

Ref: CO-ERM/IT/CSD/Modification-1

Date: 14.07.2025

Response to Pre-bid Queries: On-boarding Cyber Security Knowledge Partners for Awareness Training sessions for Employees, Agents, Vendors, Customers and other Stakeholders

Reference No.: CO-ERM-IT-CSD-2025-2026/IS Awareness dated 18th June, 2025

This is with reference to the RFP released by the Life Insurance Corporation of India on 18th June, 2025 captioned above. Responses to pre-bid queries to this RFP are given below:

S. No.	RFP Section	Sub-Section	Page No.	RFP Clause	Bidder Query / Clarification Sought	Response
1	Eligibility Criteria		13	<p>The bidder should have handled assignments/ Services related to cyber security trainings/ Awareness Training sessions and content development to Regulator/BFSI/PSU/any university in India /any other large organization in India during last three financial years i.e. 2022-2023, 2023-2024 and 2024-2025.</p> <p>The bidder should have experience in handling training in at least 3 of the following areas:</p> <p>Case Studies on Recent Cyber Security Breaches; Cyber Security Framework; Cyber Security Governance; Cyber security diploma / degree program affiliated with any university in India; Information Security Policies; Cyber Security related regulatory guidelines; Information Security Awareness Training; Cyber Hygiene; Data Protection and Privacy; Digital Personal Data Protection Act, 2023; Certified ethical hacking course covering (Endpoint Security, Email Security, Physical Security etc.) Secure coding practices Certified training programs like CISSP/CISA/CISM/CSA IT/ Cyber Risk Management; Network Security; Third- Party Risk Management; Vulnerability Management;</p>	Please make it Bidder/ OEM	Please adhere to RFP clause. Bidders experience is required.
2	Eligibility Criteria		13	<p>The Bidder during the last 5 years (starting from 01.04.2020) from the date of this RFP should be a knowledge partner for providing awareness</p>	Please make it Bidder/ OEM	Please adhere to RFP clause.

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3	Eligibility Criteria		14	The bidder should have LMS – learning management software either developed by them or partnership with respectable OEM to deliver the requirements of this RFP starting from 01.04.2020.	Please give us clarity whether bidder should have LMS or its OK with Partnership with OEM.	The bidder must have prior experience in implementing a Learning Management System (LMS), either from an Original Equipment Manufacturer (OEM) or a proprietary LMS platform developed and implemented by the bidder. The bidder is free to partnership with OEM for LMS.
4	Technical Scoring		72	The Bidder during the last 5 years" experience from the date of this RFP should be a knowledge partner for providing awareness sessions/trainings. · Above 5 Years->10 Marks · Above 3 Years to less than 5 Years ->7 Marks · Up to 3 years ->5 Marks (Supporting Document: Bidder should provide copies of the Letter of acceptance (LoA) /work order/ contract/ completion certificate/ confirmation email for relevant experience. The project completion date should	Please make it Bidder/ OEM	Please adhere to RFP clause.
5	Technical Scoring		72	The Bidder during the last 5 years from the date of this RFP should have worked as a knowledge partner as mentioned in RFP scope at organizations in PSU /Government /Private /BFSI Sector /Universities in India · Every reference ->2 Marks each subject to maximum of 20 marks (Supporting Document: Bidder should provide copies of the Letter of acceptance (LoA) /work order/ contract/ completion certificate/ confirmation email for relevant experience. The project completion date should	Please make it Bidder/ OEM	Please adhere to RFP clause.
6	Technical Scoring		72	The Bidder must have at least 5 personnel who have relevant experience to act as cyber security knowledge partner for content creation to impart awareness training as mentioned in the RFP scope. Valid certificates e.g. CISA, OSCP, CISSP.C/PENT, CISM, CEH. are to be considered · 5 Resources -> 5 Marks · Every additional resource ->0.5 mark subject to maximum of 10 marks (Supporting Document: CVs of the concerned personnel with details of experience and qualification on company letter head duly signed by the authorized signatory of the bidder. Details to be provided- Name, Designation, Years of experience, Detailed description of experience, Qualifications and Certificates (if any). Please refer Appendix-D2	Please make it Bidder/ OEM	Please adhere to RFP clause.

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7	Technical Scoring		72	Experience in imparting training on various aspects of cyber security as defined in this RFP. · Every referenced subject ->1 Mark each subject to maximum of 5 marks (Supporting Document: Bidder should provide copies of the Letter of acceptance (LoA)/work order/ contract/ completion certificate/ confirmation email for relevant experience. The project completion date should be within the last 5 years as on the date of this RFP) Please refer Appendix-D1	Please clarify, if this is from the OEM side	Please adhere to RFP clause.
8	Technical Scoring		72	The bidder shall be CERT-In empanelled as of date of this RFP	Please make it Bidder/ OEM	Please adhere to RFP clause.
9	Appendix D6 - Compliance of LMS	B. (x)	75	Integration with LIC's Applications (Employees, agents, customers and vendors)	Please let us know what applications need to be integrated.	Please go through the RFP, the same has been well defined and also discussed in pre-bid meeting held on 26th June 2025.
10	Appendix D6 - Compliance of LMS	F. (i)	77	Users can login to their own profile using AD/SSO integration along with physical Biometric access for employees, OTP for others. For external login of employees OTP will be enabled. Provision should be there to use Google authenticator for all cases.	Our tool supports AD/SSO. However, we need to clarify if the biometrics you mentioned refer to those used for opening mobile apps (e.g., fingerprint or face recognition).	LMS application needs to be integrated with Biometric solution of LIC for employees only.
11	Appendix D6 - Compliance of LMS	F. (vi)	77	End users should be able to see all the latest advisories, notifications, announcements, cyber news released by the CISO office in one cyber inbox. Emails/Messages may be scattered but there should be one place to read all things related to cyber security from the CISOs office (Just like a bank sends emails/etc but notifications are available on the banking website in one inbox in one place.)	Where would you prefer the cybersecurity notifications to appear? Specifically, should they be displayed within the app and the learner portal, or are there other locations you have in mind? Please clarify.	All the advisories shall be displayed in one section of LMS. The same URL is required to be integrated with our intranet portal for all LIC employees.
12	Appendix D6 - Compliance of LMS	F. (xi)	78	Assign Skills to Courses - There are various skills which can be auto assigned to a user once they complete a course.	Could you please clarify the meaning of 'skills' in this context? Are you suggesting that 'skills' will be represented by the badges awarded to users upon completing a course?	Skill will be represented by the badges.
13	Appendix D6 - Compliance of LMS	F. (xii)	78	Create new Skills - The super admin can also create new skills and assign on courses.	Please clarify with the meaning of skills are you talking about the badges or trophy	Please refer to the response given already.
14	Appendix D6 - Compliance of LMS	H. (vi)		Biometric access should be enabled for employees to access LMS and 2FA for others.	Please clarify as biometric are you referring to user sign to LIC mobile app through fingerprint/face id	Access to LMS application for employees is required to be integrated.

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15	Appendix D6 - Compliance of LMS	A. (iii)	74	Please give hardware specification like RAM, CPU, HDD size with along with no. of servers required considering UAT, DC and DR etc. in a separate sheet	Need to discuss on hardware requirements and expectations. Once done we can fix the specifications	Hardware sizing will be responsibility of successful bidder in line with DC, DR and UAT environment with proper justification. LIC will only provide virtual servers from LIC's private cloud as per the specification shared by successful bidder. Physical servers are not allowed.
16	Appendix D6 - Compliance of LMS	A. (vi)	74	Name of Database and its version with no of licenses to be provided	Need to have a virtual discussion with the LIC Technical team.	The bidder shall be responsible for the proper sizing of hardware, database, and application components required for the implementation of the LMS platform, based on their expertise and experience in executing similar projects. LIC will provide only the necessary RHEL licenses for operating system and MySQL database licenses; all other infrastructure and sizing considerations shall be managed by the bidder. Operating system licenses other than RHEL shall be provided by the successful bidder. Database licenses other than MySQL shall be provided by the successful bidder.
17	Appendix D6 - Compliance of LMS	A. (xiv)	75	The application should be sized to take care at least 30 crore customers with an annual growth of 10%, 15 lakh agents with 5 % growth, 1.2 lakh employees and around 1500 vendors as given below: Concurrent Users : at least 5000 per second Maximum users: at least 5000 CPU utilization: not more than 60 % with a threshold of 80 % Application should be proper load balanced	Need to have a virtual discussion with the LIC Technical team.	Please refer to Modification-1.
18	LMS Requirements	Concurrent Users & Sizing	49	LMS capacity for 30 Cr users, 5000/sec concurrency	Please confirm if the stated concurrency of 5000 users per second is a peak load requirement or an average. Also, clarify if horizontal scaling is acceptable.	Proper sizing of hardware shall be the responsibility of successful bidder.
19	Video Requirements	Content Development	48	20 interactive videos	Can some of the video content be reused with minor edits year-on-year, or must all be created from scratch annually?	The content provided shall be engaging, up-to-date, and relevant to the industry. The bidder shall make necessary modifications to ensure the content aligns with these requirements.

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20	Language Requirement	Multilingual Booklets	46	6 regional booklets	Please confirm the languages expected for regional content (e.g., Hindi, Tamil, Bengali, etc.).	Languages are English and Hindi only.
21	Travel & Reimbursement	Guidelines	50	Lodging and boarding outside Mumbai	Please clarify if prior approval is required for reimbursement claims and the timeline for claim settlement.	Yes, prior approval is required. Payment will only be reimbursed as per actuals. Please go through the terms and conditions of RFP. This is not applicable for Greater Mumbai.
22	Remediation Timeline	Security Observations	49	7–15 days for resolution	Will LIC provide access to perform remediation directly, or will it be coordinated through their IT team?	The terms and conditions of the RFP are clear. It shall be the responsibility of the successful bidder to remediate and manage all vulnerabilities identified from time to time, ensuring their closure in a timely and effective manner related to assets and application as per the scope of RFP.
23	Hosting Requirement	LMS Platform	49	Internet + Intranet availability	Is a hybrid cloud (private/public) deployment acceptable for the LMS? Are there specific data residency guidelines?	The application will be hosted in the private cloud of LIC.
24	Cyber Jaagrookta Month	Daily Messaging	47	One message/day in October	Are these messages to be shared across all channels (SMS, social media, LMS, posters) or only via SMS/email?	Yes
25	Creative Delivery	Banners, Posters	48	12 banners/standees	Are these required in physical print-ready formats or only digital design files?	Understanding is correct.
26	Certification Requirements	Trainer Credentials	51	CISA/OSCP/CISSP mandate	Would equivalent global certifications (e.g., CEH, ISO 27001 LA) with adequate experience be acceptable?	Please adhere to RFP clause.
27	Infrastructure	CPU Utilization	50	CPU threshold max 60%	Please confirm if this applies to vendor-provided infra (cloud/on-prem) or LIC's internal infra.	Please refer to the response given already.
28	6.Eligibility Criteria	6.Eligibility Criteria Sl.No.-03	13	The Bidder should have a minimum annual turnover of Rs 20 Crores in previous three financial years (2022-2023, 2023-2024 and 2024-2025). For bidder applying under MSME the bidder should have a minimum annual turnover of Rs. 1 Crore in previous three financial years (2022-2023, 2023-2024 and 2024-2025). Audited Financial statements / balance sheet /CA Certificate for the respective financial years	As the statutory audit for FY 2024–25 is currently underway, we request your good Office to kindly accept the Provisional Balance Sheet for FY 2024–25 for bid evaluation purposes. Audited statements for FY 2022–23 and 2023–24 will be submitted along with the bid. Kindly confirm.	Already responded, please refer.

