



Request for Proposal (RFP)

Selection and Onboarding of OEM / System Integrator (SI) for Supply, Implementation, and Management of Centralised and Automated Patch and Vulnerability Management Solution.

Ref: LIC/CO/IT/DT/2025-26/RFP/PM

Date: 14.07.2025



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



co_ittenders@licindia.com



<https://licindia.in/Bottom-Links/Tenders>
<https://www.tenderwizard.com/LIC>

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1. GENERAL DEFINITIONS & ABBREVIATIONS

1.1 DEFINITIONS

AGREEMENT	Any written contract between the Life Insurance Corporation of India and the successful bidder with respect to any/all deliverables or services contemplated by this RFP. Any Agreement shall be deemed to incorporate, as schedules, this RFP, all addenda/corrigenda issued by LIC, the Bid of the successful bidder and mutually agreed modifications thereto.
ACCEPTANCE OF TENDER	Means the letter/fax/e-mail or any memorandum communicating to the bidder about the acceptance of this tender.
AUTHORIZED SIGNATORY OF THE BIDDER	The person authorized through a valid Power of Attorney by the company's Board/ Managing Director/ Director for signing the bid documents on behalf of the company
BID	The Bidder's written submissions in response to the RFP signed by his Authorized Signatory
BIDDER	An eligible firm/Company i.e. firm/Company fulfilling eligibility criteria and submitting a proposal in response to this RFP, in its individual capacity.
BUSINESS DAY	Shall be construed as a day excluding Saturdays and Sundays of a month and public holidays declared under the Negotiable Instruments Act, 1881 by concerned State Governments or Central Government of India.
CLARIFICATIONS	Means Addenda, corrigenda and clarifications to the RFP.
CONTRACT	An Agreement signed between LIC and the Selected vendor and all the attached documents. The Agreement includes the RFP, subsequent modifications to the RFP issued by LIC, response of the selected vendor to the RFP and the agreement document itself.
CONTRACT VALUE	The grand total of the L1 prices of the Successful Bidder
DAY	Calendar Day.
DEFAULT NOTICE	Shall mean the written notice of Default of the Agreement issued by one Party to the other in terms hereof
DELIVERABLES	Means all services and deliverables as per this RFP Scope of Work.

LAW	Shall mean any Act, notification, bylaws, rules and regulations, directive, ordinance, order or instruction having the force of law enacted or issued by the Central Government and/ or the Government of any state or any other Government or regulatory authority.
L1 QUOTE	1. If Online Reverse Auction is held as per the conditions of the RFP -Lowest price discovered through Online Reverse Auction. 2. If Online Reverse Auction is not held as per the conditions of the RFP - Lowest price discovered through Commercial Bid and Price negotiation.
L1 BIDDER	Bidder with L1(Lowest) Quote after the evaluation of commercial bids. If Online Reverse Auction is held as per the conditions of the RFP Lowest price discovered through Online Reverse Auction.
LIC	Means without limitation the Life Insurance Corporation of India (LIC), a statutory Corporation established under section 3 of Life Insurance Corporation Act, 1956, (Act 31 of 1956) having its Central Office at 'Yogakshema, Jeevan Bima Marg, Mumbai 400 021.
SOLUTION/ SERVICES/ WORK/ SYSTEM/ IT SYSTEM	All services, scope of work and deliverables to be provided by a Bidder as described in the RFP and include services ancillary to the implementation/ development of the solution, such as installation, commissioning, integration with existing systems, provision of technical assistance, training and other obligation of the Supplier covered under this RFP.
WORKING DAY	Shall be construed as a day excluding Saturdays, Sundays and public holidays declared under the Negotiable Instruments Act, 1881 by concerned Local Bodies or State Governments or Central Government of India as applicable to the concerned LIC office.
ELIGIBILITY BID	This tender process is based on two bid procedure (Technical and Commercial). Eligibility conditions are used in this tender in lieu of empanelling process. Where the words "eligibility bid" appears the same should be read and understood as "response to eligibility conditions criteria".
TERMS OF REFERENCE	The section which explains the objectives, scope of work, activities, tasks to be performed, respective responsibilities of the Bidder and expected results and deliverables of the assignment.
'PARTY' & 'PARTIES'	Each of the parties i.e. LIC and Selected bidder are collectively referred to as the Parties and individually as a Party.
PERSONNEL	Means professionals and support staff provided by the Bidder to meet the requirements of this RFP and assigned to perform the Services or any part thereof within the timelines mentioned herein. The details of all such personnel will have to be shared in the Personnel Deployment Plan.

PROJECT	Selection and Onboarding of OEM / System Integrator (SI) for Supply, Implementation, and Management of Centralised and Automated Patch and Vulnerability Management Solution(Ref: LIC/CO/IT/DT/2025-26/RFP/PM dated 14.07.2025)
REQUIREMENTS	Shall mean statements which identify a necessary capability, characteristic, attribute or quality of a system and include schedules, details, description, and statement of technical data, performance characteristics, standards (Indian as well as International) as applicable and specified and implicitly necessitated in the RFP.
RFP	This Request for Proposal inclusive of any clarifications/corrigenda/addenda that may be issued by LIC.
SPECIFICATIONS	Means all the functional, technical, operational, performance or other characteristics required of a Product or Service as mentioned in the RFP document or any of the annexure or clarifications to the RFP document.
SUCCESSFUL BIDDER/VENDOR/SERVICE PROVIDER	Successful Bidder found eligible as per eligibility criteria set out in this RFP, whose technical Bid has been accepted and who has emerged as L1 (lowest price bid) Bidder as per the selection criteria set out in the RFP and to whom notification of award has been given by LIC.
TERMS OF REFERENCE	Means the section which explains the objectives, scope of work, activities, and tasks to be performed, respective responsibilities of the Bidder and expected results and deliverables of the assignment.
TIMELINES	Wherever Timelines have been defined as days, weeks, months; they will mean calendar days, calendar weeks and calendar months.
VENDOR	Selected/Successful Bidder as an outcome of the RFP with whom LIC signs the Contract.
“Must”, “mandatory” or “required”	“Must”, “mandatory” or “required” means an absolute minimum function or capacity, which, if not satisfied in the proposal, may result in disqualification in the final evaluation;
“Should”, “may” or “is desirable”	“Should”, “may” or “is desirable” means desirable but not mandatory functions or capacities. Bidders who are able to provide these functions or capacities may be evaluated more favorably than those who cannot. However the final decision shall rest with LIC.
Open Source	means pertaining to or denoting software whose source code is available free of charge to the public to use, copy, modify, sub-license or distribute

1.2 ABBREVIATIONS

Terms/ Abbreviations	Meaning/ Interpretation
AMC	Annual Maintenance Contract
Authorized Signatory (of the bidder)	The person(s) authorized by the bidders' company's Board/ Director/ Managing Director for signing bid documents and contracts on behalf of the company for this tender
BCMS	Business Continuity Management System
BCP	Business Continuity Planning
BFSI	Banking, Financial Services and Insurance
BIA	Business Impact Assessment
Bidder	The person or the firm or company participating in this tender.
BO	Branch Office of LIC
BOM	Bill of Materials
CA	Configuration Audit
CAPA	Corrective Action and Preventive Action
CEH	Certified Ethical Hacker
CERT-In	Computer Emergency Response Team – India
CIA	Confidentiality, Integrity, and Availability
CIRT	Computer Incident Response Team
CISA	Certified Information Systems Auditor
CISM	Certified Information Security Manager
CISSP	Certified Information Systems Security Professional
CO	Central Office of LIC
Competent Authority	Head of department of ERM Dept. at LIC's Central Office, Mumbai or any authority that is superior to him / her in LIC's hierarchy.
Contract	The agreement entered into between LIC and the selected vendor in response to this tender and any or all such attachments and annexure thereto and all documents incorporated by reference therein. It also includes this bid document and its

Terms/ Abbreviations	Meaning/ Interpretation
	modifications/ clarifications.
Contract Value	The value of lowest commercial bid made by the successful vendor during online reverse auction and/or price negotiation if applicable
Date of Acceptance of Purchase order	The date on which the Purchase Order is first communicated to the selected bidder (through e-mail/ letter/ portal).
DO	Divisional Office of LIC
PM	Patch Management
DRP	Disaster Recovery Planning
EMD	Earnest Money Deposit
GCCIH	GIAC Certified Incident Handler
GIAC	Global Information Assurance Certification
GOI	Government of India
HLD	High Level Design
IRDAI	Insurance Regulatory and Development Authority of India
ISMS	Information Security Management System
ISO27001 LA	ISO27001 Lead Auditor
ISO27001 LI	ISO27001 Lead Implementer
ITSM	IT Service Management (ITSM)
IVRS	Interactive Voice Response System
KGI	Key Goal Indicator
KPI	Key Performance Indicator
KRI	Key Risk Indicator
LLD	Low Level Design
MeitY	Ministry of Electronics and Information Technology
MO	Mini Office of LIC
MSME	Micro, Small & Medium Enterprises
NC	Non-Conformities
NCIIPC	National Critical Information Infrastructure

Terms/ Abbreviations	Meaning/ Interpretation
	Protection Centre
NDA	Non-Disclosure Agreement
NSIC	National Small Industries Corporation
OSCE	Offensive Security Certified Expert
OSCP	Offensive Security Certified Professional
P & IR	Personnel and Industrial Relations Department of LIC
P&GS	Pension and Group Superannuation Department of LIC
PBG	Performance Bank Guarantee
PDCA	Plan-Do-Check-Act
PO	Purchase Order
PMC	Project Management Consultant
PSU	Public Sector Undertaking
PT	Penetration Testing
QSA	Qualified Security Assessor (QSA)
RA	Risk Analysis
RACI matrix	Responsible, Accountable, Consulted, Informed matrix
RCA	Root Cause Analysis
RPO	Recovery Priority Objective
RTO	Recovery Time Objective
SDLC	Software Development Life Cycle
SI	System integrator
SLA	Service Level Agreement
SO	Satellite Office of LIC
SoA	Statement of Applicability
SoW	Scope of Work
SOP	Standard operating Procedure
Supplier	Successful vendor who has accepted purchase order.

