Dated: 12/01/2026

Title of Procurement	Invitation for Request for Proposal (RFP) - Enterprise Document Management System (EDMS) - 3.0
Reference No.	LIC/CO/ITDT/EDMS3.0/2025-26/RFP Dated: 28/11/2025

Please take note of the following corrigendum:

This Corrigendum shall be treated as an integral part of the Request for Proposal (RFP). All bidders are required to read, acknowledge, and comply with the amendments, clarifications, and additions specified herein. The provisions of this Corrigendum shall override any conflicting terms in the originally issued RFP. Except for the changes explicitly mentioned in this corrigendum, all other terms and conditions of the original RFP remain unchanged.

The Bidder shall submit the following requirements as part of the bid submission:

- Response Format – Pre-Qualification / Eligibility Criteria, providing details of compliance with the mandatory eligibility requirements.
- Response Format – Initial Scoring (T1) for Technical Proposal Eligibility, to be used for initial technical evaluation and shortlisting, without the detailed Technical Bid or Indicative Commercial Bid.
- Annexure A15 – Undertaking of Information Security, duly signed by the authorized signatory of the Bidder.
- Annexure A16 – Project Citation / Similar Assignment Reference Format, providing details of relevant past experience, supported by documentary evidence.
- Annexure A17 – Understanding on the Scope of Work, detailing the Bidder's understanding, proposed approach, architecture, migration strategy, integration methodology, and program management approach for the EDMS 3.0 project.

All the above requirements shall be complete, accurate, and duly signed and stamped by the authorized signatory of the Bidder. Non-submission or incomplete submission of any of the above annexures may result in rejection of the bid as non-responsive.

Sd/-
Secretary
(IT/DT)

Annexure A15 – 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,

  The Executive Director (IT/DT),
  LIC of India, Central Office,
  3rd Floor, Jeevan Seva Annexe,
  Santacruz (W), S V Road,
  Mumbai - 400 054

Dear Sir,
Subject: Ref: LIC/CO/ITDT/EDMS3.0/2025-26/RFP Dated: 28/11/2025
Request for Proposal (RFP) For Enterprise Document Management System (EDMS) - 3.0

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:
Bidder's Corporate Name
Address
Email and Phone #

Annexure A16 – Project Citation / Similar Assignment Reference Format

Bidder Name: _____

Citation / Assignment Reference No.: _____

Sl. No.	Particulars	Details to be Provided by Bidder
A. Project Identification & Client Details		
1	Name of Client / Organization	
2	Client Type (PSU/Govt/Bank/Insurance/Private)	
3	Client Address & Location	
4	Client Contact Person – Name	
	Client Contact Person – Designation	
	Client Contact Person – Official Email ID	
	Client Contact Person – Official Phone No.	
B. Project Overview		
5	Project Title / Assignment Name	
6	Brief Description of Scope (Digitization / Logistics / DMS)	
7	Contract Type (Turnkey / Managed Service / Hybrid)	
8	Project Status (Completed / Ongoing with % completion)	
C. Scanning & Logistics Locations		
9	Total Number of Scanning Locations Covered	
10	Total Number of Logistics / Record Collection Locations	
11	Geographical Spread (States / Regions)	
12	Nature of Logistics Managed (Pickup, Transport, Secure Movement)	
13	Peak Concurrent Locations Operated	
D. Volume of Documents Scanned & Processed		
14	Total Number of Documents Scanned (in millions)	
15	Type of Documents	
16	Average Pages per Document	
17	Total Number of Pages Digitized	
18	Processing Activities Included (Scanning, Indexing, OCR, QC, etc.)	
19	Peak Daily Scanning Volume	
E. Digital Repository / DMS Details		
20	Total Size of Digital Repository Managed (TB / PB)	
21	Repository Type (Centralized / Federated / Hybrid)	
22	Storage Technology Used	
23	DMS Platform Used	
24	Production Usage Details (Users, SLA, Availability)	
25	Duration of Repository Management	
F. Contract Value		

26	Total Contract Value (INR Crores)	
27	Contract Value Break-up	
28	Contract Duration	
29	Payment Model	
G. Compliance & Security		
30	Data Security Measures Implemented	
31	Compliance Standards Followed	
32	Record Retention & Disposal Mechanism	
H. Supporting Documents		
33	Supporting Documents Attached (WO / Completion Certificate)	
34	Self-Certification Statement	

Declaration

We hereby declare that the information provided above is true and correct.

