanced analytics models to assess drop offs and trigger suitable action basis customer profile / segment and behavioral parameters. • Medical underwriting: Image analytics to identify health characteristics, smoker / non-smoker, etc • “People like you” analytics to compare people with others in the same segment / cohort • Use “People like you” analytics to identify what other people in the same cohort is buying and use that to drive campaigns / nudges • Personalized nudges basis micro-market driven prospect sourcing methodology to depict high opportunity areas/low sales penetrated areas (e.g., heatmaps to depict region-wise LIC penetration) • Use NLP and suitable AI / ML modelling to categorise customer comments/

Application use cases	Indicative list of Features and their description
	<p>incidents into grievances/ service requests/ queries. Categorise incidents into topics (e.g., renewals related, claims related etc.).</p> <ul style="list-style-type: none"> • Integrated GenAI based tools to provide sales intermediaries with customized multi-lingual (e.g., Hindi, English, Gujarati, etc.) sales pitch basis product benefits and prospect/customer/policyholder demographics and other profile details (e.g., last purchase, etc.)
MIS and Dashboard	<p>Sales Related:</p> <ul style="list-style-type: none"> • Daily activity metrics by LIC (e.g., daily active users, concurrent users, service request raised) • Near Real-time Sales performance dashboards on multiple parameters including distribution channel, product type and customer type and by branch, Division, Zone and CO – with drill down features • Option to view number of policies due for renewal in next 7 days/month <p>Business Performance Related:</p> <ul style="list-style-type: none"> • Summarized view of business productivity metrics (FTD, MTD and YTD metrics for policy premium (e.g., FYP, NOP, etc.) • Personalized ‘Tip of the day’ targeted to improve business performance (e.g., low renewal ratio compared to agents in similar cohort). • Performance Dashboard: Individual performance reports of the sales intermediary on key metrics like number of policies sold, Current tier of club, Contest Leaderboards, etc.) • Comprehensive Business Dashboards: Feature to see business performance overview as well as options to view detailed views of metrics like FYP, Renewals etc. and trends, qualification for club tiers, competitions/contests • Availability of variety of filters and aggregation options like month-wise records, business-wise records, etc. • Ability to depict visually (e.g., RAG color code) Actual vs Target business achievement for monthly/quarterly/annual performance metrics • ‘Top Performer’ dashboard in zone/city and benchmark with top performing branches. • Ability to visually depict actual vs target achievement using color schemes, option to filter basis use case (e.g. sales intermediaries with less than 50% target achievement) • Mapped Agent Cohort Performance Dashboard: Cohort performance reports on key metrics like number of policies sold, total rewards eligible/earned, pay-outs and incentives earned with regards to different business activities and performance parameters • Business operational reports including: <ul style="list-style-type: none"> ○ New business details and trends across branches / divisions / zones and LIC as a whole ○ Payments and surrender details and trends ○ New policies generated and trends

Application use cases	Indicative list of Features and their description
	<ul style="list-style-type: none"> ○ Loans and advances details ○ Agent performance details ○ Agent eligibility on clubs and contests ○ Online business performance ○ Persistency related reports <p>Service Related:</p> <ul style="list-style-type: none"> ● Real-time MIS and dashboard for different service requests, customer segments, etc. ● Detailed reports providing strong insights into areas such as customer service and sales <p>Rewards Related:</p> <ul style="list-style-type: none"> ● Ability to track status of rewards, incentives and payouts associated with different business activities and performance parameters. ● Pay-outs and Incentive dashboard customized basis supervisory role to view segments by channel (e.g. Agency, Bancassurance, etc.), geography, agent cohorts, etc. ● Ability to track agent wise status of rewards, incentives and pay-outs associated with different business Milestones <p>Others:</p> <ul style="list-style-type: none"> ● Status for ongoing/mandatory LIC training, Learning and development programs and completion. <p>Regulatory:</p> <ul style="list-style-type: none"> ● Regulatory reports as required by IRDAI (Further details in Appendix D) including (but not limited to): <ul style="list-style-type: none"> ○ New business related reports ○ Collection related reports ○ Persistency ○ Claims related reports ○ BAP reports ○ Regulatory return related reports ○ Commissions, rewards and remuneration ○ Agency and other channel related reports ○ Financial statements and trial balance related ○ Income and collections related ○ Expenses related ○ IRDAI reports around finance and accounting <p>Business Development Related:</p> <ul style="list-style-type: none"> ● Business operations reports (interactive - channel, geo, target audience, campaign...)

Application use cases	Indicative list of Features and their description
	<ul style="list-style-type: none"> • Detailed campaign reporting & monitoring <ul style="list-style-type: none"> ○ Against digital marketing KPIs (e.g., spends, impressions, clicks, Cost/click, ROAS, etc.) • In-flight optimization dashboard <ul style="list-style-type: none"> ○ Optimizations made (bid change, key word addition, audience definition change, creative update...) ○ Impact on key campaign metrics • Custom reports based on defined KPIs <ul style="list-style-type: none"> ○ Self-service: Ability to query the data; for user to filter out the data ○ Run ad hoc reporting/queries ○ Manageable by a non-tech, marketing person • Total Reports and Dashboards <ul style="list-style-type: none"> ○ We expect a total of 3500 reports and 50 dashboards to be developed on the new platform ○ The complexity definition of the reports and dashboards as below: <ul style="list-style-type: none"> ▪ Simple Reports / Dashboards are 50% of the total numbers of reports and dashboards respectively. The reports are tabular report, and underlying queries depend on up to 4 fact tables and 2 dimensions. ▪ Moderately Complex Reports / Dashboards are 30% of the total numbers of reports and dashboards. The reports are tabular reports, and underlying queries depend on up to 7 fact tables and 4 dimensions. ▪ Complex Reports / Dashboards are 20% of the total numbers of reports and dashboards. The reports are tabular reports and underlying queries depend on up to more than 7 fact tables with required dimensions. • This will need to be accompanied with strong self-service ability where end users can customize their own views and cuts of data.

Please note: All advanced analytics use cases will use data elements from the Customer360 and Agent360

vi. Technology Architecture

1. Guiding Principles

The bidder is expected to recommend and implement a technology architecture for the data lake / lakehouse platform that adheres to the following guiding principles –

1. **User centricity:** The solution would be centred around business or customer and their requirements and work backwards to design and deliver specific solutions.
2. **Reusability:** The use cases, data models, data marts, APIs, etc. should be designed in a way that can be extensible and reusable across different business groups and personas
3. **Automated:** The solution should automate the data pipelines end-to-end starting from data ingestion the source systems, data transformation to the data consumption in data platform. In addition, it should identify and document the meta-data, perform data quality and leakage checks and detect data anomalies and trigger corresponding alerts
4. **Governed:** The solution must support fine-grained access control and usage framework for each data objects. It should support configuration of users and groups, classification of data according to sensitivity, protecting data in transit and in rest, etc.
5. **Security and Resiliency:** The data platform solution should support resiliency, high availability, data loss prevention, disaster recovery, and backup/restore capabilities.
6. **Ability to work seamlessly across on-premise and public cloud environments:** The current requirement is to have all components on-premise. But the architecture should enable seamless movement of some / all components to public cloud as desired by LIC.
7. **All types of data:** The platform should be able to efficiently consume and store data of all popular formats – including structured, unstructured, semi-structured – logs, audio, video, clickstream, IoT, etc
8. **Fast and real time:** The data platform will need to be able to consume and process real time data streams and be able to respond in real time with analytics-based output. The platform should be able to generate reports and dashboards rapidly with minimal / no wait time.
9. **Scalability:** The platform is expected to support petabyte scale. It is expected to seamlessly scale both horizontally and vertically and support parallel processing at scale.

2. Envisioned Technology Architecture

The bidder will need to implement a data platform addressing the following needs:

Data Ingestion: It is expected to ingest structured, semi-structured and unstructured data from various internal and external sources using various mechanisms such as batch, CDC, data streaming, API based, MFT using FTP/NFS/SFTP, etc

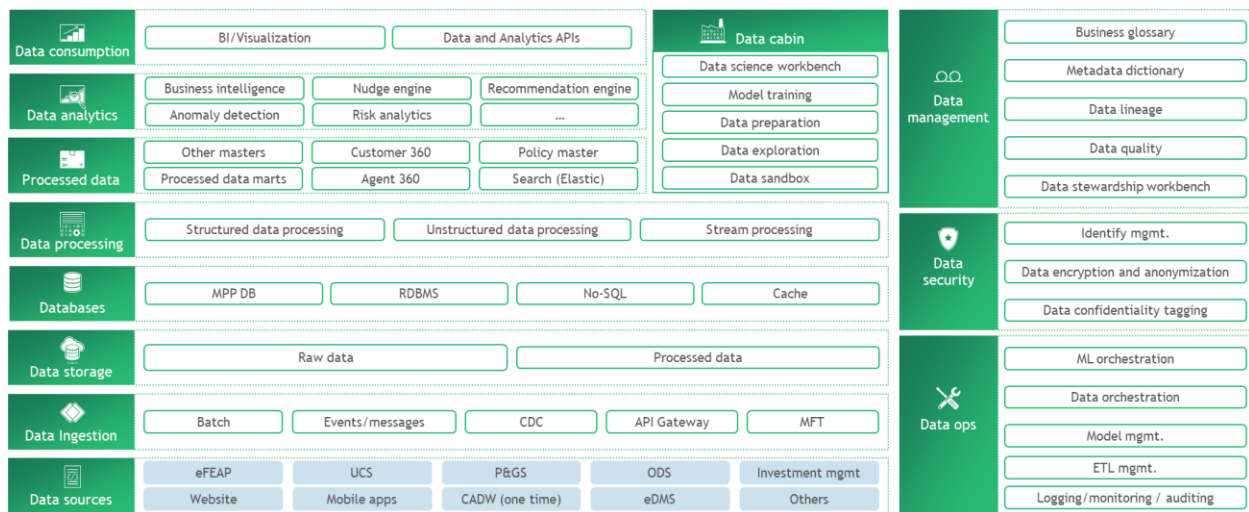
Data Processing and Transformation: It is expected to run suitable data quality checks and transform the data to a target set of curated data tables. This will include data masters and curated tables for reporting purposes. In the curated layer, customer unique ID and other unique

IDs will need to be generated using suitable tools. The platform should be able to handle massive scale parallel processing.

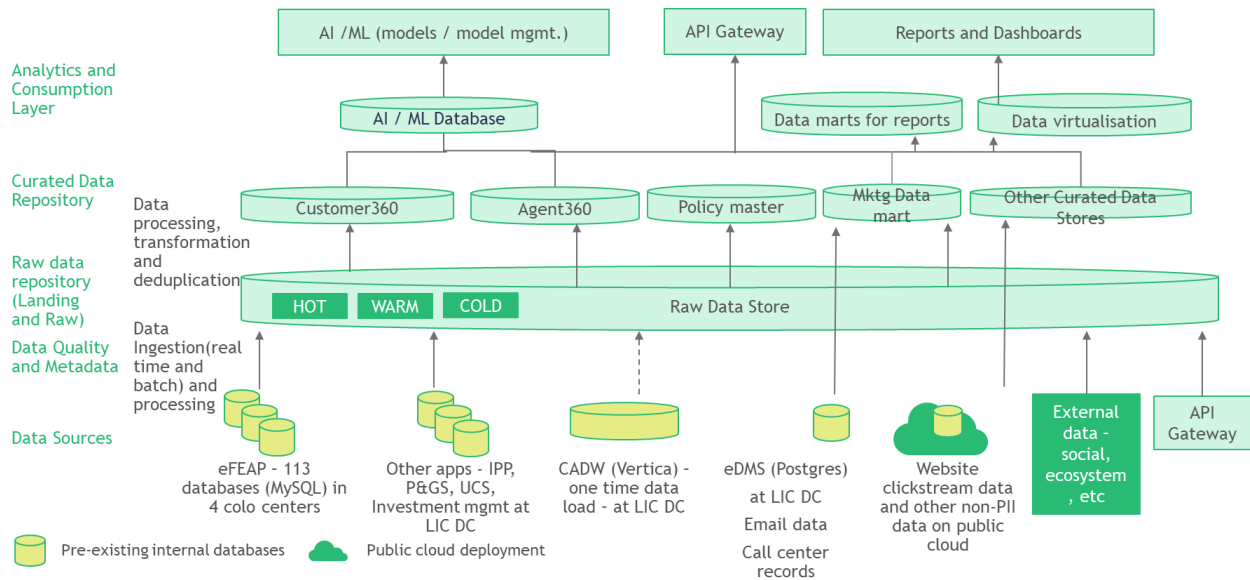
Data storage: The platform will need to have suitable data stores – raw, curated and for consumption. This will need to be MPP and be a suitable mix of different types of data stores. Data masters will need to accommodate very large number of reads by the digital platforms. The processed data stores for reporting will need to address complex queries. The platform needs to be able to scale horizontally.

Data consumption: The data consumption layer will need to cater REST API based consumption along with standard protocols using ODBC and JDBC from databases for advanced analytics and suitable virtualization and data marts for reporting purposes.

A conceptual view of the overall data platform architecture is depicted below.

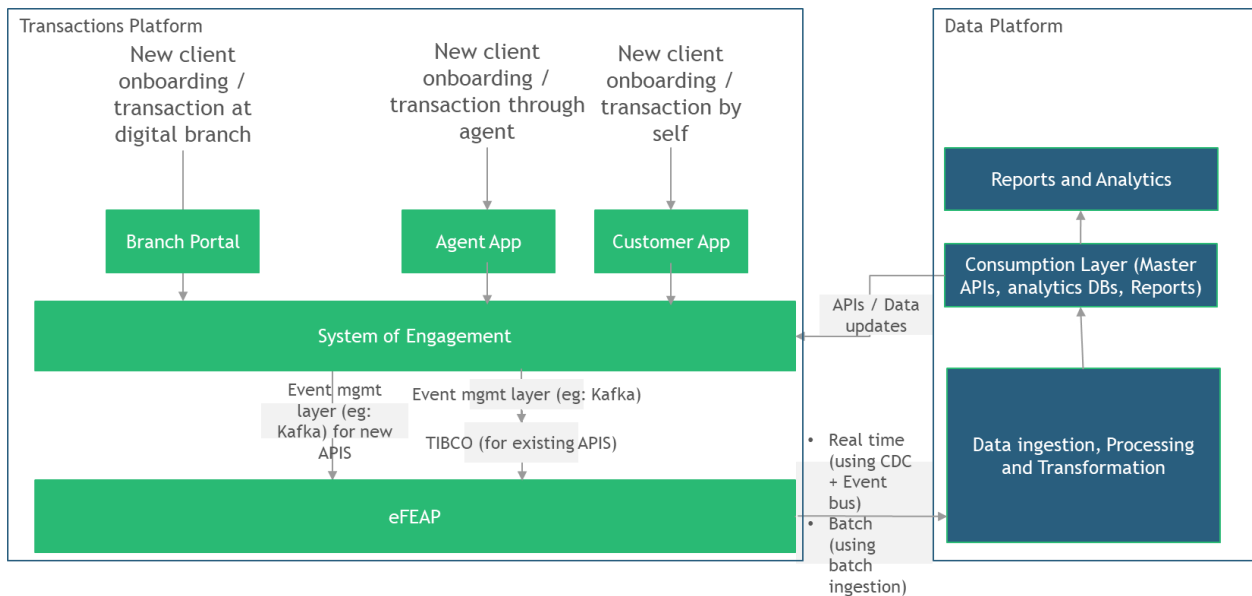


Deployment: The data lake / lakehouse is expected to be deployed on-premise. A high-level view of the deployment is provided below.



