



**REQUEST FOR PROPOSAL  
FOR  
Procurement of Web-based Mail Services**

**(Participation in this Bid will imply that the Bidder has accepted all the terms  
and conditions of this Bid document)**

Life Insurance Corporation of India

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<b>Activity SCHEDULE</b>		
	<b>Activity</b>	<b>Details</b>
1.	Release of RFP	08.10.2010
2.	Bid Price	Rs. 1,000/- by way of Demand Draft drawn on any nationalized Bank/scheduled bank, in favour of "Life Insurance Corporation of India", payable at Mumbai.
3	Address for Receipt/submission of Bid document fees and EMD	The Executive Director(IT/BPR), LIC OF INDIA, CENTRAL OFFICE-IT DEPT, 3rd Floor, Jeevan Seva Annexe building, SV Road, Santacruz (W), Mumbai - 400 054 Fax: 022 - 22851915.
4.	Bid Submission	BIDS TO BE SUBMITTED IN TWO DIFFERENT ENVELOPES MARKED AS : <u>Envelope-1:</u> "TECHNICAL BID for Procurement of Web-based Mail Services for LIC". <u>Envelope-2:</u> "COMMERCIAL BID for Procurement of Web-based Mail Services for LIC". These TWO envelopes should be placed in another envelope with the superscription "BID for Procurement of Web-based Mail Services for LIC".
5.	Pre-Bid Meeting	15 <sup>th</sup> October 2010, 1.30 PM at the address given in point (3) above.
6.	Last date & time of submission	29 <sup>th</sup> October 2010, 1:30 PM
7.	Technical bid opening date, time and venue	Date : 29 <sup>th</sup> October 2010, Time : 4:30 PM Address: LIC OF INDIA, CENTRAL OFFICE-IT DEPT, 3rd Floor, Jeevan Seva Annexe building, SV Road, Santacruz (W), Mumbai - 400 054.
8.	Commercial bid opening date, time & venue	Will be intimated to the Technically qualified Bidders at a later date.
9.	Contact Details	Email ID: <a href="mailto:webmailbid@licindia.com">webmailbid@licindia.com</a>
10.	Official Website(URL)	<a href="http://www.licindia.in">http://www.licindia.in</a>
<b><i><u>The Schedule is subject to change. Notice in writing of any changes will be provided wherever feasible.</u></i></b>		

**1. INTRODUCTION:**

Life Insurance Corporation of India (hereinafter referred to as the Corporation or LIC) is a major public sector enterprise having its Central Office at Mumbai and is the largest life insurer in India. LIC has been a pioneer in using information technology in enhancing the service experience of its customers. LIC intends to issue this bid document, hereinafter called Request for Proposal or RFP, to the bidders to bid for the **Procurement of Web-based Mail Services.**

**2. Geographical Spread of LIC:**

- Corporate Office: Mumbai
- Zonal Offices: 8 (Bhopal, Kolkata, Chennai, Hyderabad, Kanpur, Delhi, Mumbai, Patna)
- Zonal training Centres: 8 (Bhopal, Kolkata, Chennai, Hyderabad, Agra, Delhi, Pune and Jamshedpur)
- Management Development Centre: 1
- Divisional Offices: 111
- Pension & Group Superannuation offices: 72
- Branch Offices: More than 3000 branches/satellite offices all over the country

As on date, all offices of LIC are networked using leased lines, MPLS etc.

**3. OBJECTIVE:**

Being the largest insurer in India, LIC has always kept pace with time and technology. LIC has been a forerunner in adopting new technologies, seizing new initiatives and deploying the same across the country in order to provide a standardized service to all its customers. Today LIC customers can pay their premium in any of the branches which are connected through network. We reach out to our customers through IVRS, Call Centres, Information Kiosks and our Website. Our customers can pay their premiums through various means. LIC has been exploring all the avenues that technology offers to provide the best of services to its valued customers.

The main objectives of the RFP are:

- Procurement of web-based mail services from multiple vendors (as per business need) in phased manner for various LIC offices/depts./units.
- 24 \* 7 basis of help desk support with pro-active monitoring, guidance and support about the health of the services
- Provide a single window service for web based mail users.

**Scope of Work and Technical Environment**

LIC is presently having Microsoft Exchange 2007 based Corporate Mail Service for its employees.

The high-level system requirements derived from the business requirements are as follows:

<b>Infrastructure</b>
The Bidder should have completely cloud based solution with no Hardware /equipments/Software to be installed /configured at the LIC Premises. Proposed solution should save CAPEX - hardware, software and update costs
Should have multiple Data Centers
Multiple Servers with Load Balancer
Proposed solution should have minimum of 8000 IPs and hence this service should be accessed from any location which has Internet connectivity
Proposed solution should ensure better delivery of emails to final destination
Bidder's Relay setup should allow maximum size of email to be 10 MB.
Proposed solution should support hassle free delivery of 5,00,000 mails / hour
<b>Access to the tool</b>
Client should have access to the emailing tool and all its feature through GUI based Wizard Driven Configuration (Customised Look & Feel , Graphical Representation, Online / Onscreen help features, Auto scaling graph etc.)
Multiple user id for access
<b>Delivery and Reputation Management</b>
Managing delivery in inbox and avoiding Spam filters
Managing reputation of Client Email id & associated IPs
Regular Return Path Analysis and Blacklist monitoring reports
FBL (Feed Back Loop) Association with major ISPs
Proposed solution should provide necessary Email security
Proposed solution should reduce risk and increase compliance with statutory requirements
Proposed solution should get proactive defense against dynamic and evolving threats to the setup with continuous security updates
Email virus checking should be enabled on the Bidder's Relay setup and control the outward spreading of virus from the customer's premise thus protecting their reputation
Proposed Setup should retry delivering queued emails to destination domain and should support Queuing of emails until they are delivered to destination
<b>Campaign Management</b>
Copying existing Campaign
Option of serialized Campaign
<b>Setup</b>
Multiple Dedicated IPs per Client
IP Segmentation based on mailbox used or email address used for sending the mailer
DKIM & SPF settings
<b>Mailing</b>
Copying existing Mailers
Multiple Lists selection

