Request for Proposal (RFP)
for
Challenge-Based Selection of One Onsite PHP And Experienced OSTicket Developer (OSTicket is built using Object-Oriented PHP)

Requirement count 1 – Onsite Location Mumbai/Santacruz West

RFP Reference: LIC/CO/ITDT/RISE/2526/TM01/PHP
Date: 06th March, 2026

Issued by:
Life Insurance Corporation of India (LIC)
IT/Digital Transformation Department, IT Research Section,
Central Office, "Jeevan Seva Annexe", 2nd Floor,
South Wing, Santacruz (W), S. V. Road,
Mumbai, Maharashtra – 400054.

Contact Email: co_ittenders@licindia.com

Contact Numbers: 022-67090422/67090510/67090427
Mr. Yashwant Sharma - 022-67090422 / 9649928101
Mr. Saurav Ganguli - 022-67090427/ 9831386250

Website: https://licindia.in/Bottom-Links/Tenders

Online Bid Submission on: https://www.tenderwizard.com/LIC

DISCLAIMER

1. This Request for Proposal ("RFP") document has been prepared solely to assist interested and eligible Bidders in understanding the requirements for participation in the challenge-based Pilot procurement process for the Proposal Form Data Extraction Solution. This RFP, and the information contained herein or subsequently provided to the Bidders, whether verbally, in documentary form, electronic form, or otherwise, is provided on the terms and conditions set out in this RFP and any additional terms and conditions that may be notified by the Procuring Entity from time to time.

2. This RFP is not an Agreement, nor shall it be construed as an offer, invitation to offer, or commitment on the part of the Procuring Entity to procure, contract, or enter into any binding or non-binding arrangement with any Bidder. The purpose of this RFP is to provide information that may assist Bidders in preparing their Proposals. Nothing in this document shall be construed as creating any binding obligation on the Procuring Entity.

3. The information contained in this RFP is not exhaustive, is subject to change, and is provided in good faith. While reasonable care has been exercised in compiling the information, the Procuring Entity, its officers, employees, consultants, advisors, or agents make no representation or warranty, express or implied, as to the accuracy, completeness, adequacy, correctness, fitness for purpose, or reliability of any part of this RFP.

4. Bidders shall conduct their own independent investigations, analysis, due diligence, technical appraisal, legal review, financial assessment, and business judgement with respect to all matters relating to this RFP, including statutory, regulatory, operational, and deployment matters. Bidders shall obtain their own professional advice including legal, taxation, financial, and technical advice before submitting their Proposals.

5. The Procuring Entity reserves the right, in its sole discretion and without assigning any reason, to amend, modify, supplement, replace, extend, withdraw, cancel, or terminate this RFP or any part thereof, or to issue clarifications, addenda, corrigenda, or notices, at any time prior to completion of the procurement process, without incurring any obligation or liability whatsoever.

6. Issuance of this RFP does not imply that the Procuring Entity is bound to select or shortlist any Bidder or to award any contract pursuant to this RFP. The Procuring Entity further reserves the right to reject any or all Proposals, in whole or in part, without assigning any reason, and without liability or obligation of any kind.

7. Neither the Procuring Entity nor any of its officers, employees, representatives, advisors, or consultants shall be liable to any Bidder or any other person under any law, statute, rule, or regulation, or under principles of tort, contract, equity, or otherwise, for any loss, damage, cost, or expense arising from or in connection with:
    a. any aspect of this RFP,
    b. participation by any Bidder in the RFP process,

c. reliance on information contained in or omitted from this RFP,
d. any amendment, modification, suspension, or cancellation of this RFP.

8. Participation in this RFP shall be deemed to constitute an unconditional acceptance by the Bidder of all the terms and conditions of this RFP, including this Disclaimer Clause.

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1. RFP Timelines

#	Particulars	Details
1	Date of issuance	**06.03.2026 | 15.00 Hrs. (IST)**
2	Last date for Submission of Queries	**09.03.2026**
3	Online Pre-Bid Meeting Date and Time	**10.03.2026 | 15.00 Hrs. (IST)**
4	Last date and time for RFP Online Submission	**30.03.2026 | 15.00 Hrs. (IST)**
5	Date and time of Online opening of RFP	**30.03.2026 | 15.30 Hrs. (IST)**

2. Pre-Bid Meeting and Clarifications

Important: Pre-registration by prospective bidder and confirmation by LIC for the attending the Pre-bid conference is mandatory. Firms can send email to get confirmation for attending the Pre-Bid Conference.

A Pre-Bid (Online –Video Conference –Webex) meeting will be held as per RFP Timelines.

Following are the details of the scheduled meeting:

Meeting Link:
https://licindiasampark.webex.com/licindiasampark/j.php?MTID=m668aec4387d225e08e1980b6486efd59

Meeting number: 2514 064 5205

Password: 1003

Note: In the Virtual Meeting, the participants must name themselves in the prescribed format i.e. (Name of the Organization – Participant's Name). For e.g., LIC-XYZ.

Tender Fee: NIL
Bid Security: Bid Security Declaration
PBG: As per RFP.