Integration with other components

The data platform is expected to ingest data on a regular basis (some in batch mode and some on near real time basis) from the core platforms. This will be achieved through batch ingestion and CDC based / data streaming mechanisms respectively. Data once ingested will be processed and transformed to appropriately change the corresponding elements in the curated and consumption layers.



Below is a detailed listing of architecture capabilities and requirements that LIC is looking through the bidder’s proposed architecture solution.

vii. Detailed Technical Requirements

1. Sources of Data

The data lake / lakehouse will need to incorporate structured, semi-structured and unstructured data. The key internal sources of data are listed below:

Table 1: LIC Sources of Data

Sr. No.	Data Source	Description
1.	Structured Data:	This will consist of both master and transaction data across key entities such as product, policy, claims, customers, agents, employees, DOs, banks, etc. This data will need to be sourced primarily (90%) from the core business application (eFEAP) from 125 instances. There would be other smaller applications providing remaining data (eg: P&GS, UCS, SAP Treasury, etc). This data is approximately 210 TB currently and growing at the rate of 10-15% annually.
2.	Semi-structured Data:	This will include clickstream data from the websites. The corporate website is hosted on Google Cloud and uses PgsqL as the database. Other data sources here will include (but not limited to) the customer portal, merchant portal, Onboarding platform, mobile app clickstream data from the customer and agent apps.
3.	Unstructured Data:	This will include (but not limited to) the following key data sources: <ul style="list-style-type: none"> Scanned and Digital Documents: This will come from the centralised Document management system that LIC has (eDMS). This is a Newgen product and has over 1.8PB of documents in a Postgres database. The data lake / lakehouse is not expected to ingest all the documents as a whole and create a full replica. The unstructured data from selected documents is to be processed and only the required output structured data is expected to be ingested into the data lake / lakehouse. Emails: Required data from relevant emails from the mail server. Voice records / Call transcripts Medical assessment images
4.	Third party Data	Currently there is no third-party data being used. Going forward external sources may be used. Key external sources include (but not limited to): <ul style="list-style-type: none"> Customer social data Channel partner data Ecosystem partner data
5.	Marketing related data	<ul style="list-style-type: none"> Data from media tech platforms (Google, Meta, LinkedIn...) Offline media data (e.g. BARC TV GRPs, Print readership, Radio listenership...) Marketing data enrichment & providers - Data market place,

Sr. No.	Data Source	Description
		offline buying data, Lotame (data enrichment), ... <ul style="list-style-type: none"> • 3rd party partners data (operational, resources, payment...) • Data from the martech platform (CDP, campaign execution data, etc)

2. Data Ingestion

Data ingestion for the data platform should support various scenarios as the mode of data ingestion will be different for each data sources and type. The frequency of data ingestion can vary across current and new sources of data in future. The bidder is expected to be able to implement and support various scenarios on an on-going basis. A few scenarios are mentioned below.

Table 2: Data Ingestion Requirements

Sr. No.	Function	Description
1.	Historical structured data:	Snapshot data load from existing Datawarehouse and core transactional systems (as mentioned above) to the data platform.
2.	Incremental data (batch mode):	Daily incremental data/ incremental micro batches/ updates captured from source transactional systems (tabular data dumps, extracted flat files, etc.)
3.	Real time data (Stream and Event based):	Real-time ingestion of structured, semi-structured and unstructured data (E.g., claims, renewals, new business, customer events, clickstream data sources, etc.) This could be streaming data (eg: CDC feeds from core and other sources, message queue, clickstream data from digital assets) or specific event-based data (eg: customer dropping off while filling up an online form)
4.	Unstructured data:	Ingestion of unstructured data such as images, call records, emails, social data, videos, etc.
5.	Semi-structured data:	Ingestion of semi-structured data like user activity log, geographic information, XML, JSON, etc.
6.	Change data capture:	<p>The ingestion mechanism will need to ingest incremental changes in source transactional system tables (e.g. eFEAP - structured data / DB change logs) that needs to be synchronized with data lake / lakehouse in near real-time (e.g., new business, FUP, Premium transaction, claim status, policy payment status, loan related data, etc.).</p> <p>It should be possible to combine Change Data Capture with other complexity such as decompression of data, decryption and encryption. CDC data feeds will be used also be stored in datalake / lakehouse</p>

Sr. No.	Function	Description
		along with incremental batch on landing to avoid incremental data fetch from those tables.
7.	Data ingestion through APIs:	Ability to securely ingest data through APIs from suitable internal and external sources (eg: s3, HDFS, NFS, REST APIs, etc)
8.	Data processing:	<p>The data ingestion should be a low-latency, high throughput, highly automated and continual process.</p> <p>It should be possible to run the data processing as and when new data is ingested into the platform. It should also be possible to schedule processing jobs.</p> <p>It should be possible to configure certain mandatory elements as per standardized data ingestion and storage policies. These could include things like transformation using common canonical data model, masking personally identifiable information, data sanity checks, validations, and reconciliation.</p>
9.	Data formats:	<p>The proposed solution must support all data formats from internal or external sources viz. structured, semi-structured and unstructured data. It must support ingestion of data in batches, incremental additions and real-time feeds.</p> <p>It must support data ingestion via CDC, ETL/ELT, Message Broker, SFTP/MFT, Web API, etc.</p> <p>There should be no limitation on the type, format and size of data ingested.</p> <p>Data may include Flat files, excel, log, feeds, audio, video, image, RDBMS, unstructured text, etc. The platform should be able to process all these formats at low latency (near real time) and high throughput.</p>
10.	Multiple sources:	The data acquisition tools should allow to configure data ingestion processes from single or multiple source systems, single or multiple operational input files (e.g. excel, flat-files, pdf, images, files with delimiters, data stream, etc.).
11.	Checks and Validations:	Tools should have function to configure sanity checks, validations and reconciliation of data.
12.	Audit trails and monitoring:	All the Data acquisition methods/systems should generate audit and diagnostic logs for each load. An alerting report and monitoring utility should be proposed as a part of the solution. In case of any failure, email alert and mobile SMS must be sent to all concerned stakeholders. Complete report of all jobs executed during the day must be sent as an email to concerned stakeholders highlighting jobs that were not successful/ delayed.
13.	Failure management:	Re-runability checkpoints should be present in data pipelines (needs to be able to run at scheduled times, re-run when failed). The New developed data pipelines should be able to execute parallel read and write data into the Data Lake / Lakehouse platform. The system must

Sr. No.	Function	Description
		have the inbuilt/customized capability to notify the business any transmission loss of data due to failure in connectivity, network, system, hardware or any other reasons. It should automatically resume the load from the last successful checkpoints with minimal to no manual intervention.
14.	Metadata:	The SI must consider during design of solution that when a Data ingestion job runs the designated user must be able to log information like job duration, start time/end time, user information, the job status if success or failure, error message, etc. The meta data repository should be query-able by designated user to extract this information.
15.	Latency:	The proposed change data capture solution must be able to load data in datalake / lakehouse in near real time.
16.	Encrypted data:	The Data Lake / Lakehouse solution should be capable of ingesting encrypted data from source systems. It should support the encryption/decryption mechanism implemented at source systems.
17.	Automated processes:	The solution should allow for automatic ingestion of structured, semi-structured and unstructured data from vendor / third party platforms without manual intervention. It should be possible to schedule these jobs based multiple parameters.
18.	Graphical user interface:	The system should allow for a graphical user interface to configure data sources.
19.	Data Quality:	Data sanity checks, automated reject processing, validations and reconciliation of data should be available as part of data ingestion solution to ensure the integrity of data.
20.	Audit trails and failsafe:	Ingestion jobs should auto re-run on failure. Auto Resume – Aborted ETL/ELT jobs must resume from check point without any manual clean up in associated table or file being written. Tool should have the capability to notify any transmission loss through connectivity, network, system, hardware or any other failures. It should maintain suitable audit logs.
21.	Deployment	The data ingestion tools to be implemented on premise along with data store.

The bidder should point out key risks in ingestion (dropping of data packets during ingestion, security loopholes, unprotected personally identifiable information, etc.) and also propose mechanisms for addressing these risks.

3. Data Storage

Data storage for data platform will store the data across the lifecycle reliably and efficiently irrespective of the data types. The primary data store for all structured data (including customer

PII data) is expected to be in LIC's on-premise environment. Key elements of the data storage components are as below.

Table 3: Data storage requirements

Sr. No.	Function	Description
1.	Raw layer:	This data store is used for hosting the raw data files sourced from core transactional systems on regular and need basis.
2.	Processed layer:	<p>This data store is used for the data that is sourced and transformed from raw data with purpose of providing foundation for reporting, advanced analytics and other data services.</p> <p>There could be multiple processed layers (including an enriched and curated layer layer) and multiple repositories within these layers. The curated layer should be build using the latest data model concepts to achieve best performance on the historical / future data set.</p>
3.	Scalability:	<p>The proposed Data Lake / Lakehouse</p> <ul style="list-style-type: none"> • Should be horizontally scalable at petabyte scale. • Support parallel data access for processing & storage • Support distributed and parallel processing • Support all data types & formats.
4.	Direct queries:	The proposed Data Lake/ Lakehouse solution should be able to support direct query of relational and non-relational data for employing BI and iterative AI/ML algorithms.
5.	Consumption support:	The data lake / lakehouse system/ solution should expose data APIs and support any analytical (open source – with support, and proprietary), statistical, AI/ML tools, Data science workbench, MLOps tools, reporting and dashboarding tools for analysis and reporting
6.	Storage:	<p>The data lake / lakehouse system / solution should be able to store large amount of structured, semi-structured and unstructured data (based on LIC's projected data volumes) irrespective of the storage format (structured tables, CSV, documents, images, videos, binary and any other arbitrary data formats).</p> <p>The data lake / lakehouse storage should be tiered (hot, warm and cold), The hot later should be SSD/NVME based and warm/cold layer should be standard revolving disk-based storage system. Bidder need to size the platform to store the structured data on hot tier.</p> <p>The system should be able to support compression without degradation in performance</p>
7.	Failure management:	Proposed solution should have framework in place to monitor/handle hardware failures or corruption in underlying file system level. It should also have capability to enable exact point-in-time recovery of

Sr. No.	Function	Description
		files or directories in the cluster from accidental deletions or corruption due to user or application error
8.	Audit trails:	The proposed solution should have audit and error logs for auditing and troubleshooting
9.	Databases:	<p>Data required for analysis and downstream consumption should also be stored in databases.</p> <p>Depending on the use cases partners are expected to use specific database types. Broadly it's envisaged to use a suitable MPP DB for storing big data requiring high-performance processing, queries and machine learning.</p> <p>Cache will be leveraged for in-memory store to serve frequent data queries faster.</p> <p>Key value pair / NoSQL databases for rapid / near real time read access</p> <p>Database should support GenAI use cases (eg: vector databases)</p>
10.	Data management:	<p>A multi-temperature data management solution to be proposed by vendor where data that is frequently accessed on fast storage—hot data—compared to less-frequently accessed data stored on slightly slower storage—warm data—and rarely accessed data stored on the slowest storage —cold data.</p> <ul style="list-style-type: none"> • Hot: SSD/NVME, • Warm: Low density disks, • Cold: High density disks for less accessed/ archival) <p>System should also be capable of automated storage tiering and seamless data transfer between hot, warm and cold storage.</p> <p>Data residing in any of these storage areas must be seamlessly mixed / merged according to requirements without impacting performance and should support data encryption at rest.</p>
11.	Monitoring:	Ensuring real time health checks, monitoring and alerting about data storage / utilization of storage / failure handling of storage components. Actionable dashboard must be available to designated users to monitor health checks and tool should automatically issues alerts to users.
12.	Backup:	There should be provision for periodic backup with facility of selective restoration of specific data set without hampering database access to any schedule / adhoc workloads.
13.	Scalability:	<p>The storage should be horizontally scalable. Redistribution of data across the data lake / lakehouse should be possible automatically and seamlessly.</p> <p>It should support open standards for cloud integration.</p>
14.	Different workloads:	The data lake / lakehouse platform will have storage intensive, compute intensive and balanced workload scenarios. The storage mechanism should serve as a single entity that can be utilized by multiple processing engines or compute nodes designated for a specific purpose

Sr. No.	Function	Description
		in the data lake / lakehouse.

Bidder should list out comprehensively the types of risks they expect from the storage subsystem (e.g., loss of data blocks due to insufficient replication, data corruption, problems of insufficient storage during operations, inefficient retrieval of blocks or files, etc). For each such risk, they should describe the processes and mechanisms that would be put in place to avoid and/or mitigate the risk.

4. Data Processing

Data processing jobs (ELT / ETL) will transform the ingested data (both structured and unstructured data in batch and real-time mode) and store in a way that is accessible and consumable by business and downstream applications. The platform and the transformation jobs must be configured to execute and manage jobs in a robust, highly efficient, parallel and distributed execution manner.

We envisage the following approach to achieve this.

- **Data migration:** Load all historical data from source systems to data platform and synchronize daily incremental data. The migrated data (historical) will need to be reconciled and migration errors rectified by bidder using various reports. Data migration will need to be certified as per LIC due process (by STQC certified or CERT-in empaneled auditor).
- **Data transformations (ELT / ETL):** Build data processing and transformation jobs in data platform to process raw data, populate necessary marts and databases for downstream applications, reports, and dashboards.
- **Logical Data Models:** Develop a strong logical data model customized to LIC’s requirements to drive efficient structuring of the data warehouse / data marts for reporting.
- **Data pipeline automation:** Automate data ingestion, processing, transformation, quality enrichment and consumption jobs in batch and real-time to data lake / lakehouse

Key elements of the data processing requirements are as below.

Table 4: Data processing requirements

Sr. No.	Function	Description
1.	Fast data transformation:	<p>The data lake / lakehouse should have robust, highly efficient, parallel and distributed execution of data transformation jobs.</p> <p>The platform should have state of the art data processing engines that can perform in-memory processing to reduce the time for data transformations and query in case of real time requirements.</p> <p>The data lake / lakehouse should be capable of running multiple transformation jobs in parallel.</p>

Sr. No.	Function	Description
2.	Processed layer:	Processed layer should be used to minimize response time for consumption requests. At the same time, design should reduce duplication in data storage. There should be mechanisms in place to validate data pre and post processing using data lineage features.
3.	Logical Data Model:	Bidder to develop a suitable data model which will suit insurance domain and provide accelerators to drive efficient reporting and analytics.
4.	Scheduling:	The platform should have a workflow management and scheduling solution to schedule data transformation, data acquisition or data delivery jobs. There should be an easy-to-use user interface for scheduling. Reports on job status and success / failure / retrigger should be sent to concerned stakeholders on a continuous basis. Separate workload channels should be allocated to designated queries
5.	Failure management:	The platform should have failure, retry, alert and escalation logic defined. Successful file transfer should also be automatically acknowledged. Automatic recovery of data after failure/rejection of record needs to happen without any manual intervention. The platform should prevent data leakage. There should be mechanisms for easy diagnosis of failures.
6.	Data protection:	Framework should have mechanism to encrypt and mask data at rest, data at motion and data in use. This could be at the overall database level or at specific column levels. Tool should be flexible enough to implement LIC's data privacy and security policies while transforming and storing the data.
7.	Monitoring:	There should be provision to monitor, log and assess the progress of each transformation job.
8.	Reusability:	Job design (s) should be re-usable.
9.	Parallel and Distributed processing:	It should be possible to run data processing in parallel / distributed mode. The data platform should be able to run ~ 1000 jobs in batch or near real time mode every day. The platform should be capable to run multiple transformation jobs in parallel - at-least 500 jobs in parallel (concurrently), scalable up to 1500 in next 5 years, of varying complexity - simple, medium, complex, in batch or near real time mode every day.