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29	6.Eligibility Criteria	6.Eligibility Criteria Sl.No.-04	13	The Bidder should have a positive net worth in previous three financial years (2022-2023, 2023-2024 and 2024-2025). Audited Financial statements / balance sheet /CA Certificate for the respective financial years.	As the statutory audit for FY 2024–25 is currently underway, we request your good Office to kindly accept the Provisional Balance Sheet for FY 2024–25 for bid evaluation purposes. Audited statements for FY 2022–23 and 2023–24 will be submitted along with the bid. Kindly confirm.	Already responded, please refer.
30	Section B: Invitation for Request for Proposal	5	12	As part of this RFP, LIC intends to implement a Cyber security awareness session/program with following major scope with evaluation of effectiveness of the training by using various tools/processes available in the market:	Could LIC please provide the approximate number of participants to be covered under each stakeholder group	Already responded.
31	Section C: Instructions to Bidders (ITB)	2	18	In addition to the online submission, hard copy of the bids in sealed envelopes are to be submitted in the following manner within three working days of eligibility and technical bid opening date	Are digital signatures on scanned documents submitted online sufficient, or must hard copies be physically signed in ink as well?	Bidders are required to submit their proposals in both electronic (online) and physical (hard copy) formats, in accordance with the terms and conditions of RFP.
32	Section C: Instructions to Bidders (ITB)	3	20	Technical details/brochures of the product(s)	Are soft copies of product brochures and datasheets acceptable in the bid submission, or are printed technical datasheets required in the hard copy submission as well?	Bidders are required to submit the details required in both electronic (online) and physical (hard copy) formats, in accordance with the terms and conditions of RFP.
33	Section C: Instructions to Bidders (ITB)	3	20	Any other Software pre-requisites (.NET framework, IIS, IE, any other OS services, etc.) are required to be provided.	Are open-source components acceptable for databases or application servers, or is there a preference for commercial licensed products?	LIC will provide database licenses of MySQL licenses. Any other licenses other than RHEL and MySQL is required to be provided by the vendor including software for application to implement, support and end-to-end management of LMS. All software be it system, application, utility software other than RHEL and MySQL will be provided by the bidder for implementation of the project as well as working in the desktop provided by LIC. If the open source software covers the scope of the RFP, then it is

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						acceptable. However, the support and license cost and end user license agreement etc., if any, will be borne by the successful bidder.
34	Section C: Instructions to Bidders (ITB)	12	24	he technical scores of the bidder will be disclosed to each individual bidder before/on the date of opening of the commercial bid(indicative price).	Will LIC provide a breakdown of technical scoring components to help bidders?	LIC will provide breakdown of technical scoring components on 6 headings.
35	Section C: Instructions to Bidders (ITB)	27	32	The commercial offer shall be on a fixed price basis for the contact period.	Can prices be changed if the scope or volume of work increases during the contract?	NO.
36	Section C: Instructions to Bidders (ITB)	31	32	No binding legal relationship will exist between any of the bidders and LIC until the issues of Purchase Order/ execution of a contractual agreement	Are there any pre-contractual compliance requirements (e.g., security audits, background checks) that the bidder must fulfill before PO issuance?	The Successful bidder/vendor must fulfill compliance requirements (e.g., security audits, background checks).
37	Section C: Instructions to Bidders (ITB)	42	36	effectiveness and efficiency of the resources deployed for this project through interview, performance review etc	Will LIC define performance benchmarks or KPIs for resource evaluation?	Yes, at a later data based on roles and
38	Section D: Current Environment	1	43	LIC is currently having the following structure and geographical spread:	Can LIC share the total number of employees across all offices to help estimate training coverage and resource planning?	Already Responded.
39	Section E: Scope of Services	1	47	Creation of content considering the targeted group for prevention of Cyber Security threats and prevention techniques based on latest/ best industry practices.	What is the required frequency of content updates or refresh cycles (e.g., annually, semi-annually)? Will all components—videos, quizzes, manuals—require updates each year?	Already Responded.

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40	Section E: Scope of Services	2	47	Training materials shall be changed as and when required by LIC. Training requirements shall also be added as per requirement in line with applicable mandate without charging any cost to LIC.	To what extent will the training material need to be tailored per stakeholder group? Will a single core module suffice with adaptations, or are entirely unique modules expected?	Training material shall need to be tailored per stakeholder group basis.
41	Section E: Scope of Services	3	51	The person should be placed at LIC premises as per the working time of LIC from 10.00 AM to 6 PM, Monday to Friday (However, the hours may be modified whenever required keeping the overall weekly hours fixed of 40 hours i.e. 8 hours per day).	Are the working hours for the onsite personnel strictly 10:00 AM to 6:00 PM IST, Monday to Friday, or should the vendor prepare for availability during weekends, holidays, or outside business hours for urgent remediation?	The working hours for the onsite personnel shall be strictly 10:00 AM to 6:00 PM IST, Monday to Friday. The onsite personnel should be available during weekends, holidays, or outside business hours for urgent requirement/remediation.
42	Section E: Scope of Services	4	52	Qualification: The system administrator resource must be a graduate with sound knowledge of operating system, databases, and module related activities with at least 2 years of experience. Knowledge in word, excel, power point presentation is a must.	Does the System Administrator need to be certified in any specific security standards (e.g., ISO 27001 lead implementer, CISSP) given their privileged access?	Please adhere to the terms and conditions of RFP.
43	Section E: Scope of Services	5	52	The vendor will provide a suitable backup resource to complement Trainer during routine jobs, troubleshooting, and absence of regular Trainer.	Are the backup resources for both the Trainer and System Administrator expected to be deployed onsite or remain on standby?	The bidder shall ensure deployment of backup personnel for both the Trainer and System Administrator roles to address and mitigate any instances of absenteeism.
44	Section E: Scope of Services	1	52	Fortnightly Status reports should be prepared and shared by vendor for effective monitoring of status of training.	What metrics should be included in the status reports?	KPI metrics are described in the job activities.
45	Section H: Service Level Agreements (SLAs)	1	58	The total penalty will be capped at 15% of the contract value of the bidder.	We request to propose to limit this cap of Penalty up to 10% of the contract value.	Please adhere to the terms and conditions of RFP.
46	Section J: General Terms & Conditions	2	60	The Bidder is requested to provide per hour rate for execution of the Change request Upgrades include product releases made by the Vendor to incorporate technological changes, consolidating all bug fixes, consolidating all enhancement requests made by LIC.	Could LIC clarify the distinction between "enhancements" (free of charge) and billable "change requests" for which a per-hour rate is required? Would new feature additions fall under chargeable CRs or enhancements?	Major changes will be required on an annual basis for the application. Please refer to modification of payment terms and conditions as well as commercial bid document.

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47	Section J: General Terms & Conditions	2	61	The Bidder should adhere to the Recovery Time Objective (RTO) and Recovery Point Objective (RPO) as decided by LIC.	1.Can LIC share the defined RTO and RPO values for planning 2.Kindly specify the exact Recovery Time Objective (RTO) and Recovery Point Objective (RPO) values that the vendor must comply with for solution availability and data restoration.	Already responded.
48	Section J: General Terms & Conditions	5	62	Right to terminate If Vendor fails to comply any part of the service that does not meet the specifications on three or more occasions, LIC may (in addition to its other remedies) terminate the Contract by giving the Vendor written notice of 15 days.	We request to propose the following clause "As we are a large professional services firm, we reserve the right to terminate the engagement, in case of breach of applicable law or regulation or professional norms."	Please adhere to the terms and conditions of RFP.
49	Section K: Enclosures	D	76	Regional Language – Content are already available with different regional languages like English, Hindi.	Are there expectations around regional language support for training content, especially for agents and customers in non-English-speaking regions?	Already responded.
50	Section K: Enclosures	F	82	Engaging one Full time system administrator for management of the LMS	What are the expected working hours, location, and scope of responsibilities for the LMS system administrator?	Please adhere to the terms and conditions of RFP. Full time resource is required to be deployed in LIC.

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51	Annexure L: Non-Disclosure Agreement (NDA)	Para 6	93	Upon the request of LIC, the Respondent, will within 7 days of receipt of such request, return or destroy all Confidential Information and any notes, correspondence, analyses, documents or other records containing Confidential Information, including all copies thereof, then in the possession of Respondent or its Representatives and shall certify the fact of having destroyed the Confidential Information in writing to LIC. Such return, however, does not abrogate the continuing obligations of Respondent under this Agreement.	We request to propose addition of the following clause: "Notwithstanding anything to the contrary, we shall be allowed to retain sufficient documentation as part of our professional records to support and evidence the work performed by us. Such retention shall be subject to obligations of confidentiality".	Agreed. Confidentiality shall be maintained.
52	6	1	13	Copy of the Certificate of Incorporation issued by Registrar of Companies and full address of the registered office.	Please add Certificate of Incorporation issued by Registrar of Societies under 1860 Act	Please adhere to the terms and conditions of RFP.
53	6	3	13	For bidder applying under MSME the bidder should have a minimum annual turnover of Rs. 1 Crore in previous three financial years (2022-2023, 2023-2024 and 2024-2025).	Kindly clarify annual turnover of Rs. 1 Crore in last 3 financial year is cumulative or average	Please adhere to the terms and conditions of RFP.
54	6	8	14	The bidder should have LMS – learning management software either developed by them or partnership with respectable OEM to deliver the requirements of this RFP starting from 01.04.2020.	L1 Bidder will develop advance activated LMS after getting LOI/Workorder	Please adhere to the terms and conditions of RFP.
55	1	1.b	17	The bidder who meets the pre-qualification criteria and technical criteria as specified in this document will be short-listed.	Kindly clarify this Clause	Please adhere to the terms and conditions of RFP.

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56	2	2.1	18	E-Tendering Online bids are hereby invited for the works mentioned through online e-Tendering System portal https://www.tenderwizard.com/LIC from the intending bidders. This is an E - Tender and hence Bids must be submitted "ONLINE". Tender is to be submitted online through e procurement portal. All documents are to be scanned and uploaded. Please refer to Annexure M for Online Tendering Guidelines.	Kindly clarify on which website bidder should submit the tender 1. https://www.tenderwizard.com/LIC or 2. https://eprocure.gov.in/	https://www.tenderwizard.com/LIC
57	2	2.2	18	In addition to the online submission, hard copy of the bids in sealed envelopes are to be submitted in the following manner within three working days of eligibility and technical bid opening date	If Saturday falls in 3 working days then can we consider saturday as working day or non working day	Saturday and Sunday will be considered as holidays.
58	3	3.6	20	Technical details/brochures of the product(s)	Kindly clarify that Technical details/brochures of the product(s) is from OEM or Bidder	LMS product related brochures/leaflets are required to be submitted in sync with technical specification.
59	4	4.8	21	The Bidder must have the capability to implement and maintain the project during the contract period of 5 years. The vendor must also be able to carry out any changes, if necessitated by LIC during the contract period of 5 years. The contract period may be further extended by a period of one year at the sole discretion of LIC of India on the same terms & conditions including the price component.	If the contract will be extended by one year then it is on L1 rate or it may increase	Please adhere to the terms and conditions of RFP.
60	Section B: Invitation for Request for Proposal	Eligibility Criteria, Point no 01	13	The Bidder should be a registered legal entity in India. Copy of the Certificate of Incorporation issued by Registrar of Companies and full address of the registered office.	WHAT if Bidder is Registered Partnership Firm. It will be consider Eligible or not.	Registered Partnership Firm is considered to be eligible.
61	Section B: Invitation for Request for Proposal	Eligibility Criteria, Point no 3	13	The Bidder should have a minimum annual turnover of Rs 20 Crores in previous three financial years (2022-2023, 2023-2024 and 2024-2025).	The last date of ITR for 2024-25 is in October, therefore audited Balance Sheet is not ready yet. Are CA Certificates for turnover & others sufficient for the same	Yes. The actual data will be submitted after finalization.
62	Section C: Instructions to Bidders (ITB)	Performance Bank Guarantee (PBG) Point no vi	31	The PBG may be required to be submitted in multiple numbers, if required by LIC.	How many PBGs are required and amount for each PBG.	One Performance bank guarantee is required to be submitted by the successful bidder based on 'Total Contract Value'.