3. Introduction

Life Insurance Corporation of India invites proposals from experienced firms with **Object Oriented PHP and OSticket experienced developers** for a **challenge-assignment based selection** to support **implementation, customization, integration, and day-to-day operations** of the Customized OSticket Helpdesk Platform and upgradation of PHP Version for Agents Onboarding Application and maintenance.

a. Place of Performance / Work Location:
ONSITE LIC PREMISES AT MUMBAI (SANTACRUZ WEST – 400054)

b. Device: Desktop - LIC Provided. Developer also must have a Laptop.

c. Travel: No travel requirement out of Mumbai is envisaged under the assignment and no additional expenses on such count will be paid/ reimbursed.

d. **Working Hours:**
9 AM to 6 PM (Monday to Friday) LIC Working days. Any absence pro-rata deduction with LIC Working days in the month.
Example:
If the total working days in a month are 20, the resource is absent for 2 days, and the monthly (man-month) rate is ₹1,20,000, the deduction will be calculated as follows:
Deduction = (Number of days absent / Total working days in the month) × Monthly rate
= (2 / 20) × ₹1,20,000
= ₹12,000
Hence, ₹12,000 will be deducted from the monthly payment for the period of absence.

e. In addition to the regular working hours, the technical resources shall remain available to provide emergency or need-based support, including beyond regular working hours, weekends, and public holidays, either remotely or on-site as may be reasonably required by the LIC.

f. This RFP adopts a hands-on, demonstration-driven evaluation approach. Proposed Developer must successfully demonstrate all three mandatory technical challenges during evaluation. Only technically qualified developer from eligible firm will be considered for commercial evaluation, and the lowest cost (L1) among qualified bidders will be selected.

g. The engagement of the PHP Developer/Resource under the Time & Material model shall be on a purely contractual basis through the selected bidder and shall not, under any circumstances, be construed as creating any employer–employee relationship between LIC and the deployed resource. The resource shall remain at all times an employee of the bidder, and LIC shall have no obligation towards salary, benefits, statutory dues, employment claims, or any other service-related liabilities.

h. The selected bidder shall be solely responsible for all acts, omissions, negligence, misconduct, or breach of obligations by its deployed resources. The bidder shall indemnify, defend, and hold harmless LIC, its officers, employees, and representatives from and against any claims, losses, damages, penalties, liabilities, costs, or expenses (including legal fees) arising out of or in connection with the services rendered, violation of applicable laws, intellectual property infringement, data breach, confidentiality breach, or third-party

claims attributable to the bidder or its personnel. LIC shall not be liable for any direct, indirect, incidental, or consequential damages arising from the acts or omissions of the bidder or its resources.

4. Tenure, Initial Assessment & Extension

a. The engagement shall initially be for a period of twelve (12) months, which shall include an Initial Assessment Period of one (1) month for performance evaluation and suitability review. Continuation beyond the Initial Assessment Period and any extension of the engagement for such duration as deemed necessary shall be at the sole discretion of LIC, subject to satisfactory performance and project requirements. LIC reserves the right to discontinue the engagement during the Initial Assessment Period without assigning any reason. Further, LIC may, at its discretion, engage additional resource(s) from the selected bidder at the same agreed rate(s) for requirements such as UI/UX enhancements, integrations, database optimization, web server hardening, security audit compliance, or other technical support needs arising during the engagement period.

b. Either Party may terminate the engagement of any deployed resource or the overall engagement under this contract by giving thirty (30) days' prior written notice to the other Party without assigning any reason.

c. Notwithstanding the above, LIC reserves the right, at its sole discretion, to de-board or replace one or more deployed resources at any stage of the engagement if such resources are no longer required due to change in scope, completion of deliverables, performance considerations, operational requirements, or any other reason as determined by LIC. Upon such intimation from LIC, the bidder shall promptly withdraw the resource(s). Billing for such resource(s) shall cease from the date specified by LIC. Such de-boarding of individual resources shall not constitute termination of the contract and shall not require the thirty (30) days' notice referred to in clause (b).

d. If the performance of the deployed resource engaged in the project is found to be unsatisfactory or detrimental to the interests of LIC, as reasonably determined by LIC, the bidder shall replace the said resource with a suitably qualified and experienced individual within the time limits stipulated by LIC. Failure to comply with LIC's request shall entitle LIC to remove the said resource at its sole discretion. Any costs, delays, or operational impacts arising from such replacement shall be solely borne by the bidder. In the event of severe operational impacts due to non-compliance, LIC reserves the right to terminate the contract and/or impose penalty as reasonably determined by LIC.

e. During the notice period, the deployed resource(s) shall continue to perform their duties and responsibilities unless otherwise directed by the LIC. The bidder shall ensure smooth transition and handover of work, documents, credentials, and knowledge to LIC or to any replacement resource identified by LIC.

f. LIC shall make payment for the actual services rendered up to the effective date of termination, subject to satisfactory performance and submission of applicable deliverables/timesheets. No other compensation or claim shall be admissible on account of such termination.

5. Non-Disclosure Agreement (NDA) Requirement

The successful bidder shall execute a Non-Disclosure Agreement (NDA) with LIC prior to commencement of services. The bidder and its deployed resources shall maintain strict confidentiality of all information, data, documents, systems, credentials, configurations, customer information, and any other proprietary or sensitive material accessed during the course of engagement. Such information shall not be disclosed to any third party without prior written consent of LIC and shall be used solely for the purpose of fulfilling contractual obligations. The confidentiality obligation shall survive termination or expiry of the contract for a period as specified by LIC.