Authorized Signatory Details

Name

Designation

Signature & Seal

Date

Annexure – A17: Understanding on the Scope of Work

Bidders are required to submit their detailed understanding and approach with respect to LIC's EDMS 3.0 requirements, covering business processes, technology, migration, integration, and program execution.

Level of understanding demonstrated for business processes and scope of work. Migration approach, integrations, Program Management, Technical Architecture Approach & methodology for new platform development. Use of Open standards and open-source products.

Adoption of Microservices, API-first, Object store, and Scalable storage architecture. Migration and Co-existence strategy, Integration approach.

a) Understanding Scope of Work Understanding of the Scope of Work, business processes, and operational complexities

b) Approach & methodology for new platform development, Overall Solution Architecture Integration approach with existing and external systems.

   Overall technical architecture and methodology for new platform development.

   Adoption of open standards and open-source technologies.

   Architectural alignment with Microservices-based, API-first, cloud-ready design, including use of object storage and scalable storage architecture.

   Strategy for scalability, performance, security, availability, and future extensibility

c) Plan for transition / Refactoring, Migration, Upgradation, Maintenance and Coexistence Approach and Program Management, Scanning and Logistics.

   Proposed migration and transition approach, including refactoring, data migration, and coexistence with legacy systems.

   Program Management methodology, governance model, and risk mitigation approach

   Approach for scanning operations and logistics management, including transition and steady-state operations

Declaration:

We hereby declare that the understanding, approach, architecture, methodologies, and strategies provided in this Annexure represent our complete and correct understanding of the Scope of Work for EDMS 3.0 as per the RFP.

Authorized Signatory Details

Name: Designation:

Signature & Seal.

Date

PROPOSAL RESPONSE COMPLIANCE TEMPLATE / FORMAT

(Bidders must submit this Document duly filled in along with the Proposal)

Ref: LIC/CO/ITDT/EDMS3.0/2025-26/RFP Dated: 28/11/2025

INVITATION FOR REQUEST FOR PROPOSAL

Request for Proposal (RFP) For Enterprise Document Management System

(EDMS) - 3.0

Submission for Stage 1: Pre-Qualification/Eligibility Criteria and Initial Scoring (T1) for Technical Proposal Eligibility and Shortlisting (Without Technical Bid and indicative Commercial Bid)

Proposal submission shall be a <u>self-contained document (PDF)</u> comprising:

Pre-Qualification documents, Initial Technical Proposal and Partners details, including all specifications, architectures, and compliance statements, and all requisite Annexures and supporting materials.

No Commercial or Financial Information shall be disclosed, mentioned, or implied anywhere within the Pre-Qualification and this Initial Technical Proposal Document.

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PART A – STAGE 1 Pre-Qualification/Eligibility Criteria Proposal FORMAT

Ref: LIC/CO/ITDT/EDMS3.0/2025-26/ RFP Dated: 28/11/2025

INVITATION FOR REQUEST FOR PROPOSAL

Request for Proposal (RFP) For Enterprise Document Management System

(EDMS) - 3.0

Bidder Name: _____

Website:

Name of Authorised Official for RFP Related Communication:

Mobile No:

Email id:

Address:

Date of Submission: _____

PART-A – Stage 1: Pre-Qualification/Eligibility Criteria Response Format

Bidders must provide the details for every criterion listed in **Annexure – A2** of the RFP/Corrigendum's. Supporting documents must be attached, clearly labelled and referenced.