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63	Section C: Instructions to Bidders (ITB)	Earnest Money Deposit (EMD) Point no i	23	Bidders shall submit along with the bid, EMD of INR 25, 00,000	In Eligibility Bid-Knowledge Partners-V1.0 Excel Format EMD was mentioned 500000/- at Sheet Annexure-B Bidder profile. Please clarify which one is prevail.	Modified. Please check revised annexure-B
64	Section B: Invitation for Request for Proposal	Eligibility Criteria, Point no 7	14	Bidder should have at least 5 personnel on their payroll who have relevant experience in imparting various awareness sessions/ trainings as given in the RFP. Any Graduate with at least two certification out of CISA, OSCP, CISSP, C/PENT, CISM, CEH	The CHFI (Computer Hacking Forensic Investigator) certification is also a critical credential within the cyber security domain. It should be considered for inclusion or recognized as an equivalent qualification where applicable.	Please adhere to the terms and conditions of RFP.
65	Section B: Invitation for Request for Proposal	Eligibility Criteria, Point no 8	14	The bidder should have LMS – learning management software either developed by them or partnership with respectable OEM to deliver the requirements of this RFP starting from 01.04.2020.	Please clarify that what does date 01-04-2020 stand for ?	Experience in implementing LMS is required to be provided starting from 01.04.2020.
66	Section K: Enclosures	Annexure F: Commercial Bid (Indicative Pricing)	82	Annexure F: Commercial Bid (Indicative Pricing)	Shall we have to submit pdf and excel format both format?	1. Digitally signed and scanned soft copies are required to be uploaded for online submission. 2. Duly signed hard copies to be submitted along with excel copy of the Annexure-F.
67	GENERAL	NA	NA	NA	In the event of any discrepancies between the PDF and Excel versions of the tender documents, Which version shall prevail ?	Both the documents should be same.

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68	6. Eligibility Criteria	Eligibility Criteria	13	<p>5. The bidder should have handled assignments/ Services related to cyber security trainings/ Awareness Training sessions and content development to Regulator/BFSI/PSU/any university in India /any other large organization in India during last three financial years i.e. 2022-2023, 2023-2024 and 2024-2025.</p> <p>The bidder should have experience in handling training in at least 3 of the following areas:</p> <p>Case Studies on Recent Cyber Security Breaches; Cyber Security Framework; Cyber Security Governance; Cyber security diploma / degree program affiliated with any university in India; Information Security Policies; Cyber Security related regulatory guidelines; Information Security Awareness Training; Cyber Hygiene; Data Protection and Privacy; Digital Personal Data Protection Act, 2023; Certified ethical hacking course covering (Endpoint Security, Email Security, Physical Security etc.) Secure coding practices Certified training programs like CISSP/CISA/CISM/CSA IT/ Cyber Risk Management; Network Security; Third- Party Risk Management; Vulnerability Management;</p>	Please clarify if one PO having multiple areas of training, shall be considered.	Yes.
69	Section D: Current Environment	1. Current Environment	43	<p>LIC is currently having the following structure and geographical spread:</p> <ul style="list-style-type: none"> · Corporate Office (also called as Central Office): Mumbai · Zonal Offices: 8 (Bhopal, Kolkata, Chennai, Hyderabad, Kanpur, Delhi, Mumbai, Patna) · Zonal training Centers: 8 (Bhopal, Kolkata, Chennai, Hyderabad, Agra, Delhi, Pune and Jamshedpur) · Management Development Centre: 1 (Mumbai) · Divisional Offices: 113 · Branch Office: 2048 · Satellite Office: 1580 · Mini Office: 1169 · SSS Unit: 4 · Pension & Group Superannuation Units: 78 · Sales Training Centre (STC): 34 	Please clarify is Bidder is required to provide in-person training to any of these locations.	As approved by LIC.

S. No.	RFP Section	Sub-Section	Page No.	RFP Clause	Bidder Query / Clarification Sought	Response
70	Section E: Scope of Services	1. Brief Scope of Work	45	III. Software to be provided for learning management system (LMS) The bidder must supply a thorough inventory of the hardware / operating system / databases components/ any other components required for the planned full and final implementation of the solution/project.	We understand that the LMS shall be hosted on LIC private cloud. If not, whether bidder shall engage Cloud Service Provider on its own? Is the bidder required to host the application on-premises? Please clarify and confirm.	1. LMS Platform will be hosted in LIC Private cloud only. For details, please refer to responses.
71	Section E: Scope of Services	1. Brief Scope of Work	45	III. Software to be provided for learning management system (LMS) LIC will only provide RHEL 9 license for the virtual servers in LIC's private cloud along with Hardware specifications required for implementation of the module. Other required software of latest version e.g. System software, Database software, other application software with number of licenses required etc. should be included in BOQ	Please provide the details of the resources and scalability related to RAM, Disk, Processor, etc.	Already responded.
72	Section E: Scope of Services	1. Brief Scope of Work	45	V. Content Production format: - Information/Cyber Security Awareness/ E-learning The content format for conducting Information/ Cyber Security Awareness Training program shall include the following: h) Publishing Screen Savers across the LIC's End User Workstations from Cyber Security perspective.	We understand that the publishing of screen savers at end user workstations is under the control and authority of LIC for its desktops. Does LIC have any endpoint solution in place which shall be integrated for the scope. Please clarify.	Publishing of screen savers at end user workstations is under the control and authority of LIC for its desktops.
73	Section E: Scope of Services	1. Brief Scope of Work	46	The content created for the Information/Cyber Security Awareness shall be used for the following delivery channels: b) Social Media: Information/Cyber Security Awareness tips/ Dos and Don'ts /Best practices will be posted on LIC's intranet site/LIC's social media handles/channels like Twitter/ You tube/ Instagram / Facebook /LinkedIn. Two posts every week will be posted.	We understand that the bidder shall not be handling the social media forums and websites of LIC. Please confirm.	Understanding is correct.
74	Section E: Scope of Services	1. Brief Scope of Work	47	h) Information/Cyber Security Awareness SMS: 52 Cyber Security messages [one per week] shall be provided to LIC which will be delivered to customers and employees every year.	We understand that the bidder shall not be responsible for the sending of messages / SMS to its customers & employees. Bidder may provide the content of such SMSs. Please confirm.	Already responded.

S. No.	RFP Section	Sub-Section	Page No.	RFP Clause	Bidder Query / Clarification Sought	Response
75	Section E: Scope of Services	1. Brief Scope of Work	47	VIII. Content fabrication by knowledge partner for Information/Cyber Security Awareness	We understand that fabrication / customization shall be freezed once the application is finalized and approved by LIC. Please confirm.	The content provided shall be engaging, up-to-date, and relevant to the industry. The bidder shall make necessary modifications to ensure the content aligns with these requirements.
76	Section E: Scope of Services	1. Brief Scope of Work	48	X. Quantification of the Annual Indicative Information/Cyber Security Awareness Training Certification Programs. b) The broad quantities for enablers in addition to the Information/Cyber Security Awareness Training Programs are as given below which should be changed at least on an annual basis or as required by LIC.	Request to limit or mention the frequency of changes / modifications for better estimation of efforts and resources.	Changes will be required on an annual basis.
77	Section G: Payment Terms and Conditions	Payment terms	56	1) Payments will be made as per below table, subject to bidder completing in-scope activities for the agreed project plan. LIC reserves the right to temporarily withhold payment and impose penalty, if it is not satisfied with progress made during that period or if there is delay in activity timelines	In the commercial cost format, the cost for hardware was not asked and also in the payment terms, one time cost of hardware if proposed for the implementation of LMS has not been considered. Request to clarify the parameter on which the cost shall be considered.	Already responded.
78	13. Online Reverse Auction	---	26	v. LIC will provide web-based E-tender system for ORA.	Considering the criticality of the project, request to keep the evaluation on QCBS basis to bring more credibility and experience on-board. Requesting to remove Reverse Auction from evaluation process.	Please refer to the terms and conditions of RFP.
79	14. Activities to be performed	---	27	iv. Laptops and any other personal computing devices will be allowed strictly on a need-to-have basis, subject to prior approval from LIC. LIC shall have the right to monitor and audit all IT devices used for project-related work. Desktops will be provided by LIC, and all official work must be conducted exclusively on LIC-provided systems.	The bidder may not be able to administer and provide required support for the desktops provided by LIC. Request to consider the systems of the bidder during the project duration. Any confidential data may be purged or handed over to LIC as and when required.	Agreed.
80	Section F: Project Timelines	Project Scope/ Details of Activities	55	Sharing of Training materials for approval at least one week before	Request to clarify the duration of the scope as mentioned.	Please refer to the terms and conditions of RFP.

S. No.	RFP Section	Sub-Section	Page No.	RFP Clause	Bidder Query / Clarification Sought	Response
81	2. Software Maintenance	---	59	The Bidder should adhere to the Recovery Time Objective (RTO) and Recovery Point Objective (RPO) as decided by LIC.	Request to clarify if the bidder shall consider Disaster Recovery Center also under the scope to maintain RTO and RPO or LIC shall provide require resources for the establishment of the same. This may impact effort estimate.	The bidder shall consider Disaster Recovery Center also under the scope to maintain RTO and RPO.
82	4. Intellectual Property Rights	LIC ownership of Intellectual Property Rights in Contract Material	61	a. All Intellectual Property Rights in the Contract Material shall exclusively vest in LIC;	We understand that the core component for which the bidder may hold the IPR shall be considered the property of the bidder. Please clarify.	Agreed.
83	6. Eligibility Criteria	---	13	3. The Bidder should have a minimum annual turnover of Rs 20 Crores in previous three financial years (2022-2023, 2023-2024 and 2024-2025).	Considering the criticality and scale of the project, we understand that the turnover of the bidder should be at least 500 crores for successful implementation and scalability.	Please refer to the terms and conditions of RFP.
84	Section E: Scope of Services	1. Brief Scope of Work	45	X. Quantification of the Annual Indicative Information/Cyber Security Awareness Training Certification Programs. a) This following table depicts the minimum training to be delivered by cyber security knowledge partners.	We understand that the table provided under the clause mentioned has been considered for a period of 5 years. Please confirm.	Table provided is indicative only. Trainer is there to take the intended trainings.
85	Section E: Scope of Services	1. Brief Scope of Work	45	X. Quantification of the Annual Indicative Information/Cyber Security Awareness Training Certification Programs. b) The broad quantities for enablers in addition to the Information/Cyber Security Awareness Training Programs are as given below which should be changed at least on an annual basis or as required by LIC.	We understand that the table provided under the clause mentioned has been considered for a period of 5 years. Please confirm.	Table provided is indicative only. Trainer is there to take the intended trainings.
86	Section C: Instruction to Bidder	54. Consortiums or subcontractor	41	No consortium bidding is allowed. LIC will not consider joint or collaborative proposals that require a contract with more than one prime Vendor. Bidders need to fulfill all the eligibility criteria and technical evaluation criteria in its individual capacity unless mentioned otherwise.	Please clarify if Bidder may employ Sub-contracting for LMS requirement. LIC would sign direct Agreement with the successful Bidder, however Bidder may have sub-contracting with OEM/Vendor for LMS.	Bidders shall have the option to propose an LMS solution based on an Original Equipment Manufacturer (OEM) product, subject to compliance with the requirements specified in this RFP

