PCMC/CRM/PS Department,
Central Office,
Mumbai – 400021.

Corrigendum-1 to Request for Proposal (RFP) for selection of BBPOU
(Ref: LIC/CO/CRM/PS/BBPOU/RFP/2026-27 Dated: 15-07-2026)

Sr.No.	Page No.of RFP	Clause of RFP requiring modification/(s)	Clause Modified/Read as
1	**53**	**Clause No 17.2 Point No 4.5** Area Performance Non-Functional Requirement: **The solution should maintain an uptime of 99.95% monthly for the platform only**	**Clause No 17.2 Point No 4.5** Area Performance Non-Functional Requirement: **The solution should maintain an uptime of 99.50% monthly for the platform only.**
2	**53**	**Clause No 17.2 Point No 11.16** Area System Availability Non-Functional Requirement **The solution should be configured in high availability mode and should have a fully functional DR site. The solution (all production instances) must support an availability target > 99.95% per month including all internal and external business services** **DR uptimes:** **RPO ≤ 15 minutes** **RTO ≤ 60 minutes**	**Clause No 17.2 Point No 11.16** Area System Availability Non-Functional Requirement **The solution should be configured in high availability mode and should have a fully functional DR site. The solution (all production instances) must support an availability target >= 99.50% per month including all internal and external business services** **DR uptimes:** **RPO ≤ 15 minutes** **RTO ≤ 60 minutes**
3	**58**	**Clause No 18 Sr.no. 1** Signing of Agreement after issuance of work order Timelines** **10 working days**	**Clause No 18 Sr.no. 1** Signing of Agreement after issuance of work order Timelines** **15 working days**
4	**58**	**Clause No 18 Sr.no. 4** Final Implementation of Scope of Work Timelines** **60 days from the date of signing of Agreement**	**Clause No 18 Sr.no. 4** Final Implementation of Scope of Work Timelines** **60 working days from the date of signing of Agreement**
5	**59**	**Clause No 19 Point No 1** Signing of Contract from the Date of Purchase /Work Order SLA/Frequency **10 days (one time)**	**Clause No 19 Point No 1** Signing of Contract from the Date of Purchase /Work Order SLA/Frequency **15 working days (one time)**

6	**59**	**Clause No 19 Point No 2** (a)Submission of Performance Bank Guarantee of 5% of contract value and (b) opening/ operating an Escrow/Nodal Account for Fund Transfers from the Date of purchase/work order SLA/Frequency **7 days (one time)**	**Clause No 19 Point No 2** (a)Submission of Performance Bank Guarantee of 5% of contract value and (b) opening/ operating an Escrow/Nodal Account for Fund Transfers from the Date of purchase/work order SLA/Frequency **7 working days (one time)**
7	**60**	**Clause No 19 Point No 7** **Deliverables** System Breakdown at BBPOU Service's infrastructure except (a) scheduled/planned maintenance communicated in advance, and (b) downtime caused by third-party failures (e.g., Issuer banks, acquiring banks, NPCI, or card networks etc.) (c) Any Force Majeure subject to supporting communication with documentary proof satisfactory to LIC" **SLA/Frequency** **Beyond 99.95%** **Penalty:** **Rs.10,000 per minute of the total System Breakdown in a month subject to maximum of Rs. 1,00,00,000/-**	**Clause No 19 Point No 7** **Deliverables** System Breakdown at BBPOU Service's infrastructure except (a) scheduled/planned maintenance communicated in advance, and (b) downtime caused by third-party failures (e.g. NPCI/NBBL etc.) (c) Any Force Majeure subject to communication with supporting documentary proof satisfactory to LIC" **SLA/Frequency** **Uptime to be maintained >= 99.50%** **Penalty:** **Rs.5,000 per minute of the total System Breakdown in a month subject to maximum of 10% of the previous month's service charges Bill paid.**
8	**62**	**Clause No. 21.8** Liquidated Damage **The Vendor will ensure that all services and systems perform without defect or interruption with at least 99.95% up time.**	**Clause No. 21.8** Liquidated Damage **The Vendor will ensure that all services and systems perform without defect or interruption with at least 99.50% up time.**
9	**136**	**Clause No. 26.18 Annexure XVIII:** Technical Compliance Matrix Sr. No. 2 under Technical Aspect **Acceptance of dynamic RU (Return URL with session parameters) from LIC portal**	**Clause No. 26.18 Annexure XVIII:** Technical Compliance Matrix Sr. No. 2 Technical Aspect **Deleted.** **Refer Revised Annexure XVIII.**
10	**136**	**Clause No. 26.18 Annexure XVIII:** Technical Compliance Matrix Sr. No. 5 under Technical Aspect **Capability to provide the solution in HA (High Availability) with DR and minimum up time of 99.95% on monthly basis.**	**Clause No. 26.18 Annexure XVIII:** Technical Compliance Matrix Sr. No. 4 under Technical Aspect **Capability to provide the solution in HA (High Availability) with DR and minimum up time of 99.50% on monthly basis.** **Refer Revised Annexure XVIII.**

Place & Date: Mumbai 29/07/2026 **Executive Director(CRM/PS)**