

## REQUEST FOR PROPOSAL (RFP)

### Appointment of Vendor for On-Site Scanning and Digitization Services

Reference: LIC-MAU/RFP/Scanning/2025-26/03

Date: 16 March 2026

#### Issued by

Life Insurance Corporation of India – Mauritius Branch

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### 1. Introduction

Life Insurance Corporation of India (LIC) is a statutory corporation established under the Life Insurance Corporation Act, 1956, with its Corporate Office in Mumbai, India. LIC operates in Mauritius through its branch office known as **LIC Mauritius Branch**.

The branch generates and processes a substantial volume of policy documents, operational records, and administrative files. To enhance document management, improve retrieval efficiency, and ensure long-term preservation of records, the Corporation has been digitizing these documents. At present, this process is being carried out **offsite**.

In order to strengthen data security, improve operational efficiency, and ensure better control over sensitive records, LIC Mauritius now intends to undertake **on-site scanning and digitization** of documents at its office premises.

Accordingly, LIC Mauritius invites proposals from qualified vendors to provide **on-site scanning and digitization services** at its office premises in Port Louis. The selected

vendor will be required to deploy its own scanning equipment, technical personnel, and all necessary resources to carry out the scanning activities within LIC premises.

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## 2. Objectives of the Project

The key objectives of this initiative are:

- Scanning and Digitization of physical documents
  - Improved document storage and retrieval
  - Integration with LIC's Electronic Document Management System (EDMS) - Preservation and protection of records
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## 3. Scope of Work

The selected vendor shall undertake the following activities:

### 3.1 On-Site Deployment

The vendor shall deploy trained staff at the LIC Mauritius office to carry out the scanning operations.

Scanning services will normally be required a minimum of twice per month, depending on the volume of documents. However, if the number of documents to be scanned in a particular month exceeds the usual volume, additional visits may be required so that all documents are scanned within the same month and no backlog remains for the following month.

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### 3.2 Equipment

The vendor must bring and install:

- High-speed document scanners
- necessary software
- Image processing tools
- Indexing and OCR tools (if applicable)

LIC will provide **workspace and power supply**.

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### 3.3 Document Preparation

The vendor shall perform:

- Removal of staples, pins, and clips
  - Sorting and arranging documents
  - Preparation of documents for scanning
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### 3.4 Digitization

Documents must be scanned in:

- **PDF format or searchable PDF**
  - Resolution suitable for long-term archival storage
  - Compatible with LIC's EDMS
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### 3.5 Indexing

Documents must be indexed as per LIC requirements, such as:

- File number
  - Policy number
  - Date
  - Customer name
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### 3.6 Quality Assurance

The vendor must ensure:

- Clear and legible images
- Proper alignment
- No missing pages

**A quality check process must be implemented.**

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### 3.7 File Handling

After scanning:

- Documents must be returned in the same order
  - Files must be safely handled at all times
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### 4. Eligibility Criteria

The bidder must meet the following minimum criteria:

1. The bidder must be a legally registered company in Mauritius.
  2. The bidder must possess:
    - Business Registration Number (BRN)
    - VAT Registration Certificate
  3. The bidder must comply with the **Data Protection Act 2017 of Mauritius**.
  4. The bidder should have **at least 3 years experience** in document scanning or digitization services.
  5. The bidder must have completed **similar assignments for at least two clients**.
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### 5. Technical Proposal

The Technical Proposal must include the following:

#### 5.1 Company Profile

- Company background
- Years of operation
- Organizational structure

#### 5.2 Experience

- Details of previous scanning projects
- Client references

#### 5.3 Team Details

- Qualifications and experience of proposed personnel



#### 5.4 Equipment Details

- Scanner specifications
- Processing capacity

#### 5.5 Work Methodology

- Document handling process
- Quality assurance procedures
- Data security measures

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### 6. Data Security and Confidentiality

The vendor shall maintain strict confidentiality of all documents.