S. No.	RFP Section	Sub-Section	Page No.	RFP Clause	Bidder Query / Clarification Sought	Response
87	Section C: Eligibility Criteria	4	13	"The bidder should have positive net worth for the last three financial years i.e., 2020-21, 2021-22 and 2022-23."	Is it mandatory for the bidder to have a positive net worth in each of the last three financial years, or is it acceptable if the bidder has a positive net worth in last financial year?	Please refer to the terms and conditions of RFP.
88	Section C: Eligibility Criteria	7	14	"Minimum 5 personnel with relevant experience and professional certifications like CISA, OSCP, CISSP, C/PENT, CISM, CEH..."	As per the requirement of having 5 personnel with relevant experience, does each of the 5 personnel need to hold at least two certifications (CISA, OSCP, CISSP, C/PENT, CISM, CEH), or is it sufficient if at least one among them holds two certifications?	Please refer to modifications.
89	Section E: Scope of Services	X. Quantification of the Annual Indicative Information/Cyber Security Awareness Training Certifications on Programs.	47	Multiple training sessions for different user groups (senior management, employees, vendors, agents, etc.) in various formats like live, online, webinar	Will LIC be providing the training/webinar platform, or is the vendor expected to arrange and host it?	The Successful bidder/vendor is expected to provide the LMS platform having all webinars and to be accessible by all users.
90	Section E: Scope of Services	XII. Creation of Module for training	49	Clause j: "Provision to send mails e.g., scheduled automated, non-automated etc." and mention of SMS deliverables	Will email and SMS notifications be sent using LIC's existing systems, or should these be managed directly through the proposed LMS?	Email and SMS notifications will be sent through LIC's existing system and integration of email and SMS with LIC's platform will be vendor's responsibility.

S. No.	RFP Section	Sub-Section	Page No.	RFP Clause	Bidder Query / Clarification Sought	Response
91	Section E: Scope of Services	X. Quantification of the Annual Indicative Information/Cyber Security Awareness Training	48	"12 Magazine/Booklets in Hindi/English... 6 Magazine/Booklets in Multilingual..."	Please confirm the total number of languages in which all training and awareness materials (videos, posters, magazines, fliers, etc.) are to be delivered.	English and Hindi only.
92	Section E: Scope of Services	X. Quantification of the Annual Indicative Information/Cyber Security Awareness Training Certification Programs.	47	"Cyber Jaagrookta Webinar (Monthly once on 1st Wednesday of every month) – 52 sessions p.a."	Regarding the Cyber Jagrookta Sessions, could you clarify how the count of 52 sessions has been arrived at if they are to be conducted once a month for one hour on the first Wednesday?	Minimum 12 webinars are required. The sessions are dependent on LIC.
93	6	Eligibility Criteria	14	The Bidder during the last 5 years (starting from 01.04.2020) from the date of this RFP should be a knowledge partner for providing awareness sessions/trainings related to cyber security at minimum 5 organisations in PSU /Government /Private /BFSI Sector / University in India	We are seeking clarification on this if a Bidder providing Training and handling the session of cyber security awareness training under a RFP where as services are mentioned as sub scope shall be acceptable 2. If any engagement is valid for 03 years or 05 years than they shall be accepted as single work order or same POs can be accountable of 03 or 05 times. Please clarify	1. The training component shall be explicitly included within the main scope of this RFP and must be clearly articulated in the corresponding purchase order issued to the selected bidder which will be accepted. 2. A single purchase order shall be treated as one unified contract, regardless of the duration of the contract period.

S. No.	RFP Section	Sub-Section	Page No.	RFP Clause	Bidder Query / Clarification Sought	Response
94	Section E	Scope of Services	48	<p>Bidder will create and provide the content as per RFP Videos 20 Videos with voice over or as per requirement Interactive video should contain quizzes No auto forward of video Video will be stopped, if there is no response to quizzes etc.</p> <p>2. Audios 20 Audios or as per requirement Interactive audio should contain quizzes No auto forward of audio Audio will be stopped, if there is no response to quizzes etc.</p> <p>3. E-Magazine/ Booklets 12 Magazine / Booklets in Hindi / English for employees of 4 pages total. 6 Magazine/ Booklets in Multilingual for 1 pages total for customers.</p> <p>4. E-Magazine/ Booklets on IS Policies</p> <p>5. Fliers 2 Multilingual fliers [One Page each]</p> <p>6. PPTs 24 PPTs</p> <p>7. Banners/Standees 12 banners/standee designs on different themes pertaining to Information/Cyber Security awareness</p> <p>8. Quiz Questions 1000 quiz questions per annum upfront</p> <p>9. Crosswords 24 [Questions should be different from the pool of MCQs]</p> <p>10. Email Fortnightly basis for the whole year both in Hindi and English</p> <p>11. SMS Fortnightly basis per week both in Hindi and English</p>	We are seeking clarification on this how many layers approval or customization required post submission the assignment. Please clarify	At least 3 layers of approval process are there.
95	Section G:	Payment Terms and Condition	56	Quarterly payment will be made in arrears. The total yearly cost will be divided equally on quarterly basis to determine the eligible payment.	We are looking to amendment this as Monthly instead of Quarterly. Please accept	Please refer to the terms and conditions of RFP.

S. No.	RFP Section	Sub-Section	Page No.	RFP Clause	Bidder Query / Clarification Sought	Response
		s Section Training				
96	Section H:	Service Level Agreements (SLAs)	58	The total penalty will be capped at 15% of the contract value of the bidder.	This clause should be revised or amended as The total penalty will be capped at 10% of the contract value of the bidder.	Please refer to the terms and conditions of RFP.
97	Section H:	Service Level Agreements (SLAs)	58	Deployment of onsite personnel within 45 days of receipt of Purchase Order	This clause should be revised or amended as Deployment of onsite personnel within 60 days of receipt of Purchase Order	Please refer to the terms and conditions of RFP.
98	Section H:	Service Level Agreements (SLAs)	58	Trainer / system administrator leaves or is replaced by vendor before expiry of 1 year. No penalty will be levied, provided new onsite personnel are deployed and there is handholding between the incumbent person and new person for at least 7 working days of LIC.	This clause should be revised and amended as Trainer / system administrator leaves or is replaced by vendor before expiry of 1 year. No penalty will be levied, provided new onsite personnel are deployed and there is handholding between the incumbent person and new person for at least 20 working days of LIC	Please refer to the terms and conditions of RFP.
99	Section H:	Service Level Agreements (SLAs)	58	Replacement of on-site personnel Penalty shall be Rs.10,000/- will be charged for each such incident for each onsite personnel	This clause should be revised or amended as if bidder has failed to deploy the equivalents resource than Replacement of on-site personnel Penalty shall be Rs.2,000/- will be charged for each such incident for each onsite personnel	Please refer to the terms and conditions of RFP.
100	Section H:	Service Level Agreements (SLAs)	58	Leave/absence of onsite Personnel: The on-site Engineer should present in LIC's premises as per the RFP conditions.	Please clarify how many leaves and holidays are applicable and availed the on site resource during the contract period	Please refer to the terms and conditions of RFP regarding leaves allowed.
101	Activity Schedule	EMD	11	EMD exemption will be given for Micro and Small Enterprises as defined in MSME Procurement Policy issued by the Department of MSME or are registered with the Central Purchase Organization or the concerned Ministry or Department	We fall under Medium Category in MSME Criteria. Pl. Confirm we will be exempt from EMD Submission (We will submit the UDYAM Registration Certificate to LIC)	Yes.

S. No.	RFP Section	Sub-Section	Page No.	RFP Clause	Bidder Query / Clarification Sought	Response
102	X	c	48 & 49	The application should be sized to take care at least 30 crore customers with an annual growth of 10%, 15 lakh agents with 5 % growth, 1.2 lakh employees and around 1500 vendors	Are these Users expected to be provisioned in LMS from Year 1 or in a Phased manner. What is the expected actual annual active user volume vs theoretical capacity for Commercial calculation. Also pl. clarify on how this will happen for the 30 Cr Users.	Please refer to Modification-1.
103	Section B: Invitation for Request for Proposal	5	12	Kindly note that, the partner should have the capabilities to make any future additions which are not covered as part of current scope of work.	What are the future additions that may be expected by LIC?	Changes to LMS platform.
104	Section C: Instructions to Bidders (ITB)	54	41	No consortium bidding is allowed. LIC will not consider joint or collaborative proposals that require a contract with more than one prime Vendor. Bidders need to fulfill all the eligibility criteria and technical evaluation criteria in its individual capacity unless mentioned otherwise.	It is understood that for LMS Platform, we can partner with an OEM with an appropriate relationship agreement of the tenure of this RFP. Can we also utilize services from onboarded subcontractors with appropriate agreement/NDA in place towards development of deliverables. Example: Audio recording, Translation of content.	The bidder must have prior experience in implementing a Learning Management System (LMS), either from an Original Equipment Manufacturer (OEM) or a proprietary LMS platform developed and implemented by the bidder.
105	Section C: Instructions to Bidders (ITB)	56	41	LIC reserves the right to initiate any change in the scope of contract. Vendors must factor in a maximum of 25% scope changes within the services cost to be quoted in the commercial bid. Any change in the scope beyond this 25% will be informed to the vendor in writing.	As, we must factor in a maximum of 25% scope changes within the services cost. Whether these changes will be factored/considered once or at multiple instances? Need more information on this.	Any changes to the project scope shall be considered for incorporation and associated adjustments commencing from the second year, subsequent to the successful completion of one year post Go-Live. Minor changes may come anytime during the scope of RFP. Please refer to modification of payment terms and conditions as well as commercial bid document.
106	Section E: Scope of Services	IV	45	The training shall be conducted both in offline and Online/Virtual mode as per LIC's requirement. The application should be accessible from internet/intranet by mitigating/remediating vulnerabilities related to the operating system, database, application and utility software etc.	For Webinars, it is assumed that tools/links/schedule will be managed by LIC. Is our assumption correct?	Managing LMS platform and assigning links/URL is the sole responsibility of vendor.
107	Section E: Scope of Services	VI	46	The content for Information/Cyber Security Awareness should be in Hindi, English.	Should the LMS platform support multilingual functionality? Example: Available in both English and Hindi language or English is fine?	Hindi and English.