5. Data Quality and Governance

Technical implementation and management of data management tools is envisaged to be the key for LIC data and analytics effort. Data that resides on the data platform should have required data

catalogue, metadata management, data lineage, data quality, etc. Partners are expected to recommend and demonstrate excellent expertise in market leading data governance tools and processes including:

- Capturing and indexing of meta data about the data as it enters
- Maintain data versioning, lineage with ownership and relationship
- Data quality rules and maintenance of golden records

Key elements of the data quality and governance requirements are as below.

Table 5: Data quality and governance requirements

Sr. No.	Function	Description
1.	Data quality:	<p>There needs to be an end-to-end solution catering to data quality needs starting from data origin till the data consumption. These proposed tools to be used for addressing various aspects of data quality during data acquisition, data transformation or data consumption as advised by LIC on case-by-case basis.</p> <p>The data quality solution must have compatibility and connectivity to a wide range of data sources such as RDBMS / columnar / NoSQL database and from a platform point of view such as on premises setup vs. cloud basis setup.</p> <p>Validation rules should be including but not limited to customers personal id validations, Policy details, customer details, etc. and other relevant use cases.</p> <p>The platform should identify potential linking or merging related entries within or across sets of data and make available for user review.</p> <p>System should provide a data quality dashboard that can aggregate the status of continuously monitored data quality rules, as well as generate alerts to notify data stewards when they need to address an issue.</p> <p>The data quality dashboard will report on various data quality parameters including the “Data Quality Index” which will be an agreed upon combination of data accuracy, completeness and timeliness.</p>
2.	Data validation:	Data validation rules, filters/checks in data quality for each source systems defined and approved by LIC should be implemented
3.	Data definition:	<p>The data platform should incorporate tools that would enable data definitions and nomenclature and standardizing this across systems.</p> <p>The platform should be able to trigger alerts around changes in data definitions at the source and then run suitable closed loop workflows</p>

Sr. No.	Function	Description
		towards managing such changes.
4.	Metadata management:	<p>Tool should cater to three broad categories of metadata; Business metadata, Technical metadata and Operational metadata</p> <p>There should be mechanisms to manage metadata such as data lineage and data usage. There should be ability to query metadata and use these to drive better analytics.</p> <p>It should be possible to track and visualize any data transformation or any rule applied to data in the data lake / lakehouse eco-system.</p> <p>The metadata solution will need to easily integrate across all the components of the data platform (ingestion, processing, consumption) to track elements such as lineage, usage, etc</p>
5.	Data lineage:	<p>The tool should be able to understand, record, and visualize data as it flows from data sources to consumption. This includes all transformations the data underwent along the way—how the data was transformed, what changed, and why.</p> <p>The tool should be able to easily integrate with all the components and be able to provide this end to end view.</p>
6.	Auditability:	The solution should record any access to the data to satisfy compliance audits. For example, it should be able to check on who touched the data, when did they touch it, is there a chain of custody issue, is there transparency in terms of data privacy and protection etc.
7.	Defining governance policies:	Ability to easily define and maintain data governance policies across key areas such as data quality, data definitions, data catalog, data lineage, data security and access, etc
8.	Policy adherence:	Capability to review the conformance to governance policies and processes periodically (monthly/quarterly) and make necessary changes.

6. Data Security and Access Control

Data protection and access control is an essential requirement for the data platform. Partner is expected to implement necessary infrastructure security, data level encryption, masking, and access control policies to ensure data in the data platform is protected and unauthorized access is restricted. Key elements of the data security requirements are as below.

Table 6: Data security requirements

Sr. No.	Function	Description
1.	Data encryption:	Encryption of Data at rest & data in-transit as per LIC’s InfoSec

Sr. No.	Function	Description
		<p>policy</p> <p>Sensitive and personal identification data on data lake / lakehouse should be encrypted.</p> <p>Data encryption applies to the following data on data lake / lakehouse:</p> <ul style="list-style-type: none"> • Data at rest • Data in motion • Data available over an API to external sources / applications • Data at end users • Data from source system during ingestion • Data in use <p>Standard encryption/decryption techniques / policies should be implemented for this activity.</p> <p>Encryption should be possible at both overall database level and at finer-grained column / parameter level. This should be easily defined and implemented.</p> <p>Decryption should be allowed only to selective users/roles by complying the global standards like AES256, DES, SKC, PKC, 3DES, MD5 cryptographic hash, etc</p>
2.	Data masking:	<p>Data Masking as per LIC’s InfoSec policy and requirements.</p> <p>Capability to disable unmasking of masked data according to users’ requirements.</p> <p>Tool should enable selective masking of columns in user specified tables.</p> <p>Data Masking solution should support various methodologies like but not limited to below examples;</p> <ul style="list-style-type: none"> • Substitution • Nullifying and spacing • Number and date variance • Format-preserving encryption
3.	Data tokenization	<p>Data tokenization as per LIC’s InfoSec policy and requirements.</p> <p>Capability to suitably generate tokens, manage tokens and detokenize as required.</p>
4.	Access management:	<p>Role Based Access Control and providing only need based access to data for the entire solution. Access rights to a user should be allocated and modified on the principle of least privilege and “Need to know” or “Need to do/have” basis.</p>

Sr. No.	Function	Description
		<p>Authentication and security services: Multi-factor authentication is desired as an additional layer of security for user sign-in and transactions:</p> <ul style="list-style-type: none"> Proposed data, reporting and analytics solution should support multiple authentication mechanisms such as MPIN, OTP, Biometric, Face ID Configurable entitlements and authorization mechanism to ensure features and content is restricted based on persona and access rights. <p>A comprehensive identity and access management system should be available for centralized management of users and groups. It should be possible to quickly create and revoke the identity of a user or a service by simply deleting or disabling the account in the directory.</p>
5.	Access Administration:	<p>Vendor should propose automated solution / tool (s) of User Access Management (UAM) for administration of giving access to individual users within a system access to the tools they need at the right time. The access management platform should support multi-factor authentication.</p>
6.	Compliance to standards:	<p>Compliance to LIC's policies</p> <p>Compliance to existing and future Indian regulations and standards:</p> <ul style="list-style-type: none"> IRDAI, FIU, DPDP, IT Act, etc
7.	Audit logs:	<p>Maintaining audit logs</p> <p>Providing reports and suitable alerts on data security and access areas.</p>
8.	Security monitoring:	<p>Integration of suitable security related logs with LIC's SIEM to enable security monitoring.</p>

7. Data Consumption

The architecture needs to support easy consumption of data products and services. Key elements of the data consumption requirements are as below.

Table 7: Data consumption requirements

Sr. No.	Function	Description
1.	Data virtualization:	<p>There needs to be a solution / tool (s) for Data Federation/Virtualization to ensure seamless integration of data in real time when stored in multiple sources without physical movement of data sets for the purpose of reporting / analytics.</p>

Sr. No.	Function	Description
		Data across multiple databases / layers should be integrable easily through this virtual layer reducing data redundancy.
2.	Reports and Dashboards	Solution will need to support significant bulk reporting requirements along with suitable ad-hoc reporting / querying. Report generation will need to be fast for all pre-planned custom / static reports developed by the selected bidder (<3 second response) Reports will also need to be consistent (eg: Reports as on a particular date should have the same values irrespective of when the report is generated)
3.	Optimization:	Data federation to support intelligent real-time query optimization, caching, in-memory and hybrid strategies that are automatically (or manually) chosen based on source constraints, application need and network awareness.
4.	APIs:	The layer should also make suitable APIs available for consumption. Published for consumption via an API gateway. These data APIs will be in areas such as customer, policy, product, claim, agent, branch, medical, interaction, leads, commission, etc APIs can also be analytics output related in the form of personalized offers, triggers / nudges, etc
5.	Connectivity:	Capability to easily connect with any downstream/upstream application at LIC
6.	Bulk data:	The system should support bulk data and targeted data extracts via statistical tools and APIs.
7.	Static reports:	Availability of suitable static reports on a self-service portal.
8.	Drill-down / up:	The product should enable user to filter the contents in a tabular report or visualization by data values. The product should also enable the user to drill down from summarized to more detailed data and then drill up
9.	Visualizations:	BI tools must provide different types of visualizations, including but not limited to: Animations, Barcodes Bar, line, pie, area and radar chart types Tables, Graphs, Infographics, Filters, Widgets, Drag and Drop Creation, pivot table export, etc Ability to mix and match various combinations
10.	Print and export:	The product must have the ability to export print visualizations and tabular reports to PDF or other graphics. Tabular reports need to be exportable to text files at a minimum and, preferably, to spreadsheets
11.	Ad-hoc queries:	Ability to connect to multiple databases to run ad-hoc queries and generate suitable reports. Business end users should be able to use an easy to use, “drag and drop” user interface to create reports / dashboards with personalized

Sr. No.	Function	Description
		visualization.
12.	Save and reuse:	The product should enable the BI user to save the data filters, selections and drill-down paths used in decision-making process so that they can be reused.
13.	In-memory:	The product should pull data into an in-memory or locally cached data store to enable fast report generation.
14.	Analytical models:	Ability to build state of the art advanced analytics / AI / ML models.
15.	Pre-built models:	Availability of pre-built models which can be directly used with LIC's data to get insights
16.	Use of templates:	Templates for common data processing / end to end applications, tag data sets and re-use operators across machine learning pipelines
17.	Suitable analytical tools:	<ul style="list-style-type: none"> • In-memory computing & integration with Spark, Redis, etc • Integration with R, Python, Keras, Tensorflow, Theano, scikit-learn etc and other frameworks / languages • Ability to automate the process of iteratively searching for the best model from a set of candidates.
18.	Analytics Workbench:	<ul style="list-style-type: none"> • Ability to easily integrate with data sources, discover all data assets, view associated metadata and structures • Easily identify data quality issues and support data cleansing • Ability to quickly prepare the data for analytics – in terms of profiling, transformation using zero to low code. • Ability to automate processes such as cleansing and transformation. • Managing secure access for analytics purposes with granular role-based access at a dataset/row/column/file level • Strong data discovery, wrangling, ad-hoc querying facility for business and data users

Sr. No.	Function	Description
19.	ML Ops:	<ul style="list-style-type: none"> • Support for exploratory data analysis to prep data for machine learning • Ability to transform, aggregate, and de-duplicate data to create refined features. Make the features visible and shareable across data teams in a governed manner. Ability to create and maintain a feature store. • Ability to easily use popular libraries such as scikit-learn and hyperopt to train and improve model performance. • Ability to use automated machine learning tools such as AutoML to automatically perform trial runs and create reviewable and deployable code • Ability to track and manage model lineage, model versions, and model artifacts and transitions through their lifecycle • Manage the model refresh and testing process. Integrate with devsecops toolchains to manage the overall release process • Enable easy creation of APIs to expose the analytical model outputs • Automate the tracking model decay and retraining process.
20.	Types of analytics:	<p>Vendor to provide solution / tool (s) for below scope of activities on LIC data sets;</p> <ul style="list-style-type: none"> • Benchmarking • Predictive & Prescriptive Analytics • Social Media Analytics • Web Analytics • Geolocation Analysis • Ad-Hoc Analysis • Trend Indicators • Profit Analysis • In-Memory Analysis • Statistic Analytics • Data Mining • Machine Learning

8. Monitoring

The system should allow for real time monitoring and alerting. Key elements of the monitoring requirements are as below. Please mention architectural ability to address the requirements mentioned in terms of availability out of box OR customization required

Table 8: Data monitoring requirements

Sr. No.	Function	Description
1.	Ingestion:	Monitoring of all data sourcing tables/data marts on daily basis. Data Ingestion status pass / fail / in-progress for all source systems.
2.	Processing:	Monitoring for performance, slowness and failures. Controlling threshold breaches.
3.	Alerting:	Threshold based alerts across all layers and components
4.	Security:	Access monitoring and logging. Integration of suitable logs with LIC's SIEM to enable security monitoring.
5	Data Quality:	Data quality related monitoring as per validation rules set
6	SLA:	SLA monitoring for the entire platform

9. Infrastructure

- On-prem/Private Cloud – The data, reporting and analytics solution is expected to be implemented on-premises.
- The bidder shall analyze the existing infrastructure and design the suitable on-premises infra-architecture based on the guidelines provided by LIC.
- The bidder shall provide desired infrastructure capacity, sizing and specs (including hardware and software) for prod, non-prod and DR environments.
- The bidder needs to propose dedicated HW with racks for on-premises components (data store, compute, network and security components) which can be audited by LIC and regulators.
- Bidder will ensure that LIC's cybersecurity guidelines are adhered to. Configuration Audit and VAPT will be conducted by the bidder for all Internet facing components through a CERT-in empaneled / STQC certified vendor and suitable remediation should be done to ensure clean report with no pending "High" and "Medium" severity observations.
- Bidder must recommend the final optimized deployment structure basis own experience balancing performance, costs, scalability with information security requirements.
- Before bid submission, bidder must present and submit comprehensive approach to develop and host the overall solution.
- Bidder will also need to detail the licenses needed for all the products to be installed over the virtualization layer e.g. Operating systems, data repositories, ingestion tools, etc.
- Bidder will need to build and configure the infrastructure in the on-premises environment. However it should be possible to seamlessly extend all or some elements of the solution to public cloud as and when LIC desires. The bidder at that time should extend suitable support.
- Bidder will be expected to deliver the entire solution in a Managed Services model. The hosting infrastructure will be part of the bid.
- Bidder needs to setup required authentication and security services

- Proposed data, reporting and analytics solution should support multiple authentication mechanisms such as OTP, AD integration
- Configurable entitlements and authorization mechanism to ensure data is restricted based on persona and access rights.
- Other security elements as per LIC security guidelines
- Devsecops pipelines (data pipeline – streaming and batch)
 - Devsecops tools to be leveraged for code repository, CI/CD pipeline, testing and deployments.
- ML and Data Ops
 - Suitable ML / Data Ops tools to be used for managing ETL/ELT pipelines, data preparation for analytics, model management and maintenance, logging and auditing, etc
- The proposed architecture considers vertical and horizontal scalability as one of the most important design principles.
 - Bidder to propose hardware specifications for each component of the data lake / lakehouse platform as specified under the tech stack section, Backup, Sandboxes, Functional DR, etc. with 100% storage capacity for Production and Dev at 10% and UAT at 20% of the Production respectively. These environments need to be configured using containers to optimize cost and usage.
 - The proposed hardware must not fall into ‘End of Support’ for at least 5 years from the date of delivery to LIC.
 - The Bidder is required to supply, install, test, commission, monitor, manage and maintain the IT System along with operating system and other peripherals with one-year warranty and AMC for 4 years from the date of delivery at data centers advised by LIC.