Sr. No.	Pre-Qualification/Eligibility Criteria (as per Annexure – A2)	Bidder's Response / Compliance (Yes/No)	Details & Supporting Documents Reference
1.	**Legal Entity** A company incorporated in India under the Companies Act, 1956/ Companies Act, 2013 OR a Partnership Firm registered under the India Partnership Act, 1932 OR Limited Liability Partnership (LLP) registered under LLP Act, 2008 and subsequent amendments thereto. Bidder should have been in continuous existence and Operating in India for the last 7 (Seven) financial years. (FY 2018-19, FY 2019-20, FY 2020-21,FY 2021-22, FY 2022-23, FY 2023-24, FY 2024-25)	☐ Yes ☐ No	**Nature of Entity:** (LLP / Pvt Ltd / Public Ltd / Govt. Entity / Partnership) **Year of Commencement:** _____ **Memorandum of Association (MoA):** Object Clause – Main Objects (Principal business activities) **Registration / Incorporation Document:** (Certificate of Incorporation / LLP Agreement / Partnership Deed / MSME) Supporting Document Ref: ___ Submission Page No: ___
	Registered with the Service Tax, and GSTN Authorities in India	☐ Yes ☐ No	PAN No: ____ GSTN No: ____ Supporting Document Ref: ___ Submission Page No: ___
Bidder's Response			
EDMS Response	*Not applicable for bidder; To be filled by department during evaluation.*		

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| 2. | **OEM or System Integrator**
The bidder should be either a System Integrator authorised by the OSD/OEM or an Original Software Developer OSD / OEM of the proposed Document Management Solution. | ☐ Yes ☐ No | **Is the Bidder:**
☐ System Integrator (SI)
☐ Original Equipment Manufacturer (OEM)
Proposed OEM for:
• DMS: _____
• Workflow: _____
• Object Storage: _____
• Block Storage: _____
• Backups: _____
• Servers: _____
• Network Components: _____
• API Gateway: _____
• Load Balancer (LB): _____
Other Components (if any):
• _____
Other Solution Components from OEMs (if any):
• _____

OEM Authorization Letter

Supporting Document Ref: ___
Submission Page No: ___ |
| | **Subcontracting**: Bidder may propose to use OEM / Subcontractor(s) to make a complete offer to perform all services. Sub-Contracting under this RFP is allowed with the consent and approval of LIC. The Bidder shall be the Prime Contractor and shall be solely responsible for the successful delivery, integration, implementation, and performance of the entire Solution and all its components, irrespective of whether these components or services are provided directly by the Bidder or through its OEMs, partners, or subcontractors. | ☐ Yes ☐ No | Sub-contractor Details (if any)

Name of Subcontractors and Role Proposed :

Supporting Document Ref: ___
Submission Page No: ___ |

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	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. Notwithstanding approval of LIC for sub-contracting, the Bidder shall remain liable to LIC for all acts/omissions of sub-contractors. Bidder shall ensure that it shall have all back-to-back commitments from its vendors in such agreements.		
Bidder's Response			
EDMS Response	*Not applicable for bidder; To be filled by department during evaluation.*		
3.	**Make in India Compliance** The solution must comply with Government of India's Make in India policy (Class I or II Local Supplier as per DPIIT Order).	☐ Yes ☐ No	**Self-Declaration as per Corrigendum – 2 of EDMS 3.0 RFP.** The bidder declares that the local content meets the requirements of the DPIIT Order and qualifies as a Class I or Class II Local Supplier, as applicable. Supporting Document Ref: ___ Submission Page No: ___
Bidder's Response			
EDMS Response	*Not applicable for bidder; To be filled by department during evaluation.*		
4.	**Blacklisting Declaration** Bidder must not have been blacklisted or debarred by any Government / PSU / Financial Institution in India. A self-declaration on company letterhead must be submitted.	☐ Yes ☐ No	Self-Declaration Letter Supporting Document Ref: ___ Submission Page No: ___
Bidder's Response			
EDMS Response	*Not applicable for bidder; To be filled by department during evaluation.*		

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5.	**Financial Capability - Minimum Annual Turnover & Net Worth** Bidder should have an average annual revenue of atleast ₹ 1000 (One Thousand) Crore in last 3 (Three) financial years (FY 2022-23, 2023-24, 2024-25).	☐ Yes ☐ No	Audited Financial Statements FY 2022-23 FY 2023-24 FY 2024-25 Supporting Document Ref: ___ Submission Page No: ___
	Bidder and Scanning and Logistics Partner (if any) have Positive Net Worth for the last three financial years.	☐ Yes ☐ No	Net Worth Certificate Supporting Document Ref: ___ Submission Page No: ___
Bidder's Response			
EDMS Response	*Not applicable for bidder; To be filled by department during evaluation.*		
6.	**Technical Capability and Experience : Large-Scale DMS Implementation Experience** **6a.** The prime bidder should have successfully implemented and maintained at least one (1) Document Management System project in India handling ≥ 1 billion documents or ≥ 1 PB of image storage in the last 10 years.	☐ Yes ☐ No	Completion Certificates Supporting Document Ref: ___ Submission Page No: ___
	6b. a. At least 1 (One) such projects(as above) of Total Contract Value (TCV) of ₹ 100 (one Hundred) Crore or more OR b. At least 2 (Two) such projects each of TCV of ₹ 50 (Fifty) Crore or More	☐ Yes ☐ No	Purchase Orders / Completion Certificates Supporting Document Ref: ___ Submission Page No: ___