6. Bid Security Declaration

In lieu of submission of Earnest Money Deposit (EMD), the bidder shall submit a duly signed Bid Security Declaration in the prescribed format. By submitting this declaration, the bidder undertakes that, if it withdraws or modifies its bid during the period of bid validity, or fails to sign the contract or furnish the required performance security (if applicable) upon award, it shall be liable for suspension, debarment, or any other action as deemed appropriate by LIC in accordance with applicable procurement rules and guidelines. Failure to submit the Bid Security Declaration shall render the bid liable for rejection.

7. Performance Security

The successful bidder shall furnish a Performance Security equivalent to one (1) month's cost per deployed resource at the agreed Time and material (T&M) rate, prior to commencement of services. The Performance Security shall remain valid for the entire engagement period including any extensions and shall serve as security for due performance of contractual obligations. LIC reserves the right to invoke the Performance Security in case of non-performance, breach of contract, failure to provide agreed resources, or non-compliance with contractual terms. The Performance Security shall be released upon satisfactory completion of the engagement and settlement of all dues and obligations.

8. Scope of Engagement

The selected developer shall be responsible for:

a. Installation and configuration of OSticket (on-prem / cloud as applicable)
b. Customization of OSTicket core and plugins
c. OSTicket and Agency Onboarding Secure integrations with third-party systems (SMS, WhatsApp, authentication, etc.)
d. OSTicket and Agency Onboarding - Ongoing day-to-day operational support and enhancements.
e. OSTicket and Agency Onboarding - Bug fixing, upgrades, and security hardening and Security Audit Compliance.
f. DR Setup and Backups.
g. MySQL DB Maintenance and Backup.
h. Documentation and knowledge transfer.

9. Engagement & Commercial Model

a. Challenge-based technical qualification. Post-qualification **commercial bid evaluation (L1 selection):** Engagement: Time & Material.
b. Initial rate validity period: 12 months, performance based renewals and extendable.
c. Annual Increment post 12 months, when engagement is extended, will be as per National e-Governance Division rate as published. https://negd-media.digitalindiacorporation.in/wp-content/uploads/2025/08/Office-Order_Revision-of-Rates.pdf Current increment is at 3% on the prevailing rates.

d. Terms of engagement will also be guided by provision in NeGD notification issued vide letter No 22018/33/2022-NeGD dated 17.05.2024. https://negd-media.digitalindiacorporation.in/wp-content/uploads/2025/01/Notification_Empanelment_Consulting-orgs_17.05.24.pdf

10. Eligibility and Mandatory Technical Challenges (Evaluation Stage)

10.1 Eligibility Criteria

i. Bidders must be a legally registered entity in India (Company / LLP / Partnership / Proprietorship). Documentary Proof: Copy of Certificate of Registration / Incorporation / Constitutional Document.

ii. The bidder should be registered with the Goods and Services Tax Network and carry a valid PAN from the Income Tax Department, Government of India. Documentary Proof:
   a. Copy of PAN Card
   b. Copy of Tax Registration including GSTIN

iii. An undertaking (self-certificate) that the bidder hasn't been blacklisted by any central / state Government/PSU institution as on the date of submission and there has been no litigation with any government department on account of similar service which shall create impact on the performance of the services under this RFP, must be submitted. If any bidder was declared ineligible/ blacklisted/ debarred by the Government of India/State/UT Government/PSU, then a clarification note, and revocation order should be produced. The documentary proof should be provided on agency's letter head that is duly signed by authorized signatory.

iv. Litigation Disclosure: The Bidder shall disclose details of all past and ongoing litigations, disputes, arbitration cases, if any. Adverse litigation history may result in disqualification at the sole discretion of LIC.

v. Bidders registered as Micro or Small Enterprises (MSEs) under the Government of India will be entitled for MSE Purchase Preference as per Government of India Procurement Guidelines. The bidder must possess a valid Udyam Registration Certificate (Udyam MSME Registration) as on the date of bid submission. The Udyam Registration Number must be clearly mentioned in the proposal and supported by a self-attested copy of the certificate. Bids received from entities claiming to be MSE but not holding a valid MSE Udyam Registration shall be summarily rejected. In case the L1 bidder is not an MSE, and an MSE bidder has quoted a price within L1 + 15%, such MSE bidder shall be given the opportunity to match the L1 price. As the nature of procurement is such that the quantity or scope cannot be split, the entire order

shall be awarded to the eligible MSE bidder matching the L1 price. In case the MSE bidder does not agree to match the L1 price, the order shall be placed on the L1 bidder.

vi. The bidder must provide undertaking to remain compliant with all applicable regulations, tax and labour laws. (Undertaking by the Bidder).

10.2 Mandatory Technical Challenges

The proposed developer/profile must **design, configure, customize, and demonstrate** the following challenges on an OSTicket instance deployed on own laptop (https://osticket.com/) during the evaluation stage. **All three challenges are mandatory** and must be demonstrated successfully on a demo setup created for the demonstration by the bidder.