10. Scope of IT Services

Table 9: Scope of IT Services

S.No.	Architectural Component	Area	Scope
1.	Enterprise Data Lake / Lakehouse	Design and development of Enterprise Data Lake / Lakehouse	1. Design Enterprise Data Lake/ Lakehouse solution in accordance with LIC’s requirements. 2. Understand LIC’s requirements and design a detailed data model for the data lake / lakehouse across the various repositories. Usage of a robust logical data model customized for LIC would be expected in this context. 3. Define the exact data repositories, virtualization areas and the database required for each repository basis LIC’s requirements 4. Supply of the necessary software components for the data lake / lakehouse

S.No.	Architectural Component	Area	Scope
			<ol style="list-style-type: none"> 5. Develop, configure, customize and implement and maintain the Data Lake / Lakehouse solution with all the required data repositories in accordance with LIC's requirements 6. Deployment of Enterprise Data Lake / Lakehouse in the environments as stipulated in this RFP 7. Integrations with all relevant upstream and downstream applications
2.	Data Ingestion	Design & Development of Data Pipelines	<ol style="list-style-type: none"> 1. Supply of the necessary software components for data ingestion 2. Design & Develop real time, batch, data streaming solutions as required to ingest data from all the data sources in the data lake / lakehouse
3.	Data Processing	Data quality & Governance	<ol style="list-style-type: none"> 1. Supply of the necessary software components for data quality and governance 2. Implementing Data Quality & Data Governance (including metadata management, data dictionary, data catalog management, data lineage, data quality, identity resolution) solutions as per LIC's requirements
4.	Analytics	Analytics tools and use cases	<ol style="list-style-type: none"> 1. Supply of the necessary software components for analytics 2. Setup and implementation of analytical tools, data science workbench and libraries 3. Setup and implement suitable ML Ops and orchestration tools 4. Development and implementation of analytical use cases / models
5.	Visualisation	Tools and reports	<ol style="list-style-type: none"> 1. Supply of the necessary tools for BI / visualization 2. Setup and implementation of Visualization tools 3. Development of Statutory and Business Reports & Dashboards as required by LIC
6.	Enterprise Data, Reporting and Analytics Solution	Performance management	<ol style="list-style-type: none"> 1. Design and implement elements such as suitable data storage, database selection, processing, virtualisation, infrastructure and caching to manage performance as required by LIC at the consumption layer.
7.	Enterprise Data, Reporting and Analytics Solution	Testing	<ol style="list-style-type: none"> 1. Performing SIT for the Data, Reporting and Analytics solution and obtaining SIT sign-off 2. Supporting UAT for the Data, Reporting and Analytics solution and obtaining UAT sign-off 3. Performance Testing

S.No.	Architectural Component	Area	Scope
			4. VAPT and configuration audit of all internet facing components through a CERT-in empaneled / STQC certified vendor, supporting & resolving outstanding issues in the Data, Reporting and Analytics Solution
8.	Data Security and Privacy	Data Security and Privacy	<ol style="list-style-type: none"> 1. Implementation of Encryption of Data at rest & data in-transit as per LIC's InfoSec policy 2. Implementation of Role Based Access Control and providing only need based access to data for the entire solution 3. Data Masking as per LIC's InfoSec policy and requirements 4. Implementing suitable security components as per LIC's requirement 5. Integrating with LIC's security architecture to manage elements such as data loss prevention, threat intelligence and management, security monitoring, etc 6. Maintaining audit logs 7. Integrating with existing ITSM, Data security tools mentioned in the RFP (as required) to meet LIC's requirements
9.	Infrastructure	Infra setup	<p>The Vendor shall be responsible for the following duly verified by LIC's team:</p> <ol style="list-style-type: none"> 1. On-premises IT infrastructure sizing, procurement and provisioning 2. Rack Layout along with cable layout 3. IP Schema details and VLAN layout 4. Ensuring proper connectivity and access to data lake / lakehouse 5. Network and Security Hardening 6. Server Setup and configuration 7. Storage and backup configuration 8. Hardware Failover, 9. Functional DR and 10. IT continuity approach
10.	Infrastructure	Installations	<p>The Vendor shall ensure all Installations & Implementation to be done by OEM badged resources only which will include;</p> <ol style="list-style-type: none"> 1. Preparation of racks for hosting including all required cabling & all other activities required for installation of hardware 2. Installation and implementation of all the servers (Production, Development, UAT, DR) including network cabling.

S.No.	Architectural Component	Area	Scope
			3. BIOS-configuration configure management port and assigning IP's for managing systems remotely, 4. RAID Configuration. OS (Linux) Installation, OS Configuration, OS Management Capabilities, 5. Formatting the disks, OS and Network configuration 6. OS packages Repository Configuration. 7. Installation and Configuration of Network equipment and Configuration of Storage and Backup equipment with Hot, warm and Cold data segregation 8. Installation and Configuration of Security equipment 9. Setting up the testing of the platform and UAT. 10. All work related to cabling to utilize network infrastructure will be done by Vendor. 11. All work related to patch panels will be done by Vendor. 12. The Vendor shall also carry out OS Hardening, Anti-Virus installation, 13. Create Super user for the Production, DR and UAT/Dev environment according to LIC's policy and secured configuration document
11.	Maintenance	Data Operations and Support	Bidder is expected to provide dedicated maintenance and support to manage end-to-end data operations including, but not limited to executing, monitoring, troubleshooting, diagnostics and reconciliation of data pipelines and data access issues.

11. Tech stack

The bidder should propose a best-in-class technology stack that can meet LIC's current and future requirements in line with the conceptual architecture mentioned in this section.

Table 10: Tech stack and components

Layer	Tech component
Data Ingestion	Batch ingestion
	Real time ingestion
	Event based data capture and ingestion
	Change Data Capture
	Managed File Transfer
	API based data ingestion

Layer	Tech component
Data Stores	MPP database
	RDBMS
	NoSQL database
	Cache
	GenAI compatible data store (eg: Vector database)
	Multi-temperature data stores
Data Processing	Structured data processing
	Unstructured data processing
	Stream processing
	OCR engine
Processed Data Stores	Master data stores – customer master, agent master, policy master, etc
	Customer360 and Agent360
	Datawarehouse and data marts for reports and dashboards
	Logical data model
	Identity resolution
	Search mechanisms
Data Analytics	Business Intelligence and Analysis
	AI / ML modeling
	Gen AI
	Advanced Analytics
Data Consumption	BI and Visualization
	Data and Analytics APIs
Data Cabin	Data Science Workbench
	Model Training
	Data preparation
	Data exploration and wrangling
	Data Sandbox
Data Governance and Management	Business Glossary
	Data Quality
	Data Catalog
	Metadata Management
	Data lineage
	Data stewardship workbench

Layer	Tech component
Data Operations	ML and Data orchestration
	ETL / ELT management
	Logging and monitoring and audit trails
	Model management
Data Security	Identity and access management and administration
	Data anonymization
	Data encryption
	Tokenization
	Data classification and loss prevention
Monitoring	Logging and Audit trails
	Monitoring and metadata capture across ingestion, processing and transformation and consumption
	Event based alerting and reporting
Platform	Operating System
	Virtualisation platform
	Devsecops (including container security)

viii. Detailed Non-Functional Scope of Work and Other Conditions

The bidder’s proposed solution will be required to conform to below indicative list of non-functional requirements:

1. Volumetrics

The data solutions envisaged as per the use cases and indicative feature list is expected to service below targeted user base in next 5 years:

	Metric	Number
Total Users	Total number of logged in sessions for reports	3000
	Total no. of Analytics users	100 (including SI resources)
	API hits for master data (TPS)	2025 Peak - 900 2027 (projected) 1100
Total Reports	Total number of reports to be developed	3500

	Metric	Number
Total Analytical use cases	Total number of AI / ML use cases to be modeled	35
Total number of processing jobs	Total number of batch and real time jobs daily	1000
	Number of jobs to be run in parallel	2025 500 2027 (projected) 1000

2. Data Volumetric

	Current Volume in TB	Year 1 in TB	Year 2 in TB	Year 3 in TB
Structured	200	230	265	305
Unstructured	0	50	150	300

Datalake / lakehouse to be sized as per above data volume and LIC transactions and user base requirements.

We anticipate the overall data lake / lakehouse size to be in the range of around 2.5 times the size of the raw data (structured and unstructured). This size will be across the three layers of the data lake / lakehouse – raw, curated and consumption.

The non-production environments – development and UAT, should be sized as per bidder recommendations with minimum consideration as below:

- Development environment should be sized minimum 10% of production environment
- UAT environment should be sized minimum 20% of production environment

3. High Availability

- Applications must be developed to be fault tolerant. The bidder must define backup plans to mitigate system failures or service degradation.
- Platforms should ensure high horizontal scalability. Planned unavailability should be kept at a minimum.
- Single points of failure in the architecture should be avoided, and all incidents should be resolved in isolation.
- Deployment of the software on layers and platforms developed should not result in unavailability for the customers.

4. Disaster Recovery

- The DR sites should be physically separated and located in compliance with all DR policies.
- The DR site should be maintained with High Availability (Active-Passive deployment). A DR automation solution is envisaged and the bidder is expected to procure and implement necessary tools required for enabling the same.
- The primary site will be Mumbai and the DR site will be Bangalore. This supersedes the specification provided in form T-6.
- All components (hardware and software) at the secondary site should be an exact replica of the primary site.
- The DR switchover must be completed in a maximum of 4 hours.
- The replication between the Primary and Secondary sites should be possible in both directions.
- DR implementation as per regulatory compliance requirements.

5. BCP

The selected bidder must develop a **disaster recovery plan** for restoration of the system in the event of a disaster or major incident in line with the LIC’s DR Policy and BCP and regulatory requirements.

The Disaster Recovery (**DR**) **Plan should be tested** prior to the go-live as well as periodically verifying DR readiness in line with LIC’s policies and regulatory requirements.

Defined below is a non-exhaustive list of metrics that bidder must adhere to.

Category	Metric	Expectation
Service Availability (uptime)	Data Lake / Lakehouse (including data ingestion, data repositories, data processing, data governance)	99.5% (Monthly) – 3.65 hours Downtime per month
Uptime = Time since the system was	Master data services	99.99% (Monthly) – 4m 21s Downtime per month

Category	Metric	Expectation
deployed	Reporting and analytics solutions	99% (Monthly) – 7.31 hours Downtime per month
Disaster Recovery	RPO - Recovery Point Objective	Upto 30 mins
	RTO - Recovery Time Objective	Upto 4 hours

6. Performance

Projections are based on current estimations. These may need to be fulfilled earlier in case of faster-than-expected growth. In such a case, bidder must ensure they can scale the app / infra appropriately and in a timely manner. Each technology proposed by the bidder should sustain requirements as defined below for storage, processing, and delivering the outcomes.

Defined below is a non-exhaustive list of metrics that bidder must adhere to.

Category	Key Metrics	Requirements
System performance	Batch processing: Running data load batches	Ability to run at at least 200 batch jobs in parallel Batch job timelines within 120minutes
	Report load: Time to fully load a report on the front end (for all reports developed by the bidder)	High-priority and frequently used reports Less than 3 seconds
	API latency Time since the API layer receives a request and closes the response	-Internal API latency less than 100ms for 99.5%; -100ms to 200ms for 0.5%

7. Scalability

All components of the solution must be built to scale horizontally to handle changing workloads by adding additional compute without any noticeable degradation of performance or SLA breaches.

Dynamic adaption to workload changes should be done through elastic provisioning and de-provisioning of resources.

The solution should scale in a linear fashion and behave consistently with growth in data, number of concurrent users, etc.

8. Security Requirements

LIC requires the bidder’s proposed solution to conform with below mentioned security requirements to ensure best in class data and platform security protocols:

Table 13: Security Requirements

Criteria	Description
Application Security	<ul style="list-style-type: none"> Secure authentication and authorization (two-factor authentication, etc) Role based authorization for access to specific modules
Platform Security	<ul style="list-style-type: none"> Transport and Data encryption at all levels and integration layers. Security and audit logs corresponding to sessions to be maintained Adequate security scans as part of DevSecOps of all artifacts including containers and their orchestration layers
Data Security	<ul style="list-style-type: none"> Strong Data model allowing for isolation of sensitive Agent, customer personal and financial data. Data at rest – enterprise level secure access for Admins, encryption/tokenization of data depending on sensitivity and business needs. Data on the move – transport and payload encryption Data masking in case of specific data extracts pertaining to Agents and customers PII data. Suitable data classification and data loss prevention tools
VAPT (Vulnerability Assessment and Penetration Testing)	<ul style="list-style-type: none"> Support LIC teams in testing the security vulnerabilities, provide remediation and preventive actions. Proactive notification to LIC IT team about existing and potential issues/flaws The bidder must carry out Vulnerability Assessment and Penetration testing of Internet facing components every 6 months by a CERT-in empaneled / STQC certified vendor
Security Operations Center (SOC)	<ul style="list-style-type: none"> LIC currently has a SOC and SIEM for monitoring, detecting, analyzing and responding to cybersecurity incidents and threats. The bidder’s solution shall integrate with the existing SOC / SIEM at LIC.
Privilege Identity Management (PIM)	<ul style="list-style-type: none"> LIC currently has a PIM solution to managing and controlling access to privileged accounts. The bidder shall integrate with the existing PIM solution at LIC.
Server Security	<ul style="list-style-type: none"> These are anti-malware tools implemented at the server level. The bidder will need to harden the servers as per LIC’s requirements.
Network Security	<ul style="list-style-type: none"> The bidder shall re-use LIC existing network security components to

Criteria	Description
	meet security and compliance requirements as and when required. This will include tools such as: <ul style="list-style-type: none"> ○ Firewall, WAF, Anti-DDoS, etc ○ Data Loss Prevention (DLP) ○ Anti-Advanced Persistent Threat (Anti-APT) ○ Endpoint Detection and Response (EDR)

The bidder is responsible for the implementation of the security services needed in the platform both for developers to work securely and for the clients.

Example of these services include (but are not limited to):

- Certificates storage
- Integration with the LIC SIEM/SOC/NOC/Firewall.

The bidder must ensure that zero trust framework and zero incident policy is adhered to for all the security services provided.

9. Coding standards

All software code and scripts produced by the bidder must follow LIC coding standards. The bidder is expected to show case coding best practices and periodically review with LIC appointed committee. LIC team will do the code review as part of the sprints, wherein the bidder is expected to support throughout the review process.

Some of these best practices would include (but not be limited to):

- Dev IDE plugins to static code checks
- All code to have standardized logging practices automated using common libraries.

10. API Documentation Guidelines

For the APIs to be created, currently available, a centralized repository of API documentation including but not limited to signature, version, owners, how-to, etc. must be defined. This catalog needs to be centrally available to teams through a live portal (e.g., developer portal).

11. Expected impact for LIC

Through these standardized guidelines, LIC expects to have tangible business benefits, including but not limited to:

- Improved code and documentation quality.
- Increased efficiency in design, development, reviews, etc.
- Reduction in time taken to debug/fix issues.
- Ensure security posture as per LIC’s defined guidelines and industry best practices.

The selected bidder is expected to adhere to the target state KPIs defined by LIC, and ensure tracking and monitoring against these, and jointly debottleneck any roadblocks.

12. Cloud Guidelines

While the platform with all its components are expected to be Cloud-ready, the selected bidder needs to adhere to the guidelines defined by LIC regarding workloads (e.g., reports, analytical models, code, data, etc.) which can or cannot be migrated to public Cloud (when available and opted-in by the LIC).

The entire solution is currently expected to be implemented on-premise. As and when LIC desires, it should be possible to move the selected components seamlessly to public cloud and migrate the workloads back to on-premise data centers as required.