Terms/ Abbreviations	Meaning/ Interpretation
TOC	Tender opening committee
U&R	Underwriting and Re-insurance Department of LIC
VA	Vulnerability Assessment
Vendor	Successful bidder
VM	Vulnerability Management
ZO	Zonal Office of LIC

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2. DISCLAIMER

1. The information contained in this Request for Proposal document (RFP) or subsequently provided to the Bidders, whether verbally or in documentary or in any other form by or on behalf of the Purchaser or any of its employees or advisors, is provided to the Bidders on the terms and conditions set out in this RFP and all other terms and conditions subject to which such information is provided.
2. This RFP is not an Agreement and is neither an offer nor an invitation by the Purchaser to the Bidders or any other person. The purpose of this RFP is to provide interested parties with information that may be useful to them in the formulation of their Proposals. The information is not an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law.
3. While reasonable care has been taken in providing information in this RFP, the Bidders are advised not to rely on this information only but also carry out their independent due diligence and risk assessments before submitting their response to this RFP. Further, the Bidders are advised to conduct their own analysis of the information contained in this RFP, carry out their own investigations about the project, the regulatory regime which applies thereto and all matters pertaining to the Purchaser and to seek their own professional advice on the legal, financial and regulatory consequences of entering into an agreement or arrangement relating to this RFP.
4. The information contained in this RFP is subject to update, expansion, revision and amendment prior to the last day of submission of the bids at the sole discretion of the Purchaser. In case any major revisions to this RFP are made by the Purchaser within seven days preceding the last date of submission of the Proposals, the Purchaser may, at its discretion, provide reasonable additional time to the Bidders to respond to this RFP. Neither the Purchaser nor any of its officers, employees nor any advisors nor consultants undertakes to provide any Bidder with access to any additional information or to update the information in this RFP. Subject to any law to the contrary and to the maximum extent permitted by law, LIC and its Directors, Officers, employees, agents disclaim all liability from any loss or damage suffered by any person acting or refraining from acting because of any information including forecasts, statements, estimates, or projections contained in this RFP document and any addendum/corrigendum to it or conduct ancillary to it whether or not the loss or damage arised in connection with any omission, default, lack of care or misrepresentation on the part of LIC or any of its officers, employees or agents. All information processed by the Bidder during solution deployment and maintenance belongs to LIC. By having the responsibility to maintain the infrastructure, the Bidder does not acquire implicit access right to the information or right to redistribute the information.

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3. GENERAL INFORMATION

3.1 INVITATION TO BID (E-Tender)

The Life Insurance Corporation of India (hereinafter referred to as “LIC”) a statutory corporation established under section 3 of Life Insurance Corporation Act 1956 (**Act 31 of 1956**) and having its Central Office at “Yogakshema”, Jeevan Bima Marg, Mumbai –400021, invites sealed tender offers (technical offer and commercial offer) for Selection and Onboarding of OEM / System Integrator (SI) for Supply, Implementation, and Management of Centralised and Automated Patch and Vulnerability Management Solution.

The formulation of the Evaluation criteria, the conduct of the evaluation of the responses to the RFP and the subsequent selection of the successful bidder will be entirely at the discretion of LIC and its decision shall be final and no correspondence about the decision shall be entertained.

Bidder shall mean any entity (i.e. juristic person) who meets the eligibility criteria given in **Annexure E-Eligibility** of this RFP and willing to provide the Services as required in this RFP. The interested entities are advised to study this RFP document carefully before submitting their proposals in response to the RFP. Submission of a proposal in response to this notice shall be deemed to have been done after careful study and examination of this document with full understanding of its terms, conditions and implications.

Consortium bidding is not permitted under this RFP.

The Bidder can be the OEM/System Integrator of the Solution.

LIC reserves the right to negotiate, change, modify or alter any/all the terms and provisions of the RFP/agreement entered pursuant to the RFP and may request for additional information, if required, from the Bidder. LIC also reserves the right to withdraw this RFP without assigning any reason and without any liability to the Bidder or any other person or party. All actions taken by the Bidder or any other person or party in pursuance hereof are deemed to be so taken after taking into account the commercial acumen and LIC does not guarantee or warrant suitability hereof or success to Bidder/Bidders or any other person or party. This RFP describes what is required of the Bidder in terms of services, deliverables, performance measures and outcomes, and unless otherwise noted in the RFP, places the responsibility for how they are accomplished on the bidder.

Submission of the Bid shall be deemed to be the conclusive proof of the fact that the Bidder has acquainted himself and is in agreement with all the instructions, terms and conditions governing the specification, unless otherwise specifically indicated/commented by him in his Bid. Bids submitted after the time and date fixed for receipt of bids as set out in the invitation to Bid shall be rejected and returned to the Bidders.

The Bidder must try to submit the Bid well before the last date and time in order to avoid any inconvenience at the last moment.

3.2 ACTIVITY SCHEDULE

1.	RFP Reference	Ref: LIC/CO/IT/DT/2025-26/RFP/PM Date: 14.07.2025
2.	RFP for	Selection and Onboarding of OEM / System Integrator (SI) for Supply, Implementation, and Management of Centralised and Automated Patch and Vulnerability Management Solution
3.	Bid Fee (Non-refundable)	Nil
4.	EMD	<p>INR 12, 00,000 (Rupees Twelve lacs only) .</p> <p>In the form of Bank Guarantee.</p> <p>Micro & Small Enterprises (MSE) units and Start-ups* are exempted from payment of EMD and tender fee provided the Services they are offering, are rendered by them. Exemption as stated above is not applicable for providing services, rendered by other companies. Bidder should submit supporting documents issued by competent Govt. bodies to become eligible for the above exemption.</p> <p>*Start-ups which are not under the category of MSE shall not be eligible for exemption of tender fee.</p>
5.	Performance Security in the form of Bank Guarantee by Successful Bidder	3 % of Total Contract Value.
6.	Date of Issue of RFP	14.07.2025
7.	Last date of submission of Pre-Bid Queries	17.07.2025.
8.	Date of Virtual Pre-Bid meeting (Bidder may also join in person at the below mentioned communication address.)	18.07.2025 at 11:00 Hrs. (IST)
9.	Last date and time for Online Bid Submission Please note this is eTender and all submission to be Online on Tender Wizard Portal (https://www.tenderwizard.com/LIC)	05.08.2025 Up to 15:00 Hrs. (IST)
10.	Opening of Technical Bid	05.08.2025 at 15:10 Hrs. (IST)
11.	Opening of commercial Bid	<To be communicated later >
12.	Address for communication	Life Insurance Corporation of India, IT Portal Section, Central Office, IT/DIGITAL TRANSFORMATION Department, "Jeevan Seva" Annexe, II Floor, S V Road, Santacruz (W), Mumbai – 400054.
13.	Contact Numbers	022- 67090422/ 67090427/ 67090510

14.	Email Id	co_ittenders@licindia.com
15.	Mode of Bid Submission	Online (https://www.tenderwizard.com/LIC)
16.	Contact Person	Mr. Saurav Ganguli : 9831386250 / 022-67090427 Mr. Yashwant Sharma : 9649928101/022-67090422

Pre Bid Meeting Credentials:

Meeting Link:

<https://licindiasampark.webex.com/licindiasampark/j.php?MTID=m3ed4062690db4ef9397c4855deefeb3>

Meeting number: 2514 097 2200

Meeting Password: 1807

3.3 OBJECTIVE

- The purpose of this Request for Proposal (RFP) is to define the Scope of Work and select a competent vendor **for Supply, Implementation, and Management of Centralised and Automated Patch and Vulnerability Management Solution**, along with allied modules. The solution should be embedded with the necessary tools and meet security compliance standards. This RFP outlines the detailed scope, timelines, evaluation methodology, terms, and other relevant aspects which the bidder must thoroughly review and consider while submitting their proposal.
- LIC invites technically complete and commercially competitive proposals from reputed OEMs/OEM authorised partners for supply, installation, implementation, maintenance of Patch and Vulnerability Management solution for:
- 3 Year Subscription, renewal on annual basis , OnPremise on LIC's Private Cloud.
- 65,000 end points (desktops/ laptops/ iPads/ surface devices) and
- 5000 Servers in LIC, in its offices spread all across the country and
- 150 Users
- Post Go Live Sustenance Support/Facility Management.

3.4 BID FEE

Refer ACTIVITY SCHEDULE.

3.5 EXEMPTION FROM BID FEE

Micro, Small & Medium Enterprises (MSME) units and MSME Start-ups are exempted from payment of bid fee, provided the Services they are offering, are rendered by them. Bidder should submit supporting documents issued by competent Govt. bodies to become eligible for the above exemption NSIC Certificate/ Udyog Aadhaar Memorandum should cover the items tendered to get processing fee exemptions. Certificate/ Memorandum should be valid as on due date / extended due date for Bid submission. "Start-up" company should enclose the valid Certificate of Recognition issued by Department for Promotion of Industry and Internal Trade (DPIIT), Start-ups which are not under the category of MSE shall not be eligible for exemption of tender fee. If all these conditions are not fulfilled or supporting documents are not submitted with the technical Bid, then all those Bids without processing fee will be summarily rejected and no queries will be entertained.

3.6 CURRENCY

All monetary values in the proposals in response to this invitation of RFP shall be in Indian Rupees (INR) only.

3.7 GOVERNING LAWS/JURISDICTION

The validity, performance, construction and effect of this RFP shall be governed by the substantive laws of India. Any controversy or claim arising out of or in relation to this RFP, or breach, hereof, shall be finally settled under the jurisdiction of Mumbai High Court only.