1. ***Challenge 1: Mobile OTP Verification before Ticket Creation (Web UI)***
   i. Implement Mobile Number capture and OTP-based verification before allowing ticket
   ii. OTP to be sent via SMS gateway (real or mock; configurable).
   iii. Ticket creation must proceed only after successful OTP validation.
   iv. Demonstrate:
      a. OTP expiry and retry logic
      b. Prevention of OTP abuse
      c. Configurable enable/disable option

2. ***Challenge 2: WhatsApp Integration (Bi-directional)***
   i. Integrate OSticket with WhatsApp using WhatsApp Business API or approved aggregator. (Dummy
   ii. Incoming WhatsApp messages should:
      a. Create new tickets, OR
      b. Update existing tickets based on customer identity.
   iii. Agent replies from OSticket must be delivered back to the customer on WhatsApp.
   iv. Demonstrate:
      a. Message threading
      b. Attachment handling
      c. Customer identification and mapping

   v. **Demonstration Flexibility Clause**: In case live WhatsApp Business API credentials are not available during the evaluation stage, bidders may demonstrate the integration using a simulated / mock / sandbox environment that replicates WhatsApp API request-response behavior.

   vi. The simulation must:
      a. Emulate webhook-based inbound message events.
      b. Demonstrate ticket creation/update based on simulated payloads.
      c. Show outbound message posting from OSTicket to the simulated endpoint.
      d. Provide logs evidencing request-response exchange.

   vii. The bidder must clearly explain how the demonstrated mock setup will translate into a production-grade integration with the official WhatsApp Business API. The organization reserves the right to seek clarification on production readiness prior to commercial award.

3. Challenge 3: Email Ingestion and Automatic Ticket Creation

i. Configure OSticket to read emails from a designated mailbox (IMAP/POP3).

ii. Incoming emails must automatically create new tickets or update existing tickets based on subject line, ticket ID, or configured matching rules.

iii. Demonstrate:
   a. Secure mailbox configuration (SSL/TLS)
   b. Handling of attachments
   c. Spam/invalid email filtering logic
   d. Threading of replies into existing tickets
   e. Error logging and failure handling

iv. **Demonstration Flexibility Clause:** Developer to demonstrate functionality using a test mail server or locally configured mail service. However, the setup must demonstrate real email polling/fetching (not static data injection), MIME parsing, attachment extraction, and ticket creation through OSticket's standard mechanisms.

Note: Successful demonstration of **all three challenges are mandatory** for technical qualification.

11. Evaluation Criteria

Stage	Criteria	Remarks
Stage 1	Prequalification/ Eligibility	Eligibility Compliance
Stage 2	Technical Demonstration	All 3 challenges must be successfully demonstrated
Stage 3	Interview & Code Review	Assess hands-on expertise in PHP (OOP) and Approach.
Stage 4	Commercial Evaluation	Lowest cost (L1) among technically qualified bidders

Failure in any one challenge or Stage will result in disqualification.

12. Deliverables

a. Configured and customized OSticket instance
b. Source code / plugins / configuration artifacts
c. Integration documentation
d. Operational SOPs
e. Knowledge transfer to internal team

13. Developer Eligibility

a. Proven experience with OSticket customization and deployment
b. Prior experience with authentication, OTP, and messaging integrations
c. Skilled resources for ongoing support

d. Ability to perform live technical demonstrations

14. Proposal Submission Guidelines

Bidders must submit the proposal online at: LIC Procurement Portal:
https://tenderwizard.com/LIC with a technical proposal containing the details such as

1. Company and profile and contact details
2. Proposed Developer CV and PHP and OSTicket experience
3. Prequalification and Eligibility Submission
4. Bid Security Submission
5. Approach for each of the three challenges

6. Commercial quote (separate online upload at https://tenderwizard.com/LIC)

15. Rights of LIC

LIC reserves the right to:

a. Accept or reject any or all proposals
b. Modify evaluation criteria
c. Cancel the RFP without assigning any reason

16. Commercials and Payment Terms

a. The submission of commercials should be exclusive of GST. The applicable tax shall be paid at actuals as per prevailing statutory rules.

b. The bidder shall ensure that all invoices issued to LIC are fully compliant with the provisions of the Goods and Services Tax (GST) laws in force in India. In particular, where e-invoicing is applicable under the GST regime, the bidder shall generate and upload such invoices on the designated Invoice Registration Portal (IRP) and obtain a valid Invoice Reference Number (IRN) along with a digitally signed QR code. Only such duly registered e-invoices bearing a valid IRN shall be accepted by LIC for processing of payment. Any invoice not complying with this requirement shall be deemed invalid and liable to be rejected without any obligation on the part of LIC to make payment thereof.

c. LIC shall process payments within thirty (30) days from the date of receipt of a valid and duly compliant invoice, along with any supporting documents as may be reasonably required by LIC. Delays arising from non-compliance with GST requirements, incomplete documentation, or discrepancies in the invoice shall be the sole responsibility of the bidder and shall not bind LIC to any interest or penalty for delayed payment.

d. The engagement of resources shall be for a period of twelve (12) months. Payment to the bidder shall not be based solely on monthly attendance but shall be strictly linked to achievement of project deliverables and their acceptance by LIC.

e. Each monthly invoice raised by the bidder shall be supported with LIC's written confirmation after reviewing the work done for the corresponding period. Invoices without such confirmation shall be deemed incomplete and shall not be processed for payment.

f. All other conditions relating to invoicing compliance, including e-invoicing under GST laws and IRN generation, shall apply in addition to the above.

g. LIC reserves the right to defer, proportionately reduce, or withhold payment in case deliverables are delayed, partially achieved, or delivered with deficiencies, without prejudice to any other remedies available under the Agreement or the RFP terms.