S. No.	RFP Section	Sub-Section	Page No.	RFP Clause	Bidder Query / Clarification Sought	Response
108					All deliverables including trainings hosted on LMS and others like Screensavers, Presentations, Emails, SMS, videos etc. needs to be delivered in both English and Hindi language?	Hindi and English.
109	Section E: Scope of Services	VII	46	The content created for the Information/Cyber Security Awareness shall be used for the following delivery channels:	It is assumed that all trainings/quizzes on the LMS platform must be administered by the service provider along with necessary support. But printing / distribution of other deliverables will be LIC's responsibility. Example: Emails, booklets, SMS, Social media etc. Is our assumption correct?	Assumption is correct.
110	Section E: Scope of Services	XII	49	XII. Creation of Module for training c. Integration with LDAP authentication with 2FA	Integration needs to be performed with a single AD Server or with multiple one's?	Integration is required to be performed with 2 active directory servers.
111	Section E: Scope of Services	XVI	52	The vendor will provide a suitable backup resource to complement Trainer during routine jobs, troubleshooting, and absence of regular Trainer.	Are the backup resources for both the Trainer and System Administrator expected to be deployed onsite or remain on standby?	Already responded.
112	Section E: Scope of Services	XVI	52	Fortnightly Status reports should be prepared and shared by vendor for effective monitoring of status of training.	What metrics should be included in the status reports?	Already responded.
113	Section E: Scope of Services	XVII	52	XVII. Engaging one Full time system administrator for management of the LMS	The full time administration support will be provided by the bidder. But maintenance support, troubleshooting and installation and configuration updates will be performed remotely by the OEM and managed on instance basis. Is this type of arrangement fine with LIC?	Already responded.
114	Section H: Service Level Agreements (SLAs)	1	58	The total penalty will be capped at 15% of the contract value of the bidder.	We request to propose to limit this cap of Penalty up to 10% of the contract value.	Already responded.

S. No.	RFP Section	Sub-Section	Page No.	RFP Clause	Bidder Query / Clarification Sought	Response
115	Section J: General Terms & Conditions	2	61	The Bidder should adhere to the Recovery Time Objective (RTO) and Recovery Point Objective (RPO) as decided by LIC.	1.Can LIC share the defined RTO and RPO values for planning 2.Kindly specify the exact Recovery Time Objective (RTO) and Recovery Point Objective (RPO) values that the vendor must comply with for solution availability and data restoration.	Already responded.
116	Section K: Enclosures	Annexure C	68	The Bidder during the last 5 years(starting from 01.04.2020) from the date of this RFP should be a knowledge partner for providing awareness sessions/trainings related to cyber security at minimum 5 organisations in PSU /Government /Private /BFSI Sector / University in India Refer to Appendix 2	Is LIC expectation dedicated Purchase Orders mentioning training and awareness / LMS or can the trainings be a part of or inclusive of a bigger Purchase Order (that includes ISO 27001, maturity assessments, table-top exercises, etc.) ?	Already responded.
117	Section K: Enclosures				Considering that some clients Purchase Order values cannot be shown, is it acceptable to hide the PO amounts?	Purchase order value is required to be shown.
118	Section K: Enclosures	Annexure D	72	The Bidder during the last 5 years" experience from the date of this RFP should be a knowledge partner for providing awareness sessions/trainings.	Will self declaration for experience in being knowledge partner be acceptable to LIC considering that we may not have a formal completion certificate?	NO.
119	Section K: Enclosures				Can sessions that have been conducted pro bono or as a part of awareness programs be considered?	NO.
120	Section K: Enclosures				Is it expected that we as bidder should be engaged with a client for 5 years providing awareness sessions or LIC is expecting bidder to be providing training awareness sessions for 5 years for multiple clients?	Providing training awareness sessions for 5 years for multiple clients shall be considered.
121	Section K: Enclosures				Would LIC consider the OEM's experience also on the Platform implementation and support?	Bidder's experience in implementing the LMS platform is required.

S. No.	RFP Section	Sub-Section	Page No.	RFP Clause	Bidder Query / Clarification Sought	Response
122	Section K: Enclosures				We collaborate with our member firms across the globe for supporting international clients. For such engagements, the bidder firm Partners sign Multi Firm Agreements. Would LIC consider such engagements for scoring?	Please adhere to the terms and conditions of RFP.
123	Section K: Enclosures		72	Experience in imparting training on various aspects of cyber security as defined in this RFP.	We do have sufficient experience towards development of awareness related Campaign materials and training programs. While many topics are covered under this, these are either titled in a generic manner or are customized based on the Client's policies and guidelines. In such cases we have covered several aspects via different delivery modes but specific topics are never mentioned in the PO/Work Orders/Scope of Work. How the evaluation will be performed in such case?	Topics shall be well defined as given in the terms and conditions of RFP.
124	Section K: Enclosures	Appendix D-5:	74	Appendix D-5	Appendix D-5 has not been provided in the spreadsheet document titled 'Technical Bid-Knowledge Partners-V1.0' Request you to provide the same.	Please refer to modifications and revised excel sheets.
125	Section K: Enclosures	Appendix D-6 (Compliance to LMS)	74	Compliance [Yes/No]	What is expected to be documented from the bidder for Compliance?	The bidder shall furnish a detailed response and indicate the name of the client for whom the solution was implemented, which must be clearly stated in the 'Evidence' column of the response format.
126	Section K: Enclosures			6. Appendix D-6 (Compliance to LMS)	Which Security Standards/Certifications/Accreditation, the platform must comply with? Whether additional VAPT is required?	Standards have been well defined in RFP. Compliance to various security assessments is required on periodic basis in line with applicable mandates.

S. No.	RFP Section	Sub-Section	Page No.	RFP Clause	Bidder Query / Clarification Sought	Response
127	Section K: Enclosures			6. Appendix D-6 (Compliance to LMS) A. (ii) Platform is deployable on private cloud instances of the organization integrated with PAM tool.	In case of unavailability of integration with PAM tool; usage of alternate solutions is permissible? Example: IAM and RBAC	Please adhere to the terms and conditions of RFP. Also, it is required to be integrated with IAM tool.
128	Section K: Enclosures		75	B. Useful Functionalities B. (x) Integration with LIC's Applications (Employees, agents, customers and vendors)	Need More Information on the list of applications which needs to be integrated.	Please adhere to the terms and conditions of RFP. To name a few HRMS, eDarpan, Agent portal, customer postal etc.
129	Section K: Enclosures		76	Regional Language – Content are already available with different regional languages like English, Hindi.	Are there expectations around regional language support for training content, especially for agents and customers in non-English-speaking regions?	Already responded.
130	Section K: Enclosures		77	E. (iii) Service provider must ensure access to security awareness training managers and hackers to consult for the creation of relevant phishing simulation scenarios, announcements, infographics, posters, standees, screensavers to match our brand guidelines.	Are Phishing Simulation/Exercises in scope? If Yes, need more information on who will be the target audience and respective numbers along with the number of iterations and periodicity(interval and frequency of these exercises.	Phishing Simulation/Exercises is under the scope.
131	Annexure F: Commercial Bid (Indicative Pricing)	Point 21	82	21. AMC Implementation year-wise starting from second year (to be started after one year of GOLIVE of the project and accordingly payments are to be released)	We propose that year 2 onwards the bidder will handover the platform to LIC SPOC and provide all administration/troubleshooting and maintenance support remotely. Is this type of arrangement fine with LIC?	Please adhere to the terms and conditions of RFP.

S. No.	RFP Section	Sub-Section	Page No.	RFP Clause	Bidder Query / Clarification Sought	Response
132	Annexure L: Non-Disclosure Agreement (NDA)	Para 6	93	Upon the request of LIC, the Respondent, will within 7 days of receipt of such request, return or destroy all Confidential Information and any notes, correspondence, analyses, documents or other records containing Confidential Information, including all copies thereof, then in the possession of Respondent or its Representatives and shall certify the fact of having destroyed the Confidential Information in writing to LIC. Such return, however, does not abrogate the continuing obligations of Respondent under this Agreement.	We request to propose addition of the following clause: "Not withstanding anything to the contrary, we shall be allowed to retain sufficient documentation as part of our professional records to support and evidence the work performed by us. Such retention shall be subject to obligations of confidentiality".	Agreed. But PII related data pertaining to employees, vendors, agents, customers are required to be destroyed.
133	Section E: Scope of Services	X.- b) The broad quantities for enablers in addition to the Information/Cyber Security Awareness Training Programs are as given below which should be changed at least on an annual basis or as required by LIC.	48	"20 videos and 20 audios... interactive with quizzes, no auto-forwarding"	What is the expected duration (in minutes) for the awareness videos and audio content?	Minimum 12 webinars are required. The sessions are dependent on LIC.

S. No.	RFP Section	Sub-Section	Page No.	RFP Clause	Bidder Query / Clarification Sought	Response
134	Section E: Scope of Services	X.- b) The broad quantities for enablers in addition to the Information/Cyber Security Awareness Training Programs are as given below which should be changed at least on an annual basis or as required by LIC.	48	"12 banners/standee designs on different themes"	Are vendors expected to only design banners and standees, or also supply the physical standees and banners?	In one of the table timeline has been mentioned.

S. No.	RFP Section	Sub-Section	Page No.	RFP Clause	Bidder Query / Clarification Sought	Response
135	Section E: Scope of Services	X.- b) The broad quantities for enablers in addition to the Information/Cyber Security Awareness Training Programs are as given below which should be changed at least on an annual basis or as required by LIC.	48	"12 magazines/booklets in Hindi/English, 6 in multilingual"	Will the manuals, booklets, and brochures be printed and distributed by LIC, or should the service provider handle printing as well? Alternatively, is only a digital version required?	Soft copies shall be provided.
136	Section C: Eligibility Criteria	5 & 6	13	The bidder should have handled assignments/ Services related to cyber security trainings/ Awareness Training sessions and content development to Regulator/BFSI/PSU/any university in India /any other large organization in India during last three financial years i.e. 2022-2023, 2023-2024 and 2024-2025.	Since points 5 & 6 refer to experience in delivering cybersecurity training and awareness services, why are there two different time periods, three years in the first clause and five years in the second?	Please refer to modifications.
137	Appendix D-6 (Compliance to LMS)	-	74	-	Will the software infrastructure be provided by LIC, or is the vendor expected to provision and manage the complete infrastructure?	Response has already been given. Please refer.

S. No.	RFP Section	Sub-Section	Page No.	RFP Clause	Bidder Query / Clarification Sought	Response
138	Appendix D-6 (Compliance to LMS)	-	74	-	In terms of role management, will permissions be defined module-wise (feature/function-based access) or will it be portal-level (role-based access per user group)?	Role based authorization shall be given based on stakeholder basis, user basis, module wise etc.
139	Appendix D-6	A. (ii)	74	Platform is deployable on private cloud instances of the LIC and to be integrated with PAM tool.	Which pam tool is being used.	The details will be shared with the successful bidder.

S. No.	RFP Section	Sub-Section	Page No.	RFP Clause	Bidder Query / Clarification Sought	Response
140	Appendix D6 - Compliance of LMS	A. (iii)	74	Please give hardware specification like RAM, CPU, HDD size with along with no. of servers required considering UAT, DC and DR etc. in a separate sheet	<p>Before giving the hardware specification can you please let me know which cloud is being used by LIC and will there be auto scaling provided?</p> <p>"Could you help us with the cloud vendor LIC is currently using, also below is the Tentative Deployment Architecture</p> <p>Minimum 3-tier architecture (Web/App/DB) with high availability</p> <p>Segregated application routing:</p> <p>Admin Panel to be hosted on a separate URL (e.g., https://admin-tlms.licindia.in)</p> <p>Learner Portal to be hosted on a separate URL (e.g., https://tlms.licindia.in)</p> <p>Both front-ends will connect to a common database</p> <p>3 environments: UAT, Production DC, and DR</p> <p>Production environment with minimum:</p> <p>2-3 admin application servers (16-32 cores, 64-128GB RAM)</p> <p>4-6 learner application servers (16-32 cores, 64-128GB RAM)</p> <p>2 database servers (active-passive cluster, each with 16-32 cores, 128GB RAM, enterprise-class SSD storage sized at 2-4TB subject to data growth)</p> <p>1-2 load balancers in front of the application tier for routing between admin and learner portals</p> <p>UAT environment with scaled-down similar architecture (e.g., 1 admin server, 2 learner servers, 1 database server)</p> <p>DR environment sized similarly to production in an active-passive mode</p>	3-tier architecture (Web/App/DB) with high availability will be responsibility of successful bidder by following secure software development life cycle.