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4. INSTRUCTIONS TO BIDDERS

4.1 GENERAL INSTRUCTIONS

- 4.1.1 The information provided in the RFP is believed to be true and reliable at the date obtained but does not purport to provide all the information necessary or desirable to enable the bidder to determine whether or not to participate in the RFP.
- 4.1.2 The RFP provides an overview of the requirements, bidding procedures and contract terms. While every effort has been made to provide comprehensive and accurate background information, requirements and specifications, Bidder must form their own conclusions about the solution keeping in view, LIC's requirements. Information contained in this RFP and corrigenda, if any, should be taken as guidelines for Bidders.
- 4.1.3 Each bidder should conduct its own investigation and analysis and should check the accuracy, reliability and completeness of the information in this RFP and wherever necessary obtain independent advice.
- 4.1.4 LIC makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP.
- 4.1.5 LIC has used or will use its best judgment and assessment to fairly and reasonably represent the nature and scope of the work in order to submit viable Bids. However, LIC shall not be deemed to give any guarantees or warranties of accuracy of any of the information in this RFP or any corrigenda, nor of its being comprehensive or exhaustive. Nothing in this RFP or any corrigenda is intended to relieve Bidders from forming their own opinions and conclusions in respect of the matters addressed in this RFP or any corrigenda, as applicable.
- 4.1.6 Failure to furnish all information required by the RFP or submission of a Bid not responsive to the RFP in every aspect will be at the Bidder's risk and may result in rejection of the Bid.
- 4.1.7 In response to this Bid by the Bidder will be deemed as consent to all the terms and conditions mentioned in this RFP along with its Annexure(s), Clarifications, if any.
- 4.1.8 All the terms and conditions and the contents of the RFP along with the Annexure(s) , Clarifications, if any, will be contractually binding and will form part of the resulting agreement and any purchase orders, to be issued to the successful Bidder, from time to time as an outcome of this process.
- 4.1.9 No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract has been executed by or on behalf of LIC. Any notification of preferred Bidder status by LIC shall not give rise to any enforceable rights to the Bidder.
- 4.1.10 This RFP supersedes and replaces any previous public documentation & communications, and Bidders should place no reliance on such communications.
- 4.1.11 Failure to comply with the requirements of this RFP and corrigenda, if any, may render the Bid non-complaint and the Bid may be rejected. Hence, Bidders must:
 - a. Include all required Documents, Certificates, etc. specified.
 - b. Follow the format provided and respond to each element in the order as set out
 - c. Comply with all requirements as set out.

- 4.1.12 LIC reserves the right to negotiate, change, modify or alter any/all the terms and provisions of the RFP entered pursuant to the RFP and may request for additional information, if required from the Bidder. LIC also reserves the right to withdraw this RFP without assigning any reason and without any liability to the Bidder or any other person or party. All actions taken by the Bidder or any other person or party in pursuance hereof will be deemed to have been taken after considering commercial acumen and also taking into account that LIC does not guarantee or warrant suitability hereof or success to the bidder or any other person or party.

4.2 CONFIDENTIALITY OF THE DOCUMENT

This document is meant for the exclusive purpose of bidding as per the specification, terms and conditions and scope and shall not be transferred, reproduced or otherwise used for purpose other than for which it is specifically issued.

4.3 ISSUE OF CORRIGENDUM

- i. LIC will endeavour to provide timely response to all queries in utmost good faith. However, LIC at its discretion may choose not to respond to the query which is not under purview of this RFP.
- ii. At any time prior to the last date for receipt of Bids, LIC, may, for any reason, whether at its own initiative or in response to a clarification requested by a Bidder, modify the RFP Document by issuing corrigendum.
- iii. The corrigendum (if any) and clarifications to the queries from all Bidders will be issued only on the mentioned website. No separate notification shall be issued in the press. Bidders are requested to regularly visit the mentioned website to keep them updated.
- iv. Any such corrigendum shall be deemed to be incorporated into this RFP.
- v. LIC, at its discretion, may extend the last date for the submission of Bids in order to allow Bidders a reasonable time to take into account the amendments if any, in preparing their Bids.
- vi. Any change in the timelines as decided by LIC will be communicated by email to the eligible bidders.

4.4 RFP TERMS AND CONDITIONS

This RFP document along with its Annexure/Appendices/ clarifications/addenda/corrigenda states the terms and conditions of this RFP. Responding to this RFP and submission of the bid by the Bidder will be deemed as consent from the Bidder to all the terms and conditions mentioned in this RFP and these will be contractually binding on the bidders. All these terms and conditions and the contents of the RFP along with the Annexure/Appendices/clarifications/addenda/corrigenda issued will form the part of the purchase orders and any resulting contracts with the vendor/s from time to time as an outcome of this RFP Process.

4.5 Information Provided in the RFP

The information provided in the RFP is believed to be true and reliable at the date obtained but does not purport to provide all the information necessary or desirable to enable the bidder to determine whether or not to participate in the RFP. Each bidder should conduct its own investigation and analysis and should check the accuracy, reliability and completeness of the information in this RFP and where necessary should obtain independent information/advice. LIC makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP.

4.6 Contacting LIC

No Bidder shall contact through any means of communications with LIC or its employees on any matter relating to this bid, from the time of the bid opening to the time the Contract is awarded. If the bidder wishes to bring additional information to the notice of LIC, it should do so through the designated email-id as given in the Activity Schedule or in writing till the evaluation process is over. Any effort by a Bidder to influence LIC in its decisions on bid evaluation, bid comparison or contract award may result in rejection of the Bidder's bid.

4.7 Right to Terminate the Process

- i. LIC may terminate the RFP process at any time without assigning any reasons whatsoever. LIC makes no commitments, express or implied, that this process will result in a business transaction with anyone.
- ii. This RFP document does not constitute an offer by LIC. The bidder's response to this RFP may result into selection of bidder(s) after completion of selection process as detailed in this RFP document.
- iii. LIC reserves the right to accept or reject any proposal, and to annul the RFP process and reject all proposals at any time, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for its action.
- iv. LIC may cancel any procurement under this RFP at any time without assigning any reasons whatsoever. The decision of LIC will be final in this matter.
- v. Exit option and contract re-negotiation:

LIC reserves the right to cancel the purchase order and terminate the contract in the event of (i) failure of the selected bidder to accept the order within the time stipulated (ii) delay/failure in executing the contract (iii) failure to furnish the performance bank guarantee (iv) failure to maintain the uptime and SLAs (v) breach of the terms and condition of the contract. LIC also has the right to cancel the contract without cause by giving 30 days advance notice.

4.8 Disqualifications

LIC may at its sole discretion and at any time during the evaluation of Proposal or at service delivery stage, disqualify any Bidder, if the Bidder has:

- i. Made misleading or false representations in the forms, statements or attachments submitted in proof of the eligibility requirements.
- ii. Exhibited a record of poor performance such as abandoning works, not properly completing the contractual obligations, inordinately delaying completion or financial failures, etc. in any project in the preceding three years.
- iii. Submitted a proposal that is not accompanied by required documentation or is nonresponsive.
- iv. Failed to provide clarifications related thereto, when sought;
- v. Submitted more than one Proposal;
- vi. Declared ineligible by the Government of India/State/UT Government/ PSUs for corrupt and fraudulent practices or blacklisted.
- vii. Submitted a Proposal with price adjustment/variation provision.
- viii. Exhibited a record of poor performance in the service delivery.

4.9 Fraud and Corrupt Practices

The Bidders and their respective officers, employees, agents and advisers shall observe the highest standard of ethics at all times (Pre and Post the RFP process). Notwithstanding anything to the contrary contained in this RFP, the LIC shall reject a Proposal without being liable in any manner whatsoever to the Applicant, if it determines that the Bidder has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice (collectively the –Prohibited Practices||) in the Evaluation Process. In such an event, the LIC shall, without prejudice to its any other rights or remedies, forfeit and appropriate the EMD or PBG, as the case may be, as mutually agreed genuine pre-estimated compensation and damages payable to LIC for, inter alia, time, cost and effort of LIC, in regard to the RFP, including consideration and evaluation of such bidder's Proposal.

Without prejudice to the rights of the LIC under Clause above and the rights and remedies which the LIC may have under the Letter of Notification of Award or the Agreement, if Bidder, as the case may be, is found by the LIC to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the Selection Process, or after the issue of the Letter of Notification of Award or the execution of the Agreement, such Bidder shall not be eligible to participate in any tender or RFP issued by LIC during a period of 3 years from the date such Bidder, as the case may be, is found by LIC to have directly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice, as the case may be.

For the purposes of this Section, the following terms shall have the meaning hereinafter respectively assigned to them:

a) “Corrupt practice” means

(i) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of any person connected with the Selection Process (for avoidance of doubt, offering of employment to or employing or engaging in any manner whatsoever, directly or indirectly, any official of LIC who is or has been associated in any manner, directly or indirectly with the Selection Process or the LOI or has dealt with matters concerning the Agreement or arising there from, before or after the execution thereof, at any time prior to the

expiry of one year from the date such official resigns or retires from or otherwise ceases to be in the service of LIC, shall be deemed to constitute influencing the actions of a person connected with the Selection Process);

or

(ii) save as provided herein, engaging in any manner whatsoever, whether during the Selection Process or after the issue of the LOI or after the execution of the Agreement, as the case may be, any person in respect of any matter relating to the Project or the Award or the Agreement, who at any time has been or is a legal, financial or technical adviser of LIC in relation to any matter concerning the Project;

b) “Fraudulent practice” means a misrepresentation or omission of facts or disclosure of incomplete facts or suppression of facts, in order to influence the Selection Process;

c) “coercive practice” means impairing or harming or threatening to impair or harm, directly or indirectly, any person or property to influence any person’s participation or action in the Selection Process;

d) “Undesirable practice” means

(i) establishing contact with any person connected with or employed or engaged by Life Insurance Corporation of India with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Selection Process;

or

(ii) Having a conflict of Interest; and

e) “Restrictive practice” means forming a cartel or arriving at any understanding or arrangement among bidders with the objective of restricting or manipulating a full and fair competition in the Selection Process.

4.10 BID DOCUMENT PRICE

As mentioned in the Activity Schedule.

4.11 EARNEST MONEY DEPOSIT

As mentioned in the Activity Schedule.

4.12 BID SUBMISSION

This is an E – Tender and hence Bids must be submitted “ONLINE”. Tender is to be submitted online through e procurement portal. No hardcopy of the tender will be accepted.

All documents are to be scanned and uploaded. Bids should be submitted well before the closing time. **Submitting the bid online in the last few hours before the bid closing time should be avoided in the bidder’s own interest.** Neither the Service Provider nor LIC will be responsible for any lapses /failure on the part of the bidder, in such cases.

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.

Submission must be made as per the provided formats/templates. Any material deviations in the formats/templates may result in the rejection of the Bid. Please note that any deviations mentioned in the bid will not be considered and evaluated by the LIC.

The bid may be treated as legally void and will be rejected if Bid is not signed by the duly authorized person, Pre-contract Integrity Pact (not duly filled and not signed).