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List Suppression Option
Domain Blocking Option
Dynamic Mailing
1. Mailing only to recipients meeting certain criteria depending on field values
2. Mailing customized contents (including hyperlinks) based on certain criteria depending on field values
Content
1. Customized From and Reply to field
2. Multiple Header, Footer creation options
3. Content Editing using HTML
4. Option for uploading content from a file
5. Sending Attachments
6. Dynamic Content
a. Personalised Mailing content (capturing information from database in content)
b. Passing of variables (mail merge in hyperlinks)
c. Survey/feedback option in emailing body
Test mail option for approval
Preview of mail before sending
Preview of mail in various browsers and ISP mailboxes
Scheduling mail to later date and time
Mailing to a specific count of email addresses
<b>Reply Management</b>
Automated unsubscription/Bounce/Opt-out Management
Automated unsubscription on FBL
<b>Database Management</b>
Data Fields Management
1. Multiple Fields Attached to each email IDs
2. Customized Field Creation
3. Viewing and editing of Data Status (Bounce/unsubscribe/opt-out)
4. Updating of records and fields while importing the data
List management
1. Multiple list creation by uploading the data
2. Importing data from CSV format
3. Importing, viewing, editing and exporting all the fields of data.
4. Exporting data from lists to CSV
5. Merging or deduplication of different lists
6. Automated list updating using API
7. Bounce, unsubscription, opt-out filtration
8. Categorising various lists in different groups
<b>Survey and Feedback Management</b>
<b>Reports and Analysis</b>
Delivery and Open Report
1. Delivered Number
2. Open Number
3. Unique Open Number
4. Bounce, unsubscription, opt-out Report
Detailed click through Report
For each url:

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1. Total clicks 2. Unique clicks
Visual Click Through Report
Option for downloading all the email address related to each report
Online access to all the reports post mailing
Downloading Options for all the Reports
Reports Export 1. In CSV format 2. Using URL / APIs
<b>Event Based Triggered Mailing</b>
Automatic mailing based on certain trigger using APIs
<b>Support</b>
Proposed solution should have Operation management of the Mail Security infrastructure on a 24 x 7 x 365 basis (Online/Offline) which includes systems monitoring, fault management, backup, patch management, capacity planning, support etc.
Proposed solution should support 24 x 7 phone/email fault reporting by designated customer administrator supported with escalation to principle vendors
Regular sessions for discussing the improvement in mailing performance
Proposed solution should have planned system maintenance for service upgrade, system tuning, security patch application, etc. and provide instructions and guidance to customer on connectivity to the Bidder's Relay setup
<b>Privacy &amp; Security</b>
Privacy Policy
NDA / SLA
Secured HTTP access

- Self healing network & easier Troubleshooting.
- Separate Centralized pro-active monitoring and management of the services should be provided with regards to achieve 99.99 % uptime at any point of time.
- The proposed system should have adequate checks and controls to limit the access for administrative controls to authorized personnel only.
- The new system should be available 24\*7. It should be secure and dependable. The integrity of the data being transferred must be maintained from end to end.
- The proposed services should be available at least 99.99 % of the time excluding planned downtimes.
- The Bidder should use state of the art technology available in the market. The solution should have clear technology vision and roadmap extending into the future.

**Minimum Eligibility Criteria for bidders**

- 1) The bidder should be:  
A registered corporate in India, registered under the Companies act 1956 and should be registered under C. S. T. and/or have the sales tax registration in the state where the company has a registered office. The bidder should submit the valid sales tax/VAT registration certificate and Service Tax registration certificate.  
OR  
A company/statutory body owned by Central/State Govt.  
OR  
A registered corporate or a registered corporate telecom service provider Company.
- 2) The bidder should have at least 3 years of experience in supporting/providing web-based mail services.
- 3) The bidder must have provided web-based mail services for at least 5 clients in India, with at least 2 order values greater than Rs. 5 lac.
- 4) The Bidder should have necessary license for providing web-based mail services which should be currently valid.
- 5) The Bidder should be capable of providing browser based tool for various MIS on Real Time, Hourly, Daily and Weekly basis etc. The MIS should be customizable.
- 6) The Bidder should have support center at Mumbai.
- 7) The Bidder must have had a minimum turnover of Rs. 5 Crore in each of the last three financial years (2007-2008, 2008-2009 and 2009-2010) and should also have made profit (before tax) in any of these three years from their mailing business. Self attested & authenticated copies of audited Balance sheet and Profit and Loss account to be attached.
- 8) The bidder so selected should have the proven capability to perform the entire scope of the assignment without outsourcing the same to any third party.
- 9) The bidder should have own customer support centre and provide facility for trouble ticketing/call logging.
- 10) The Bidder should submit a Non-disclosure & Confidentiality Agreement as per RFP terms and conditions (along with clarifications and modifications, if any) immediately after the receipt of purchase order.
- 11) The bidder should submit a forwarding letter agreeing unconditionally to all the terms and conditions (along with clarifications and modifications, if any) of this bid document in the Technical Bid document.

**BID TERMS AND CONDITIONS****A. Definitions:**

In this Tender document, the following terms shall be interpreted as indicated:

- i. The term "Bid" will mean this tender document.
- ii. The term "Contract" means the agreement entered into between the Corporation and the selected bidder in response to this tender, subsequent modification/ clarification, any such or all attachment(s)/annexure(s) thereto and all documents incorporated by reference(s) therein. The contract also covers the terms & conditions and other points mentioned in the tender forms including the accepted deviations (if any).
- iii. The term 'Bidder' means the firm or the company participating in this tender.
- iv. The term "Contract Value" means the price payable to the selected Bidder under the contract for full and proper performance of its contractual obligations.
- v. The term "Order/PO" means the Purchase Order issued in favour of the selected Bidder.
- vi. The term "Service" means implementation of all Hardware and Software, testing, maintenance, and such obligations of the bidder as required in this bid.
- vii. The term "Acceptance of Tender" means the letter/fax/e-mail or any memorandum communicating to the Bidder about the acceptance of his tender.
- viii. The term "Principal" in this tender means OEM of various products.
- ix. 'Successful bidder' or 'L1 bidder' means the bidder who is found to be the L1 (lowest) bidder after the evaluation of commercial bids.

