

NOTICE FOR PROCUREMENT OF LIFE INSURANCE MANAGEMENT SYSTEM (SOFTWARE)

Issued Date (First): November 20, 2025

Issued Date (Second): December 06, 2025

Deadline for Submission: December 12, 2025

Citizen Life Insurance Company Limited (CitizenLife) invites sealed Tenders/Bids from eligible Software Companies/Vendors for procurement of **Life Insurance Management System (Software)** for managing life insurance business. Interested Software companies/vendors are invited to submit Technical & Financial proposal in accordance with the requirements as detailed below:

- All the relevant documents need to be submitted by the bidders in respect to evidence the respective eligibility criteria.
- The company should be reputed IT system/solution provider having existence of more than 5 Years and should not be blacklisted.
- The company should have a registered office with legal presence in Nepal with localized development and support center .
- The company should have annual turnover of at least NPR 10 million in last 3 fiscal years.
- The company should have experience of integrated Core **Life Insurance Management System (Software)** and same software implemented/deployed at least 3 life insurance companies in Nepal. The principal officer or project/team leader should have minimum of 7 Years of experience in technical as well as business areas of life insurance industry.

The following documents must be submitted by Bidders:

- Company/Firm Registration Certificate
- PAN/VAT Registration Certificate
- Audited Financial Statement of last 3 fiscal years with Tax Clearance Certificate
- Document evidencing their engagement in the areas of deployment of Integrated Core **Life Insurance Management System (Software)** in other life insurance companies
- Details work plan explaining the implementation of the software with required timing for complete system migration
- Bid document can be procured during office hours from IT Department of the company at Head Office, Thapathali, Kathmandu upon payment of non-refundable fee of NPR 5,000.00 (Nepalese Rupee Five Thousand only). A copy of bank cash deposit voucher should be submitted while collecting Bid document. Bid document fees should be deposited in the Account Name **Citizen Life Insurance Company Limited** in Bank A/C Number **5441503026524001** of **NIC Asia Bank Limited, Thapathali Branch, Kathmandu**. Similarly, bid document will be provided in authorized email ID of bidders, if the bid fee is deposited/transferred by any means in the bank account mentioned above and requested for the same.
- Eligible Bidders should submit Financial Bid and Technical Bid in separate envelopes covered by a single envelop with a label "**Bid for Procurement of Life Insurance Management System (Software) for CitizenLife**" to General Service Department of the company, on or before 2:30 PM on December 12, 2025. Bid documents received after the deadline will be rejected. Bidders not submitting both Technical and Financial Bids in separate envelopes shall be automatically disqualified. The financial bid of the bidders qualified shall be opened on fulfilment of the eligible criteria in technical qualification. Technical Proposal of all the bidders will be evaluated first. Date, time and place for opening of Financial Bid of technically qualified bidder will be notified through all possible means of communication, so provided by the bidders in their respective bid and the financial bid will be opened in the presence of technically qualified bidders.
- Bids submitted under the first notice shall be considered valid. All Technical Bids will be opened on December 14, 2025 at 11:30 AM in the presence of the bidder's authorized representative(s). However, the absence of any representative shall not affect or delay the bid opening process.
- If the last date of purchasing of the bid document, submission of bid and opening of bid falls on a public holiday, it shall be done on the next working day at same place and time.
- CitizenLife reserves the rights to accept or reject, wholly or partly, any or all the bids without assigning any reason whatsoever or renegotiate with the winning bidder.