The vendor must ensure:

- No copying or disclosure of information
- No external storage of data
- No removal of documents from LIC premises

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### 7. Service Level Agreement (SLA)

The vendor must adhere to the following standards:

Service Parameter	Requirement
Scanning accuracy	100 %
Image quality	Clear and readable
Document handling	No damage to documents
Turnaround time	As agreed with LIC

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### 8. Penalty Clause

If the vendor fails to meet service requirements:

- LIC may impose financial penalties
- LIC may terminate the contract for repeated violations



Penalties may apply for:

- Loss or damage of documents
- Breach of confidentiality
- Poor scanning quality

## 9. Financial Proposal

The Financial Proposal must be submitted **separately** and should include:

Description	Rate (MUR)
Cost per page scanned	
Cost per visit (if applicable)	
Any setup cost	
Any additional charges	

## 10. Proposal Submission

Proposals must be submitted by 15 April 2026 and addressed to:

Manager (IT / Admin)  
Life Insurance Corporation of India  
Mauritius Branch Office  
LIC Centre, 1st Floor  
John Kennedy Street  
Port Louis, Mauritius  
Email: [manager@lici.mu](mailto:manager@lici.mu)

Bidders must submit **two separate proposals**:

- **Technical Proposal**
- **Financial Proposal**

Each proposal must be **submitted separately** in sealed envelopes or as password-protected files. **Financial proposals of only technically qualified bidders will be opened.**

## 11. LIC Rights

LIC Mauritius reserves the right to:

- Accept or reject any proposal
- Cancel the RFP process
- Modify the scope of work

without assigning any reason.

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## 12. Vendor Background Verification

The selected vendor must ensure that all personnel deployed at LIC premises:

- Are permanent employees or authorized contractors of the vendor
- Have no criminal record
- Maintain professional conduct and confidentiality

LIC Mauritius reserves the right to request **background verification of deployed staff.**

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## 13. Staff Conduct and Access Control

Vendor personnel working at LIC premises must:

- Carry identification badges at all times
- Access only designated work areas
- Comply with LIC internal security procedures

LIC may deny access to any personnel deemed unsuitable.

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## 14. Data Protection Compliance

The vendor must strictly comply with the **Data Protection Act 2017 (Mauritius).**



The vendor shall ensure:

- No personal data is copied or stored externally
- No use of personal devices for scanning operations
- No transmission of data outside LIC premises

All scanned data shall remain the **sole property of LIC Mauritius**.

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### 15. Data Breach Liability

In the event of:

- Data leakage
- Unauthorized copying of documents
- Loss of documents

the vendor will be **fully liable** for damages arising from the breach.

LIC Mauritius reserves the right to **terminate the contract immediately**.

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### 16. Document Security Protocol

The vendor must ensure:

- Documents remain within LIC premises
- Secure handling of sensitive policyholder information
- No photography or copying using personal devices

All scanned documents must be **returned in the original sequence and condition**.

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### 17. Contract Period

The contract shall initially be valid for a period of one (1) year and will be automatically renewed annually on the same terms and conditions, subject to satisfactory performance of the vendor and the continued requirement of services by Life Insurance Corporation of India, Mauritius Branch

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## 18. Termination Clause

LIC Mauritius may terminate this contract at its sole discretion, including in cases of:

- Failure by the vendor to meet performance standards;
- Breach of confidentiality obligations;
- Violation of applicable laws or regulations.

Termination may be effected:

- Immediately, with or without notice, depending on the circumstances; or
- By providing one month's written notice, even in the absence of any breach.

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## 19. Conflict of Interest

Bidders must declare any **conflict of interest** with LIC Mauritius employees or stakeholders.

Failure to disclose such conflicts may lead to **disqualification**.

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## 20. Clarifications

Any clarifications regarding the RFP may be addressed to:

Manager (IT / Admin)  
Life Insurance Corporation of India – Mauritius Branch

Email: [manager@lici.mu](mailto:manager@lici.mu)

## 21. Checklist for Submission

Document	Submitted (Yes/No)
Company Profile	
Business Registration Number	
VAT Certificate	
Data Protection Compliance Confirmation	
Details of Equipment	
Team Profiles	
Client References	
Technical Proposal	
Financial Proposal	



**General Manager**  
**LIC – Mauritius.**  
**Port Louis, Mauritius**