13. MLOps and Deployment practices

The solutions build, test, and deployment to follow fully automated MLOps and deployment pipelines.

13.1 Plan

13.1.1 Demand Management

Tools to enable the requirements gathering and business approval process that involves researching, documenting, and managing the project's exact requirements from start to finish.

LIC currently uses Jira to manage demand and requirement documents. The bidder is expected to leverage the existing EPM tool which is Jira (*additional licenses to be procured by the bidder based on project requirements*) for managing the requirements. The bidder may choose to explore deploying additional tools to enhance this capability further.

Further, the bidder shall deploy robust effort estimation techniques in agreement with LIC.

13.1.2 Backlog Management

Tools to enable the backlog management process through which product owners add, adjust, groom, and prioritize the backlog and provide a prioritized list of work for the development team.

The bidder is expected to leverage LIC's existing EPM tool which is Jira to manage the backlog for the development team.

13.1.3 Solution Architecture

Solution architecture design tools are needed to create architecture diagrams, process flows and designing the solution for guiding the development approach.

The bidder shall deploy and leverage modern solution architecture design tools to develop solution architecture artefacts that will need to be shared with the development team.

13.2 Build

The bidder is expected to take into the account the following:

1. Tools for Model development and version control. The tool should allow for model development and comparison across various languages (eg: Python, R, Tensorflow, etc) and allow integration with corresponding libraries.
2. Tools to enable iterative model development using suitable training and testing approaches. It should be possible to set suitable standards / rules that enable continuous testing and comparison of output to identify the best model.
3. Tool should incorporate suitable dataops to pull in data for model development. It should be possible to define standards and guidelines for data sampling and data masking / anonymization. The tool should be able to validate data schemas required by the models.
4. Tools to enable version control and registering of models and enable a repository of models. The tool should enable appropriate lifecycle management of the models.
5. Models should be containerized for ease of deployment and scalability.

13.3 Verify

Tools to automate continuous model testing.

1. Tools to automate continuous testing of models right from the build stage across deployed models.
2. At the time of build, rules to be set to identify the best performing model and readiness to deploy
3. Post deployment, testing to be done and rules applied to identify potential decay in performance.
4. It should be possible to set thresholds and configure alerts to be sent if the performance goes below the thresholds.

13.4 Package

1. Automated Build: Tools to automate the process to create and manage the executable packages of the model and related APIs / report outputs.
2. Artifacts Repository: Tools that provide a repository to store and manage the executable packages of code.

13.5 Release

1. Automated deployment: Tools and activities that include scheduling, orchestration, provisioning and deploying software including models and related data pipelines into production and targeted environment.
2. Configuration Management: Tools to automate the activities that include continuous testing post deployment.
3. Infrastructure as code: Integration with suitable tools (such as Terraform) to address infrastructure availability for deployment.

13.6 Operate

The bidder needs to ensure that key metrics are being monitored e.g., No. of transactions, service response, availability etc. An exhaustive list of key metrics to be monitored needs to be created by the bidder and LIC.

13.6.1 Log Aggregation

Log aggregation is the process of collecting, standardizing, and consolidating log data across models to facilitate streamlined log analysis.

The bidder is expected to bring expertise to implement log monitoring capabilities. The bidder is expected to generate an actionable report from log monitoring. The bidder shall ensure that masking / encryption / decryption for PII data is done during log aggregation.

The bidder should align and agree to a standard format and governance for logging (e.g., all requests must have trace ID, timestamp, etc.)

13.7 Additional Considerations

13.7.1 Environments:

1. Containerized environments for all services to allow for all environments.
2. Single click environment provisioning.
3. Performance and production environment setups including:
 - a) Connection with respective source system instances/interfaces
 - b) Single click deployments and rollback.
 - c) Data seeding and management automation as needed.

13.7.2 DB sharding as needed with auto-provisioned read replicas

13.7.3 Testing:

1. All test cases to be managed in Test Management tool (part of devsecops toolchain)

and updated post each run with results.

2. Performance testing (stress, spike, load, longevity)
3. Test data management for easy population and management of data across these environments

13.7.4 Monitoring/Alerting:

1. Reporting around environment utilization, releases, test execution status, etc.
2. Alerting/Monitoring around all services in integration environment onwards
3. P95 measurements (monitoring the 95 percentile latency)
4. Application monitoring showing uptime, total requests, success rate, failure rate, error rate, latency, response time, resource utilization. The bidder shall include in their proposed solution any other metrics that can aid in better monitoring and alerting.
5. Service traces to track end to end lineage and exception cases/journeys.

13.7.5 Infrastructure:

1. AAA (Authentication, Authorization & Accounting) DR / HA strategy
2. Dedicated VPC endpoint-based communication with all external systems

13.7.6 Security:

Container Security etc.

13.7.7 Access Control

Multi factor authentication, role-based access control and single sign on to be enabled to manage users and access to corresponding modules/services.

14. Governance

Meeting	Objective	Participants	Frequency
Tech Governance board	<ul style="list-style-type: none"> • Align on current progress, proposed architecture, and implementation approach. • Solve implementation roadblocks. • Supervise implementation of proposed architecture by the bidder. • Facilitate collaboration in key technical areas. 	<ul style="list-style-type: none"> • LIC Tech stakeholders • Key Bidder stakeholders • Stakeholders of existing vendors 	Bi-weekly

Meeting	Objective	Participants	Frequency
Tech & Business Steering Committee	<ul style="list-style-type: none"> Align strategic decisions and resolve potential roadblocks. Enable change management processes. 	<ul style="list-style-type: none"> LIC Business & Tech stakeholders Key Bidder stakeholders Stakeholders of existing vendors 	Monthly
Executive Board	Update on project progress and align on next steps.	<ul style="list-style-type: none"> LIC Tech and Business leaders Key representatives of Bidder and existing vendors 	Quarterly
Dispute Resolution Committee	<ul style="list-style-type: none"> Resolve any critical bottlenecks/grievances on the SLA terms and conditions 	<ul style="list-style-type: none"> LIC Tech and Business leaders, Key representatives of Bidder 	On-Demand

15. Compliance

It is imperative that the highest standards applicable are adhered to. In this context, the bidder will ensure that all solution components in this project are certified and follow the applicable standards. The following table depicts the minimum number of standards on which LIC intends to get certified on along with the timelines:

Table 14: Certifications

Area	Standard/Certification	Timelines
Security	ISO 27001	Within 6 months of Go-Live
BCP	ISO 22301 ITSM	Within 6 months of Go-Live

Table 15: STQC Audit requirements

Component	Testing & Audit to be conducted
Data Lake / Lakehouse and all its components including reporting and analytics	<ul style="list-style-type: none"> Functional Testing Performance Testing Security Testing
Hosting Infrastructure	<ul style="list-style-type: none"> System Architecture Review & Deployment Architecture Vulnerability Assessment Penetration Testing
Data	<ul style="list-style-type: none"> Audit of Data Security in Storage Audit of Data Security in Communication
Security Processes	<ul style="list-style-type: none"> Bidder to perform VAPT by CERT-in

Component	Testing & Audit to be conducted
	empaneled / STQC certified vendor <ul style="list-style-type: none"> • Remediation to be performed by bidder
Service Levels	<ul style="list-style-type: none"> • SLA audit

The Standard/Certification will be the latest version at the time of implementation. In case any standard/certification is withdrawn or replaced with a new standard/certification, the bidder must ensure that the new standard/certification is taken within defined timelines or within 6 months of the declaration of such change. The cost required for such certifications will be borne by LIC. The Cost relating to compliance with the above standards / certifications including documentation etc. will be the responsibility of LIC.

Apart from the above, the Bidder need to ensure compliance of the project with Government of India IT security guidelines and other guidelines/ notifications applicable to intermediaries/ e-commerce platforms including provisions of:

- a. Guidelines and advisories for information security by MeitY (Government of India) issued till the date of publishing of tender notice. Periodic changes in these guidelines during project duration need to be complied with.
- b. Guidelines published by UIDAI issued till the date of publishing of tender notice. Periodic changes in these guidelines during project duration need to be complied with.
- c. E-SAFE Guidelines for Information Security by MeitY (Government of India) issued till date of publishing of tender notice. till the date of publishing of tender notice. Periodic changes in these guidelines during project duration need to be complied with.
- d. E-Governance Standards for Preservation Information Documentation of e-Records by MeitY (Government of India) till the date of publishing of tender notice. Periodic changes in these guidelines during project duration need to be complied with.
- e. Framework and Guidelines for Use of Social Media for Government Organizations by MeitY (Government of India) till the date of publishing of tender notice. Periodic changes in these guidelines during project duration need to be complied with.
- f. Guidelines for Indian Government Websites by MeitY (Government of India) till the date of publishing of tender notice. Periodic changes in these guidelines during project duration need to be complied with.
- g. Electronic governance and cybercrime prevention guidelines as documented by the Information Technology Act, 2000 (Government of India)

- h. Framework and guidelines for processing and protection of digital personal data as published by the Digital Personal Data Protection Act, 2023 (Government of India).

LIC or its nominated agency have the right to conduct audits to ensure compliance of LIC setup to all relevant standards/ certifications. In such cases, bidder shall provide LIC or its nominated agency access to or a copy of any information, document, data, etc. promptly on a request made by LIC or its nominated agency.

In case of any additional standards / certifications apart from the above list, compliance timelines will be decided based on mutual agreement between LIC and bidder.

16. Change Control Procedure

16.1. Purpose and Objective

The purpose of the Change Control procedure is to control changes in the LIC System environment throughout the tenure of the Agreement.

1. To protect the LIC System environment from uncontrolled changes.

To minimize the occurrence of unintended effects during the implementation of necessary changes.

To avoid implementation of any changes which is not reviewed, approved, or analyzed.

To control the impact of changes and minimize the effect on effective as well as efficient service delivery.

Help address issues pertaining to:

- a. What is considered a change request?
- b. Need for a change request – _business case / justification
- c. What is the nature / type of change request?
- d. What is the possible impact due to change request?
- e. What is the effort estimation to execute the change request?
- f. Whether there is a requirement for additional payment to the MSP for the change?

16.1.1. What constitutes a Change Request?

Any internal stakeholder nominated by LIC (Originator) can submit the following types of issues to the change control system:

1. Requests for requirements changes (additions, deletions, modifications) to the Scope of work (including software)

Requests for enhancements in current production systems with functional requirements beyond the scope of this RFP and as defined during the business signoffs by the bidder, e.g., additional process steps to be introduced in a currently defined process flow

This change control process applies to baseline work products created or managed by the members of LIC project, including but not limited to:

1. Software that has been released to production
2. Requirements specifications for LIC project
3. Group procedures and processes
4. User roles and technical documentation

Baseline work products are work products which have been formally reviewed and approved by LIC and deviations/changes to the same can only be made via formal change control procedure – BRD document acts as a baselined work product w.r.t system design. Interim or temporary work products created during the course of the project are not considered as baseline work products.

Change control procedure shall be applicable to changes being requested after the completion of the Go-Live of the new platform as mentioned in the Section 3.6.4 of this RFP. The following categories of changes (indicative) shall not be considered as a change request and shall be exempted from the Change Control Procedure:

1. Any work arising in order to fix root causes behind Critical Service Levels or KPI defaults, as mentioned in Service Level Agreements – any software or hardware related changes for these should be done as per normal troubleshooting scope under O&M by bidder (e.g., any changes required to maintain the uptime of the Data Lake / Lakehouse platform and analytics and reporting solutions as defined in SLA)
2. Any software changes required due to problems/bugs in the developed software/ application/ hardware will not be considered as part of change control and will have to be completed by the bidder at no additional cost (even if it requires any enhancements/ customizations) (e.g., changes required to fix abnormal functioning of modules, incorrect values in reports / dashboards, etc due to software bugs)
3. Any activity pertaining to day-to- day operations & maintenance of LIC platform, masking of company name, label changes, external firewall upgrade, implementation of changes as per latest revenue policy such as re-configuring transaction charge limits & rules, etc.
4. Any changes undertaken by bidder on its own to improve processes and applications (e.g., any changes undertaken for simplification of business processes under bidder)
5. Any request pertaining to data assistance, system access, server access, etc. by LIC or any nominated authority on behalf of LIC from bidder, which doesn't require any modifications in the portal or back-end systems.

16.1.2. Institutional Framework for Change requests

Role	Description
Change Request Management Committee (CRMC)	<p>Members of Change Request Management Committee (CRMC) –</p> <ol style="list-style-type: none"> 1. Chairperson of CRMC (Nominated by LIC MD) 2. CDO 3. 3 Nominees (Member as nominated by LIC MD) 4. Bidder Representative <p>Roles and Responsibilities</p> <ol style="list-style-type: none"> 1. Authorized to evaluate final effort estimates and cost sheets submitted by bidder and recommendations from CDO/ nominated authority by LIC MD, and give approval for the same 2. Authorized to review, approve, and schedule all changes to the computing environment including software 3. Authorized to review and support in handling escalations if required - nominated authority by LIC MD
Change Request Approver	<ol style="list-style-type: none"> 1. ED (IT / Digital Transformation) will hold the authority to finally approve / reject the change request based on the recommendation of the CRMC 2. This decision to be considered final and binding on all parties involved
Change request application	The Originator submits a valid issue or change requirement with all necessary information, referred to as Change Request Application.
Change request	Once the reviewer approves the change request application submitted by the originator on whether it should be implemented or not, it would be regarded as a change request.
Originator	Any nominated person from LIC (basis role assigned) can be designated as originator by LIC. Originator shall submit a change request application, whenever required, via the change management portal. There can be multiple originators.
Reviewer	Any nominated person(s) from LIC (basis role assigned) who is responsible for the approval of change request application submitted by the originator on whether it should be implemented or not. There can be multiple reviewers.

16.1.3. Change Control procedure general Guidelines

1. Parties, while evaluating and finalizing the Change Request, shall consider the change in the context of the following parameter, namely whether the change is beyond the Scope of Services including ancillary and concomitant services required and as detailed in the sign-off version of all required documents. Change Request approval should include agreed SLAs.

1. Implementation status of all approved Change requests will be reported quarterly to LIC who will review progress and prioritize as needed. The bidder shall be required to implement any proposed changes once approved with effect from the date agreed for implementation.
2. The bidder may also submit any queries/clarifications that it may have with respect to the implementation of the Change requested. If the bidder fails to implement any approved CR within the prescribed time duration, appropriate SLA and Liquidated Damages will be levied on the bidder. The bidder must not deny the implementation of any Change requested by CRMC under any circumstances unless technical feasibility is in question. In all such matters, LIC's decision will be final and binding on all parties.
3. All Change requests shall be submitted with all required information duly filled by the bidder. If required, relevant authorities managing the Change Control Procedure (CRMC, other nominated authorities, etc.) may seek any additional information from the bidder at any stage of the process
4. The acceptance criteria for any such Change Request should be mentioned in the BRD and mutually agreed between LIC and bidder.
5. The bidder must take all necessary steps to implement the Change as per the project plan submitted without compromising on quality and performance standards. If LIC alters the requirement in between or post approval of BRD & efforts of bidder, then such delay, bidder will not be held responsible. If the bidder fails to comply with the acceptable standards & requirements of implementing the Change requested or denies implementation of the Change requested at any stage during the Agreement period, CRMC will have complete authority to get the Change implemented from any of the third-party/nominated government agency independently. In all such cases, the entire cost of Change implementation will be recovered completely from the bidder, along with applicable interest. Also, CRMC reserves the right to impose any other kind of deductions depending upon the gravity of impact on the Service Delivery due to non-implementation of the Change requested. In all such matters, the decision of CRMC will be final and binding on all parties.
6. If LIC provides additional changes/ new requirements for a change request under implementation, the changes will be considered a part of the same Change Request. Bidder shall update the BRD, and effort and cost estimates as per mutual agreement between LIC and bidder. The requirements for the required infrastructure to implement the change should be specified by the bidder so that CRMC can make necessary provisions.
7. In case any deficiency is identified in a change request implemented by bidder at a later stage, bidder shall rectify the deficiencies without any additional change request and cost to LIC.
8. In case it is identified at a later stage that multiple change requests have been raised

for the implementation of a particular change/ feature, LIC shall reserve the right to re-estimate costs and adjust any double payments made previously against the pay-out to bidder.