17. Employer–Employee Relationship & Resource Cost Liability

a. All personnel deployed under this RFP shall, at all times, remain the employees/contractual resources of the Bidder. Nothing contained herein shall be construed to create any employer–employee relationship, agency, partnership, or joint venture between LIC and such personnel.

b. LIC shall have no obligation—direct or indirect—towards payment of any salary, wages, allowances, bonuses, gratuity, provident fund (PF) contributions, Employees' State Insurance (ESI) contributions, insurance premiums, leave salary, reimbursements, severance, retrenchment/termination compensation, or any other statutory or non-statutory dues or benefits of any nature whatsoever pertaining to the said personnel, whether during the term or upon termination/expiry of the Purchase Order/contract.

c. In the event the Bidder fails to make any of the above payments/benefits to its personnel, LIC shall bear no financial or legal liability towards the affected personnel. For clarity, this does not restrict LIC's right to withhold payments to the Bidder for non-performance, breach, or statutory non-compliance as per the RFP.

d. The Bidder shall be solely responsible for full compliance with all applicable labour, employment, social-security, tax, and industrial laws/regulations in relation to its personnel (including but not limited to the Payment of Wages, Minimum Wages, Bonus, Gratuity, PF, ESI, Professional Tax, Shops & Establishments, and Contract Labour laws, as applicable), and shall keep LIC indemnified from any claims, demands, penalties, or proceedings arising therefrom.

e. No right to employment, absorption, or continuity with LIC shall accrue or arise to the Bidder's personnel by virtue of their deployment on LIC assignments or performance of services at LIC premises.

f. This clause shall survive termination or expiry of the contract/purchase order.

Secretary (IT/ Digital Transformation)

Annexure A: Covering Letter with Correspondence Details

<Location, Date>

To

The Executive Director (IT/DT),
Life Insurance Corporation of India, Central Office,
Information Technology - DT Department, 2nd Floor, South Wing,
"Jeevan Seva Annexe", Santacruz (W), S.V.Road, Mumbai – 400054.

Dear Sir,

We, the undersigned, hereby submit our response to the RFP Ref: LIC/CO/ITDT/RISE/2526/TM01/PHP dated 06.03.2026 as per requirements and scope mentioned in this RFP document.

Our correspondence details with regard to this RFP are:

S. No	Information	Details
1	Name of the Contact Person	<Insert Name of Contact>
2	Address of the Contact Person	<Insert Address>
3	Name, designation and contact, address of the person to whom, all references shall be made, regarding this RFP.	<Insert Name of Contact>
4	Telephone number of the Contact Person.	<Insert Phone No.>
5	Mobile number of the Contact Person	<Insert Mobile No.>
6	Email ID of the Contact Person	<Insert Email.>
7	Corporate website URL	<Insert Website URL.>

We are hereby submitting our Request for Proposal. We understand you are not bound to accept any Proposal you receive. We fully understand and agree to comply that on verification, if any of the information provided here is found to be misleading the short listing process or unduly favours our company in the short listing process, we are liable to be dismissed from the selection process or termination of the contract during the project.
We hereby declare that our proposal submitted in response to this RFP is made in good faith and the information contained is true and correct to the best of our knowledge and belief.

Sincerely,
[Bidder's Name with seal+
<Applicant's Name with seal>
Name: <<Insert Name of Contact>>
Title: <<Insert Name of Contact>> Signature: <<Insert signature>>

Annexure B: Compliance Sheet for Pre-Qualification Criteria

Authorization for signing of all documents related to RFP

[Either (a) or (b) on bidder's letterhead]

(a) To be signed by the bidder's company's Board / Director / Managing Director

Date:

To,
The Executive Director (IT/DT),
LIC of India, Central Office,
2nd Floor, Jeevan Seva Annexe,
Santacruz (W), S V Road,
Mumbai - 400 054

Sir,

SUB: Authorisation to sign on behalf of the Company for LIC RFP Ref: LIC/CO/ITDT/RISE/2526/TM01/PHP dated 06.03.2026.

I / We, _____ (name & designation), by the powers vested in me / us, hereby authorize Mr./ Mrs./ Ms. _____ to sign the documents to be submitted for participation in the above referred RFP, and its subsequent modifications/clarifications, as "Authorized Signatory" on behalf of our company. The signature of Mr. / Mrs./ Ms. _____ is as below.

(Sample Signatures of the Authorized Signatory)
Dated at _____ this _____ day of _____20__.
Yours faithfully,
Signature(s):
Name(s):
Designation:
Name & Address of the company:
Seal of the Company

OR

(b) To be signed by the bidder's Company Secretary

Date:

To,
The Executive Director (IT/DT),
LIC of India, Central Office,
2nd Floor, Jeevan Seva Annexe,
Santacruz (W), S V Road,
Mumbai - 400 054
Sir,
SUB: Authorization to sign on behalf of the Company for LIC RFP LIC/CO/ITDT/RISE/2526/TM01/PHP dated 06.03.2026 and all its subsequent modifications/clarifications.

Mr./ Mrs./ Ms. _____ has been authorized by our Company Board/ Director/ Managing Director to sign the documents to be submitted for participation in the above

referred RFP, and its subsequent modifications/clarifications, as "Authorized Signatory" on behalf of our company. The copy of our board resolution is enclosed herewith.
The signature of Mr. / Mrs./ Ms. _____ is as below.

(Sample Signatures of the Authorized Signatory)
Dated at _____ this _____ day of _____20__.
Yours faithfully,
Signature(s):
Name(s):
Designation:
Name & Address of the company:
Enclosures:

Annexure C: Undertaking to remain compliant with all applicable regulations, tax and labour laws in India.

RFP Reference: LIC/CO/ITDT/RISE/2526/TM01/PHP dated 06.03.2026.