S. No.	RFP Section	Sub-Section	Page No.	RFP Clause	Bidder Query / Clarification Sought	Response
					<p>Network:</p> <p>Segregated VLANs or subnets for admin vs. learner application servers</p> <p>URL routing through a web application firewall or Layer 7 load balancer</p> <p>Database:</p> <p>Shared across admin and learner applications with appropriate role-based access</p> <p>Enterprise-grade backups, encryption at rest, and replication to DR</p> <p>Database licenses:</p> <p>2 licenses (active-passive) as a baseline, subject to confirmation based on final RDBMS selection</p> <p>Final capacity sizing will be confirmed during the sizing and benchmarking phase in consultation with the bank's technical team.</p> <p>"</p>	

S. No.	RFP Section	Sub-Section	Page No.	RFP Clause	Bidder Query / Clarification Sought	Response
141	Appendix D6 - Compliance of LMS	A. (iv)	74	Please give hardware specification like RAM, CPU, HDD size with along with no. of servers required considering UAT, DC and DR etc. in a separate sheet	<p>We are currently utilizing the following packages:</p> <p>RHEL 9.5</p> <p>MySQL Enterprise (8.0)</p> <p>Redis (6.x)</p> <p>Nginx 1.24</p> <p>PM2</p> <p>SSL Certificates</p> <p>SMTP Host for Email</p> <p>Load Balancer for Traffic Management</p> <p>Will LIC Infra be compatible with these packages, or are there any suggested alternatives?</p>	Already responded

S. No.	RFP Section	Sub-Section	Page No.	RFP Clause	Bidder Query / Clarification Sought	Response
142	Appendix D6 - Compliance of LMS	A. (xiv)	75	The application should be sized to take care at least 30 crore customers with an annual growth of 10%, 15 lakh agents with 5 % growth, 1.2 lakh employees and around 1500 vendors as given below: Concurrent Users : at least 5000 per second Maximum users: at least 5000 CPU utilization: not more than 60 % with a threshold of 80 % Application should be proper load balanced	The solution will be sized to support 15 lakh agents (with 5% growth), 1.2 lakh employees, 1,500 vendors, and at least 5,000 concurrent users per second. Load balancing will be implemented to distribute user traffic efficiently. Average CPU utilization will be maintained below 60%, with a threshold alert at 80%. Which virtualization or cloud platform (if any) is currently in use for on-prem deployment? Need Clarification on the below Points What Cloud or VM service the LIC is currently using for handle load request Are there existing autoscaling or orchestration tools (e.g., Kubernetes, VMware vSphere DRS) available? Any specific performance monitoring tools mandated by the bank? Final sizing and performance benchmarks will be jointly validated during the detailed design phase.	Performance monitoring tools will be the responsibility of successful bidder. Hardware sizing for DC, DR and UAT will be sole responsibility of successful bidder by giving justifications. Please refer to Modification-1.
143	Appendix D6 - Compliance of LMS	B. (x)	75	Integration with LIC's Applications (Employees, agents, customers and vendors)	Please let us know what applications need to be integrated.	Please refer to the terms and conditions of RFP.

S. No.	RFP Section	Sub-Section	Page No.	RFP Clause	Bidder Query / Clarification Sought	Response
144	Appendix D6 - Compliance of LMS	F. (i)	77	Users can login to their own profile using AD/SSO integration along with physical Biometric access for employees, OTP for others. For external login of employees OTP will be enabled. Provision should be there to use Google authenticator for all cases.	Our tool supports AD/SSO. However, we need to clarify if the biometrics you mentioned refer to those used for opening mobile apps (e.g., fingerprint or face recognition).	Already responded.
145	Appendix D6 - Compliance of LMS	F. (vi)	77	End users should be able to see all the latest advisories, notifications, announcements, cyber news released by the CISO office in one cyber inbox. Emails/Messages may be scattered but there should be one place to read all things related to cyber security from the CISOs office (Just like a bank sends emails/etc but notifications are available on the banking website in one inbox in one place.)	Where would you prefer the cybersecurity notifications to appear? Specifically, should they be displayed within the app and the learner portal, or are there other locations you have in mind? Please clarify.	Already responded.
146	Appendix D6 - Compliance of LMS	F. (xi)	78	Assign Skills to Courses - There are various skills which can be auto assigned to a user once they complete a course.	Could you please clarify the meaning of 'skills' in this context? Are you suggesting that 'skills' will be represented by the badges awarded to users upon completing a course?	Already responded.
147	Appendix D6 - Compliance of LMS	F. (xii)	78	Create new Skills - The super admin can also create new skills and assign on courses.	Please clarify with the meaning of skills are you talking about the badges or trophy	Already responded.
148	Appendix D6 - Compliance of LMS	H. (v)	78	Access Management - Two factor authentications (both biometric access and OTP access) should be enabled for any administrative/user activities.	Please clarify how does currently your company login into the tools through biometric, we need to know this in order to	Already responded.
149	Appendix D6 - Compliance of LMS	H. (vi)		Biometric access should be enabled for employees to access LMS and 2FA for others.	Please clarify as biometric are you referring to user sign to LIC mobile app through fingerprint/face id	Already responded.
150	Appendix D6 - Compliance of LMS	M. (ii)	79	APIs should be available for integration with other business systems/Power BI etc. to customize and obtain reports and data points	Please clarify what all business system integration will be required.	Please refer to the terms and conditions of RFP. Integration by using APIs shall be the responsibility of successful bidder.

S. No.	RFP Section	Sub-Section	Page No.	RFP Clause	Bidder Query / Clarification Sought	Response
151	Annexure D: Technical Scoring	3	72	The Bidder must have at least 5 personnel who have relevant experience to act as cyber security knowledge partner for content creation to impart awareness training as mentioned in the RFP scope. Valid certificates e.g. CISA, OSCP, CISSP.C/PENT, CISM, CEH. are to be considered - 5 Resources -> 5 Marks - Every additional resource ->0.5 mark subject to maximum of 10 marks (Supporting Document: CVs of the concerned personnel with details of experience and qualification on company letter head duly signed by the authorized signatory of the bidder. Details to be provided- Name, Designation, Years of experience, Detailed description of experience, Qualifications and Certificates (if any)	<p>Question 1: Because the number of certificates mentioned in Annexure D Technical scoring is only 6, we request you to increase the number of certificates which are - Certified Network Security Practitioner (CNSP), Certified Appsec Practitioner (CAP) Certified Mobile Pentester - Android - (CMPen), Certified Appsec Pentester (CAPen), Certified Network Security Specialist (CNSS).</p> <p>Question 2: Should each resource have at least one certificate from the mentioned certificated in Annexure D Technical Scoring point 3.</p>	Please refer to the terms and conditions of RFP.
152	Annexure C: Eligibility Criteria	8	69	Bidder should have at least 5 personnel on their payroll who have relevant experience in imparting various awareness sessions/trainings as given in the RFP. Any Graduate with at least two certification out of CISA, OSCP, CISSP, C/PENT, CISM, CEH.	Because the number of certificates mentioned in Annexure D Technical scoring is only 6, we request you to increase the number of certificates which are - Certified Network Security Practitioner (CNSP), Certified Appsec Practitioner (CAP) Certified Mobile Pentester - Android - (CMPen), Certified Appsec Pentester (CAPen), Certified Network Security Specialist (CNSS).	Please refer to modifications.

S. No.	RFP Section	Sub-Section	Page No.	RFP Clause	Bidder Query / Clarification Sought	Response
153	Eligibility Criteria	6	7	The bidder should have an average annual turnover of at least â,11 Crore in the last three financial years for MSME bidders.	We are a certified MSME with relevant domain experience but have annual turnover below â,11 Crore. Requesting confirmation if turnover relaxation will be granted under MSME provisions. As a qualified MSME, we fulfill all technical and functional eligibility criteria. We seek consideration under the MSME Act for relaxation on turnover to encourage participation of capable small enterprises. Similar waivers have been granted in other PSU tenders as per GFR.	Please adhere to RFP clause.
154	Activity Schedule	Event/Activity	11	Submission of pre-bid queries and participant's detail for pre-bid meeting - 24th June, 2025 latest by 04:00P.M.	We will be adhering to this - however, request you to allow us for sharing queries post today as well.	Please adhere to RFP clause.
155	Activity Schedule	Event/Activity	11	Last date & time for submission of bids 18th July, 2025, latest by 04:00 PM	Request you to extend the bid submission due date to 30th July 2025, since the document gathering for submission can be time consuming and may cause delay in bid submission. Kindly consider.	Please refer to Modification-1.
156	Eligibility Criteria	Eligibility Criteria / Documents to be Submitted	13	The Bidder should have a minimum annual turnover of Rs 20 Crores in previous three financial years (2022-2023, 2023-2024 and 2024-2025). For bidder applying under MSME the bidder should have a minimum annual turnover of Rs. 1 Crore in previous three financial years (2022-2023, 2023-2024 and 2024-2025).	Request you to drop this criteria and related document submission requirement (Audited Financial statements / balance sheet / CA Certificate for the respective financial years.), as arranging the same can be time consuming and may cause delay in bid submission. Kindly consider. Please change the criteria to 500 Cr.	Please adhere to RFP clause.
157	Eligibility Criteria	Eligibility Criteria / Documents to be Submitted	13	The Bidder should have a positive net worth in previous three financial years (2022-2023, 2023-2024 and 2024-2025).	Request you to drop this criteria and related document submission requirement (Audited Financial statements / balance sheet / CA Certificate for the respective financial years.), as arranging the same can be time consuming and may cause delay in bid submission. Kindly consider.	Please adhere to RFP clause.

S. No.	RFP Section	Sub-Section	Page No.	RFP Clause	Bidder Query / Clarification Sought	Response
158	Eligibility Criteria	Eligibility Criteria / Documents to be Submitted	13	<p>The bidder should have handled assignments/ Services related to cyber security trainings/ Awareness Training sessions and content development to Regulator/BFSI/PSU/any university in India /any other large organization in India during last three financial years i.e. 2022-2023, 2023-2024 and 2024-2025.</p> <p>The bidder should have experience in handling training in at least 3 of the following areas: Case Studies on Recent Cyber Security Breaches; Cyber Security Framework; Cyber Security Governance; Cyber security diploma / degree program affiliated with any university in India; Information Security Policies; Cyber Security related regulatory guidelines; Information Security Awareness Training; Cyber Hygiene; Data Protection and Privacy; Digital Personal Data Protection Act, 2023; Certified ethical hacking course covering (Endpoint Security, Email Security, Physical Security etc.) Secure coding practices Certified training programs like CISSP/CISA/CISM/CSA IT/ Cyber Risk Management; Network Security; Third- Party Risk Management; Vulnerability Management;</p>	Request you to drop the document submission requirement for this criteria: "Purchase order to be submitted."as arranging the same can be time consuming and may cause delay in bid submission. Kindly consider. We can share the names of the clients for whom we have provided similar services	Please adhere to RFP clause.