**B. TERMS AND CONDITIONS:**

- i. The Bidder shall bear all costs associated with the preparation and submission of its bid and the Corporation, will in no way be held responsible or liable for these costs, regardless of the conduct or outcome of the bidding process. It is also clarified that no binding relationship will exist between any of the Respondents and Life Insurance Corporation of India until execution of a contractual agreement.
- ii. The Bidder is expected to examine all instructions, statements, forms, terms, conditions and specifications in the bid document. Failure to furnish all information required by the bid document or submission of a bid not responsive to the bidding document in every respect will be at the Bidder's risk and may result in rejection of his bid. While the Corporation has made considerable effort to ensure that accurate information is contained in this RFP, the information contained in this RFP is supplied solely as a guideline for bidders. Furthermore, during the RFP process, the Corporation has disclosed or will disclose in the RFP or clarifications as applicable, available information relevant to the work to the extent, details and accuracy allowed by prevailing circumstances. Subject to the proviso in the previous sentence, the Corporation has used or will use its best judgment and assessment to fairly and reasonably represent the nature and scope of the work to facilitate bidders to submit viable proposals. However, the Corporation shall not be deemed to give any guarantees or warranties of accuracy of any of the information in this RFP or any addenda, nor of its being comprehensive or exhaustive.
- iii. The commercial bids of the bidders who do not conform either to the Minimum eligibility criteria or Technical Evaluation will not be opened. However, the EMD of such bidders will be returned in due course.
- iv. Any notice by one party to the other pursuant to the Contract shall be sent by fax/e-mail/letter and confirmed in writing to the address specified for that purpose in the Contract. All communications shall be addressed to The ED (IT/BPR), LIC Of India, Central Office, IT Department, 6<sup>th</sup> FLOOR, West wing, "Yogakshema", Jeevan Bima Marg, Nariman Point, Mumbai – 400 021 with a Copy to ASST. SECRETARY (IT/Security), LIC Of India, Central Office, IT Department, 3<sup>rd</sup> FLOOR, Jeevan Seva Annexe, S V Road, Santacruz (w), Mumbai – 400054.
- v. Non refundable Bid price of Rs. **1,000/-** (Rupees one thousand only) will have to be submitted along with the technical bid in the form of Demand Draft drawn in favour

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of "Life Insurance Corporation of India", payable at Mumbai, issued by a nationalized/Scheduled Bank.

- vi. Bids without proper authorization from the Principal (in case the bidder is not the Principal) shall be treated as rejected.
- vii. The Bidder has to specify both in figures & words for all price quoted in Commercial Bid.
- viii. 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.
- ix. No consideration will be given to communications from bidders seeking clarifications for pre-bid queries received after the date and time stipulated by LIC and no extension of time will be permitted for the same. However, LIC reserves the right to extend the last date and time for the same at its own discretion.
- x. No consideration will be given to a bid received after the date and time stipulated by LIC and no extension of time will be permitted for submission of Bids. However, LIC reserves the right to extend the last date and time for submission of the bids at its own discretion.
- xi. Canvassing in any form in connection with bids is strictly prohibited and bids submitted by bidders who resort to canvassing are liable to be rejected.
- xii. The Bidder should not send any communication either in hard-copy/fax/e-mail after submission of the Bid, unless any clarification has been asked for. If this clause is violated, the Bid will be rejected.
- xiii. To facilitate in Technical Evaluation of Bids, LIC reserves the right to call for any clarification from any/all bidder(s) during the evaluation of the bids, if necessary LIC team may visit the facilities of the bidder. Such clarifications should be submitted only in writing. However, no other correspondence on bids will be entertained.
- xiv. No price variation/adjustment or any other escalation will be entertained after the closing of Bids.
- xv. Overwriting/correction in the commercial bids are not permitted and any such overwriting in commercial bid will lead to its rejection.
- xvi. The Bidder is required to deliver the products and services at the destination as informed in the Purchase Order for execution. Transportation and insurance of products and services etc. shall be arranged by the bidder and all such expenses will be borne by the Bidder.
- xvii. The prices quoted should be valid until **31<sup>st</sup> March 2012**. However, the Corporation may, at its discretion extend the validity period of the tender till **31<sup>st</sup> March 2014** on the same terms and conditions stated in this bid document and successful bidder will have to maintain the quotes given for this bid in the extended period also. LIC and the successful bidders may by mutual consent, extend the validity period of the tender beyond **31<sup>st</sup> March 2014** on the same terms and conditions stated in this bid document.
- xviii. However, the Corporation may, at its discretion, reduce the validity period of the tender.
- xix. Participation in this Bid will imply that the Bidder has accepted all the terms and conditions, clarifications and subsequent modifications, if any, of this Bid document.
- xx. If at any future point of time, it is found that the Bidder had made a statement which is factually incorrect or if the bidder does not fulfill any of his contractual obligations, LIC may debar the Bidder from bidding prospectively for a period to be decided by LIC and take any other action as may be deemed necessary.
- xxi. The Corporation has the right to cancel the RFP process at any time without assigning any reason, prior to finalization of this tender, without thereby incurring any liability to the affected Bidder/Bidders. Reasons of cancellation will be determined by the Corporation at its sole discretion.
- xxii. Decision of the competent authority in all matters with regard to this tender will be final and binding on all Bidders participating in this Bid.

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- xxiii. The successful bidder shall co-operate with the other bidders appointed by the LIC & other business partners of LIC, so that the work shall proceed smoothly without any delay and to the satisfaction of LIC.
- xxiv. No extra claim shall be entertained on account of all the redo of work on account of bidder's negligence which results into damages/losses during execution of the job. Also, any component(s) required to deliver the solution after release of Purchase Order shall have to be provided by the successful bidder. All such cost shall be borne by the bidder.
- xxv. Soft Copy of all requirements for Technical Bid compliance should be uploaded.
- xxvi. No consortium will be allowed to carry out the scope of work defined in the RFP.
- xxvii. In the event that LIC wishes to terminate services, 30 day written notice will be sent to the bidder for termination of services without assigning any reason. In the case of termination / cancellation of the order, the bidder will not be entitled to or recover from LIC any amount by way of damages, loss or otherwise. In such a situation, Bidder will be paid the balance amount, after calculating on pro-rata basis, till the date of termination of the contract. In the event of cancellation of agreement or termination of the order, the bidder will assist in smooth migration to new bidder.

### C. **EARNEST MONEY DEPOSIT:**

- a) The Bidder should submit to LIC along with the technical Bid a Bank guarantee (format as per Annexure-IV) in favour of "LIC of India", payable at Mumbai for Rs. 10,000 (ten thousand) valid for six months from the date of release of the RFP from any Nationalized Bank/Scheduled bank.
- b) No Interest will be paid on the EMD by LIC.
- c) The EMD will be returned to the unsuccessful bidders after the evaluation of the commercial bid.  
The EMD will be returned to the successful Bidder along with the first payment made to the bidder after receipt of security deposit in the form of performance bank guarantee (Given in the clause "Terms of Payment").
- d) The EMD will be revoked/forfeited if :
  - ⇒ The bidder withdraws his bid at any time after submission of the bid but before the issue of Purchase Order.

**OR**

  - ⇒ The bidder fails or refuses to fulfill his contractual obligations after the award of the purchase order (For Successful Bidder).