9. The resources working on approved change requests shall be separate from the resources that were deployed under the original Scope of Work as per this RFP. Bidder shall notify LIC about the details of the resources working on each change request. The deployment schedule of these resources shall be mutually aligned between LIC & the bidder. Any changes being implemented by the resources deployed under the original Scope of Work as per this RFP shall not be treated as change requests.

17. Transition and Knowledge Transfer Plan

17.1. Transfer of Assets

1. All relevant IT assets are to be procured under the ownership of LIC.
2. 6 (six) months prior to expiry or within 2 (two) weeks of notice of termination of the Agreement, the bidder shall deliver to LIC the Asset Register comprising:
 - a. a list of all Assets eligible for transfer to LIC; and
 - b. a list identifying all other Assets, (including human resources, skillset requirement and know-how), that are ineligible for transfer but which are essential to the delivery of the Services. The purpose of each component and the reason for ineligibility for transfer shall be included in the list.
 - c. Within 1 (one) month of receiving the Asset Register as described above, LIC shall notify bidder of the Assets it requires to be transferred, (the “Required Assets”), and LIC and bidder shall provide for the approval of LIC a draft plan for the Asset transfer.
3. In the event that the Required Assets are not located on LIC premises:
 - a. Bidder shall be responsible for the dismantling and packing of the Required Assets and to ensure their availability for collection by LIC or its authorised representative by the date agreed for this;
 - b. any charges levied by Bidder for the Required Assets not owned by LIC shall be fair and reasonable in relation to the condition of the Assets and the then fair market value; and
 - c. for the avoidance of doubt, LIC will not be responsible for the Assets.
4. Bidder warrants that the Required Assets and any components thereof transferred to LIC benefit from any remaining manufacturer’s warranty relating to the Required Assets at that time, always provided such warranties are transferable to a third party.

17.2. Transfer of Software Licenses

1. All licenses are to be procured in the name of LIC. 6 (six) months prior to expiry or within 2 (two) weeks of notice of termination of this Agreement, the Bidder shall deliver to LIC all licenses for Software used in the provision of Services which were purchased by LIC.
2. On notice of termination of this Agreement, the Bidder shall, within 2 (two) weeks of such notice, deliver to LIC details of all licenses for BIDDER Software and BIDDER Third Party Software used in the provision of the Services, including the terms of the software license agreements. For the avoidance of doubt, LIC shall be responsible for any costs incurred in the transfer of licenses from Bidder to LIC provided such costs shall be agreed in advance. Where transfer is not possible or not economically viable the Parties will discuss alternative licensing arrangements.
3. Within 1 (one) month of receiving the software license information as described above, LIC shall notify Bidder of the licenses it wishes to be transferred, and Bidder shall provide for the approval of LIC a draft plan for license transfer, covering novation of agreements with relevant software providers, as required. Where novation is not possible or not economically viable the Parties will discuss alternative licensing arrangements.

17.3. Transfer of Software

1. LIC shall be the owner of all OEM software and licenses shall be procured under the ownership of LIC. Any developed components by the bidder shall also be the IPR of LIC.
2. Wherein LIC is the owner of the software, 6 (six) months prior to expiry or within 2 (two) weeks of notice of termination of this Agreement, the Bidder shall deliver, or otherwise certify in writing that it has delivered, to LIC a full, accurate and up to date version of the Software including up to date versions and latest releases of, but not limited to:
 - a. Source Code / Models and associated documentation;
 - b. Data Lake / Lakehouse architecture documentation and diagrams;
 - c. Associated logical data models and data structures
 - d. release documentation for functional, technical and interface specifications;
 - e. a plan with allocated resources to handover code / models and design to new development and test teams (this should include architectural design and code 'walk-through');
 - f. Source Code and supporting documentation for testing framework tool and performance tool;

- g. test results for the latest full runs of the testing framework tool and performance tool on each environment; and

17.4. Transfer of Documentation

1. The bidder shall deliver to LIC a full, accurate and up-to date set of Documentation that relates to any element of the Services at the time of sign-off of every wave.
2. 6 (six) months prior to expiry or within 2 (two) weeks of notice of termination of this Agreement, the Bidder shall deliver to LIC a full, accurate and up-to date set of any remaining /modified/refreshed Documentation, wherever applicable that relates to any element of the Services

17.5. Transfer of Service Management Process

1. 6 (six) months prior to expiry or within 2 (two) weeks of notice of termination of this Agreement, the Bidder shall deliver to LIC:
 - a. A plan for the handover and continuous delivery of the Service Desk function and allocate the required resources;
 - b. Full and up to date, both historical and outstanding Service Desk ticket data including, but not limited to:
 - i. Incidents;
 - ii. Problems;
 - iii. Service Requests;
 - iv. Changes;
 - v. Service Level reporting data;
 - c. A list and topology of all tools and products associated with the provision of the Software and the Services;
 - d. Full content of software builds and server configuration details for software deployment and management; and
 - e. Monitoring software tools and configuration.

17.6. Transfer of Knowledge Base

1. Bidder will systematically transfer relevant knowledge to LIC over the period of operations. At the latest, 6 (six) months prior to expiry or within 2 (two) week of notice of termination of this Agreement, the Bidder shall deliver to LIC a full, accurate and up to date cut of content from the knowledge base (or equivalent) used to troubleshoot issues arising with the Services but shall not be required to provide information or material which Bidder may not disclose as a matter of law.

17.7. Transfer of Service Structure

2. 6 (six) months prior to expiry or within 2 (two) weeks' notice of termination of this Agreement, the Bidder shall deliver to LIC a full, accurate and up to date version of the following, as a minimum:
 - a. Archive of records including:
 - i. Questionnaire Packs;
 - ii. project plans and sign off;
 - iii. Acceptance Criteria; and
 - iv. Post Implementation Reviews.
 - b. Program plan of all work in progress currently accepted and those in progress;
 - c. Latest version of documentation set;
 - d. Source code (if appropriate) and all documentation to support the services build tool with any documentation for 'workarounds' that have taken place;
 - e. Source code, application and data architecture documentation/diagram and other documentation;
 - f. Source code, application and data architecture documentation/diagram and other documentation for helpdesk; and
 - g. Project plan and resource required to hand service structure capability over to the new team.

17.8. Transfer of Data

1. In the event of expiry or termination of this Agreement, the Bidder shall cease to use LIC's Data and, at the request of LIC, shall destroy all such copies of LIC's Data then in its possession to the extent specified by LIC.
2. Except where, pursuant to paragraph 14.1 above, LIC has instructed Service Provider to destroy such LIC's Data as is held and controlled by the Bidder, 1 (one) months prior to expiry or within 1 (one) month of termination of this Agreement, the Bidder shall deliver to LIC:
 - a) An inventory of LIC's Data held and controlled by Bidder, plus any other data required to support the Services; and/or
 - b) a draft plan for the transfer of LIC's Data held and controlled by the Bidder and any other available data to be transferred.

17.9. Transfer Support Activities

1. 6 (six) months prior to expiry or within 10 (ten) Working Days of issue of notice of termination, the Bidder shall assist LIC to develop a viable exit transition plan which

- shall contain details of the tasks and responsibilities required to enable the transition from the Services provided under this Agreement to or LIC, as the case may be.
2. The exit transition plan shall be in a format to be agreed with LIC and shall include, but not be limited to:
 - a) A timetable of events;
 - b) Resources;
 - c) Assumptions;
 - d) Activities;
 - e) Responsibilities; and
 - f) Risks.
 3. Bidder shall supply to LIC specific materials including but not limited to:
 - a) Change Request log;
 - b) Entire back-up history; and
 4. Dump of database contents including the Asset Register, problem management system and operating procedures. For the avoidance of doubt this shall not include proprietary software tools of Bidder which are used for project management purposes generally within the Bidder's business.
 5. Bidder shall supply to LIC proposals for the retention of Key Personnel for the duration of the transition period.
 6. On the date of expiry, the Bidder shall provide to LIC refreshed versions of the materials required under paragraph 3 above which shall reflect the position as at the date of expiry.
 7. Bidder shall provide to LIC within 14 (fourteen) Working Days of expiry or termination a full and complete copy of the Incident log book and all associated documentation recorded by the Bidder till the date of expiry or termination.
 8. Bidder shall provide for the approval of LIC a draft plan to transfer or complete work-in-progress at the date of expiry or termination.

17.10. Use of LIC Premises

1. Prior to expiry or on notice of termination of this Agreement, the Bidder shall provide for the approval of LIC a draft plan specifying the necessary steps to be taken by both Bidder and LIC to ensure that LIC's Premises are vacated by Bidder.
2. Unless otherwise agreed, the Bidder shall be responsible for all costs associated with Service Provider's vacation of LIC's Premises, removal of equipment and furnishings, redeployment of Bidder's Personnel, termination of arrangements with

Subcontractors and service contractors and restoration of LIC Premises to their original condition (subject to a reasonable allowance for wear and tear).

Other conditions:

The Bidder will provide services for implementation/rolling out/support/maintenance of proposed Solutions for a **minimum period of 5 years (1 Year warranty + 4 Years AMC/ATS) from the date of the first go-live of the solution**. LIC will provide SIGN-OFF certificate after complete implementation, LIC may further extend the contract, for another two terms of 1 year each, at the same rates (whichever applicable) and terms & conditions, provided services of the Bidder are found satisfactory. LIC reserves right to cancel the Contract at any time in case Solution fails to meet any of the requirements as mentioned in the RFP.

18. Other Terms and Penalties

Successful Bidder(s) will have to agree to SLA and penalty clauses as given below. It will form part of the contract.

1. The Bidder warrants that the Products supplied under the Contract are new, unused, of the most recent or current model and they incorporate all recent improvements in design and / or features. The Bidder further warrants that all the Products supplied under this Contract shall have no defect, arising from design or from any act of omission of the Bidder that may develop under normal use of the supplied Products in the conditions prevailing in India.
2. Warranty for Hardware Components: Onsite comprehensive warranty for all the hardware components including free replacement of spares, parts, kits as and when necessary will be 12 months from date of installation or 15 months from date of delivery, whichever is later.
3. On-site comprehensive warranty and AMC: The warranty and AMC would be on-site and comprehensive in nature and back-to-back support from the OEM. Bidder will warrant all the hardware and software against defects arising out of faulty design, materials, and media workmanship etc. for a specified warranty period. Bidder will provide support for operating systems and other preinstalled software components during the warranty period of the hardware on which this software & operating system will be installed. Bidder shall repair or replace worn out or defective parts including all plastic parts of the Equipment at his own cost including the cost of transport.
4. During the term of the Contract, Bidder will maintain the equipment in perfect working order and condition and for this purpose will provide the following repairs and maintenance services:
 - a) Free maintenance services during the period of warranty and AMC. Professionally qualified personnel who have expertise in the hardware and system software supplied by Bidder will provide these services.

- b) Bidder shall rectify any defects, faults and failures in the equipment and shall repair/replace worn out or defective parts of the equipment 24 x 7 x 365 basis on all days. In case any defects, faults and failures in the Equipment could not be repaired or rectified during the said period, the engineers of the Bidder are required to accomplish their duties beyond the said schedules in case of any situation if it warrants. In cases where unserviceable parts of the Equipment need replacement, the Bidder shall replace such parts, at no extra cost to LIC, with brand new parts or those equivalent to new parts in performance. For this purpose the Bidder shall keep sufficient stock of spares at its premises.
- c) The maximum response time for a maintenance complaint from the site of installation (i.e. time required for Bidder’s maintenance engineers to report to the installations after a request call / fax /e-mail is made or letter is written) shall not exceed 30 minutes.
- d) Bidder shall ensure that faults and failures intimated by LIC as above are set right within 2 hours of being informed of the same. In any case the Equipment should be made workable and available not later than the next day from the faults and failures intimated by LIC.
- e) Bidder shall ensure that the full configuration of the equipment is available to LIC in proper working condition viz. uptime as stated in Appendix C, section viii (5).
- f) For purpose of calculating penalty, uptime is calculated as under:

$$\text{Uptime (\%)} = \frac{(\text{Total hours during month} - \text{Sum of downtime hours during month})}{\text{Total hours during the month}} \times 100$$

Total hours during the month = No. of days in the month x 24 hours

- g) Penalties for SLA uptime shall be as under:

S. No.	Uptime Range	Penalty
1	Upto 0.1% below the target level for the month for any of the layers of the platform (as per “section viii (5) BCP” of appendix C	1% of operational quarterly invoice amount for every defaulting month
2	Upto 0.2% below the target level for the month for any of the layers of the platform (as per “section viii (5) BCP” of appendix C	2% of operational quarterly invoice amount for every defaulting month
3	Upto 0.3% below the target level for the month for any of	3% of operational quarterly invoice amount for every defaulting month

S. No.	Uptime Range	Penalty
	the layers of the platform (as per “section viii (5) BCP” of appendix C	
4	Upto 0.4% below the target level for the month for any of the layers of the platform (as per “section viii (5) BCP” of appendix C	4% of operational quarterly invoice amount for every defaulting month
5	Upto 0.5% below the target level for the month for any of the layers of the platform (as per “section viii (5) BCP” of appendix C	5% of operational quarterly invoice amount for every defaulting month

- h) Bidder shall ensure that the Mean Time between Failures (MTBF) (including any malfunctioning, breakdown or fault) in the Equipment or any part thereof, during Contract period, not more than four occasions in preceding 90 days, it shall be replaced by equivalent/ superior new Equipment or part thereof by Bidder immediately at free of cost during warranty and AMC period.
- i) Preventive maintenance: Bidder shall conduct preventive maintenance (including but not limited to inspection, testing, satisfactory execution of all diagnostics, cleaning and removal of dust and dirt from the interior and exterior of the Equipment, and necessary repair of the Equipment) once within first 15 days of the installation once within the first 15 days of every alternate month during the currency of the Contract on a day and time to be mutually agreed upon. Notwithstanding the foregoing Bidder recognizes LIC’s operational needs and agrees that LIC shall have the right to require Bidder to adjourn preventive maintenance from any scheduled time to a date and time not later than 15 working days thereafter.
- j) All engineering changes generally adopted hereafter by Bidder for Equipment similar to that covered by the Contract, shall be made to the Equipment at no cost to LIC.
- k) Qualified maintenance engineers totally familiar with the Equipment shall perform all repairs and maintenance service described herein.
- l) LIC shall maintain a register at its site in which, LIC’s operator/ supervisor shall record each event of failure and /of malfunction of the Equipment. Bidder’s engineer shall enter the details of the action taken in such register. Additionally every time a preventive or corrective maintenance is carried out, the Bidder’s engineer shall make, effect in duplicate, a field call report which shall be signed

by him and thereafter countersigned by LIC's official. The original of the field call report shall be handed over to LIC's official.