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Bidder's Response			
EDMS Response	*Not applicable for bidder; To be filled by department during evaluation.*		
7.	**Technical Capability and Experience: Document Scanning and Logistics** The bidder (or subcontractor) should have handled **document scanning** and **physical document logistics / warehouse management** across multiple locations in India for IRDAI / RBI Regulated Entity or PSU/Government	☐ Yes ☐ No	Self-declaration / Undertaking signed by an authorized signatory. Supporting Document Ref: ___ Submission Page No: ___
Bidder's Response			
EDMS Response	*Not applicable for bidder; To be filled by department during evaluation.*		
8.	**Technical Capability and Experience : Certifications** The bidder must possess **any three (3)** of the following certifications, **valid as on the date of bid submission**: a. ISO 9001:2015 – Quality Management System b. ISO/IEC 27001 – Information Security Management System c. SOC 2 Type II d. ISO/IEC 20000-1 – IT Service Management System (ITSM) e. CMMI Level 3 or above	☐ Yes ☐ No	**Details of Certifications (with validity date):** _____ (Refer the Annexure A15 – Undertaking of Information Security) Supporting Document Ref: ___ Submission Page No: ___
Bidder's Response			
EDMS Response	*Not applicable for bidder; To be filled by department during evaluation.*		

9.	**Technical Capability and Experience: Support Presence** Bidder must have **established Development and Support offices** in **Mumbai/MMR/Navi Mumbai**	☐ Yes ☐ No	Self-declaration / Undertaking signed by an authorized signatory Supporting Document Ref: ___ Submission Page No: ___
Bidder's Response			
EDMS Response	*Not applicable for bidder; To be filled by department during evaluation.*		
10.	Bid Processing Fee (Non-refundable) for eligible and interested bidders, except Micro and Small Enterprise (MSEs) ₹ 11,800/- i.e. ₹10,000/- + GST (18%) (Rupees Eleven Thousand Eight Hundred Only) (To be paid to Life Insurance Corporation of India using NEFT, Refer Annexure - A9 for LIC's Bank Account Details. Bid Processing Fee exemption will be given for Micro and Small Enterprises as defined in MSE Procurement Policy (MSEs) order 2012, issued by the Department of MSME or are registered with the Central Purchase Organization or the concerned Ministry or Department. Bidders should submit relevant MSME/NSIC certificate. Bidder should submit supporting documents issued by competent Govt. bodies to become eligible for the above exemption.	☐ Yes ☐ No ☐ Exempted	**Mode of Remittance:** NEFT / RTGS **UTR No. & Date:** _____ OR MSME / NSIC Certificate Details (if exempted): • Certificate No.: _____ • Issuing Authority: _____ • Validity Date: _____ Supporting Document Ref: ___ Submission Page No: ___
Bidder's Response			
EDMS Response	*Not applicable for bidder; To be filled by department during evaluation.*		

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11.	Earnest Money deposit (EMD) ₹ 3 Crore (Rupees Three Crore Only) (in the form of unconditional and irrevocable Bank Guarantee (BG) as per the format given in Annexure - A8) EMD exemption will be given for Micro and Small Enterprises as defined in (MSEs) order 2012, issued by the Department of MSME or are registered with the Central Purchase Organization or the concerned Ministry or Department. Bidders should submit relevant MSME/NSIC certificate.	☐ Yes ☐ No	BG Details (if applicable): • BG No.: _____ • Issuing Bank: _____ • Validity Date: _____ OR MSME / NSIC Certificate Details (if exempted): • Certificate No.: _____ • Issuing Authority: _____ • Validity Date: _____ Supporting Document Ref: ___ Submission Page No: ___
Bidder's Response			
EDMS Response	*Not applicable for bidder; To be filled by department during evaluation.*		
12.	Pre – Contract Integrity Pact	☐ Yes ☐ No	PRE-CONTRACT INTEGRITY PACT Submission as per format mentioned in Annexure - A7: Pre Contract Integrity Pact Supporting Document Ref: ___ Submission Page No: ___
Bidder's Response			
EDMS Response	*Not applicable for bidder; To be filled by department during evaluation.*		
Assumptions and Deviations (Any Assumption and Deviation must be stated below). Assumption and Deviation stated in any other place will not be considered.			