- a) By submitting a signed bid, the bidders' signatory certifies that in connection with this RFP:
- The bidder 's organization or an agent of the bidder 's organization has arrived at the technical offer and prices in its bid without consultation, communication or agreement with any other respondent or with any competitor, with a view to restrict competition,
 - The prices quoted in the bid have not been knowingly disclosed and will not be knowingly disclosed by the bidder 's organization or by any agent of the bidder 's organization, directly or indirectly, to any other respondent or to any competitor.
 - No attempt has been made or will be made by the bidder 's organization or by any agent of the bidder's organization to induce any other person or firm to submit or not to submit a bid for the purpose of restricting competition.
- b) **Non-Disclosure Agreement (NDA)**
(To be submitted by Successful Bidder Only): Successful bidder shall submit, a duly notarized Non-Disclosure agreement on a stamp paper of **INR 500/- (Rupees five hundred only)** as per the format (to be given by LIC before issuance of purchase order) duly signed by the Authorized Signatory of the Company. **Not required at the Proposal submission stage.**
- c) **Language of Bid:** The bid prepared by the Bidder, as well as all correspondence and documents relating to the bid exchanged by the Bidder and LIC shall be in English language. As far as numbers are concerned the same should be in Hindu-Arabic Numerals
- d) **Bid Currencies:** Prices for all the components shall be quoted in Indian Rupee (INR). The Bids in currencies other than INR will be rejected.
- e) **Arithmetical errors:** The Arithmetical errors will be rectified on the following basis. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If there is a discrepancy between words and figures, the amount in words shall prevail. If the bidder does not accept the correction of errors, its bid will be rejected.
- f) The original Bid shall be typed for 8.27"X11.69" (A4 size) paper in English.
- g) If any compliance or clarification sought by LIC is not submitted within 1 business days of being called for, the bids are liable to be rejected. The above matter is entirely at LIC 's discretion and decision of LIC in this matter will be final.
- h) The specifications (Commercial Bid format) shall be submitted in the spread sheets / word files as per respective Annexure specified in this RFP.

5. BID EVALUATION PROCESS

5.1 ELIGIBILITY AND TECHNICAL EVALUATION

- a) LIC will evaluate the Bids submitted in response to the RFP and all supporting documents/ documentary evidence as per the requirements stated in the RFP documents and its subsequent modifications (if any).
 - i. LIC may ask for meetings with the Bidders to seek clarifications on their bids.
 - ii. Technicalities or minor irregularities in bids may be waived during evaluation if it is in LIC's best interest. The bidder may either be given an opportunity to cure any deficiency resulting from a technicality or minor irregularity in its bid, or the deficiency waived if it is to LIC's advantage to do so.
 - iii. Evaluation of the responses to the bids and subsequent short listing of the bidder will be entirely at the discretion of LIC and will be binding on the bidders. LIC's decision shall be final and no correspondence seeking clarifications about the decision shall be entertained.
- b) **Right to Accept Any Bid and To Reject Any or All Bid(s):**

LIC reserves the right to accept or reject any bid, and to annul the tendering process and reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for LIC's action.
- c) The bidder who successfully qualifies in the Eligibility Criteria (Annexure – E), only their technical bids will be subsequently opened for further evaluation.
- d) The minimum score for successful qualification of the bidder in the Technical Scoring (Annexure – K: Technical Evaluation Criteria) will be 70% (seventy percent). In case there is only one vendor having technical score of 70 or more, LIC may, at its sole discretion, also consider the next highest technical score and qualify such vendor provide the bidder score is above 60. In case, none of the participating vendors qualify on technical criteria and reach or exceed the cut-off score of 70, then LIC, at its sole discretion, may qualify two vendors on the basis of the top 2 scores.
- e) If any deviations are observed during technical evaluation, LIC may decide to accept them at its discretion, which will apply to all bidders, before opening of the Commercial Bids and the decision of LIC in this matter will be final.
- f) The technically qualified bidders will be intimated by email/letter about the date and time of opening of their 'Commercial Bid (indicative price)'.
- g) The 'Commercial bids (indicative price)' of technically short-listed bidders will be opened by the TOC in the presence of bidders/ their authorized representatives who choose to attend. Thereafter, these bidders need to participate in online reverse auction for which web-based e-tender platform will be made available by LIC. The date, time, platform and process of online reverse auction will be communicated to these bidders by LIC. The exact business rule will be intimated to the participating bidders before commencement of online reverse auction (ORA).
- h) NPV Rule: While evaluating the tenders covering a longer period (i.e. more than one year), the quoted prices pertaining to maintenance in future years are to be discounted to the net

present value (NPV) as appropriate for comparing the tenders on equitable basis. The Net Present Value of the proposal is equal to the sum of the present values of all the cash flows associated with it. NPV is to be calculated on the annual cash outflows.

Discounting rate to be used: 10%

Standard software for example 'Excel' can be used for the NPV computation. An indicative template is also provided purely for facilitating the bidder. Bidders must ensure the accuracy of the computation at their end for the calculations. The template provided is a facilitator only for the computation and the bidder is responsible for the computation as per the guidelines.

$r = 10\%$ i.e., 0.10

- i) Price Variation Factor and H1 Elimination clause: When the number of Technically Qualified Bidders are more than Five, the technically qualified H1 bidder (Bidder with the Highest Quoted Total Bid Price at NPV) will be disqualified and eliminated from participating in online reverse auction, if his bid value as per the submitted commercial bid (indicative) is higher by more than 40% as compared to the average of quoted prices of all technically qualified bidders for all items in aggregate.
- j) The total Bid Price for this clause will be all inclusive bid prices at Net Present Value (NPV) exclusive of all applicable taxes such as GST.
- k) No price variation/adjustment or any other escalation will be entertained after the closing of Bids
- l) Price quoted by the Bidders at the end of online reverse auction will be taken as the final commercial quote for evaluation of that bidder and will be valid for the contract period of 5 years. No change/adjustments in prices will be allowed during the contract period of 5 years.
- m) However, the Corporation may, at its discretion, reduce the validity period of the tender.

5.2 PROCEDURE FOR OPENING OF THE BIDS

Bids received before the specified closing date and time given in the “**Activity Schedule**” will only be opened online in the presence of bidders’ representatives (maximum two representatives per bidder) who choose to attend the virtual opening of the bids on the specified date and time.

5.2.1 Clarification sought by LIC on Bids

During evaluation of bids, LIC may, at its discretion, ask the Bidder for clarifications on its bid. The request for clarification and the response shall be through the designated mail. If any compliance or clarification sought by LIC is not submitted within 7 business days or the time as communicated by LIC of being called for; the bids are liable to be rejected. The above matter is entirely at LIC’s discretion and decision of LIC in this matter will be final.

5.2.2 Modification and Withdrawal of the Bids

No bid can be withdrawn by a bidder, after the submission of the bid. The bid and all the supporting documents submitted by the bidders shall be the property of LIC.

5.2.3 Compliant Bids / Completeness of Response

- a. The responses to this RFP must be complete and comprehensive with explicit documentary evidence in support. Information should be submitted in the same format as per the Annexure(s) attached.
- b. Bidders are advised to study all instructions, clarifications, terms, requirements, Annexures and other information in this RFP document carefully. Submission of the bid / proposal shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.
- c. Failure to comply with the requirements as set out within the RFP and failure to submit the bid as detailed in the RFP may render the bid non-compliant and the Bid may be rejected.
- d. Bid with insufficient information to permit a thorough evaluation may be rejected.
- e. LIC reserves the right to verify the validity of bid information, and to reject any bid where the same appears to be incorrect, inaccurate or inappropriate in LIC's estimation.
- f. Bids not conforming to the requirements of the terms and conditions may not be considered by LIC. However, LIC reserves the right, to waive/ modify any of the requirements of the bid, in, the best interests of LIC. If a bid is not responsive and not fulfilling all the conditions of the RFP and not meeting technical specifications and requirement, it will be rejected by the Corporation and may not subsequently be made responsive by the bidder by correction of the non-conformity.
- g. If a bidder includes the commercial bid together with the technical bid, it will be considered a violation of the bidding process guidelines. As a result, the bidder will be disqualified from further participation in the process, ensuring fairness and adherence to the stipulated procedures. This measure is in place to maintain the integrity and separation of the technical and commercial evaluation phases.
- h. Rejection of non-compliant bid:
 - i. LIC reserves the right to reject any or all bids on the basis of any deviation(s).
 - ii. Bids found with suppression of details, subjective, conditional offers, partial offers will be rejected. The decision of LIC in the evaluation of bids shall be final

5.3 BID VALIDITY PERIOD

Bids shall remain valid for 180 days after the submission of Bids as prescribed by LIC, in the "Activity Schedule". LIC shall reject a bid as non-responsive if the bid is submitted with a shorter validity period.

In exceptional circumstances, LIC may solicit the Bidder 's consent for an extension of the period of validity. The request and the response thereto shall be made in writing. A Bidder may refuse the request unless it is the successful bidder who has been notified by LIC that its bid has been accepted. A Bidder granting the request will not be required nor permitted to modify its bid.

5.4 LATE BIDS

Bids received after the date and time specified in the “**Activity Schedule**” will not be considered and will be rejected. LIC may, at its sole discretion change the date/time of submission and LIC 's decision in this matter will be final. LIC will not be responsible for non-receipt of Bids within the specified date and time due to any reason.

5.5 COST OF BIDDING

The bidder shall be responsible for and bear all the costs incurred in connection with participation in the RFP process, preparation and submission of its bid, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/ discussions/ presentations, preparation of proposal, in providing any additional information required by LIC to facilitate the evaluation process. LIC will in no case be responsible or liable for any costs, regardless of the conduct or outcome of the bidding process.

5.6 RELATIONSHIP BETWEEN LIC AND THE BIDDERS

It is clarified that no binding relationship exists between any of the bidders and LIC till the execution of a contractual agreement.

5.7 ONLINE COMMERCIAL BID SUBMISSION

The Commercial Bids is to be uploaded on the online platform along with the eligibility and technical bid .The Commercial Bids of technically qualified bidders will be opened online on the platform provided.

5.8 TECHNICAL AND COMMERCIAL BID

Any material deviation to the terms and conditions of the RFP document, to the scope of work and deliverables, SLAs will not be accepted. Proposals with such deviations may be rejected. LIC may provide the bidder an opportunity to unconditionally withdraw conditions, assumptions, deviations if it is in the interest of LIC.