### D. **COMMERCIAL BID:**

- a) All quotes should conform to the format as mentioned in the Commercial Bid. The L1 Bidder (Lowest Bidder) would be decided on the basis of the commercial bid only. The details are to be given under Section 7 under the heading "**Format of commercial bid for Procurement of web-based mail services**".
- b) The price quoted should be inclusive of all costs **except** service tax.
- c) It will be the responsibility of the bidder to take care of all formalities, if any, necessary as per rules / regulations / orders of any government/non-government / regulatory authority in force.
- d) The price quoted shall not be subjected to variations in exchange rate, taxes, duties, levies or variation in labour rates etc.
- e) Bidders are advised to make a detailed study of the requirements of the project and ensure that the prices/rates quoted are all inclusive including the support required from the principal in the execution and continuous monitoring of the project during the Contract period, as no deviation in any of the conditions would be permitted and nor would any increase in prices be allowed during the contract period.

**E. Indemnity, Copyright Violation and Patent Rights:**

1. The bidder assumes responsibility for and shall indemnify and keep LIC harmless from all liabilities, claims, costs, expenses, taxes and assessments including penalties, punitive damages, attorney's fees and court costs which are or may be required to be paid by reasons of any breach of the bidder's obligation under these general conditions or for which the bidder has assumed responsibilities under the purchase order including those imposed under any contract, local or national law or laws, or in respect to all salaries, wages or other compensation to all persons employed by the bidder in connection with the performance of any system covered by the purchase order.
2. The bidder shall execute, deliver such other further instruments to comply with all the requirements of such laws and regulations as may be necessary there under to conform and effectuate the purchase order and to protect LIC during the tenure of purchase order.
3. The bidder shall comply with all statutory instructions / guidelines issued by RBI/TRAI/GOI/IRDA or any other government authority/regulator from time to time and will hold LIC indemnified against any action / penalties imposed.
4. The solution should be capable of providing extracts from records as may be required by LIC or Law enforcement agencies.
5. In the event of any third party raising claim or bringing action against LIC including but not limited to action for injunction in connection with any rights affecting the solution provided by the bidder covered under the purchase order or the use thereof, the bidder agrees and undertakes:
  - (i) To defend and / or to assist LIC in defending at the bidder's cost against such third party's claim and / or actions and against any law suits of any kind initiated against LIC.
  - (ii) To indemnify, keep indemnified and hold harmless LIC against all actions, claims, demands, costs, charges and expenses arising from or incurred by reason of any infringement of patent, trade mark, registered design, copy rights and/ or intellectual property right of any third party or parties in connection with use of the solution provided by the bidder whether or not LIC is held liable by any court judgment. PROVIDED HOWEVER, LIC agrees to give prompt notice to the Bidder of any such claim or action, gives complete authority and freedom to the Bidder in defending and/or settling such claim and gives all reasonable assistance to the Bidder in doing so. The remedy available to LIC under this clause will survive termination of the Purchase Order such that in the event of violation of IPR claim by any third party after the expiry of the contract between LIC and the Bidder, the indemnity clause listed above will be valid and applicable beyond the contract period.

LIFE INSURANCE CORPORATION OF INDIA RESERVES THE RIGHT TO ACCEPT/REJECT ANY OR ALL BIDS WITHOUT ASSIGNING ANY REASONS.

**F. Terms of Payment:**

This service is being procured for use by various LIC offices/units/depts. Only CO-HODs can authorize use of this web-based mail service for their depts. CO-IT/Security team will be responsible only for arranging vendors for web-based mail service providers. All activities from end-to-end (i.e. from placing requests for using this service to making payments), troubleshooting, responding to queries (including RTI queries), legal issues etc. will be done by the user unit/ dept/ office without any dependency on CO-

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IT/Security team. Accordingly, billing for web-based mail services rendered shall be done on the respective LIC units/ offices/ Departments which have issued PO to the web-based mail service provider/vendor and for which these services were rendered.

- (a) No advance payment will be made by LIC.
- (b) All payments at quarterly frequency at the end of each quarter pertaining to this tender will be made by respective LIC units/ offices/ Departments which have issued PO to the web-based mail service provider/vendor and for which these services were rendered. TDS will be deducted for any payment made by LIC as per prevailing rules.
- (c) Documents to be produced for release of payment: -
  - Invoice
  - Delivery Challans in original, if any
  - MIS report as required by the concerned LIC units/ offices/ Departments.
  - Performance bank guarantee (valid for 3 years from date of release of purchase order) of Rs. 10,000/- in the form of Bank Guarantee from any nationalized bank/scheduled bank to be submitted to CO-IT (security) team.

Invoice should contain reference of Purchase Order for execution, description of services delivered, quantity, unit price, total amount details.

- The Amount against Penalties if any will be recoverable from further payments **OR** from performance Bank Guarantee **OR** from any other payment due to the Bidder.

### **G. Maintenance:**

- The Bidder shall attend to calls and arrange to solve the problems within the stipulated time lines as mentioned in the SLA.
- Complaint(s) will be deemed to be resolved if the following record is available with the Corporation:
  - a) Customer Call Report (CCR) signed by both the vendor and Corporation's authorized official, confirming that the complaint is resolved.
  - b) Date and time of resolution of the complaint shall be indicated clearly.
  - c) Record of down time will be maintained by LIC and will be binding on the Bidder.
- The bidder will ensure for at least 99.99 % uptime at any point time.

### **H. Project Implementation Period:**

The Bidder should note that the commissioning of the services complete in all respects should be done within three (3) **weeks** from the date of acceptance of the Purchase Order.

- The details of information required from LIC offices/ depts./ units for the submission of feasibility report and subsequent implementation to be done accordingly should be submitted within one week from the date of receipt of purchase order from LIC.
- The Feasibility report is to be submitted within two weeks from the date of acceptance of the purchase order.
- The project planning and implementation should be done keeping in view that normal working hours in LIC offices at Mumbai, i.e. 1030-1730 hrs on Monday to Friday and 1030-1400 hrs on Saturdays excluding holidays.

**I. TIME SCHEDULE FOR DELIVERY AND INSTALLATION**

Different CO-HODs of LIC may place purchase orders for the services in a phased manner.