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a. Note: Bidder must comply with the above-mentioned criteria. Non-compliance to any of the criteria can entail rejection of the response. Photocopies of relevant documents/certificates should be submitted as proof in support of the claims made for each of the above-mentioned criteria. LIC reserves the right to verify/evaluate the claims made by the bidder independently. Any misrepresentation will entail rejection of the response.
b. The bidders are required to submit unambiguous documentary evidences, in support of their meeting the above eligibility criteria.
c. LIC reserves the right to verify/evaluate the claims made by the bidder independently. Any decision of LIC in this regard shall be final, conclusive and binding upon the bidder. LIC may accept or reject RFP response without assigning any reason whatsoever.
d. However, all the parameters of the bidding company shall be reckoned from the date of its inception for the purpose of this bid.
e. LIC may waive any informality or non-conformity or irregularity in RFP which does not constitute a material deviation. LIC may, at any point of time ask clarifications from the Bidders for getting more clarity of the response received.
f. All the Certificate should be valid / in-force as on the date of publication of the RFP.
g. Only bidders meeting all mandatory PQ criteria will be shortlisted for Initial Scoring (T1) for Technical Proposal.
h. Bidder and Scanning and Logistics Partner (if any) must independently meet the following criteria: Legal Entity, Blacklisting Declaration, and Net Worth.

Bidder's Authorized Signatory:

Name: _____ Designation: _____

Signature: _____ Date: _____

Seal: _____

PART B – STAGE 1 Initial Scoring (T1) for Technical Proposal FORMAT

Ref: LIC/CO/ITDT/EDMS3.0/2025-26/RFP Dated: 28/11/2025

INVITATION FOR REQUEST FOR PROPOSAL

Request for Proposal (RFP) For Enterprise Document Management System

(EDMS) - 3.0

Bidder Name: _____

Date of Submission: _____

1	**Executive Summary** ● Overview of proposed solution ● Submission on Bidders relevant experience ● Submission on Bidders Large Scale relevant Clients ● Alignment with LIC's objectives and Scope of Work ● Key architectural components of proposed solution ● Key aspects of approach towards migration ● Key aspects of Co-Existence ● Key differentiators and capabilities
2	**Solution Overview** Approach Paper – The bidder must submit an approach paper and share their vision in addition to mandatory document/annexures required Note: Bidders are encouraged to make the approach paper descriptive, detailed, and self-explanatory. Use of screenshots is encouraged to validate the text, wherever necessary. Approach paper should preferably be of maximum 15-20 pages. Overview - Potential Program constructs, delivery construct & Roadmap

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List Solution Capabilities, Functional Capability and Specifications.

The profile of key professionals proposed to be engaged for the assignment must be submitted, highlighting their qualifications, relevant project experience, industry certifications, and specific contributions to similar assignments.

Technical Proposal to cover the following items :

a. Functionalities and Value addition to EDMS, Scanning and Logistics , Infrastructure and Workflow Platforms services by additional components through latest technologies/tools/processes

b. Coverage of Business and Applications Requirement mentioned (Out of the Box /Configurable/ Customizable/3rd party integrations)

c. Challenges foreseen in implementation for this project

d. Propose a suitable approach to enable LIC to achieve the business objective

e. Implementation approach/methodology to execute the broad scope of work.

f. Integration Approach

g. Technology Stack

h. Solution Architecture: Core Architecture and Components

i. Access Control and Authentication

j. Information and Data Flow Diagram

k. Audit Trails and Logging

l. Vulnerability Management

m. Disaster Recovery

n .On Premise Cloud Environment

o. Performance Metrics

p. Scalability

r. Reporting and Analytics

s. Identified activities and Migration and Go Live Timelines

t. Data Security and Compliances– Data at Rest, Data in Transit, Data in Use
    Encryption
    Regulatory Compliance
    IRDAI Cyber Security Guidelines
    ISO 27001
    DPDP Act Compliance
    SOC 2

u: Backup

v: Isolated Recovery Environment.

w .Deployment Model / Strategy

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Part-B – Stage 1: Initial Scoring (T1) for Technical Proposal Response Format

Bidders must provide the details for every criterion listed in **Annexure – A2(a)** of the RFP/Corrigendum's. Supporting documents must be attached, clearly labelled and referenced.