To,
The Executive Director (IT/DT),
LIC of India, Central Office,
2nd Floor, Jeevan Seva Annexe,
Santacruz (W), S V Road,
Mumbai - 400 054

Subject: Undertaking to remain compliant with all applicable regulations, tax and labour laws in India.

Dear Sir,

With reference to the RFP Reference: LIC/CO/ITDT/RISE/2526/TM01/PHP dated 06.03.2026; we hereby declare and undertake that we shall remain fully compliant with all applicable laws, rules, regulations, and statutory requirements in force in India during the entire period of engagement under this assignment. This includes, but is not limited to, compliance with all applicable taxation laws, labour laws, employment regulations, and statutory obligations as prescribed by the Central Government, State Government, or any other competent statutory authority.

We further undertake that all statutory dues, including taxes, levies, contributions, and payments required under applicable laws such as those relating to income tax, goods and services tax (GST), provident fund, employee state insurance, professional tax, or any other statutory requirement, shall be duly paid by us within the prescribed timelines. We shall be solely responsible for ensuring compliance with all such statutory obligations in respect of any personnel deployed under this engagement.

We also confirm that we shall indemnify and keep indemnified LIC against any liability, loss, penalty, or claim arising out of non-compliance with applicable statutory provisions, including labour and taxation laws, on our part.

Signature of the Authorized Signatory
Name:
Designation:
Name & Address of the company:
Seal of the Company
Dated on _____day of _____2026.

Annexure D: Self-Declaration Format for Non-Blacklisting / Non-Litigation / Land Border Clause

Eligibility Criteria (Pre-Qualification)	Bidder should not have any litigation against LIC or any other organizations which may materially impact the bidders' responsibility to implement the scope of this RFP
	Blacklisting Bidder should not have been blacklisted or debarred by Govt. of India and/or any State Government and/or any Central/State PSU at the time of bid submission date

Details of Litigation(s)

(A) Details of litigation(s) the Bidder is currently involved in, or has been involved in for the last three years:

1. Party in dispute with :
2. Year of initiation of dispute:
3. Detailed description of dispute:
4. Resolution / Arrangement arrived at (if concluded) :
(B) Under debarment/blacklist period for breach of contract/fraud/corrupt practices by any Public Sector Undertaking / State or Central Government or their agencies/ departments on the date of submission of bid . **YES / NO**
C) I have read Office Memorandum F.No.6/18/2019-PPD dated 23.07.2020 issued by the Ministry of Finance, Department of Expenditure, Public Procurement Division inserting Rule 144 (xi) in GFRs 2017 which defines clauses regarding restrictions or procurement from a bidder of a country which shares a land border with India. I certify that this bidder/OEM is not from such a country or, if from such a country, has been registered with the competent authority, I certify that this bidder fulfills all requirements in this regard and is eligible to be considered. [Where applicable, evidence of valid registration by the competent authority shall be attached.]

Signature of the Authorized Signatory
Name:
Designation:
Name & Address of the company:
Seal of the Company
Dated on _____day of _____2026.

Annexure E: Bid Securing Declaration Form

(Notarized on stamp paper of value of INR 500/-)

RFP Ref: LIC/CO/ITDT/RISE/2526/TM01/PHP dated 06.03.2026

Date:

To,
The Executive Director (IT/DT),
LIC of India, Central Office,
2nd Floor, Jeevan Seva Annexe,
Santacruz (W), S V Road,
Mumbai - 400 054

Sir,
I/We understand/declare that, according to your conditions, bids must be supported by a Bid Securing Declaration.
I/We accept that I/We may be disqualified from bidding for any contract with you for a period of one year from the date of notification if I am /We are in a breach of any obligation under the bid conditions, because I/We

a. have withdrawn/modified/amended, impairs or derogates from the tender, my/our Bid during the period of bid validity specified in the form of Bid; or
b. having been notified of the acceptance of our Bid by the purchaser during the period of bid validity
i. fail or reuse to execute the contract, if required, or
ii. fail or refuse to furnish the Performance Security, in accordance with the Instructions to Bidders.

I/We understand this Bid Securing Declaration shall cease to be valid if I am/we are not the successful Bidder, upon the earlier of

i. the receipt of your notification of the name of the successful Bidder; or
ii. thirty days after the expiration of the validity of my/our Bid.

Signature of the Authorized Signatory
Name:
Designation:
Name & Address of the company:
Seal of the Company
Duly authorized to sign this Authorization on behalf of: [insert complete name of Bidder]
Dated on _____day of _____2026.

Annexure–F: Commercial Bid

RFP Ref: LIC/CO/ITDT/RISE/2526/TM01/PHP dated 06.03.2026

Sl. No.	Item Description	No. of Resource	Rate per month (INR) (a)	No. of months (b)	Total Cost (INR) excluding GST (c)
1.	Deployment of Object-Oriented PHP and OSTicket Experienced Developer **(Onsite)**	**01**		**12**	
			GST @ 18% (INR)		
			Total (INR)		
		Total in words			

a. The bidder shall ensure that all invoices issued to LIC are fully compliant with the provisions of the Goods and Services Tax (GST) laws in force in India. In particular, where e-invoicing is applicable under the GST regime, the bidder shall generate and upload such invoices on the designated Invoice Registration Portal (IRP) and obtain a valid Invoice Reference Number (IRN) along with a digitally signed QR code. Only such duly registered e-invoices bearing a valid IRN shall be accepted by LIC for processing of payment. Any invoice not complying with this requirement shall be deemed invalid and liable to be rejected without any obligation on the part of LIC to make payment thereof.