Sl. No.	Purchase Order for	Delivery Schedule (from Date of Acceptance of Purchase Order)
1	Details of Information required from LIC and submission of performance bank guarantee by successful bidder	1 Week
2	Submission of feasibility report	2 weeks
3	Commissioning of the services and handing over the same to the concerned LIC office/unit/dept.	3 Weeks

**If the above time-schedule is not adhered to, the penalty as per SLA shall be applicable.**

**J. Deliverables:**

LIC may categorise outgoing mails into four categories viz. priority, non priority, scheduled and promotional. LIC requires that mails received by the bidder's infrastructure are delivered to the recipients' server within the time norms given below:

Mail Category	Max. Mail size (including attachments)	Expected Delivery Time
Priority (Transactional) Mails	1 MB	1 Min.
Priority (Transactional) Mails	1-2 MB	3 Min.
Non Priority Mails	2 MB	20 Min.
Scheduled Mails	2 MB	Scheduled Time
Promotional Mails	2 MB	2 hours
Mails other than above	More than 2 MB	24 hours

- The bidder should provide escalation hierarchy matrix, which should include Office, Residential and Mobile contacts for each official within 7 days of request from users.

**K. SERVICE LEVEL AGREEMENT (SLA) and Penalties:**

Failure to comply with above time norms for different categories of mails shall attract penalty.

(i) The priority mails are required to be delivered to the recipients within 60 seconds. In case, the mails are delivered after 60 sec but before 2 minutes, only 75% cost per mail will be paid. In case of priority mails not delivered within 2 minutes, no charges would be payable by LIC.

(ii) In case the number of priority mails not delivered within 3 minutes exceeds 0.5% in a day, penalty of Rs 250 would be payable by the bidder to LIC for that day.

(iii) In case of non priority mails not delivered within 10 minutes, no charges would be payable by LIC.

(iv) Scheduled mails are to be delivered within scheduled time. In case scheduled mails are not delivered within schedule time, no charges would be payable by LIC.

(v) Promotional mails are required to be delivered within 1 hour. In case of promotional mails not delivered within 1 hour, no charges would be payable by LIC.

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(vi) LIC expects the uptime of 99.95% of the complete solution to be calculated on monthly basis. Downtime will be calculated by dividing downtime in terms of hrs by total no. of hrs in that month. Penalty for downtime for any month will be calculated as shown below in relation to billing for that month:

Availability of Solution	Charges on monthly basis
<99.95% upto 99.5%	1% of monthly billing of respective month
<99.5% upto 99%	2% of monthly billing of respective month
<99%	5% of monthly billing of respective month

- Total allowed downtime in a month for the services should not exceed 0.01 % of the available time for that month. However, the bidder will resolve the problem ASAP (as soon as possible) on best effort basis.
- Scheduled downtime mutually agreed, to be excluded from calculation of uptime. Downtime due to force majeure will be excluded from calculation of uptime.
- Any downtime, other than mentioned in item as above will be excluded for calculation of uptime, if mutually agreed in writing by the bidder and LIC.

(vii) Delay in delivery of services etc. beyond 7 days of request: Rs. 100/ per day.

The bidder should also ensure that the solution proposed shall be technically compliant to perform satisfactorily as per requirements mentioned in the Technical specification and deliverables.

#### **L. Modification and/or Withdrawal of Bids:**

Bids once submitted will be treated, as final and no further correspondence will be entertained. No bid shall be modified after the deadline for submission of bids. No bidder shall be allowed to withdraw the bid, if bidder happens to be the successful bidder.

**M. Document:** The bidder shall agree to provide at least one sets of Documentation with detailed architecture for CO covering Operation, System management, Configuration and Troubleshooting for all items to CO-IT/Security team within 21 days of the release of first purchase order by LIC.

**1. Submission, Opening and Evaluation of Bids:**

- (a) There shall be multi-stage bidding process and will involve
- Submission of bids.
  - Opening of technical bids.
  - Evaluation of technical bids
  - Opening of Commercial bids
  - Reverse auction

(b) Demonstration of the capabilities of solution (within 7 days of receipt of such a request from LIC and at no cost to LIC) of those Bidders who qualify in the technical evaluation process.

A soft copy of the Technical Bid document (without any price/commercial details) shall also be submitted in the technical bid envelope. Any tender not submitted in the prescribed format/s and/or incomplete may be liable for rejection without asking any further reason. LIC is not responsible for non-receipt of bid/clarification/quotation etc. within the specified date and time due to any reason including holidays or delays.

**Reverse Auction:**

LIC shall provide web based E-tender system for reverse auction. Negotiation, if any shall be done through online reverse auction with pre-qualified tenderers, if there are more than one pre-qualified tenderers.

The bidder shall arrange the Digital certificates from a Certifying Agency notified by comptroller of Certifying Authority (CCA) as per Information Technology Act 2000 as amended from time to time.

LIC reserves the right to accept the lowest bid either in full or part thereof or totally reject the bid. LIC may distribute the tendered scope to more than one tenderer at any of the locations.

**2. Check list for Technical Bid and Commercial Bid:**

- The Bidder should submit a forwarding letter agreeing to all the terms and conditions of this bid document without any deviations, duly signed and authenticated, otherwise the Bid will be rejected without asking for any clarifications/explanations from the Bidder.
- PI refer to all terms and conditions along with annexure enclosed with this RFP.

**General terms and conditions****A. Assignment:**

The Bidder shall not assign in whole or in part, the obligations to perform under the contract, except with Corporation's prior express consent.

**B. Dispute:** In the event of any dispute or disagreement over the interpretation of any of the terms in this bid document or claim of liability, the same shall be referred to a person to be nominated by LIC whose decision shall be final and binding upon both the parties. Such reference shall be deemed to be a submission to arbitration under the Arbitrations and Conciliation Act 1996. The venue of arbitration shall be Mumbai. Subject hereto the courts in Mumbai shall have exclusive jurisdiction to the exclusion of all other courts.

**C. Force Majeure:** For purposes of this clause, "force majeure" means an event beyond the control of the Bidder excluding those involving supplier's/OEM faults. Such events may include, but are not restricted to, acts of the government in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.

If a force majeure situation arises, the Bidder shall promptly notify LIC in writing of such condition and the cause thereof within a period of seven calendar days.

Unless otherwise directed by the LIC in writing, the Bidder shall continue to perform its obligations under the contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the force majeure event.

**D. Limitations of liability:** Except in cases of criminal negligence or willful misconduct and in case of infringement of intellectual property rights, both parties shall not be liable, whether in contract tort or otherwise, for any indirect or consequential loss of damage, loss of use, loss of production or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of supplier/bidder to pay liquidated damages to the Corporation and the aggregate liability of both the parties whether under the Contract, in tort or otherwise, shall not exceed the total Contract value with LIC under this Contract provided that this limitation shall not apply to the cost of repairing or replacing defective equipment.