Sr. No.	Initial Scoring (T1) for Technical Proposal (as per Annexure – A2(a))	Bidder's Response / Compliance (Yes/No)	Details & Supporting Documents Reference
1.	**No. of Scanning & Logistics Locations Covered in a Single Similar Assignment:** Large-scale digitization and logistics management experience Baseline Eligibility: Minimum **50 locations** **Marks Allocation:** • **Highest:** 20 Marks • **2nd Highest:** 16 Marks • **3rd Highest:** 12 Marks • **Others:** 8 Marks	☐ Yes ☐ No	Name of Client (with maximum locations covered in a single similar assignment): Maximum No. of Scanning & Logistics Locations Covered in a Single Similar Assignment: Citation / Assignment Reference No.: (Refer the Annexure A16 – Project Citation / Similar Assignment Reference Format) Supporting Document Ref: ___ Submission Page No: ___
Bidder's Response			
EDMS Response	*Not applicable for bidder; To be filled by department during evaluation.*		
2.	**Total No. of Documents Scanned and Processed in in a Single Similar Assignment:** Proven large-scale digitization project handled Minimum **50 million documents**	☐ Yes ☐ No	Client Name (Single Similar Assignment): _____ Total No. of Documents Scanned & Processed: _____ Citation / Assignment Ref. No.: _____

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	Marks Allocation: • **Highest:** 20 Marks • **2nd Highest:** 16 Marks • **3rd Highest:** 12 Marks • **Others:** 8 Marks		(Refer the Annexure A16 – Project Citation / Similar Assignment Reference Format) Supporting Document Ref: ___ Submission Page No: ___
Bidder's Response			
EDMS Response	*Not applicable for bidder; To be filled by department during evaluation.*		
3.	**Total Size of Document Repository (in TB/PB) managed in a Single Similar Assignment:** Size of the DMS repository successfully managed in production Minimum **1 PB** **Marks Allocation:** • **Highest:** 20 Marks • **2nd Highest:** 16 Marks • **3rd Highest:** 12 Marks • **Others:** 8 Marks	☐ Yes ☐ No	Client Name (Single Similar Assignment): _____ Total Size of Document Repository Managed (TB / PB): _____ Citation / Assignment Ref. No.: _____ (Refer the Annexure A16 – Project Citation / Similar Assignment Reference Format) Supporting Document Ref: ___ Submission Page No: ___
Bidder's Response			
EDMS Response	*Not applicable for bidder; To be filled by department during evaluation.*		

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4.	**Total Contract Value in a Single Similar Assignment:** Total Contract Value Minimum **50 crore** **Marks Allocation:** • **Highest:** 10 Marks • **2nd Highest:** 7 Marks • **3rd Highest:** 5 Marks • **Others:** 0 Marks	☐ Yes ☐ No	Client Name (Single Similar Assignment): _____ Total Contract Value (Single Similar Assignment): _____ Citation / Assignment Ref. No.: _____ (Refer the Annexure A16 – Project Citation / Similar Assignment Reference Format) Supporting Document Ref: ___ Submission Page No: ___
Bidder's Response			
EDMS Response	*Not applicable for bidder; To be filled by department during evaluation.*		
5.	**Customer Satisfaction Letters:** Written certificates/letters addressed to Executive Director (IT/DT) or To Whom So Ever It May Concern, for similar assignments .The bidder shall provide contact details of two (2) customers, as per eligibility criteria, where a solution with a technology stack similar to the proposed solution has been implemented, and shall obtain necessary consent from such customers. The bidder shall submit at least one (1) valid Customer Satisfaction Letter for similar assignments executed by the bidder. In case such a written letter is not available, the bidder shall arrange for a Satisfactory Reference Verification from the concerned client. At least 1 valid letter/satisfactory reference Each valid letter = 5 Marks Max = 10 Marks	☐ Yes ☐ No	**Customer Satisfaction / Reference Verification** **Client 1:** Name of Client: _____ Reference Letter / Verification: ☐ Yes ☐ No Date of Letter (if applicable): _____ Client Contact Details: Name: _____ | Designation: _____ Mobile: _____ | Email: _____ **Client 2:** Name of Client: _____ Reference Letter / Verification: ☐ Yes ☐ No Date of Letter (if applicable): _____ Client Contact Details: Name: _____ | Designation: _____ Mobile: _____ | Email: _____