- a. The commercial bid has to be in the format as provided in **Annexure H: Indicative Commercial Bid Form**. The commercial Bid details will need to be provided for all requirements of LIC to arrive at TCO (Total Cost of ownership) of the solution.
- b. Based upon the review and evaluation of proposals offered in response to this RFP, LIC may at its sole discretion negotiate and enter into contracts with the successful bidder.

- c. There will be no volume commitment for the transactions under this RFP to the shortlisted bidder. LIC may shortlist more successful Bidders thereby creating a provision for obtaining subscription from such additional bidders in a situation where the qualified bidder fails to meet the requirement in a timely manner or to meet some specific legacy requirements.
- d. The Indicative Commercial Bids of technically qualified bidders will be opened on the prescribed date in the presence of bidder representatives. Eligible bidder will then be required to participate in an Online Reverse Auction Process. Only fixed price financial bids indicating total price for all the deliverables and services specified in this bid document will be considered. The commercial figure quoted will be an all-inclusive figure. No other expenses will be reimbursed separately. Any conditional bid would be rejected. Based on the Total Cost of Ownership (TCO) submitted by the Bidders, the Bidders will be categorized as L1, L2, L3 etc. (In the ascending order, i.e. L1 being the Bidder with the lowest TCO, followed by L2 with the next lowest score and so on.) . The final outcome of the bidding process will be published on the LIC website. The bid price shall be in Indian Rupees.
- e. **Errors & Rectification:** Arithmetical errors will be rectified on the following basis:
—If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If there is a discrepancy between words and figures, the amount in words will prevail.
- f. The bidder would need to provide all costs in Annexure.
- g. The Bidder shall not add any conditions / deviations in the commercial bid. Any such conditions / deviations may make the bid liable for disqualification.
- h. Abnormally low financial bids will be handled as per the guidelines issued by the Ministry of Finance, Government of India, for predatory pricing and abnormally low bids evaluations. And, any conditional bid would be rejected.

The bidder with L1 (Lowest) Grand Cost will be eligible for award to provide the services for all the three items.

5.9 Government Guidelines and Preference to Make in India. Guidelines on Public Procurement (Preference to Make in India), Order 2017

LIC will follow all the guidelines/notifications and its amendments for public procurement by Government of India and CVC.

Preference to Make in India. Guidelines on Public Procurement (Preference to Make in India), Order 2017;

(PPP-MII Order) and revised order issued vide GOI, Ministry of Commerce and Industry, Department of Industrial Policy and Promotion letter No. P45021/2/2017(BE-II) dated 04.06.2020 will be applicable for this RFP.

Detailed guidelines and notifications are available at

- a. https://www.meity.gov.in/writereaddata/files/PPP_MII_Order_dated_16_09_2020.pdf
 - b. <https://www.meity.gov.in/esdm/ppo#:~:text=The%20margin%20of%20purchase%20preference,the%20purpose%20of%20purchase%20preference.>
 - c. [https://www.meity.gov.in/writereaddata/files/Public_Procurement_\(Preference_to_make_in_India\)_order_2019_for_Cyber_Security_Products.pdf](https://www.meity.gov.in/writereaddata/files/Public_Procurement_(Preference_to_make_in_India)_order_2019_for_Cyber_Security_Products.pdf)
- i. Among all qualified bids, the lowest bid will be termed as L1. If L1 is 'Class-I local supplier', the contract for full quantity will be awarded to L1.
 - ii. If L1 is not a 'Class-I local supplier', the lowest bidder among the 'Class I local supplier', will be invited to match the L1 price subject to Class-I local supplier's quoted price falling within the margin of purchase preference, and the contract shall be awarded to such 'Class-I local supplier' subject to matching the L1 price.
 - iii. In case such lowest eligible 'Class-I local supplier' fails to match the L1 price, the 'Class-1 local supplier' with next higher bid within the margin of purchase preference shall be invited to match the L1 Price and so on and contract shall be awarded accordingly. In case none of the 'Class-I local supplier' within the margin of purchase preference matches the L1 price; the contract may be awarded to the L1 bidder.
 - iv. "Class-II local supplier" will not get purchase preference in any procurement.

5.9.1 Definitions

- a. "Local content" means the amount of value added in India which shall, unless otherwise prescribed by the Nodal Ministry, be the total value of the item procured (excluding net domestic indirect taxes) minus the value of imported content in the item (including all customs duties) as a proportion of the total value, in percentage.
- b. "Class-I local supplier" means a supplier or service provider, whose goods, services or works offered for procurement, has local content equal to or more than 50%, as defined under this order.
- c. "Class-II local supplier" means a supplier or service provider, whose goods, services or works offered for procurement, has local content more than 20% but less than 50%, as defined under this Order.
- d. "Margin of purchase preference" means the maximum extent to which the price quoted by a local supplier may be above the L1 for the purpose of purchase preference. The margin of purchase preference shall be 20%.

5.9.2 Verification of local content

The 'Class-I local supplier' 'Class-II local supplier' at the time of tender, bidding or solicitation shall be required to indicate percentage of local content and provide certification that the item offered meets the local content requirement for 'Class-I local supplier' / 'Class-II

local supplier', as the case may be. They shall also give details of the location(s) at which the local value addition is made.

'Class-I Local Supplier/ 'Class-II Local Supplier 'are required to provide a certificate from the statutory auditor or cost auditor of the company (in case of companies) or from a practicing cost accountant or practicing chartered accountant (in respect of suppliers other than companies) giving the percentage of local content.

5.10 AWARD CRITERIA

LIC will notify the successful bidder in writing through a letter of Notification of Award.

- a. LIC shall reserve the right to negotiate with the bidder whose proposal has been ranked as the best value bid on the basis of Technical and Financial Evaluation to the proposed Project.
- b. After LIC notifies the successful bidder that its proposal has been accepted, LIC shall enter into a contract or issue a purchase order, incorporating all clauses, pre-bid clarifications and the proposal of the bidder(s) between LIC and the successful bidder.
- c. Prior to the expiration of the validity period, LIC will notify the successful bidder in writing or through email, that its proposal has been accepted. The notification of award will constitute the formation of the contract, upon the successful bidders" furnishing of Performance Bank Guarantee (PBG).
- d. Within 10 days of notification of award from LIC, the Bidder shall accept the letter of intent and LIC may subsequently issue the purchase order.
- e. In the event the Bidder has not quoted or has omitted any product/features or service, then it will be deemed that the Bidder shall provide the same product feature and/or service at no additional cost to LIC.

5.11 REQUEST TO EXTEND VALIDITY PERIOD BY LIC

In case the tendering process has not been completed within the stipulated period, LIC may request the bidders to extend the validity period of the bid.

5.12 RIGHT TO ACCEPT ANY BID AND TO REJECT ANY OR ALL BID(S)

LIC reserves the right to accept or reject any bid, and to annul the tendering process and reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for LIC 's action.

Any provisions not covered in the RFP will be guided by the provisions of the Manual for procurement of Goods 2017

Issued by Department of Expenditure and as amended from time to time and the provision of General Financial Rules 2017

5.13 COMMERCIAL BID EVALUATION PROCESS

- a) Only those Bidders who qualify in Eligibility and Technical evaluation would be

shortlisted for commercial evaluation via Online Reverse Auction.

- b) The Bidder has to specify both in figures & words for all price quoted in Commercial Bid (indicative).
- c) The bidder should quote the prices for all the items in Commercial bid (Indicative Price) format as per **Annexure-H**.
- d) Arithmetical errors will be rectified on the following basis:
 - a. If there is a discrepancy between the total price quoted in the bid and the total price that is obtained by multiplying unit price and quantity, the unit price shall prevail. The total price will be corrected accordingly.
 - b. If there is discrepancy between the amount in words and figures, the amount in words will prevail.

e) **Reverse Auction Process and Elimination clause:**

Reverse Auction will be conducted if two or more bidders are technically qualified. In case of two or three qualified bidders, there shall be no elimination of H1 bidder (whose quote is highest in indicative price bid).

In case of four qualified bidders, the H1 bidder shall be eliminated whereas in case of five qualified bidders, H1 & H2 bidders shall be eliminated. However, in case of six or more qualified bidders are available, RA would be conducted amongst first 50% of the bidders arranged in the order of prices from lowest to highest. Number of bidders eligible for participating in RA would be rounded off to next higher integer value if number of qualified Bidders is odd (e.g. if 7 bids are qualified, then RA will be conducted amongst lowest four bidders). However, there will be no elimination of qualified bidders who are MSE or qualifying under PPP-MII, Order 2017, provided their bids are within their respective margin of purchase preference {Presently 15% for MSEs and 20% for PPP-MII, or as amended from time to time}.

It is bidder responsibility to provide satisfactory documentary evidence for consideration by LIC as MSE or qualifying under PPP-MII, Order 2017 and LIC decision in this matter will be final.

In case of multiple H1 bidders, all H1 bidders (except MSEs and bidders qualifying under PPP-MII, Order 2017, who are within the margin of purchase preference) shall be removed provided minimum two bidders remain in fray, else no H1 removal.

The total Bid Price for this clause will be indicative bid price exclusive of all taxes.

The specifications (Indicative Commercial Bids format) shall be submitted in the formats as per the respective Annexures specified in this RFP.

5.14 ONLINE REVERSE AUCTION:

After the opening of Commercial Bids (indicative) of Eligible bidders, Online Reverse Auction will be held.

- a) LIC shall provide web-based E-tender system for reverse auction.
- b) The Eligible bidders subject to provisions of **Reverse Auction Process and Elimination clause** (refer point 5.13(e) above), are required to participate in online reverse auction for which web-based e-tender platform will be made available by LIC.

The date, time, platform and process of online reverse auction will be communicated to the bidders by LIC.