**E. Pre-bid meeting:** A Pre-bid meeting will be held with all the interested bidders on 15<sup>th</sup> October 2010 at 1.30 PM at the address given in the activity schedule. Maximum two authorized representatives from each bidder/firm are allowed to attend the pre-bid meeting and the details of such persons should be mailed to LIC by 14<sup>th</sup> October 2010, 4.00 pm. The bidders should send their queries in writing so as to reach us latest by 2:00 PM on 13<sup>th</sup> October 2010 to the e-mail id mentioned in serial number 9 of the activity schedule through e-mail. Queries not received within this time may not be taken up.

Responses to clarifications sought by the bidders about the tender document and approved modifications (if any) issued by LIC will become part of the tender document. The modifications (if any) would be uploaded as a corrigendum to the tender.

**F. Evaluation of Bids:**

Criteria for selection of Bidder:

- I. Bidders qualifying the minimum eligibility criteria mentioned in section 3 will be short listed.
- II. Technical bids of these short listed bidders will be processed further for short listing the bidders complying with the required technical specifications.

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- III. Commercial Bids of these bidders who satisfy minimum eligibility criteria as well as technical specifications will be opened and then all bidders except the bidder quoting the highest quote will be asked to participate in online reverse auction on the date decided by LIC. The bidder quoting the lowest quote at the end of online reverse auction in response to this tender will be selected.
- IV. If at a later stage, LIC needs additional service provider(s) for web-based mail services, then other bidders may be given the option of providing this service in the order of L-2, L-3, ... bidder provided they match the price quoted by L-1 bidder in the online reverse auction.

### **G. Pricing Committee meeting:**

- LIC reserves the right to call the L1 Bidder for price negotiations, if required.
- Notwithstanding the above, the decision of LIC Of India shall be final & binding on the bidder
- It shall be incumbent upon all bidders to keep all matters relating to the discussions between LIC & themselves, confidential.

### **H. KINDLY NOTE THAT BIDS WHICH ARE NOT ACCOMPANIED BY A DULY SIGNED forwarding letter agreeing to ALL TERMS AND CONDITIONS of the bid WILL NOT BE ENTERTAINED UNDER ANY CIRCUMSTANCES. Each page of the bid response should be serially numbered, signed and stamped (both technical and commercial).**

LIC will not in any way be responsible for late submission or delivery at any other address other than that mentioned above.

- I. Participation in this tender will mean that the bidder has accepted all clauses of this tender and subsequent modification(s) to this tender, if any.

### **J. Rights reserved by the Corporation:-**

- (a) If at any future point of time, it is found that the bidder had made a statement which is factually incorrect, LIC reserves the right to debar the bidder from bidding prospectively for a period to be decided by LIC and take any other action as may be deemed necessary.
- (b) The Corporation reserves the right to accept or reject any or all Bids without assigning any reasons. Bids may be accepted or rejected in total or in any part thereof.
- (c) Any bid not containing sufficient information, in view of the Corporation, to permit a thorough analysis may be rejected.
- (d) The Corporation reserves the right to verify the validity of bid information, and to reject any bid/quotation where the same appears to be incorrect, inaccurate or inappropriate in the Corporation's estimation.
- (e) Bids not conforming to the requirements of the RFP may not be considered by the Corporation. However, the Corporation reserves the right, at any time, to waive any of the requirements of the RFP, if, in the sole discretion of the Corporation, the best interests of the Corporation would be served. However, this will be done before opening of the commercial tender(s).
- (f) Further, the Corporation shall have the right to cancel the RFP process at any time without assigning any reason, prior to finalization of award of the contract, without thereby incurring any liability to the affected bidder or bidders. Reasons for cancellation will be determined by the Corporation at its sole discretion.
- (g) The decision of LIC in all such matters will be final and binding on all bidders participating in this bid.
- (h) LIC at its discretion may call for any additional information/document by way of clarification before the finalization of this tender process.
- (i) LIC shall have the right, during the performance of the purchase order, to change the scope and/or technical character of the web-based mail solution and services stipulated in the purchase order, and the Bidder shall be bound to comply with the same

**K. Evaluation criteria:** Evaluation of the responses to the RFP and subsequent selection of the successful bidder(s) will be entirely at the discretion of the Corporation which will be binding on all bidders. LICs decision shall be final and no correspondence about the decision shall be entertained by the Corporation.

**L. Confidentiality:** The contents of this RFP and the supporting documentation are confidential to the Corporation and are provided solely for the purpose of response to the RFP.

All documents submitted in response to the RFP become the property of the Corporation on submission. Corporation can use the RFP for all purposes relating to the evaluation of responses and the conduct of any further stages in this staged tender process.

Where a respondent claims confidentiality or seeks to reserve intellectual property rights in respect of any part of its response to this RFP or requests such part should be treated as "confidential" or "commercial in confidence", the respondent must:

- Clearly mark the part of the document in respect of which the claim is made;
- State the basis of the claim for confidentiality for each item marked (A blanket claim cannot be reasonably made); and Satisfy Corporation that such a claim is reasonable

Despite provisions above, respondents should be aware that there are circumstances under which the Corporation will have to divulge respondents' information including where it is required by law, the Ministry or a Committee of Parliament, the RTI Act, etc.

**M. DISCLAIMER:**

Subject to any law to the contrary, and to the maximum extent permitted by law, LIC and its officers, employees, contractors, agents and consultants etc. disclaim all liability from any loss or damage (whether foreseeable or not) suffered by any person acting on or refraining from acting because of any information including forecasts, statements, estimates, or projections contained in this RFP document or conduct ancillary to it whether or not the loss or damage arises in connection with any negligence, omission, default, lack of care or misrepresentations on the part of LIC or any of its officers, employees, contractors, agents or advisors.

**N. NO LEGAL RELATIONSHIPS:**

No binding legal relationship will exist between any of the respondents and LIC until execution of a contractual agreement.

**O. Language of Bid:**

The bid prepared by the bidders as well as all corresponding and documents relating to the Bid exchanged by the Bidder and Bank and supporting documents and printed literature shall be written in English.