S. No.	RFP Section	Sub-Section	Page No.	RFP Clause	Bidder Query / Clarification Sought	Response
159	Eligibility Criteria	Eligibility Criteria / Documents to be Submitted	13	The Bidder during the last 5 years (starting from 01.04.2020) from the date of this RFP should be a knowledge partner for providing awareness sessions/trainings related to cyber security at minimum 5 organisations in PSU /Government /Private /BFSI Sector / University in India	Please provide definition for "knowledge partner" We believe, PwC as a firm can deliver quality work without being a knowledge partner for a client. Hence request you to please drop this requirement from all sections.	Knowledge Partner is the bidder who have experience in execution of similar projects by providing awareness sessions/trainings related to cyber security to various stakeholders of one organization. Please adhere to the terms and conditions of RFP.
160	Eligibility Criteria	Eligibility Criteria / Documents to be Submitted	14	The bidder should have LMS – learning management software either developed by them or partnership with respectable OEM to deliver the requirements of this RFP starting from 01.04.2020.	Request you to drop the criteria of "partnership with respectable OEM". We can bring the LMS tool for the engagement however we will not be able to show partnership with OEM. Please don't make mandate the requirement for agreement with OEM.	Please adhere to the terms and conditions of RFP.
161	Eligibility Criteria	Eligibility Criteria / Documents to be Submitted	14	Bidder should have at least 5 personnel on their payroll who have relevant experience in imparting various awareness sessions/trainings as given in the RFP. Any Graduate with at least two certification out of CISA, OSCP, CISSP.C/PENT, CISM, CEH.	Request you to drop this requirement or consider CVs with at least one certification from the list of given certifications instead of "at least two certifications". Kindly consider.	Please refer to modifications.
162	Section C: Instructions to Bidders (ITB)	Submission of Bids	18	In addition to the online submission, hard copy of the bids in sealed envelopes are to be submitted in the following manner within three working days of eligibility and technical bid opening date	Request you to extend the submission timeline of Five (5) working days instead of three working days of eligibility and technical bid opening date	Please adhere to the terms and conditions of RFP.
163	Section E: Scope of Services	Resources to be deployed by the vendor as Trainer	51	In case the Trainer quits before completion of 1 year from the date of issue of PO, a penalty will be applicable.	Request you to drop this requirement	Please adhere to the terms and conditions of RFP.

S. No.	RFP Section	Sub-Section	Page No.	RFP Clause	Bidder Query / Clarification Sought	Response
164	Section E: Scope of Services	Engaging one Full time system administrator for management of the LMS	52	In case the resource quits before completion of 1 year from the date of issue of PO, a penalty will be applicable.	Request you to drop this requirement	Please adhere to the terms and conditions of RFP.
165	Section H: Service Level Agreements (SLAs)	Penalty	58	The expected turnaround time for resolving operational issues should be maximum 3 working days. The total penalty will be capped at 15% of the contract value of the bidder.	Request you to drop this penalty requirement	Please adhere to the terms and conditions of RFP.
166	Section E: Scope of Services	Resources to be deployed by the vendor as Trainer	51	Certification: the trainer must have the following valid certifications: i. Valid CISA with at least 6 years of work experience OR ii. Valid OSCP (Offensive security certified professional) with at least 4 years of work experience OR iii. Valid CISSP with at least 2 years of experience	1. Request you to allow a resource with 4 to 5 years of relevant experience however without any certification - but with information security trainings related experience 2. Request you to allow resource with 4 to 5 years of experience with certifications such as CEH	Please adhere to the terms and conditions of RFP.
167	Eligibility Criteria	Eligibility Criteria / Documents to be Submitted	14	The bidder should have LMS – learning management software either developed by them or partnership with respectable OEM to deliver the requirements of this RFP starting from 01.04.2020.	Bidder PwC has customized open-source platform to make it fit for any employee learning & training LMS requirements. We are assuming that PwC LMS Solution will be acceptable. Kindly confirm	LMS solution of PwC is acceptable provided it fulfills the terms and conditions of RFP and response to pre-bid queries.
168	Section E: Scope of Services	Learning Management System	48	Learning Management software (LMS) should have the capability to onboard as per our requirement having distinct user ids. These users will consume the prepared content and may as well take quizzes as per request of LIC from time to time. Proper management of their usage and scores and appropriate dashboard should be provided in the LMS portal.	Could you please elaborate on the expected user onboarding workflows, such as manual registration, bulk uploads, or API-based integration with HRMS or other third-party systems? Additionally, are there any limitations on the number of content hours accessible to users?	Manual registration, bulk upload as well as API integration with various application is required. API integration is the sole responsibility of the vendor. There are limitations on the number of content hours accessible to users which can be changed as decided by LIC.

S. No.	RFP Section	Sub-Section	Page No.	RFP Clause	Bidder Query / Clarification Sought	Response
169	Section E: Scope of Services	Learning Management System	48	The application should be sized to take care at least 30 crore customers with an annual growth of 10%, 15 lakh agents with 5 % growth, 1.2 lakh employees and around 1500 vendors as given below: i. Concurrent Users : at least 5000 per second ii. Maximum users: at least 5000 iii. CPU utilization: not more than 60 % with a threshold of 80 % iv. Application should be proper load balanced	There appears to be a discrepancy in the stated load parameters: Concurrent Users: at least 5000 per second Maximum Users: at least 5000 Kindly clarify whether the figure of 5000 concurrent users refers to real-time active sessions at any given moment, or if it denotes the number of users accessing the system per second. Additionally, please confirm the intended duration or time window for these load expectations to assist in accurate infrastructure and performance sizing.	Please refer to Modification-1.
170	Section E: Scope of Services	Learning Management System	46	The content created for the Information/Cyber Security Awareness shall be used for the following delivery channels: a) The audio and Video should support all medias e.g. web, laptop, Mobile phones of both android, iPhone, IPAD etc	As per the statement, "The audio and video should support all media e.g. web, laptop, mobile phones (Android, iPhone, iPad, etc.)," kindly clarify whether a dedicated mobile application is required as part of the scope of LMS, or if mobile responsiveness through a browser is sufficient.	A dedicated mobile application is not required as part of the scope.
171	Section E: Scope of Services	Remediation	49	a) The vendor is required to harden the system software, application software and utility software used in the server/hardware and also should be configured appropriately to the desired level by following CIS benchmark. b) Any observations identified after security assessment must be resolved within 7-15 days. c) Any observation identified during IRDAI audit related to training, server/database/application hardening needs to be remediated as per the applicable regulatory mandates and LIC's IS policies and procedures.	Kindly confirm whether security testing (e.g., vulnerability assessment) and performance testing (e.g., load/stress testing) are included in the bidder's scope of work. If yes, please specify: Scope and depth of testing expected (e.g., black box, grey box, code review) Environments to be covered (e.g., UAT, production) Frequency and timelines for such tests	Conducting security assessments e.g. configuration audit , vulnerability assessment, penetration testing application (only black box), security review, secure code review is LIC's responsibility on a bi-annual basis or in line with applicable mandates. Remediation of identified vulnerabilities is vendor's responsibility. Performing testing is vendor's sole responsibility.

S. No.	RFP Section	Sub-Section	Page No.	RFP Clause	Bidder Query / Clarification Sought	Response
172	Appendix D-6 (Compliance to LMS)	A. (xii)	75	The application should be sized to take care at least 30 crore customers with an annual growth of 10%, 15 lakh agents with 5 % growth, 1.2 lakh employees and around 1500 vendors as given below: Concurrent Users : at least 5000 per second Maximum users: at least 5000 CPU utilization: not more than 60 % with a threshold of 80 % Application should be proper load balanced	Can you confirm the total number of intended users across all categories (customers, agents, employees, vendors)? Will all these user groups—including end users like customers—have access to the platform?	Please refer to Modification-1.
173	Appendix D-6 (Compliance to LMS)	F. (ii)	77	Users can login to their own profile using their Email address only, and a unique link gets delivered to their email with validity of 30 minutes. This can be a password less mechanism i.e like a unique link delivered to their own email.	Is the use case intended to enable passwordless login, where users access their profile using only their email ID and a time-bound (30-minute) unique link sent to their inbox? Kindly confirm the specific scenario this flow is meant to support—for instance, simplified login for infrequent users, guest access, or frictionless entry for external participants.	The OTP based usecase is applicable for agents and vendors . The LIC employees can access the platform both from internet/intranet and access the resources based on LDAP and Biometric access as per their authorization.
174	Appendix D-6 (Compliance to LMS)	F. (v)	77	See and act upon their risk score, and their risk score history/trend to track their risk rating over a period of time	Could you please clarify the use case for this functionality? Additionally, what specific actions should admins or managers be able to take based on an individual's risk rating over time?	Use case is to take risk based decision based on risk criticality of users i.e. users having high risk ratings, they can be assigned to take training again by the admin/managers.
175	Appendix D-6 (Compliance to LMS)	H. (i)	78	No Signup Required - With a magic link users can login to the dashboard without typing any credentials (based on OTP by checking the mobile no and email id)	Can you confirm if users can access the dashboard entirely without signing up or entering credentials, using a passwordless flow via a magic link or OTP? Additionally, is user verification handled through mobile number, email, or both—and what's the primary use case for this setup (e.g., guest access, seamless onboarding, or short-term access)?	The OTP based usecase is applicable for agents and vendors . The LIC employees can access the platform both from internet/intranet and access the resources based on LDAP and Biometric access as per their authorization.

S. No.	RFP Section	Sub-Section	Page No.	RFP Clause	Bidder Query / Clarification Sought	Response
176	Appendix D-6 (Compliance to LMS)	H. (v)	78	Access Management - Two factor authentications (both biometric access OTP access) should and be enabled for any administrative/user activities.	Can you please confirm if two-factor authentication—comprising both biometric and OTP—should be enforced for all users or limited to administrative roles? Additionally, is biometric authentication expected to be supported only on mobile devices, as it is typically available on those platforms?	LDAP with biometric access is required to be enabled for employees to be available on LIC intranet. If the content is accessed over internet LDAP authentication with mobile OTP is to be enabled. For Agents and vendors, access will be granted based on mobile OTP and email OTP.
177	Appendix D-6 (Compliance to LMS)	I. (i)	78	IP Blocker - There is platform-based security available in terms of IP level blocking for dashboard access.	Can you confirm whether IP-level blocking is needed only for dashboard access or for the entire platform? Additionally, should the IP blocker support both allowlisting and blocklisting, and be configurable based on user roles (e.g., admin, learner, external user)?	IP level blocking is required for the entire LMS supported by allowlist and blocklisting of IP addresses. IP address shall be mapped with user activities.
178	Appendix D-6 (Compliance to LMS)	M. (iii)	79	Platform should be capable of integrating with multiple SIEM tools like Splunk, QRadar etc., SOAR and UEBA Platforms, SEGs, Proxies, Sandboxes, DLP, ITSM, IAM, PAM tool etc.	While our LMS platform is capable of integrating with various third-party tools such as SIEM (e.g., Splunk, QRadar), SOAR, UEBA, SEGs, proxies, sandboxes, DLP, ITSM, IAM, and PAM solutions, we would like to confirm that the client will be responsible for procuring and managing the necessary licenses, configurations, and infrastructure for these tools. Can you please confirm?	Confirming that LIC will be responsible for procuring and managing the necessary licenses, configurations, and infrastructure for these tools. However, the selected vendor will be responsible for integration liaisoning with different vendors of LIC.
179	Appendix D-6 (Compliance to LMS)	O. (ii)	79	The observations identified during technical audit and process audit must be closed within 7 working days.	Could you please elaborate on the scope of the technical and process audits? Specifically, who will be responsible for conducting the audits (client team or an external party), what key areas will be covered (such as security, performance, or application VAPT), and does the 7-working-day resolution timeline apply uniformly to all levels of audit observations?	Already responded.