- c) LIC shall conduct the 'Online Reverse Auction Process' for the L1 Bid Price determination. During reverse auction, the participating bidders shall input only the total cost that they have to offer. This amount shall be arrived at by the bidders themselves off-line.
- d) Only fixed price financial bids indicating total price for all the deliverables and services specified in this bid document will be considered.
- e) Price quoted by the Bidders at the end of online reverse auction will be taken as the final commercial quote of that bidder.
- f) The bidder with lowest commercial bid at the close of online reverse auction will be declared as L1 bidder.
- g) After the close of online reverse auction, the L1 bidder shall provide a commercial breakup of all the line items along with the working sheet to LIC within 3 business days (excluding Saturdays, Sundays and Holidays under NI Act. as applicable in Maharashtra), failing which LIC reserves the right to reject the bid.
- h) The commercial figure quoted will be an all-inclusive figure excluding GST, this will be applicable as per rules, commercial figures must include out of pocket expenses, traveling, boarding, permits and lodging, applicable taxes such as local sales Tax / Levies such as Octroi / Entry Tax, Local Body Tax but excluding GST.
- i) The bidder shall arrange the Digital certificates (at no cost to LIC) from a Certifying Agency notified by Comptroller of Certifying Authority (CCA) as per Information Technology Act, 2000 as amended from time to time, to participate in the Online Reverse Auction.
- j) In case only one bidder is found eligible after technical evaluation, no reverse auction will take place. However, LIC reserves the right to negotiate price with the lone bidder. The price once finalized through online reverse auction or negotiation will be termed as the "approved price".
- k) LIC will determine the Start Price and other parameters for the Reverse Auction –
 - a. on its own and / or
 - b. by evaluating the price band information available in the (indicative) commercial bids of the Eligible bidders
 - c. Based on the lowest quote received in the (indicative) commercial bids.
 - d. During English Reverse (no ties) Auction, if no bid is received within the specified time, LIC, at its discretion, may decide to reconduct the auction / scrap the Reverse Auction process / proceed with conventional mode of tendering.
- l) Based on the Total Cost of Ownership (TCO) declared by the Bidders during the Reverse Auction, the Bidders will be categorized as L1, L2, L3 etc. (In the ascending order, i.e. L1 being the Bidder with the lowest TCO, followed by L2 with the next lowest score and so on.). Make in India guidelines for purchase preference and margin of purchase preference will be applicable. Public Procurement (Preference to Make in India), Order 2017 and the revised order issued vide GOI, Ministry of Commerce and Industry, Department for Promotion of Industry and Internal trade, vide Order No. P-45021/2/2017-PP (BEII) dated 04.06.2020 will be applicable for this tender.
- m) **The bidder with the L1 Quote, post the Online Reverse Auction, subject to Make in India provisions and Commercial evaluation will be declared L1 Bidder. However, if the prices discovered as a part of the Online Reverse Auction are felt to be**

unrealistic for the products offered or beyond LICs budget estimates, to give a fair chance to the bidder, LIC shall call the bidder along with the OEM for a price negotiation. Post this only, the commercial bid process will be termed as complete.

- n) The bidders are expected to broadly maintain the proportion of prices for various line items of Bill of Material, even when the total price has reduced in the auction. Any significant reduction in the cost of Expert Services /Professional Support/Training / OEM Services/Manpower deployment is not desired during reverse auction. LIC may require the bidder to justify and maintain reasonableness of cost of such items. LIC's decision in this matter shall be final and binding.
- o) **The final outcome of the bidding process will be published on the LIC website.**
- p) The bid price shall be in Indian Rupees.
- q) The bidder would need to provide all costs in **Annexure-H** Commercial bid details.
- r) After the close of online reverse auction, the L1 bidder shall provide a commercial breakup of all the line items along with the working sheet to LIC within 3 days (excluding Saturdays, Sundays and Holidays under NI Act. As applicable in Maharashtra), failing which LIC reserves the right to reject the bid.
- s) In case the tendering process has not been completed within the stipulated period, LIC may request the bidders to extend the validity period of the bid.
- t) The selected L1 bidder will be informed about the selection and the result will be notified on the LIC website www.licindia.in and the bidders are advised to visit the above website for any information in reference to this RFP.
- u) In the event the Bidder has not quoted or has omitted any product or service, then it will be deemed that the Bidder shall provide the same product and/or service at no additional cost to LIC.
- v) At the end of warranty period, the contract may be renegotiated as mutually agreed by both parties. The Bidder shall not add any conditions / deviations in the commercial bid. Any such conditions / deviations may make the bid liable for disqualification.
- w) The bidder with the lowest quote at the end of the reverse auction process will become the successful bidder.

5.15 NOTIFICATION OF AWARD

After Online Reverse Auction, LIC will notify the successful bidder in writing, that its proposal has been accepted and send the Bidder the Contract Form and/or issue Purchase Order incorporating all terms and conditions between the two parties. The Bidder, in turn, has to confirm the acceptance for the Offer made by LIC through mail or registered letter.

a) Contracting

LIC reserves the right to cancel this RFP, to make a partial award, or to make no award if it determines that such action is in the best interest of the LIC.

- a. LIC reserves the right at the time of award of contract and during the term of the contract to vary the quantity of services and goods specified in the RFP without any change in unit prices or other terms and conditions.
- b. LIC, at all times, reserve the right to modify, include or exclude procurement of products under consideration in this RFP if it is to LIC's advantage to do so.

c. LIC reserves the right to shift/divert the equipment to other locations from where they are. In such cases, the warranty / AMC shall continue to be in force at the new location and the supplier has to continue to extend his support for the same at the new location.

b) Signing of Contract/issue of Purchase Order

LIC may enter into a contract with the successful bidder and/or issue Purchase Order to the successful bidder, incorporating all clauses of RFP, all clarifications and the response to the RFP of the successful bidder.

5.16 PERFORMANCE GUARANTEE AND CONTRACTING

5.16.1 Performance Guarantee

The prospective bidder is required to furnish an EMD Bank Guarantee for 3% of the contract value. No interest shall be payable on the EMD Bank Guarantee amount. The required PBG should be submitted to LIC within 15 days from the date of letter issued by LIC for selection as the "selected bidder / vendor". The PBG shall be valid for a period of 42 months (including six months of claim period) from the date of submission of PBG to LIC. The PBG may be invoked for entire amount (or the portion as deemed fit by LIC to make good its losses) if the vendor backs-out of his obligations as per the contract, including refusal to execute PO or excessive delay in execution of Purchase order or vendor does not provide onsite / offsite support etc. required as per this RFP.

5.16.2 Failure to Submit Performance Bank Guarantee

If the bidder fails to submit the performance bank guarantee within 15 business days from the date of issue of letter of Intent to award the tender/contract, LIC shall have the right to terminate the tender/contract and seek damages from the bidder. The bidder shall be liable for any and all costs, expenses, losses, or damages incurred by LIC as a result of such failure to submit the performance bank guarantee. This shall be without prejudice to any other rights or remedies available to LIC under this RFP or at law.

5.16.3 Validity of Performance Bank Guarantee

The PBG shall be valid for the duration of the agreement/contract/purchase order and for any additional period of days as decided by LIC from the date of completion of the obligations specified in this tender. The PBG shall not be cancelled or withdrawn by the issuing bank during the validity period without the prior written consent of the LIC. The bidder shall be responsible for renewing the PBG if necessary, in accordance with the terms of this RFP. If the PBG is not renewed or if the PBG expires before the completion of the obligations specified in this RFP, LIC shall have the right to call upon the PBG for the full amount. This shall be without prejudice to any other rights or remedies available to the LIC under this RFP or at law.

5.16.4 Purchase Order

The notified Bidder will be issued a purchase order upon acceptance of the letter of intent to award the bid by LIC as per the terms and conditions of this RFP.

LIC reserves the right to issue the purchase order in compliance with:

- Provision of the CVC and Government of India on procurements

- General Financial Rules 2017 for contract management
- a. LIC reserves the right to cancel this RFP, to make a partial award, or to make no award if it determines that such action is in the best interest of the LIC.
- b. LIC, at all times, reserve the right to modify, include or exclude procurement of products under consideration in this RFP if it is to LIC's advantage to do so.

5.16.5 Issue of Purchase Order

Post submission of Performance Guarantee by the successful bidder, LIC shall issue a purchase order to the successful bidder, incorporating all clauses of RFP, all clarifications and the response to the RFP of the successful bidder.

6. TERMS AND CONDITIONS

The Terms & Conditions mentioned in this section will be applicable to the Selected Bidder (Vendor) with whom LIC contracts as an outcome of this RFP process.

6.1 PROJECT DURATION

The initial project duration will be for a period of initial deployment of 3 Months followed by **3 Years (36 months) of annual subscriptions from the date of Go Live with the services**. **The charges must be valid for duration of project and no enhancement will be permitted.**

LIC reserves the right to terminate or reduce scope of services for convenience as per Clause 6.25.

6.2 OPTION TO EXTEND PROJECT DURATION AND SCOPE

RENEWAL OF SUBSCRIPTION: PRICE VARIATION CLAUSE

There would be no change in the subscription charges for the initial 3 years post go live other than the quoted subscription charges in the bid.

Subscription charges post 3 years will be revised by applying same discount percentage as offered in this proposal to the published pricing by the OEM as available prior to the renewal date. However any increase in the subscription charges post 3 years will be capped to maximum increase of 5% on annual basis.

In case the published pricing by the OEM is not available, the revision will be based on mutual discussion subject to the following Maximum Price Change; Subscription fees upon renewal after the initial period of 3 years Not to exceed the maximum price change .

Maximum Price Change: percentage change equal to the annual change in the index 'Price Index' (calculate by averaging the annual change of the price index for the available last four(4) fiscal quarters immediately preceding the date of the applicable fee increase ; provided that the maximum price change shall never be more than 5% five percent .

The increase would be linked to Consumer Price Index

The project duration may be extended by LIC for duration of 1 year on each occasion and on mutually agreed terms and conditions. Any extension exercised in accordance with the purchase order takes effect from the end of the then project duration.

LIC may also avail services for additional mobile application and users as per business requirements.

6.3 SERVICES LOCATION

MUMBAI

Delivered Software on LIC Private Cloud Infrastructure at Co Location Data Center in Navi Mumbai/Panvel and Endpoint across LIC Offices in the country.

