

TECHNICAL SCORING CRITERIA - ANNEXURE

RFP for providing Chatbot as a Service
Ref: LIC/CO/ITSD/PORTAL/2022-23/CB-RFP

Date: 24.06.2022

#	Criteria	Documents to be Submitted	Bidder's Response
1.	Bidder's Experience (Completed Years as on date of RFP)	PO/Completion Certificate dated earlier to 24.06.2019 to confirm the 3 years' experience.	
2.	Bidders' Active Clients as on date of RFP	PO or Work order or Invoice Letter or Email Communication or declaration with supporting document to satisfaction of LIC.	
3.	Chatbot Transactional Capabilities in Deployed Clients (i) Insurance Quote (ii) Online Premium Payment (iii) Buy Policy-Customer On-boarding (iv) Service Requests (v) Insurance Advisor Assisted Conversation	Active Clients References. Successful demonstrated use case at Active Client Reference or Product Feature publicly available.	
4.	Proof of Concept (Technical Demonstration)	N/a	

(Sign of the Authorized Signatory of the Bidder)
(Name)
(Place and Date)

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Client References Submission Format	
a	General Information
i	Name of the Project
ii	Client for which the project was executed
iii	Name and contact details of the client
b	Project Details
i	Description of the Project
ii	Brief Scope of Services
c	Other Details
i	Total Cost of the Project
ii	Duration of the Project (no. of months, start date, completion date, current status)
d	Other Relevant Information
i	Letter from the Client to indicate the successful completion of the Projects
ii	Copy of Work/purchase Order
iii	Public URL of the Solution