**LIST OF ENCLOSURES:**

- Annexure I: Bidder's Details
- Annexure II: Service Features
- Annexure III: Details of Draft and EMD
- Annexure IV: Commercial Bid\* (Indicative Price)
- Annexure V: Non-Disclosure Agreement Format
- Annexure VI: Format for Bank Guarantee for EMD and Performance BG
- Annexure VII: Submission of bids

**Executive Director (IT/BPR)**

**A. Bidder's Details:**

Name of the company:	
Type of the company (Govt./PSU/Public Ltd/Pvt.Ltd/Joint venture etc.	
Year of incorporation	
Address of Corporate office (HQ)	
Address of Registered Office	
Address for Communication	
Details of Contact persons for this bid: Name: Designation: Phone No: Fax No.: Mobile No.:	
Sales Tax/VAT registration number and date of registration	
Service Tax registration no. & date of registration	
Total Web mail Related Projects Implemented till date	
No. of web mail related projects implemented in PSUs	
No. of web mail related projects implemented in Private (other than PSUs)	
Give Names / Address of organisations where web mail Solution has been implemented within last 24 months (Atleast 3)	
Total No. of mails handled during (Please enclose supporting documents)	Total No. of mails handled
2007-2008	
2008-2009	
2009-2010	

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Total turnover related to implementation of web based mails solution in last 3 years	Turnover	Profit (before tax)	
	Rupees in crores	Rupees in crores	
	2007-2008		
	2008-2009		
2009-2010			
Please indicate whether any bankruptcy / winding up proceedings have been ever initiated against the Bidder or its tie-up partner at any point in time.			
URL of official Web Site:			
Any other relevant facts not covered in the above points:			

I state that the above mentioned information and the relevant annexure and enclosures are true and correct.

Authorized Signatory

Name:

Designation:

Date:

Place:

Seal of the company

**B. Service Features:**

	<b>Company Profile</b>	<b>Compliance (Yes/No)</b>
	Company should be having more than 250+ people	
	The vendor's firm should have at least 30 people in the technical team including support and development	
	The vendor's firm should have been providing the solutions since last 3+ years	
	Development Centre should be from India	
	Capability to handle more than 25 million mails per day	
	Should be certified "Return Path" partner	
	<b>Customer base</b>	
	Should have at least 1000+ clients	
	<b>Infrastructure</b>	
	The Bidder should have completely cloud based solution with no Hardware /equipments/Software to be installed /configured at the LIC Premises. Proposed solution should save CAPEX - hardware, software and update costs	
	Should have multiple Data Centers	
	Multiple Servers with Load Balancer	
	Proposed solution should have minimum of 8000 IPs and hence this service should be accessed from any location which has Internet connectivity	
	Proposed solution should ensure better delivery of emails to final destination	
	Bidder's Relay setup should allow maximum size of email to be 10 MB.	
	Proposed solution should support hassle free delivery of 5,00,000 mails / hour	
	<b>Access to the tool</b>	
	Client should have access to the emailing tool and all its feature through GUI based Wizard Driven Configuration (Customised Look & Feel, Graphical Representation, Online / Onscreen help features, Auto scaling graph etc.)	
	Multiple user id for access	
	<b>Delivery and Reputation Management</b>	
	Managing delivery in inbox and avoiding Spam filters	
	Managing reputation of Client Email id & associated IPs	
	Regular Return Path Analysis and Blacklist monitoring reports	

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	FBL (Feed Back Loop) Association with major ISPs	
	Proposed solution should provide necessary Email security	
	Proposed solution should reduce risk and increase compliance with statutory requirements	
	Proposed solution should get proactive defense against dynamic and evolving threats to the setup with continuous security updates	
	Email virus checking should be enabled on the Bidder's Relay setup and control the outward spreading of virus from the customer's premise thus protecting their reputation	
	Proposed Setup should retry delivering queued emails to destination domain and should support Queuing of emails until they are delivered to destination	
	<b>Campaign Management</b>	
	Copying existing Campaign	
	Option of serialized Campaign	
	<b>Setup</b>	
	Multiple Dedicated IPs per Client	
	IP Segmentation based on mailbox used or email address used for sending the mailer	
	DKIM & SPF settings	
	<b>Mailing</b>	
	Copying existing Mailers	
	Multiple Lists selection	
	List Suppression Option	
	Domain Blocking Option	
	Dynamic Mailing	
	1. Mailing only to recipients meeting certain criteria depending on field values	
	2. Mailing customized contents (including hyperlinks) based on certain criteria depending on field values	
	Content	
	1. Customized From and Reply to field	
	2. Multiple Header, Footer creation options	
	3. Content Editing using HTML	
	4. Option for uploading content from a file	
	5. Sending Attachments	
	6. Dynamic Content	
	a. Personalised Mailing content (capturing information from database in content)	
	b. Passing of variables (mail merge in hyperlinks)	

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	c. Survey/feedback option in emailing body	
	Test mail option for approval	
	Preview of mail before sending	
	Preview of mail in various browsers and ISP mailboxes	
	Scheduling mail to later date and time	
	Mailing to a specific count of email addresses	
	<b>Reply Management</b>	
	Automated unsubscription/ Bounce/ Opt-out Management	
	Automated unsubscription on FBL	
	<b>Database Management</b>	
	Data Fields Management	
	1. Multiple Fields Attached to each email IDs	
	2. Customized Field Creation	
	3. Viewing and editing of Data Status (Bounce/unsubscribe/opt-out)	
	4. Updating of records and fields while importing the data	
	List management	
	1. Multiple list creation by uploading the data	
	2. Importing data from CSV format	
	3. Importing, viewing, editing and exporting all the fields of data.	
	4. Exporting data from lists to CSV	
	5. Merging or deduplication of different lists	
	6. Automated list updating using API	
	7. Bounce, unsubscription, opt-out filtration	
	8. Categorising various lists in different groups	
	<b>Survey and Feedback Management</b>	
	<b>Reports and Analysis</b>	
	Delivery and Open Report	
	1. Delivered Number	
	2. Open Number	
	3. Unique Open Number	
	4. Bounce, unsubscription, opt-out Report	
	Detailed click through Report For each url:	
	1. Total clicks	
	2. Unique clicks	
	Visual Click Through Report	

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	Option for downloading all the email address related to each report	
	Online access to all the reports post mailing	
	Downloading Options for all the Reports	
	Reports Export 1. In CSV format 2. Using URL / APIs	
	<b>Event Based Triggered Mailing</b>	
	Automatic mailing based on certain trigger using APIs	
	<b>Support</b>	
	Proposed solution should have Operation management of the Mail Security infrastructure on a 24 x 7 x 365 basis (Online/Offline) which includes systems monitoring, fault management, backup, patch management, capacity planning, support etc.	
	Proposed solution should support 24 x 7 phone/email fault reporting by designated customer administrator supported with escalation to principle vendors	
	Regular sessions for discussing the improvement in mailing performance	
	Proposed solution should have planned system maintenance for service upgrade, system tuning, security patch application, etc. and provide instructions and guidance to customer on connectivity to the Bidder's Relay setup	
	<b>Privacy &amp; Security</b>	
	Privacy Policy	
	NDA / SLA	
	Secured HTTP access	

I state that the above mentioned information and the relevant annexure and enclosures are true and correct.