6.4 GENERAL OBLIGATIONS OF THE PARTIES

The Selected vendor will, at all times:

- i. Act reasonably in performing its obligations;
- ii. Diligently perform their respective obligations' and work together with LIC in a collaborative manner.
- iii. The Vendor will supply the services:
 - a. With due skill and care and to the best of the Vendor 's knowledge and experience;
 - b. In accordance with relevant Indian industry standards, good industry practice and guidelines or where none apply, relevant international industry standards, leading practice and guidelines;
 - c. Using the Specified Personnel;
 - d. In accordance with all applicable Laws;
 - e. In accordance with any reasonable directions in relation to the services to be provided by the vendor, given by LIC from time to time;
 - f. So as to meet the Milestones and other project plan requirements, and where no Milestones or project plan requirements are specified, promptly and without delay;
- iv. The Vendor will be responsible for managing the activities of its personnel and will hold itself responsible for any misdemeanours.
- v. The Vendor will be obliged to work closely with LIC's staff (if required), act within its own authority and abide by directives issued by LIC and undertake implementation activities.
- vi. The Vendor will abide by the job safety measures prevalent in India and will free LIC from all demands or responsibilities arising from accidents or loss of life the cause of which is the Vendor's negligence. The Vendor will pay all indemnities arising from such incidents and will not hold LIC responsible or obligated.

6.4.1 Warranties

The Vendor will have to represent and warrant that:

- a. It has the right to enter into the Contract resulting this RFP;

- b. It has all rights, title, licenses, interests and property necessary to lawfully perform the Services;
- c. Its Personnel, including its Specified Personnel, have the necessary experience, skill, knowledge and competence to perform the Services;
- d. The Services will be complete, accurate and free from material faults; and
- e. It will not, nor will it suffer or permit any third party under its direction or control to negligently introduce into LIC's systems or any Deliverables any Harmful Code.

6.4.2 Access to LIC's Premises

LIC will provide the Vendor necessary access to its premises, as and when required and is deemed reasonable.

6.4.3 Conduct at LIC's Premises

The selected Bidder will, if using or accessing LIC's premises or facilities, comply with all reasonable directions and procedures relating to occupational health and safety and security in operation at those premises or facilities whether specifically drawn to the attention of the Vendor or as might reasonably be inferred from the circumstances.

6.5 SUBCONTRACTING

- a. NO Subcontracting is permitted for the scope of work to be provided to LIC pursuant to this RFP; however, the Bidder being a System Integrator is allowed to avail services of OEM for meeting the Scope of Work under this RFP and its subsequent corrigendum/corrigenda.
- b. As per scope of the RFP, the subcontracting may be explicitly prohibited or permitted. If there is no mention of subcontracting in the RFP, Bidder has to obtain written permission from LIC before contracting any work to subcontractors and obtain LIC's authorization to sub-contract for areas in the scope of work to be provided to LIC pursuant to this RFP. LIC at its own discretion may permit or deny the same.
- c. The bidder is responsible for all the services provided to LIC regardless of which entity is conducting the operations. The contracting Vendor (bidder/system integrator) is also responsible for ensuring that the sub-contractor comply with all security requirements of the contract and LIC can obtain independent audit report for the same.
- d. The bidder should provide subcontracting details to LIC and if require, LIC may evaluate the same.

6.6 ASSIGNMENTS

The vendor will not be allowed to assign, in whole or in parts, its obligations under the Contract/RFP, to any other entity except to the OEM and with Corporation's prior express consent.

6.7 RFP AMENDMENTS

No variation in or modification of the terms of the RFP shall be made except by written amendment signed by both LIC and the vendor. Any changes in law, taxes and policies shall be governed through the provision of clause 6.14.

6.7.1 Change in constitution

Any Change in the constitution of the firm, etc. shall be notified forth with by the vendor in writing to LIC and such change shall not relieve any former member of the firm, etc., from any liability under the contract.

6.8 MONITORING PROGRESS

6.8.1 Progress Meetings

Regular review meeting will be held between vendor and LIC to discuss any issues in relation to the provision of the Services. The frequency of such progress meeting will be weekly during the implementation phase unless any other frequency is agreed to by LIC in writing.

6.8.2 Reporting

The Vendor must provide LIC with reports in accordance with the Scope of Work.

6.9 PERFORMANCE ASSESSMENT

6.9.1 Assessment of Services

Each element of the Services is subject to assessment by LIC against the relevant Performance Criteria.

6.9.2 Notice of non-compliant Services

- a. If LIC considers that all or part of the Services does not meet the specifications, LIC will notify the Vendor within seven Business Days of assessing the Services against the specifications.
- b. LIC will include reasons for the Services not meeting the specifications in the notice given under clause a.

6.9.3 Rectification of non-compliant Services

If LIC notifies the Vendor that all or part of the Services does not meet the Performance Criteria, the Vendor will:

- a) Take all necessary steps to ensure that the Services are promptly corrected within the period as requested by the bidder or period as mutually agreed upon by both the parties.
- b) Give notice to LIC when the Services have been corrected; and
- c) Allow LIC to repeat the assessment of all or part of the Services against the specifications, within five Business Days after the date of the notice or such other time as agreed mutually in writing.

6.10 PERSONNEL

6.10.1 Use of Specified Personnel

- a) The Vendor will provide the Services or any part of the Services to which their particular experience relates, with the active involvement of, and using the skill of the Specified Personnel
- b) Ensure that each of the Specified Personnel is aware of and complies with the Vendor's obligations in providing the Services.

6.10.2 If the Specified Personnel are not available

Where one or more of the Specified Personnel is or will become unable or unwilling to be involved in providing the Services, the Vendor will notify LIC immediately.

The Vendor will:

- a) If requested by LIC, provide a replacement person of suitable ability and qualifications, having appropriate technical qualifications and experience equivalent or more than the replaced person, at no additional charge and at the earliest opportunity; and
- b) Obtain LIC's written consent prior to appointing any such replacement person.

6.10.3 LIC may Request Replacement of Personnel

LIC may at any time request the Vendor to remove from work any of the Specified Personnel. The Vendor must promptly arrange for the removal of such Personnel and their replacement.

6.11 INTELLECTUAL PROPERTY RIGHTS

6.11.1 Third Party Material

The Vendor must have ownership or obtain all necessary copyright and other Intellectual Property Right permissions before making any Third-Party Material available as Auxiliary Material for the purpose of performance of services under this RFP and resulting contract.

6.11.2 Rights in Vendor's Pre-existing IPR

All IPR including the existing documents and materials developed or otherwise obtained independent of the efforts of a party under this Agreement ("pre-existing work") including any enhancement or modification thereto shall remain the sole property of that party.

During the performance of the services for this agreement, each party grants to the other party (and their sub-contractors as necessary) a non-exclusive license to use, reproduce and modify any of its pre-existing work provided to the other party solely for the performance of such services for duration of the term of this Agreement.

Except as may be otherwise explicitly agreed to in a statement of services, upon payment in full, the Vendor should grant LIC a non-exclusive, perpetual, fully paid-up license to use the pre-existing work in the form delivered to LIC as a part of the service or deliverables only for its internal business operations.

Under such license, either of the parties will have no right to sell, assign or transfer the pre-existing work of the other party to a Third Party. LIC's license to pre-existing work is conditional upon its compliance with the terms of this Agreement and the perpetual license applies solely to the pre-existing work that bidder leaves with LIC at the conclusion of performance of the services.

6.11.3 LIC ownership of Intellectual Property Rights in Contract Material

- a. All Intellectual Property Rights in the Contract Material shall vest in LIC;
- b. to the extent that LIC needs to use any of the Auxiliary Material provided by the Vendor to receive the full benefit of the Services (including the Contract Material), the Vendor grants to, or must obtain for, a world-wide, royalty free, perpetual, non-exclusive license to use, reproduce, adapt, modify and communicate that Auxiliary Material.

6.11.4 Responsibility of the successful bidder

It would be the responsibility of the successful bidder to ensure that it has legal, valid and current rights to provide all the deliverables as sought under this RFP. LIC acknowledges that save as expressly provided elsewhere in this RFP, all Intellectual Property Rights in relation to the software, its documentation, development, coding and any adaptations, translations and derivative work, whether a copyright, trade mark, patent, trade secret design or otherwise, provided to the LIC by the bidder during, in connection with or in relation to fulfilling its obligations under this RFP will belong to and shall remain a property of the bidder or its licensor, except under the condition when the LIC has taken possession of the software through its rights bestowed upon by the Escrow arrangement.

6.11.5 Liability of the successful bidder

The successful bidder shall be responsible for all due permissions, authorizations and consents from any third party licensors of software provided by the bidder for this project.

The liability of the bidder, regardless of the nature of the action giving rise to such liability and in case of claims against the LIC arising out of misconduct or gross negligence of the bidder, its employees and subcontractors or through infringement of rights, patents, trademarks, copyrights, Intellectual Property Rights or breach of confidentiality obligations shall be unlimited.

6.11.6 IPR Warranty

The Vendor will warrant that:

- a. The Warranted Materials and LIC's use of those Warranted Materials, will not infringe the Intellectual Property Rights of any person; and
- b. It has the necessary rights to vest the Intellectual Property Rights and grant the licenses as provided in this clause 6.11.

6.11.7 Remedy for breach of warranty

If someone claims, or LIC reasonably believes that someone is likely to claim, that all or part of the Warranted Materials infringe their Intellectual Property Rights, the Vendor will, in addition to the indemnity under clause 6.15 and to any other rights that LIC may have against it, promptly, at the Vendor's expense:

- a. Use its best efforts to secure the rights for LIC to continue to use the affected Warranted Materials free of any claim or liability for infringement; or
- b. Replace or modify the affected Warranted Materials so that the Warranted Materials or the use of them does not infringe the Intellectual Property Rights of any other person without any degradation of the performance or quality of the affected Warranted Materials.
- c. The Vendor will indemnify LIC against all third-party claims of infringement of patent, Intellectual Property Rights, trademark, copy right or industrial design rights arising from use of the Vendor's Solution or any part thereof throughout the Offices of LIC, including but not limited to the legal actions by any third party against LIC.
- d. LIC shall not be held liable for and would be absolved of any responsibility or claim/litigations arising out of the use of any third party software or its components or modules supplied by the bidder in terms of requirements of this RFP.

6.11.8 Patent Rights and other litigation costs

In the event of any claim asserted by a third party of infringement of copyright, patent, trademark or industrial design rights arising from the use of the systems or any parts thereof with relation to the contract deliverables, in LIC's country, the Vendor will act expeditiously to extinguish such claim. If the Vendor fails to comply and LIC is required to pay compensation to a third party resulting from such infringement, the Vendor will be responsible for the compensation including all expenses (court costs and lawyer fees). LIC will give notice to the Vendor of such claim, if it is made, without delay as when received.