- m) The bidder shall provide replacement equipment if any equipment is out of the premises for repairs.
5. Any worn or defective parts withdrawn from the Equipment and replaced by Bidder shall become the property of Bidder and the parts replacing the withdrawn parts shall become the property of LIC. Notwithstanding anything contained contrary, if any hard disk or storage device is required to be replaced, the same shall not be handed over to bidder and same will continue to remain in possession of LIC
 6. Subject to the security requirement, Bidder's maintenance personnel shall, be given access to the Equipment when necessary, for purpose of performing the repair and maintenance services indicated in this RFP.
 7. If LIC desires to shift the Equipment to a new site and install it thereof, the Bidder shall be informed of the same. LIC shall bear the reasonable mutually agreed charges for such shifting and Bidder shall provide necessary arrangement to LIC in doing so. The terms of this RFP, after such shifting to the alternate site and reinstallation thereof would continue to apply and binding on Bidder.
 8. LIC shall arrange to maintain appropriate environmental conditions, such as those relating to space, temperature, power supply, dust within the acceptable limits required for Equipment similar to that covered by this RFP.
 9. If, in any month, Bidder does not fulfill the provisions of clauses 4 (b), (c), (d), (e) and (h) only the proportionate maintenance charges for that period during the month will be considered payable by LIC without prejudice to the right of LIC to terminate the contract. In such event Bidder was credited without deducting the proportionate maintenance charges for that month, LIC can deduct the same from future payments payable or Bidder shall refund the amount forthwith to LIC on demand by LIC.
10. Future additions of Hardware / Software:
- a) LIC would have the right to:
 - i. Shift supplied systems to an alternative site of its choice.
 - ii. Disconnect / connect / substitute peripherals such as printers, etc. or devices or any equipment / software acquired from another bidder.
 - iii. Expand the capacity / enhance the features / upgrade the hardware / software supplied, either from Bidder, or third party, or developed in- house.
- Provided such changes or attachments do not prevent proper maintenance, from being performed or unreasonably increase Bidder cost of performing repair and maintenance service.

- b) The warranty terms would not be considered as violated if any of 10(a) above takes place. Should there be a fault in the operations of the system, Bidder, would not unreasonably assume that the causes lie with that components / software not acquired from them.

Penalty for Non-Performance:

The availability of Data, Reporting and Analytics Solutions will form the basis of The Service Level Agreement. Any deviation from the standards as mentioned below will attract penalty.

18.1. Penalties for delay in GO-Live of solution:

In case bidder is not able to implement the proposed solution within stipulated period, a penalty of 0.5% of the total contract value of the relevant service (data lake / lakehouse / advanced analytics / reporting and dashboarding) will be levied for each week of delay from the timelines as defined in the signed agreement with the vendor subject to maximum 10% of applicable service (data lake / lakehouse / advanced analytics / reporting and dashboarding). If the delay is attributable to LIC’s side, no penalty will be levied, for that period.

18.2. Product delivery:

Sr No	Metrics	Threshold	Penalty
1	Percentage of milestones delivered on time	100% of milestones should be delivered by stated bidder deadline proposal	Delay of > 1 week – 0.5% of the milestone cost for each week till 4 weeks, beyond 4 weeks of delay – 1% of the milestone cost subject to overall penalty ceiling of 10% of the respective milestone.

18.3. Customer Support:

Sr No	Metrics	Threshold	Penalty
1	Setup of environments	Prod – 4 week(s) before deployment in Production Non-prod (DEV, UAT) – 2 week(s) before first deployment in environment	Delay of > 1 week – Rs. 5 Lakh for each environment
2	Generated tickets – action, resolution	Action: Severity P1: 0.5h Severity P2: 1h Severity P3: 8h	Non-resolution of tickets within threshold > 10% of total tickets in a month: Rs 5 Lakh per month

Sr No	Metrics	Threshold	Penalty
		Severity P4: 8h Resolution: Severity P1: 4h Severity P2: 8h Severity P3: 24h Severity P4: 40h	
3	% Average tickets resolved in a month	Severity P1: 100% Severity P2: 95% Severity P3: 90% Severity P4: 90%	Non-resolution of tickets within threshold > 10% of total tickets in a month: Rs 5 Lakh per month

18.4. Availability:

Sr No	Metrics	Threshold	Penalty for shortfall
1	Uptime of Non-Prod environments	Dev environment: 95% UAT environment: 95%	Rs. 5 Lakh per month
2	Uptime of the monitoring tools for Prod environments	99.99%	Rs 5 Lakh per month
3	RTO (Recovery Time Objective)	Up to 4 hours	Delay beyond 4 hours upto 10 hours: Rs 5 lakhs per hour Delay beyond 10 hours: Rs 10 Lakh per hour
4	RPO (Recovery Point Objective)	Up to 30 minutes	Delay beyond 30 mins upto 2 hours: Rs 5 lakhs per 30 mins Delay beyond 2 hours: Rs 10 Lakh per 30 mins

If the downtime is attributable to LIC's side, no penalty will be levied, for that period.

Recommended Bandwidth will be procured by LIC

18.5. Environment Setup:

Sr No	Metrics	Threshold	Penalty
1	Time to environment set-up	Milestone date	Delay of > 1 week – 0.5% of

Sr No	Metrics	Threshold	Penalty
	Prod, Non-Prod (Dev, UAT)		the milestone cost for each week till 4 weeks, beyond 4 weeks of delay – 1% of the milestone cost subject to overall penalty ceiling of 10% of the respective milestone.
2	Data lake / lakehouse, reporting and analytics tools setup (including ingestion, storage, processing, governance, MLOps, reporting and visualization tools, etc)	Milestone date	Delay of > 1 week – 0.5% of the milestone cost for each week till 4 weeks, beyond 4 weeks of delay – 1% of the milestone cost subject to overall penalty ceiling of 10% of the respective milestone.
3	Monitoring setup across environment Prod Non-Prod (Dev, UAT)	Milestone date	Delay of > 1 week – 0.5% of the milestone cost for each week till 4 weeks, beyond 4 weeks of delay – 1% of the milestone cost subject to overall penalty ceiling of 10% of the respective milestone.

18.6. Security and Compliance:

Sr No	Metrics	Threshold	Penalty for deviation/breach
1	Time to resolve vulnerabilities detected on code analysis	High severity: 4h Medium severity: 8h Low severity: 24h	Rs. 5 Lakh per instance per vulnerability
2	Level of compliance with regulatory/legal requirements	100% compliance with requirements (e.g., encryption, etc.)	Rs. 5 Lakh per instance

The penalty so calculated will either be adjusted with the payments or will be separately realized from the bidder.

SLA Monitoring Tool: Bidder should provide SLA Monitoring tool. The SLA Monitoring tool should be capable of providing all the SLA Reports and monitoring, as required in the RFP. It

should be capable of providing SLA measurement for all the components being delivered by the bidder.

19. Responsibility Matrix, Documentation and Training

19.1. Responsibility Matrix

The responsibility of different activities (indicative list and not exhaustive) anticipated for building the data, reporting and analytics solutions for LIC among the Bidder and LIC is as below:

Table 14: Responsibility Matrix

Sr.	Activity	Activity Owner
1	High Level and Low Level Design (HLD and LLD), User Stories (including detailed functional and non-functional requirements) and other documentation & manuals *	Bidder
2	Procure and provisioning of infrastructure hosted at LIC data center	Bidder
3	Databases and data platform tools	Bidder
4	Operating Systems	Bidder
5	Virtualization platform	Bidder
6	Providing and maintenance of Compute, Storage, Networking, Network & Platform security, IDAM, Other security solutions	Bidder
7	Implementation of proposed solutions & tools	Bidder
8	Integration of proposed solutions & tools with LIC's applications	Bidder
9	Training and handholding of hardware installation, housekeeping, and management	Bidder
10	UAT	LIC or LIC appointed agencies
11	Conformity/compliance in case of identification of any non-compliance identified by LIC during installation.	Bidder
12	Documentation for proposed solutions	Bidder
13	Management, Maintenance and support of all supplied hardware equipment(s) and software components	Bidder
14	Periodic patch, script, release etc. update of firmware, Operating System, Application Server, Webserver, Database, software for hardware management etc.	Bidder
15	Periodic audit including IS audit, security review & Cyber Security audit of the proposed infrastructure, Bidder to submit the report for the same at LIC desired interval	Bidder

Sr.	Activity	Activity Owner
16	Audit conformity/compliance	Bidder
17	SLA report generation and submission	Bidder
18	SLA dispute identification and resolution	Bidder
19	Supply, implementation, customization, parameterization, maintenance, management, and support	Bidder
20	Racks with PDUs for DC, DR	Bidder

* The bidder should have strong experience and know-how in hardware design of systems that are distributed, load balanced, need high performance computing and clustering.

19.2. Documentation

Following is the indicative list of documentation that the bidder should prepare, take LIC's sign-off and submit it as a deliverable:

1. Detailed project plan
2. User Stories (including detailed functional and non-functional requirements) with acceptance criteria and other design documents
3. Documentation of technical requirements
4. Documentation of architecture requirements
5. Mapping of Functionality and specifications document
6. Development of low level and high-level design documents
7. Documentation of testing plan, test cases, test scenarios, test scripts, gaps, bugs, fixes, etc. as a part of quality assurance
8. User training manuals
9. All documentation including technical, operations, like release notes, license terms, user manuals, training manual, technical manual, standard operating procedures, solution architecture and design, model designs, data dictionary and other necessary documents etc.
10. Quality Plan, Test Plan, Requirement traceability Matrix, Design Document, Report Design, Delivery Notes documents, etc.
11. System configuration documents
12. System/debugging/diagnostics documents
13. Test procedures.
14. Any level/version changes and/or clarification or corrections or modifications in the documentation should be supplied by the Bidder to LIC in timely manner.

15. The Bidder shall also provide the MIS reports as per requirements of LIC. Any level/version changes and/or clarification or corrections or modifications in the above-mentioned documentation should be supplied by the bidder to LIC, in timely manner.

19.3. Training

1. The bidder needs to provide free training and educational material for all items supplied to LIC staff on system/application administration, configuration, and entire operations of proposed solution.
2. Training must be provided in all functional areas and should be of sufficient duration-to the User’s satisfaction.
3. Bidder will be responsible to develop training reference material for all the functionality of the software. Training material should comprehensively cover all graphs, process flow, screen shots of actual system functionality etc.
4. All trainings must be conducted at LIC’s offices, unless with prior approval given by LIC. All training sessions must be conducted before production launch.

20. Platform Build Approach

The bidder is expected to build the solution as per requirements stated in this RFP. To that end, the scope of work for platform build includes below indicative list of activities with assigned responsibility matrix wherein R, A, C, I refer to Responsible, Accountable, Consulted and Informed respectively:

Table 15: RACI Matrix

Sr.No	Description	Selected Bidder	LIC appointed Project Management Consultant	LIC team
Requirements				
1	Create and update product backlog	C	R	A
2	Create user stories	C	R, A	C
3	Requirement prioritization	I, C	R	A
4	Sprint planning	R	A	C
5	Story point estimation	R, A	C	C
6	Create requirements traceability matrix	R, A	C	C
7	Document and publish technical artefacts across the program	R, A	C	C
8	Review and sign-off on the artefacts	C	R	A

Sr.No	Description	Selected Bidder	LIC appointed Project Management Consultant	LIC team
9	Create high level solution architecture, design principles, tech stack suggestions, integration model and approaches, delivery model including MLOps	R,A	C	C
10	Create & maintain high level & low level technical design documents through the program	R, A	C	C
11	Setup an architecture review committee for all technical architecture decisions	C	R	A
Data Lake / Lakehouse Setup				
12	DC, DR Rack space and power, cooling and site access.	C	R	A
13	Supply of licenses	R,A	C	C
14	Supply of Infrastructure	R,A	C	C
15	Setup of the Infrastructure	R,A	C	C
16	Software installation and Configuration	R,A	C	C
17	Testing of DC and DR components	R,A	R	C
18	DC- DR Bandwidth availability	C	C	R
19	Data Replication Testing	R,A	C	A
20	End to End Platform Testing with respective availability parameters	R,A	C	I
Data Lake / Lakehouse Development				
21	Create and enforce coding standards	R, A	A,C	C
22.a	Code build for existing core platforms and APIs for integration with data lake / lakehouse Platform	R,A	C	C
22.b	Platform and code build for in-scope data lake / lakehouse / data pipeline and integrations with external systems, third party services	R, A	C	C
23	Create automated test cases for unit testing	R, A	C	C
24	Conduct design and code review	R	R, A	C
25	Conduct stakeholder demos at end of	R, A	C	C

Sr.No	Description	Selected Bidder	LIC appointed Project Management Consultant	LIC team
	sprint			
26	Re-work solution and perform bug-fixes basis user-feedback as required at end of sprint	R, A	C	C
27	Source code scan and library scan for vulnerabilities and malware	R,A	C	C
28	Review code scan reports and provide sign-off	C	R	A
29	Develop all Test Plans related to Unit Testing, System Integration testing, end to end data pipeline testing and Performance Testing	R, A	C	C
30	Create Test Execution Entry and Exit Criteria Checklist	R	R	R,A
31	Setup code observability using open telemetry standards and create granular dashboards	R, A	C	C
32	Execute low load performance test for key use cases in each sprint	R, A	C	C
33	Perform Unit Testing	R, A	I	I
34	Review test reports, bug list and remediations	R, A	C	C
35	Update bi-directional traceability	R, A	C	C
System Integration Test				
36	Perform Integration Testing	R, A	C	C
37	Create and Load Test Data	R, A	C	C
38	Test Integration Scenarios	R, A	C	C
39	Document Integration Test Results	R, A	C	C
40	Test Regression Scenarios and run full regressions at the end of a major release	R, A	C	C
41	Update bi-directional traceability	R, A	C	C
42	Review and signoff Work Products/Deliverables	C	R	R,A
User Acceptance Test				

Sr.No	Description	Selected Bidder	LIC appointed Project Management Consultant	LIC team
43	Create UAT Scenarios/Test cases	R,C	R, A	C
44	Conduct UAT	C	R	R, A
45	Bug fixes during UAT	R, A	C	C
46	Document UAT Test Results	R, A	C	C
47	UAT sign-off from BU users	C	C	R, A
Performance/Load Test				
48	Create/Update Performance Test Scenarios	R, A	C	C
49	Conduct Performance Test	R, A	C	C
50	Validate Performance Test Results	C	R, A	C
Go Live/Deployment				
51	Develop go-live Approach	R, A	R,C	C
52	Create Pre and Post Implementation Checklist	R, A	R,C	C
53	Conduct Beta Testing	C	R	R, A
54	Readiness for End User Support – manuals, training, L1/L2/L3 support	R, A	C	C
55	Review and sign-off on materials	C	R	A
56	Create IT Operations Manual	R, A	C	C
57	Provide Post-Production IT Operations, Security Operations, network operations	R, A	C	C
58	Provide training and knowledge transfer	R, A	C	C
59	Create training contents and materials	R, A	C	C
60	Review and sign-off training and KT materials	C	R	A
61	Provide detailed walk through of source code and other technical artefacts	R, A	C	C
Application Support & Maintenance				
62	Compliance to SLA	R, A	I	I
63	Annual Technology Support (ATS (Hardware), AMC (OEM))	R, A	I	I