b. LIC shall process payments within thirty (30) days from the date of receipt of a valid and duly compliant invoice, along with any supporting documents as may be reasonably required by LIC. Delays arising from non-compliance with GST requirements, incomplete documentation, or discrepancies in the invoice shall be the sole responsibility of the bidder and shall not bind LIC to any interest or penalty for delayed payment.

c. The engagement of resources shall be for a period of twelve (12) months. Payment to the bidder shall not be based solely on monthly attendance but shall be strictly linked to achievement of project deliverables and their acceptance by LIC.

d. Each monthly invoice raised by the bidder shall be supported with LIC's written confirmation after reviewing the work done for the corresponding period. Invoices without such confirmation shall be deemed incomplete and shall not be processed for payment.

e. All other conditions relating to invoicing compliance, including e-invoicing under GST laws and IRN generation, shall apply in addition to the above.

f. LIC reserves the right to defer, proportionately reduce, or withhold payment in case deliverables are delayed, partially achieved, or delivered with deficiencies, without prejudice to any other remedies available under the Agreement or the RFP terms.

ANNEXURE e-TS- Online Tendering Guidelines

Information and Instruction to the Bidders for using ONLINE ELECTRONIC TENDERING SYSTEM (e-TS)

Special Conditions & instructions for using online Electronic Tendering System (eTS) through portal (website) https://www.tenderwizard.com/LIC adopted by Life Insurance Corporation of India (LIC), Central Office, Mumbai as given in the subsequent pages will over-rule the conditions stated in the Bid documents, wherever relevant and applicable.

- **Registration of the Contractors/Bidders:** All the Contractors intending to participate in the Bids floated online using Electronic Tendering System (eTS) are required to get registered on the e-Tender Portal (website) http://www.tenderwizard.com/LIC
After successful Registration on the above mentioned portal, the bidder will get a User ID and Password to access the website.

- **Viewing of Online Tenders:** The contractors/bidders can view tenders floated on online Electronic Tendering System (eTS) hereinafter referred as "e-Tendering System" through portal (website) at http://www.tenderwizard.com/LIC. They can view the details like Tender Notice, Terms and Conditions, drawing (if any) and any other information. To download through, they need to login on to the above portal and can download the tender documents of an e-Tender.

- **Key Dates:** The contractors/bidders can view the Online Scheduled dates of e-tendering System (time schedule) hereinafter referred as "Key Dates" for all the tenders floated using the online electronic tendering system on above mentioned portal (website) https://www.tenderwizard.com/LIC

The bidders are strictly advised to follow dates and time as mentioned in Key Dates of a particular Bid/tender. The date and time will be binding on all the bidders. The bidders are required to complete the stage within the stipulated time as per the schedule (Key Dates) to continue their participation in the Bid/tender. All online activities are time tracked and the system enforces time locks that ensure that no activity or transaction can take place outside the start and end dates and time of the stage as defined.

The bidder should ensure that the status of a particular stage should be shown as "Completed" before the expiry date and time of that particular stage and they should possess a copy of receipt of completion of each stage to be performed from their end which should match with the status with their offer on online portal. It will be the sole responsibility of the bidder if the status of a particular stage is "Pending" till the expiry date and time of that stage and he is not able to proceed further in the e-Tendering process. The Key dates are subject to change in case of any corrigendum / amendment in schedule due to any reason stated by the Department.

Obtaining a Digital Certificate and its Usage:

- On e - Tendering System, the bids should be Encrypted and Signed electronically with a Digital Signature Certificate (DSC) to establish the identity of the bidder on online Portal. The Digital Signature Certificate (DSC) has two keys i.e. Public Key and Private Key. The Public Key is used to Encrypt (code) the data and Private Key is used to decrypt (decode) the data. The Encryption

means conversion of normal text into coded language whereas decryption means conversion of coded language into normal text. These Digital Signature Certificates (DSCs) are issued by an approved Certifying Authority, by the Controller of Certifying Authorities (CCA India), Government of India.

- The contractors may obtain Class III digital certificate from any Certifying Authority or Sub-certifying Authority authorized by the Controller of Certifying Authorities on the portal http://cca.gov.in. or may obtain information and application format and documents required for issue of digital certificate from our Service Provider for Electronic Tendering System (ETS):

E-Tender helpdesk	
Address	#137/3, Honganasu, Kengeri, Bangalore South, Karnataka 560060
email	lokesh.hr@antaressystems.com

Help Desk Contact Details:
E-mail& Mobile Numbers: sushant.sp@antaressystems.com -- +91 9731468511 lokesh.hr@antaressystems.com -- +91 9686115304

- The Bid (Online Offer) for a particular e - Tender may be submitted only using the Digital Signature Certificate (DSC), which is used to Encrypt (codified) the data and sign the Hash (Impression of your data) during the stage of Bid Preparation and Hash submission. In case, during the process of a particular e-Tender, the user loses his Digital Certificate (i.e. due to virus attack, hardware problem, operating system problem), he may not be able to submit the bid online. Hence, the users are advised to keep their Digital Signature Certificates in safe custody.