S. No.	RFP Section	Sub-Section	Page No.	RFP Clause	Bidder Query / Clarification Sought	Response
180	Appendix D-6 (Compliance to LMS)	Q. (i)	79	Each employee should get a Human Cyber Risk Score based on key criteria: their security behavior + their training + it must factor their job role, privileged access to ensure that the score for risk is appropriately measured	Could you please provide more details regarding the Human Cyber Risk Score requirement? Specifically, we would like to understand how the score should be calculated—what metrics will define "security behavior" and "training completion," and how job roles and levels of privileged access will influence the final score.	Will be discussed with the successful bidder.
181	Appendix D-6 (Compliance to LMS)	Q. (ii)	80	Leaderboard to measure and mitigate risk at each department, location, org wide level.	Could you please clarify how the leaderboard is expected to function? Should it display and compare risk scores across departments, locations, and the organization as a whole to help pinpoint high-risk areas? Additionally, how is the platform expected to aid in mitigating these identified risks?	Will be discussed with the successful bidder.
182	Section H: Service Level Agreements (SLAs)	Penalty	58	The total penalty will be capped at 15% of the contract value of the bidder.	We request client to cap the liquidated damages/penalties cumulatively to 5% of the total contract value.	Please adhere to RFP clause.
183	Section E: Scope of Services	Brief Scope of Work	45	Target Group for Information/Cyber Security Awareness The target groups broadly identified for conducting Information/Cyber Security Awareness Training program is as below: a) All employees with different target group b) Agents c) Vendors d) Customers e) Other Stakeholders, if any	Request you to provide the estimated number of people in each category. Also please define 'Other stakeholders'	Please refer to Modification-1.
184	Section C: Instructions to Bidders (ITB)	Commercial Bid	21	The Bidder must have the capability to implement and maintain the project during the contract period of 5 years. The vendor must also be able to carry out any changes, if necessitated by LIC during the contract period of 5 years. The contract period may be further extended by a period of one year at the sole discretion of LIC of India on the same terms & conditions including the price component.	Request you to kindly consider that any extension of the duration of the Contract will be based on mutually agreed terms and conditions.	Please adhere to RFP clause.

S. No.	RFP Section	Sub-Section	Page No.	RFP Clause	Bidder Query / Clarification Sought	Response
185	Section C: Instructions to Bidders (ITB)	33. Limitation of Liability	33	Except in cases of criminal negligence or willful misconduct, and in the case of infringement pursuant to Conditions of Contract Clause, the vendor shall not be liable to LIC, whether in contract or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the bidder to pay liquidated damages to LIC; and the aggregate liability of the bidder to LIC, whether under the Contract, in tort or otherwise, shall not exceed the total value of purchase order(s) issued to the bidder provided that this limitation shall not apply to the cost of repairing or replacing defective equipment.	Request you to delete exceptions to the limitation of liability. The exceptions render the limitation of liability ineffective and make the liability unlimited.	Please adhere to RFP clause.
186	Annexure L: Non-Disclosure Agreement (NDA)	Confidentiality Obligations	92	Obligation to return all confidential information / destroy all confidential and no right to retain a copy	Request you to allow us to retain our working papers and a copy of confidential information for our records and any future reference or audit requirements, subject to confidentiality obligations under this Agreement.	Please adhere to RFP clause.
187	Clause 53, Annexure L	Confidentiality Obligations	40, 92	No right to disclose client name or project for citation / reference purposes	Please appreciate that this is a prestigious project for us and we would like to showcase this project in our future proposals. We request client to allow us to refer to you and the services we have performed for you for citation / reference purposes, as long as we do not disclose your confidential information.	Please adhere to RFP clause.

S. No.	RFP Section	Sub-Section	Page No.	RFP Clause	Bidder Query / Clarification Sought	Response
188	Section C: Instructions to Bidders (ITB)	48. Cancellation of Contract and Compensation	39	Indemnity for breach of contract obligations	<p>There are several remedies available under law and contract to you for such breach of obligations. For eg., there are penalties and LDs that may be imposed for some of these breaches. Seeking indemnities for such breaches frustrates the entire purpose of such remedies available to you. We understand that remedies other than indemnity will be sufficient for such breaches. We request you to kindly delete this section.</p> <p>If you still insist on retaining this section, then we request you to at least make them subject to overall cumulative liability cap of total contract value and subject to final determination of court/arbitrator.</p>	Please adhere to RFP clause.
189	Clause 36 A (c)	Indemnity	34	Indemnities for death and bodily injury	Request client to kindly delete these. Alternatively, kindly cap these indemnities to limitation of liability cap or one time the fees payable to us under this Agreement.	Please adhere to RFP clause.
190	No clause in RFP	Indemnity	NA	Indemnities not subject to final determination by court/arbitrator	We agree to indemnify to the extent the damages/losses are finally determined by a competent court or arbitration. Please make indemnities subject to final determination by court/arbitrator. This is also the industry standard and prescribed by MeitY in its guidelines.	Please adhere to RFP clause.
191	Clause 5	Termination	62	Termination with notice but without rectification period	To uphold the principles of natural justice, we request client to notify us and give us a rectification period of at least 30 days, prior to invoking this clause.	Please adhere to RFP clause.

S. No.	RFP Section	Sub-Section	Page No.	RFP Clause	Bidder Query / Clarification Sought	Response
192	No clause in RFP	Termination	NA	We do not have any right to terminate	To uphold the principles of natural justice and to bring parity in the contract, we request client to give us the right to terminate the contract in case client breaches any of its material obligations under the contract, provided a notice for such breach is given to client along with a rectification period of 30 days.	Please adhere to RFP clause.
193	Termination by LIC for default clause	Risk purchase	63	Risk purchase	Request client to limit our liability under this clause to 10% of the value of corresponding goods/services not delivered by us. Please also confirm that client will use government procurement norms (including price discovery) for procurement of such services from third parties.	Please adhere to RFP clause.
194	No clause in RFP	Liquidated damages	NA	Not sole and exclusive remedy	We understand that as per Contract Act, where LDs are stipulated, generally any other damages cannot be claimed. Therefore we request you to kindly make imposition of liquidated damages as sole and exclusive remedy for corresponding breaches.	Please adhere to RFP clause.
195	Sl. No. 4 of Section H	Replacement of Personnel	58	Trainer / system administrator leaves or is replaced by vendor before expiry of 1 year. No penalty will be levied, provided new onsite personnel are deployed and there is handholding between the incumbent person and new person for at least 7 working days of LIC.	There may be circumstances beyond the reasonable control of the Consultant, where a replacement of personnel may be necessary, such as illness, death, resignation or disciplinary action against the concerned personnel, etc. In such cases, Client is requested to allow exceptions to this clause and make penalties inapplicable. The Consultant shall exercise reasonable efforts to provide a suitable replacement with the necessary handholding period to the Client.	Please adhere to RFP clause.

S. No.	RFP Section	Sub-Section	Page No.	RFP Clause	Bidder Query / Clarification Sought	Response
196	Clause 20 (vi), Annexure G	Declaration sought is not in line with the eligibility criteria	29, 84		We note that the declarations sought in the RFP are not in line with the eligibility criteria. In view of the same, we request you to please align Annexure G at Page 84 with clause 20 (vi) at Page 29 and require bidders to confirm that they are not blacklisted by such govt. agencies as on date of bid submission.	Bidders are required to submit declaration as given in Annexure-G to meet eligibility criteria.
197	No clause in RFP	No third party disclaimer	NA	There is no restriction on the usage of deliverable. No third party disclaimers.	We will be providing services and deliverables to you under the contract. We accept no liability to anyone, other than you, in connection with our services, unless otherwise agreed by us in writing. You agree to reimburse us for any liability (including legal costs) that we incur in connection with any claim by anyone else in relation to the services. Please confirm our understanding is correct.	Please adhere to RFP clause.
198	No clause in RFP	Acceptance	NA	No acceptance criteria	<p>If the project is to be completed on time, it would require binding both parties with timelines to fulfil their respective part of obligations. We request you that you incorporate a deliverable acceptance procedure, perhaps the one provided by MeitY in their guidelines, or the one suggested below, to ensure that acceptance of deliverables is not denied or delayed and comments, if any, are received by us well in time. You may consider including the below simple clause:</p> <p>"Within 10 days (or any other agreed period) from Client's receipt of a draft deliverable, Client will notify Consultant if it is accepted. If it is not accepted, Client will let Consultant know the reasonable grounds for such non acceptance, and Consultant will take reasonable remedial measures so that the draft deliverable materially meets the agreed specifications. If Client does not notify Consultant within the agreed time period or if Client uses the draft deliverable, it will be deemed to be accepted."</p>	Please adhere to RFP clause.

S. No.	RFP Section	Sub-Section	Page No.	RFP Clause	Bidder Query / Clarification Sought	Response
199	Section E: Scope of Services	X.b	48	The broad quantities for enablers in addition to the Information/Cyber Security Awareness Training Programs are as given below which should be changed at least on an annual basis or as required by LIC.	1 . What is the correlation between the said table and Annexure F: Commercial Bid (Indicative Pricing) on Sl. No. 3 to 10 of the project details. 2. Does the videos, ppt and presentation mentioned in Annexure F Sl. No. 3 to 10 same as Section E: Scope of Service X.b	Please refer to modification of payment terms and conditions as well as commercial bid document.
200	Section E: Scope of Services	VII. i	47	Cyber Jaagrookta Month: Cyber Security messages [one per each day] shall be provided to LIC stakeholders which will be delivered to employees, customers, agents, vendors" etc. every October Month. Cyber Security trainings/quiz sessions will be arranged as per the requirement.	1. Kindly confirm on the format (Mailer, infographic, posters, flyers) and mode of delivery (Mail, SMS) of the CJD content. 2. Will Cyber Jaagarookta Diwas content be seperately required or will be taken from the existing table on page 48 point X.b	1. Format will be soft copy based to be sent through sms and mail. The content shall be uptodate, relevant to time and relevant for undeerstanding. 2. Cyber Jaagarookta Diwas content shall be different.
201	Section E: Scope of Services	V.I	46	The content format for conducting Information/ Cyber Security Awareness Training program shall include the following:	How will the quantity of the content be distributed in the mentioned categories. for example: Senior management will be recieving 5 webinars with quiz, 2 videos, 1 security byte etc.	Content will be accessed using LMS platform. Short videos on various topics are also to be included,.
202	Annexure F: Commercial Bid : Indicative Pricing	XV	82	Publishing Screen Savers across the LIC"s End User Workstations from Cyber Security perspective	Kindly specify the quantity of screensavers required per annum	Around 100 screensavers covering LIC's information security policies, various topics on informatics topics and shall be relevant.

The response to pre-bid queries will form a part of the RFP for On-boarding Cyber Security Knowledge Partners for Awareness Training sessions for Employees, Agents, Vendors, Customers and other Stakeholders of Reference No.: CO-ERM-IT-CSD-2025-2026/IS Awareness dated 18th June 2025. All the bidders are requested to take note of the amendments and respond accordingly.

Bidders have to use the revised & new formats for filling up the required information. Please note that, if the same has not been done, the bid is liable to be rejected.

Executive Director (ERM) & CRO