Sr.No	Description	Selected Bidder	LIC appointed Project Management Consultant	LIC team
64	Application Software Maintenance/AMS (All patches and upgrades from OEMs, version upgrades of the software/tool/application etc.)	R, A	I	I
Security				
65	Application Security (Authentication, Authorization, PIM, RASP,)	R,A	C	C
66	Network Security (WAF, Firewall, DDoS, IDS/IPS, APT, Threat Intelligence, etc)	C,I	C,I	R,A
67	Server and Container Security (Anti-malware, patch management, etc)	R,A	C	C
68	API Security (API Gateway)	R,A	C	C
69	Data Security (Strong Data model, encryption/tokenization of data, transport and payload encryption, Data masking)	R,A	C	C
70	Vulnerability Assessment and Penetration testing every 6 months	R,A	C	C
71	SOC & SIEM integration	R,A	C	C
72	Device Endpoint Security	C,I	I	R, A
73	Data Center Physical Security	I	I	R,A
Systems & Database Administration				
74	Administration, Configuration, Maintenance, Performance Tuning, Performance Monitoring, Observability, Troubleshooting, and fixing issues with Hardware Infra / Operating Environment/ Databases	R,A	C	C
75	Capacity management and planning	R,A	C	C
76	Clusters/Containers/Storage Management, Continuous monitoring	R,A	C	C
Compliance to Industry Standards				
77	Meeting the security standards or desired security aspects of all the ICT resources	R,A	C	C

Sr.No	Description	Selected Bidder	LIC appointed Project Management Consultant	LIC team
	as per LIC's IT/Information Security / Cyber Security Policy/BCP Policy			
78	VAPT Service using CERT-in empaneled and Remediation	R,A	C	I

21. List of Deliverables

The following list of key deliverables will be required to be provided by the bidder:

1. User stories and features specification (sprint-wise)
2. Detailed technical design (sprint-wise low-level design)
3. Effort estimates
4. Hardware as per specifications under Bill of Material.
5. Source Code for data ingestion, processing, model development and reporting
6. Back-end services and APIs
7. Testing and bug fixing support (SIT, UAT, Stress Test)
8. Quality gate reports (Defect metrics)
9. Deployment artefacts including but not limited to platform components, repositories, data models and schemas, analytical models, reports, data services / APIs
10. Deployment Support (Development, UAT, Prod)
11. 12 Months of warranty support
12. Documentation (FSD, TSD, MLOps, testing script, deployment doc, Release notes, User, admin, and operations guide)
13. VAPT and remediation (along with LIC VAPT team)
14. Transfer to operations (Runbooks)
15. Transfer knowledge (Coding, MLOps, deployment, operations)

Licenses: The bidder will obtain licenses for all tools required as part of this engagement and supply the same. There will be preference for open-source licenses with enterprise support options. For open-source licenses, the bidder must make provision for enterprise support.

Source code: IP of source code for all code custom developed for this solution will reside with LIC and the bidder will not own IP for such code. All licensed/open-source tools that are

provisioned by the bidder will be used by LIC in line with terms of the end user license agreement.

LIC will use Oversight Metrics to monitor the quality of the bidders performance and deliverables throughout the Contract. These metrics are:

1. Work meets defined acceptance criteria, described within a work inventory
2. Code is tested
3. Product is accessible for all users
4. Deployment is simple
5. Code and development processes are documented
6. Product is secure
7. Meets the standards in Acceptance Criteria
8. Code and artifacts are available to LIC

22. Product Support Requirements

22.1. Application Operations support

Dedicated support to manage the solution including integrations with internal and external systems. A monitoring tool to provide proactive alerts on anomalies in infrastructure, microservices and API integrations.

22.2. Support

1. Monday - Sunday | 24 X 7 IST
2. Bidder should ensure mutually agreed TAT/SLA for tickets as prescribed.
3. Data Lake / Lakehouse, data engineering (including data pipeline and governance), advanced analytics and reporting
 - a) 1 x L1 – resource 24x7 for each the components (Datalake / Lakehouse, Integration tool)
 - b) 1x L1 Resource for BI tool only on prime shift
 - c) L2 – 1 resource for each of these components Datalake / Lakehouse, Integration tool and BI tools) only on prime shift
 - d) 3 rosters – 8 hrs each

22.2.1. Proactive data, reporting and analytics solution monitoring (L1 support)

1. Shall monitor the health of data lake / lakehouse, analytics, reporting and master data services components and related integrations and proactively identify issues that may impact performance.

2. All monitored items are assigned alert levels, based on specific thresholds.
3. Shall proactively seek to remediate any issues before Failure.
4. Remediation shall be managed using Change control process.

22.2.2. Build management

1. Shall provide the appropriate process for new build requests and management of existing environment.
2. Process for provisioning for Naming conventions, patching schedules, Anti-malware, Backup and Monitoring requirements as well as maintenance window definitions, aligned to the automated maintenance plan appropriate to the workloads.

22.2.3. Anti-Malware/Anti-Virus Management

1. The bidder shall use the Anti-Malware solution provided by LIC and manage actively, monitor, and update anti-malware deployed across all managed Operating System Environments (OSE's). Managed Anti-Malware shall include:
 - a) Anti-Malware, Anti-Spyware
 - b) On Access & Weekly Scheduled scans
 - c) Status & Threat monitoring & reporting
 - d) Remediation of issues preventing the installation or performance of Anti-Virus
 - e) Email Alerts & Notification for Scan Reports and identified vulnerabilities.
 - f) Mobile platform upgrades in tune with OS upgrades & framework upgrades

22.2.4. Ticket Management

1. Bidder shall provide L1/L2/L3 support for any issues on the developed data platform across repositories, data ingestion, transformation, governance, consumption layers
2. The bidder shall ensure availability of the development team to resolve P1 issues.
3. SLA requirements are mentioned below:

Severity	Description	First response time	Resolution time	Frequency of Update	RCA time
P1 Critical	Extremely Critical – Preventing multiple customers from performing tasks critical to the normal operation of application	30 business minutes	4 business hours	Every 30 minutes	4 business hours
P2 High	Significant – Preventing Customer from performing tasks essential to the normal operation of application	1 business hours	8 business hours	Every 60 minutes	16 business hours
P3 Medium	Moderate – One of the functions is disrupted or impaired, with little or no impact on application	8 business hours	24 business hours	Every 4 hours	48 business hours
P4 Low	Negligible – Incident of a non-critical nature	8 business hours	40 business hours	Every day	60 business hours

Appendix D: Regulatory Reports

Sr No.	Periodicity	Name of Statement
1	Weekly	Enrollment of PMJJBY Schemes
2	Monthly	New Business Statements
3	Monthly	NB Premium Fund Based Products
4	Monthly	Report o Unclaimed Amounts
5	Monthly	Monthly Statement of PMJJBY Claims Data (State-wise)
6	Monthly	Monthly Statement of PMJJBY Enrollment (Statewise)
7	Monthly	Monthly Statement of PMJJBY Enrollment (Bank wise)
8	Monthly	Statement of Grievance Disposals
9	Monthly	Submission of Monthly statement on CKYC
10	Monthly	Monthly BAP
11	Monthly	March Monthly BAP (Audited)
12	Monthly	New Business Figures (First Year Premium) – Individual
13	Monthly	New Business – First Premium Figures – Individual
14	Monthly	New Business Figures (First Year Premium) – Group
15	Monthly	Renewal – Individual Business Figures
16	Monthly	Renewal – Group Business Figures
17	Quarterly	Quarterly Report of Complaints/Grievances against MI Agents
18	Quarterly	Statement of top 10 Productwise mis-selling complaints for the Quarter ending----
19	Quarterly	Statement of mis-selling complaints of top 10 Intermediaries for the Quarter ending----
20	Quarterly	Certificate of confirmation (to be submitted to Audit Department, C.O.)
21	Quarterly	Root cause Analysis (RCA) of Grievances (IGMS Form B - Policy Servicing)
22	Quarterly	Root cause Analysis (RCA) of Grievances (IGMS Form B - Survival Claims)
23	Quarterly	Root cause Analysis (RCA) of Grievances (IGMS Form B - Proposal Processing)
24	Quarterly	Root cause Analysis (RCA) of Grievances (IGMS Form B - Death Claims)
25	Quarterly	Root cause Analysis (RCA) of Grievances (IGMS Form B - Unfair Business Practices)

Sr No.	Periodicity	Name of Statement
26	Quarterly	Quarterly Information required for Quarterly Progress Report Statement
27	Quarterly	Health Insurance Regulatory Return - HIR 8
28	Quarterly	Issuance of e-Insurance Policies
29	Quarterly	Quarterly BAP for March Quarter (Provisional)
30	Quarterly	Quarterly BAP for March Quarter (Audited)
31	Quarterly	Agency Statistics
32	Quarterly	Agency Statistics – Slab Wise
33	Quarterly	Agency Statistics – Statewise
34	Quarterly	Premium Awaited Policies (For the quarter)
35	Quarterly	New Business Data – Channelwise
36	Quarterly	New Business Data – Statewise - Group
37	Quarterly	New Business Data - Statewise - Individual
38	Quarterly	Claims Data on Social Security Schemes
39	Quarterly	Group New Business Category Wise Data
40	Quarterly	Data for surrenders, partial withdrawals, switches and top ups.
41	Quarterly	Details of New Business Data for MI – Channel Wise
42	Quarterly	Details of New Business Data for MI – State Wise
43	Quarterly	Survival/Periodic Benefits and Maturity Benefits (Individual) - Aging of Claims
44	Quarterly	Survival/Periodic Benefits and Maturity Benefits (Individual) - Claims Movement
45	Quarterly	Death Claims (Individual) - Ageing of Claims
46	Quarterly	Death Claims (Individual) - Claims Movement
47	Quarterly	Death Claims, Maturity and Scheme Level Surrenders (Group) - Scheme Level Surrenders
48	Quarterly	Death Claims, Maturity and Scheme Level Surrenders (Group) - Claims of Movement
49	Quarterly	Death Claims, Maturity and Scheme Level Surrenders (Group) - Ageing of Claims
50	Quarterly	Rider Claims Data - Claims Movement
51	Quarterly	Rider Claims Data - Aging of Claims
52	Quarterly	Statewise Death Claims Movement Form
53	Quarterly	Statewise Benefits Paid Movement Form
54	Quarterly	MI Claims movement Form- Death Claims - Ageing of Claims

Sr No.	Periodicity	Name of Statement
55	Quarterly	MI Claims movement Form- Death Claims - Claims Movement
56	Quarterly	MI Claims movement Form- Maturity - Ageing of Claims
57	Quarterly	MI Claims movement Form – Maturity - Claims Movement
58	Quarterly	Penal Interest Paid – Claims and Benefits
59	Quarterly	Death Occurrences – Policy Duration Wise
60	Quarterly	Health Claims (Individual) - Aging of Claims
61	Quarterly	Health Claims (Individual) Claims Movement
62	Quarterly	Health Claims (Group) - Claims Movement
63	Quarterly	Health Claims (Group) - Aging of Claims
64	Quarterly	FreeLook and Cheque Dishonor Data
65	Quarterly	Repudiated / Rejected Claims Data
66	Quarterly	Details of Business procured through distance mediums
67	Quarterly	Details of New Business Data for MI - Channel wise
68	Quarterly	Details of New Business Data for MI - Statewise
69	Quarterly	List of MI Products
70	Half- Yearly	Unclaimed amount statement
71	Half- Yearly	Health Insurance Regulatory Return upto the period (HY 2) - HIR - 18
72	Half- Yearly	Health Insurance Regulatory Return upto the period (HY 2) - HIR - 19
73	Yearly	Yearly Return No of Offices
74	Yearly	BAP Yearly Life Return
75	Yearly	BAP Yearly Outsourcing Return
76	Yearly	New Business Data – Product & Channelwise
77	Yearly	Business Data on Social Security Schemes
78	Yearly	Income wise Classification of Insurance Buyers – State Wise
79	Yearly	Fraud Monitoring Report
80	Yearly	Expenses of Mangement (EOM)
81	Yearly	Issuance of e-Insurance Policies
82	Yearly	Regulatory Health Insurance Yearly Return - HIR - 8 (a,b,c,d) - Details of product-wise settlement of claims through TPA & in house settlement

Sr No.	Periodicity	Name of Statement
83	Yearly	Regulatory Health Insurance Yearly Return HIR - 9a - Product-wise claims performance and aging
84	Yearly	Regulatory Health Insurance Yearly Return- HIR_10 (a,b,c,d) - Details of State-wise claims paid by mode of settlement of claims
85	Yearly	Regulatory Health Insurance Yearly Return - HIR_11a - State-wise channel-wise details of claims paid
86	Yearly	Annual Certificate of KMP
87	Yearly	Certificate of Unclaimed amt transferred to SCWF to be signed by CCO & CEO
88	Yearly	Filing of Board Approved Policy-Payment of Commission, remuneration and reward
89	Yearly	Payment of Commission, Remuneration and reward - Schedule V
90	Yearly	Product performance data - annual submission
91	Yearly	F&A (Life) BAP Adhoc Returns - Appointment of Statutory Auditors -
92	Yearly	Appointment of Statutory Auditors - Once in a year
93	Yearly	Certificate of Practice as Appointed Actuary
94	Yearly	Annual Business Plan
95	Yearly	Yearly Statement of Analysis of complaints - Form No.1 - Complaints Registered with Insurer during the year & Complaints Registered with IGMS in IRDAI during the year
96	Yearly	Yearly Statement of Analysis of complaints - Form No.2 - Yearly Statement on Movement of Complaints
97	Yearly	Yearly Statement of Analysis of complaints - Form No.3 - Yearly Statement on Movement of Complaints
98	Yearly	Yearly Statement of Analysis of complaints - Form No.4 - Cause wise Analysis & Resolution Details of the complaints for the Life Insurance Companies
99	Yearly	Yearly Statement of Analysis of complaints - Form No.7 - Status of Complaints Received through Ministry, PSs, DARPG Portal & PMO (Priority Complaints)
100	Yearly	Filing of Annual Statistics of Places of Business within India
101	Yearly	Unclaimed Amounts of Policyholders for more than 10 years transferred to SCWF

Sr No.	Periodicity	Name of Statement
102	Yearly	Health Insurance Regulatory Return - HIR 14
103	Yearly	Health Insurance Regulatory Return - HIR 15
104	Yearly	Health Insurance Regulatory Return - HIR 16
105	Yearly	Health Insurance Regulatory Return - HIR 17
106	Yearly	Health Insurance Regulatory Return - HIR 19
107	Yearly	NB Channelwise
108	Yearly	NB Statewise
109	Yearly	Micro Insurance
110	Yearly	List of MI Products
111	Yearly	Death Claim statistics
112	Yearly	Detail of Death Claim (Duration wise)
113	Yearly	Death Claim under Micro Insurance
114	Yearly	Detail of Mi-Death Claim Settled
115	Yearly	Benefits Paid Individual
116	Yearly	Benefits Paid Group
117	Yearly	Agency Org Statistics
118	Yearly	Agency Org Statistics- Statewise
119	Yearly	Individual Agents - Statewise
120	Yearly	Business on women lives
121	Yearly	INSP -Renewal Business - Including Rural &Social
122	Yearly	GNSP- Renewal
123	Yearly	Yearly Outsourcing Return
124	Yearly	Yearly Life Operational Return