			Citation / Assignment Ref. No.: _____ (Refer the Annexure A16 – Project Citation / Similar Assignment Reference Format) Supporting Document Ref: ___ Submission Page No: ___
Bidder's Response			
EDMS Response	*Not applicable for bidder; To be filled by department during evaluation.*		
6.	**Document-based Workflow / BPM Implementation:** Document-based Workflow / BPM Implementation Experience in DMS-integrated workflow automation, e-File, or BPM Must have one live production reference At least 1 proven experience Each Assignment = 5 Marks Max = 10 Marks	☐ Yes ☐ No	**Relevant Clients – Document-based Workflow / BPM (Live Production Reference)** **Client 1:** Name of Client: _____ Brief of Assignment: _____ Citation / Assignment Ref.: _____ Client Contact Details: Name: _____ | Designation: _____ Mobile: _____ | Email: _____ **Client 2:** Name of Client: _____ Brief of Assignment: _____ Citation / Assignment Ref.: _____ Client Contact Details: Name: _____ | Designation: _____ Mobile: _____ | Email: _____ Supporting Document Ref: ___ Submission Page No: ___

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Bidder's Response	
EDMS Response	*Not applicable for bidder; To be filled by department during evaluation.*

| 7. | **Level of Understanding & Technical Approach:**

Level of understanding demonstrated for business processes and scope of work. Migration approach, integrations, Program Management, Technical Architecture Approach & methodology for new platform development. Use of Open standards and open-source products.

Adoption of Micro services, API-first, Object store, and Scalable storage architecture.
Migration and Co-existence strategy, Integration approach.

(a) Understanding Scope of Work - Max 2.5 Marks

(b) Approach & methodology for new platform development, Overall Solution Architecture - Max 5 Marks.

(c) Plan for transition / Refactoring, Migration, Upgradation, Maintenance and Coexistence Approach and Program Management, Scanning and Logistics –Max 2.5 Marks.

Important: Minimum qualifying requirement under this item is a score of 50% or more.

Bidder scoring <50% i.e. less than 5 marks in this criteria will not be eligible for overall technical scoring and will stand disqualified from further evaluation process. | ☐ Yes ☐ No | Bidder's Presentation – Technical presentation and proposed solution (Technical Write-up, Architecture Document, Migration Plan, Integration Strategy)

Level of Understanding, Solution Approach & Technical Architecture

(Refer the Annexure – A17: Understanding on the Scope of Work)

Supporting Document Ref: ___
Submission Page No: ___ |

Bidder's Response	
EDMS Response	*Not applicable for bidder; To be filled by department during evaluation.*

Each of the parameters that are to be relatively scored are having a **minimum qualifying baseline threshold**. Only bidders meeting or exceeding the baseline shall be eligible to be comparatively ranked and scored under that criterion. If a bidder's credentials for any parameter **fall below the baseline**, **no marks** shall be awarded for that parameter. Relative Scoring where applicable will be among the submitted bids.

In case the same bidder has multiple assignments qualifying among the top positions, the bidder shall be awarded marks only once, corresponding to their highest eligible position (e.g., if a bidder holds both highest and second-highest, the bidder will be awarded marks for the highest position only). The next distinct bidder(s) will then be considered for the remaining positions (second-highest or third-highest) for scoring purposes.

Note- This format is issued solely for reference purposes. In the event of any inconsistency or conflict between this format and the RFP and/or any corrigendum issued thereto, the terms and conditions of the RFP and such corrigendum shall govern and prevail.

Bidder's Authorized Signatory:

Name: _____ Designation: _____

Signature: _____ Date: _____

Seal: _____