- In case of online Electronic Tendering, if the Digital Certificate issued to the authorized user of a firm is used for signing and submitting an online bid, it will be considered equivalent to a no-objection certificate/power of attorney to that User. The firm has to authorize a specific individual via an authorization certificate signed by all partners to use the Digital Certificate as per Indian Information Technology Act 2000 and its amendments. Unless the certificates are revoked, it will be assumed to represent adequate authority of the user to bid on behalf of agency for LIC of India, Central Office, Mumbai as per Information Technology Act 2000 and its amendments. The Digital Signature of this authorized user will be binding on the firm. It shall be the responsibility of management / partners of the registered firms to inform the certifying authority or Sub Certifying Authority; in case of change of authorized user and that a fresh digital certificate is procured and issued an "Authorization Certificate for the new user. The procedure for application of a Digital Certificate will remain the same for the new user.

- The same procedure holds true for the authorized users in a private/Public limited company. In this case, the authorization certificate will have to be signed by the directors of the company.

- Bidders participating in e-tendering shall check his/her validity of Digital Signature Certificate before bidding in the specific work floated online at the e-Tendering Portal (website) through http://www.tenderwizard.com/LIC.

Submission of Tender Fees: (When Applicable)

- The Contractors have to submit a Demand Draft /Banker's cheque of requisite amount as mentioned in the particular e-Tender (against the Tender fee) of any of the Nationalized / Scheduled Banks drawn in favour of the "Life Insurance Corporation of India" payable at "Mumbai" only, and not in favour of any other Authority or Location.

- The scanned copy of the Demand Draft / Banker's cheque against Tender Fees should be uploaded mandatorily during "Bid Hash Submission" stage (as per the due date mentioned in Key Dates of e-Tender and original DD should be submitted to the Executive Director (IT.), Central office, Life Insurance Corporation of India, 'Yogakshema',6thFloor West wing, J B Marg, Mumbai –400021 in a sealed envelope on or before the due date mentioned in Key Dates of respective e-Tender, otherwise your Tender will not be scrutinized.

- If the tenders are cancelled or recalled on any grounds, the tender document fees will not be refunded to the agency.

Submission of Earnest Money Deposit: (When applicable)

- Contractors have to deposit EMD of required amount in the form of BANK GUARANTEE of any of the Nationalized / Scheduled Banks drawn in the favour of the "Life Insurance Corporation of India" payable at "Mumbai" only, and not in the favour of any other Authority or Location.

- A scanned copy of Bank Guarantee against EMD should be uploaded mandatorily alongwith Bid submission stage (as per the Key Dates mentioned in e-Tender and Tender document) and original Bank Guarantee(B.G) should be submitted to the Executive Director, IT- SD Department, Central office, Life Insurance Corporation of India, Yogakshema, 6thFloor West wing, J B Marg, Mumbai - 400 021 in the sealed envelope (BID I) within the time &date as mentioned in Key Dates of e-Tender, otherwise your BID will not be evaluated / scrutinized.

- Refund of Earnest Money Deposit to the unsuccessful bidders will be made through RTGS/NEFT or Guarantee returned as applicable.

Tender Download:

- The Eligible Bidders can download the Tender Document online from above e - Tendering Portal https://www.tenderwizard.com/LICbefore the Tender closing date & time mentioned in the e-Tender floated.

Submission of online bids:
(These may be clarified from M/s Antares (Tenderwizard) as required)

- The bidders are required to prepare their bids on online e-Tendering Portal as mentioned above. During bid preparation, the bidders have to send their Public Key of DSC hence they are advised to procure DSCs at earliest to participate in the e-Tender. They are required to upload the scan copies of Demand Draft for Tender Document Fees and Earnest Money

Deposit. Also, bidders are required to scan and upload any other documents related to their credentials and submit wherever asked online. The bidders have to prepare their commercial bid online during in this stage only and seal (Encrypt) and digital sign the online bid with their Digital Signature Certificates. The Bidders should take note of any corrigendum being issued on the web portal on a regular basis. They should view and note down or take a printout the Bid Hash submitted and ensure that it matches during "Re-Encryption of Bids" stage. The bidders will not be able to change their technical details and offer (rates) after expiry of due date and time on online portal.

- **Generation of Super Hash:** After the time of submission of Bid Seal (Hash) by the Contractors/Bidders has lapsed, the bid round will be closed and a "Digitally signed tender Super-Hash" will be generated by concerned LIC Department official. This is equivalent to sealing the tender box.

- **Re-Encryption of Bids:** Once the Generation of Super Hash stage is completed the Contractors/bidders have to decrypt their bids as they are in encrypted mode by their DSC and re-encrypt with Department user's Public Key which will be included in the e-Tender. During this process they need use their DSC for decryption of Bids and signing of Bid Hash once again for security. The electronic bids of only those Contractors/bidders who have submitted their bid seals (hashes) within the stipulated time, as per the tender time schedule (Key Dates), will be accepted by the system. A Contractor who does not submit his bid seal (hash) within the stipulated time will not be allowed to submit his bid (Re-Encryption). This stage could be considered as transfer of control to LIC Department user.

- Pre-bid discussion with all applicants as per key dates to clarify doubts of potential bidders in respect of this RFP. Any prospective bidder may, in writing seek clarification in respect of the bidding documents, However, last date of submitting clarification request shall be 2 (two) days before the schedule Pre-bid meeting

Opening of Tender (Electronic offers):

(a) Eligibility and Technical Bid shall be opened on the mentioned dates.
(b)The date of opening of Price Bid shall be intimated to the Eligible Bidders.

End of Document