Authorized Signatory

Name:

Designation:

Date:

Place:

Seal of the company

**Details of Draft and EMD**

	Rs.1000/- as the cost of bid document	EMD of Rs. 10000.00 (Ten thousand only)
Demand Draft/Performance Bank guarantee details with date		
Name & address of the Bank:		

I state that the above mentioned information and the relevant annexure and enclosures are true and correct.

Authorized Signatory

Name:

Designation:

Date:

Place:

Seal of the company

**Commercial Bid\* (Indicative Price)**

Sr. No.	Item	Price (INR)
(1)	Cost per million Mails	

\* L1 will be decided by the Cost per million Mails at the end of online reverse auction and payment will be made as per actual usage on pro-rata basis.

I state that the above mentioned information and the relevant annexure and enclosures are true and correct.

Authorized Signatory

Name:

Designation:

Date:

Place:

Seal of the company

**Non Disclosure: To be included as a part of the Non-Disclosure Agreement to be duly notarized and executed on a Rs. 200/- Stamp Paper.**

I. The bidder (and his employees) shall not, unless the Corporation gives permission in writing, disclose any part or whole of this RFP document, of the proposal and/or contract, or any specification, plan, drawing, pattern, sample or information furnished by the Corporation (including the users), in connection therewith to any person other than a person employed by the bidder in the performance of the proposal and/or contract. Disclosure to any such employed person shall be made in confidence and shall extend only as far as may be necessary for purposes of such performance.

II. The bidder, his employees and agents shall not without prior written consent from the Corporation make any use of any document or information given by the user, except for purposes of performing the contract award.

III. In case of breach, the Corporation shall take such legal action as it may be advised.

I state that the above mentioned information and the relevant annexure and enclosures are true and correct.

Authorized Signatory

Name:

Designation:

Date:

Place:

Seal of the company

(Format for Bank Guarantee for EMD and Performance BG)

This Deed of Guarantee executed by the ----- (Bank name) a Scheduled Bank within the meaning of the Reserve Bank of India Act and carrying out banking business including guarantee business at Mumbai and other places " having its head office at ----- (hereinafter referred to as "the Bank" ) in favour of Life Insurance Corporation of India, having its Central Office at Yogakshema, Jeevan Bima Marg, Nariman Point, Mumbai 400021, formed under the act of the Parliament LIC Act ,1956 (hereinafter referred to as the Corporation) for an amount not exceeding Rs.\_\_\_\_\_/-( Rupees.....), at the request of (Bidder's Name & address) -----(hereinafter referred to as the "Bidder").

This guarantee is issued subject to the condition that the Liability of the Bank under this guarantee is limited to a maximum of Rs. \_\_\_\_/-(Rupees ..... ) and the Guarantee shall remain in force for a period up to \_\_\_\_\_ (date), and cannot be invoked otherwise than by a written demand or claim under this guarantee served on the Bank on or before \_\_\_\_\_ (date) by the Corporation.

Whereas ----- (Bidder's Name) having its head office at ----- has been bidder of the Corporation vide bid dated \_\_\_\_\_ 2009 and subsequent modifications to the tender dated \_\_\_\_\_ and as per the terms and conditions mentioned in the Tender Document.

And whereas the \_\_\_\_\_ (name & address of the bank) has agreed to give on behalf of the Bidder a guarantee, therefore we hereby affirm that we guarantee and are responsible to you on behalf of the bidder up to a total amount of Rs\_\_\_\_\_/-( Rupees ..... ) 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 as specified by you within the limit of Rs. \_\_\_\_\_( Rupees ..... ) as aforesaid, without your need to prove or show grounds or reasons for your demand of the sum specified therein. This Guarantee shall not be affected by any change in the Constitution of the Bank.

**NOTWITHSTANDING ANYTHING CONTAINED HEREIN ABOVE:**

1. The Bank hereby covenants and declares that the guarantee hereby given is an irrevocable one and shall not be revoked by a Notice or otherwise.
2. Our liability under this guarantee is restricted to a sum of Rs. \_\_\_\_/-(Rupees .....).
3. The Bank Guarantee will be valid for a period up to \_\_\_\_\_.
4. A written claim or demand for payment under this Bank Guarantee is the only condition precedent for payment of part/full sum under the guarantee to the Corporation.
5. The Corporation need not prove or show grounds or reasons for the demand of a part or the full amount of guarantee.

DATED AT \_\_\_\_\_ THIS \_\_\_\_\_ DAY OF \_\_\_\_\_

**SEALED AND SIGNED BY THE BANK**

**Submission of BID**

The Executive Director (IT/BPR),  
LIC Of India, Central Office, IT Department,  
6<sup>th</sup> FLOOR , West wing, "Yogakshema",  
Jeevan Bima Marg, Nariman Point,  
Mumbai – 400 021

Dear Sir,

Sub: Request for Proposal (RFP) for Complete Web-base Mail Services

We have examined the RFP and subsequent pre-bid clarifications/ modifications / revisions furnished by LIC and we offer to supply, Install, Commission, and Maintain a complete Web-base Mail Services on Opex model, as per the terms and conditions and technical specifications spelt out in the RFP. We shall participate in online reverse auction to be conducted on the date advised to us.

While submitting this bid, we certify that:

- (a) Indicative prices submitted by us have been arrived at without agreement with any other bidder of this RFP for the purpose of restricting competition.
- (b) The indicative prices submitted by us have not been disclosed and will not be disclosed to any other bidder responding to this RFP.
- (c) We have not induced or attempted to induce any other bidder to submit or not to submit a bid for restricting competition.
- (d) We agree that the rates/ quotes, terms and conditions furnished in this tender will be applicable to LIC.
- (e) The rate quoted in the indicative price bids for the Web-base Mail Services as per OPEX model as per the RFP and subsequent pre-bid clarifications/ modifications/ revisions furnished by LIC in writing, without any exception.

If our offer is accepted, we undertake to complete the delivery, installation, and commissioning & operationalise the solution within a period of 21 days.

We agree to abide by this offer till 180 days from the date of online reverse auction, and our offer would remain binding upon us and may be accepted by LIC any time before the expiry of that period.

Until a formal contract is prepared and executed, this offer, together with LIC's written acceptance thereof and LIC's notification of award would constitute a binding contract between us.

We also certify that the information/ data/ particulars furnished in our bids are factually correct. We also accept that in the event of any information / data / particulars proving to be incorrect, LIC will have the right to disqualify us from the bid.

We undertake to comply with the terms and conditions of the RFP.

We understand that the bank may reject any or all of the offers without assigning any reason whatsoever.

Yours faithfully,

Authorized Signatory

Name:

Designation:

Date:

Place:

Seal of the company