



भारतीय जीवन बीमा निगम
LIFE INSURANCE CORPORATION OF INDIA

Central Office, CRM Department, 5th floor, Link, "Yogakshema", Jeevan Bima Marg, Mumbai – 400021

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Ref: LIC/CO/CRM/CCS/RFP/2017-18

Date: 31/10/2017

RE: RFP "Request for Proposal for availing Call Center Services"

This is with reference to the RFP release by Life Insurance Corporation of India on 4th October, 2017 captioned above. Corrections and further modifications to this RFP are given below. Bidders to note that these modifications shall form an integral part of the above referred RFP.

CORRIGENDUM:

S No	Clause Ref:		Clause mentioned in RFP	Clause Modified as
	Page	Clause		
1.	11 & 30	1.15 & 6.1.4.2	Last date and Time for Bid Submission – Friday, 27/10/27 latest by 3.00 pm	Last date extended to : Wednesday, 15/11/2017 by 3.00 pm
2.	11	1.15	Eligibility & Technical bid opening date/time - 27/10/2017 at 3.15 pm	Bid opening date/time - 15/11/2017 by 3.30 pm
3.	30	4.1	Bidder must be providing in-bound customer care Call Centre services on insurance and banking operations in India as on the date of release of RFP and award of contract (Self Certification required).	Bidder must be providing in-bound customer care Call Centre services on insurance or banking operations or any PSU / Central or State Government Organizations in India as on the date of release of RFP and award of contract (Self Certification required).
4.	13	2.2.1	The links for connecting LIC's Data Centre site with bidders proposed Call Centre is to be procured by the bidder and maintain the links by ensuring 99.99% monthly UP time.	The links for connecting LIC's Data Centre site with bidders proposed Call Centre is to be procured by the bidder and maintain the links by ensuring 99% monthly UP time.
5.	26	2.5.3.5	Occupancy : Compliance 85%	May be relaxed to 75%
6.	54	Annex.A -II, Point 12	Details of Bidder's insurance clients with total business of Rs.100 Crore, and providing in-bound customer care services.	Details of Bidder's insurance/ Bank/Financial Institution clients providing in-bound customer care services
7.	83	Annex.- D; BG format; Para 3	This Bank Guarantee will be valid for a period up to _____ (for a period of 72 months from the date of submission)	This Bank Guarantee will be valid for a period up to _____ (for a period of 12 months from the date of submission)

Executive Director.