In no event shall LIC be liable for any indirect, incidental or consequential damage or liability, under or in connection with or arising out of this RFP, or out of any subsequent agreement relating to any hardware, software and services delivered. For this purpose, it would be immaterial how such liability may arise, provided that the claims against customers, users and service providers of LIC are considered as a direct claim.

6.12 MORAL RIGHTS

6.12.1 Obtaining consents

To the extent permitted by applicable Laws and for the benefit of LIC, the Vendor will:

- i. give, where the Vendor is an individual; and
- ii. Use its best endeavours to ensure that each of the Personnel used by the Vendor in the production or creation of the Contract Material gives, genuine consent in writing, in a form acceptable to LIC, to the use of the Contract Material for the Specified Acts, even if such use would otherwise be an infringement of their Moral Rights.

6.12.2 Specified Acts

In this clause, Specified Acts means:

- i. Crediting the authorship of any Contract Material, or any content in the Contract Material (including without limitation literary, dramatic, artistic works and cinematograph films within the meaning of the Copyright Act, 1957);
- ii. Materially altering the style, format, colours, content or layout of the Contract Material and dealing in any way with the altered Contract Material;
- iii. Reproducing, communicating, adapting, publishing or exhibiting any Contract Material; and
- iv. Adding any additional content or information to the Contract Material.

6.13 PAYMENT TERMS

- 1) No advance payment or interest payment will be made by LIC.
- 2) Payment will not be released till the completion of the in-scope activities.
- 3) 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.

S.No.	Milestones	Payment	Remarks
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Payment for the Delivery of the Centralised and Automated Patch and Vulnerability Management Solution Solution & Its Implementation (The payment terms below shall be applicable for individual solution in this RFP)			
1	<p>Delivery and implementation of software and subscriptions at all designated sites, endpoints of LIC for the project.</p> <p>Estimated Endpoint: 65000 Endpoint 5000 Servers 150 Users</p> <p>Payment will be for actual count at the time of Go Live on per count/prorata basis .</p>	<p>100 % of cost of the software subscriptions /licenses upon Go Live and 30 days of successful operation for the actual consumed subscriptions.</p>	<ul style="list-style-type: none"> ○ Invoice (with reference to Purchase Order for execution, description of services delivered, quantity, unit price, total amount). ○ Delivery Challans "Proof of Delivery" in original ○ Delivery Certificates for Software licenses ○ Verification of above deliverables and any other, if needed by Authorized LIC officials not below the rank of Assistant Secretary at CO, IT Mumbai. ○ Certificate by the bidder indemnifying the Corporation against Violation of Copyright and Patents. ○ Certificate by the bidder that software licenses comply with OEMs guidelines/requirements.
2	<p>Installation and integration, initial OEM audit and acceptance as per scope of work.</p>	<p>100 % upon Go Live and 30 days of successful operation.</p>	<ul style="list-style-type: none"> ○ Invoice for Balance amount. ○ Verification of above deliverables and any other, if needed by Authorized LIC officials not below the rank of Assistant Secretary at CO, IT Mumbai. ○ Certificate by the bidder indemnifying the Corporation against Violation of Copyright and Patents etc. ○ OEMs certification of the deployment being in accordance with the scope of work. ○ Receipt of Installation certificate & sign-off duly signed and stamped by the Bidder, and counter-signed by the officials of IT dept., LIC Central Office.
3	<p>Training/knowledge transfer, documentation of entire solution at specified locations as per the scope of work.</p>	<p>100% upon completion</p>	<p>Proper documentation (soft & hard copy) for the full project (product wise) should also be submitted with regard to the configuration, commands used, trouble shootings done in configuration phase etc. to LIC Central Office – IT officials handling the project. Training as per scope of work.</p>
Payment against Onsite Services of the In-Scope Solutions (The payment terms below shall be applicable for individual solution in this RFP)			

4	Payment for the Onsite Services will be done on quarterly basis at the end of each quarter	Quarterly Basis	<ul style="list-style-type: none"> ○ After end of each frequency of time period as applicable on arrear basis subject to fulfillment of SLA terms ○ Invoice for the amount payable quarterly. ○ Performance Report of the onsite Personnel. ○ Verification of 'Service level agreements' defined in this RFP ○ Updated SOP and Rule Review Report
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- 4) LIC shall make payments in Indian Rupee (INR) on receipt of invoice, after deduction of penalties and applicable taxes at source from the agreed price to the selected Vendor.
- 5) The payment will be released by the IT department, Central Office. Payment related objections, if raised after 3 months from the date of release of payment, will not be entertained. Such objection must be raised in writing.
- 6) The vendor is also duty bound to report to LIC about any short recovery of taxes, cess, etc. at source. Such reporting to LIC should also happen at the earliest. In case, vendor fails to inform LIC about such short recoveries of tax, cess, etc. at source, LIC will have the right to recover all short recoveries of tax, related cess and surcharges, interest, and penalties as per the demand note of Income Tax dept. or any other govt. body or regulator.
- 7) The Amount against Penalties, if any will be recoverable from the payment or from any other payment due to the Vendor or from performance Bank Guarantee.
- 8) If an invoice is found to have been rendered incorrectly after payment, any underpayment or overpayment will be recoverable by or from the Vendor, as the case may be, and, without limiting recourse to other available means, may be offset against any amount subsequently due by LIC to the Vendor under the contract in case of over payment.
- 9) The Vendor will not be entitled to charge LIC for any other fees, charges or expenses (including travel and accommodation, document reproduction, transportation and courier charges, and telecommunications.
- 10) In all other cases:
 - a) Following documents will be required to be submitted for release of payment:
 - i) Invoice printed on Vendor's own letterhead (with reference to Purchase order, description of goods/ services delivered, quantity, unit price, total amount)
 - ii) Proof of payment of GST/Octroi / Entry Tax (wherever applicable)
 - iii) UV Certificate (wherever applicable) duly signed and stamped by the Vendor, and counter-signed by the LIC officials from the concerned project/department of LIC.
- 11) Warranties:
 - a) The Vendor will have to represent and warrant that:
 - i) It has the right to enter into the Contract resulting from this RFP;

- ii) It has all rights, title, licenses, interests and property necessary to lawfully perform the Services;
- iii) Its Personnel, including its Specified Personnel, have the necessary experience, skill, knowledge and competence to perform the Services
- iv) The Services will be complete, accurate and free from material faults; and
- b) The offer must include comprehensive on-site warranty for five years from the date of installation and acceptance of the systems by LIC. The warranty will include supply and installation of all updates and subsequent releases of security solutions.
- c) All software to be supplied/ delivered and installed must be of the latest version and should form part of the OEM's current product line.
- d) The bidder should also ensure that the solution proposed shall be technically compliant to perform satisfactorily as per requirements mentioned in the technical specification and deliverables.
- e) The warranty, which for all practical purposes would mean Comprehensive On-site Warranty, shall start and remain valid for five years from the date of installation of products.
- f) On-site warranty will start from the date of successful installation of the products subject to the acceptance of sign-off. If the vendor is unsuccessful to fine-tune the product, then the onsite warranty will be from the date of acceptance of sign off and not from the date of installation.

12) Maintenance during Warranty Period:

- a) The Bidder shall attend to calls and arrange to solve the problems within the stipulated timelines as mentioned in the SLA.
- b) LIC may at its discretion extend the services for onsite support and remote (offsite) support for a further period from the expiry of the Warranty period on the same terms and conditions.
- c) The on-site and offsite support services will be for a period of 5 years. The contract may be renewed after the end of 5 years subject to the discretion of LIC.
- d) LIC reserves the right to terminate the contract earlier, with two months' notice for reasons of non-performance and unsatisfactory services. In any case LIC's decision in this case will be final and binding. In case of vendor being discontinued for deficiency in service, the contract may be terminated, and the vendor may be blacklisted by LIC and may not be allowed to participate in the future tenders for a period to be decided by LIC. Also, a lump sum amount as deemed fit by LIC (within the limits of PBG) will be imposed as penalty on the vendor to make good of losses suffered by LIC in terms of business loss and for making alternate arrangements. Spares and support for the appliances should be available for a minimum period of six years from the date of installation of the appliances irrespective of whether the equipment is manufactured by the Vendor or procured from any other OEM. The entire responsibility will rest on the Vendor for servicing and proper functioning of the equipment. During this specified period if it is found that spares or support is not available, the appliances will have to be replaced by equivalent or higher model subject to evaluation if required by LIC, by the vendor at no extra cost to LIC.

- e) In the event of replacement of any part of the system, it should be done with a part of equivalent or higher configuration which should be compatible with the system.
- f) Warranty shall include software upgrades, updates, patches, hot fixes and service support without charging any additional cost to LIC. The technology providers, including OEM will be required to submit a written undertaking, explicitly stating their commitment to provide full technical, spares, operational and maintenance support to LIC during the warranty period.
- g) In case of shifting of any appliance supplied by the vendor at any location of LIC, wherever the appliance has to be shifted from one LIC location to another, the vendor is required to uninstall / reinstall and maintain the system/s at the new location, without any extra cost to LIC of India on account of reinstallation. LIC will pay transportation charges, GST or any other government taxes.
- h) Complaint(s) will be deemed to be resolved if the following record is available with the Corporation:
 - i) Customer Call Report (CCR) signed by both the service Personnel and Corporation's authorized official, confirming that the complaint is resolved.
 - ii) Date and time of resolution of the complaint shall be indicated clearly.
 - iii) Record of down time for hardware will be maintained by LIC and will be binding on the Vendor.
- i) Service Personnel/ Representatives of vendor shall invariably carry their identity cards with them, without which they will not be allowed to access LIC's Systems. Service Personnel of the vendor shall have access to the servers only after obtaining clearance from LIC's authorized officials. No component of the System/data/ log information will be taken out of LIC's premises without

6.14 PRICES AND TAXES

6.14.1 Prices

Prices payable to the vendor will be fixed as derived from the submitted L1(lowest) quote and will be exclusive of GST. Prices once fixed will be valid throughout the entire contract period of three years.

Escalation of Costs: The vendor will in no circumstance be entitled to any escalation of costs or price of any material / items supplied or services tendered under the contract for the first 3 years.

The prices will not be subject to variation on any account during this duration.

6.14.2 Taxes and Duties

Vendors will be entirely responsible for all taxes, duties, license fees, road permits, and transit insurance etc., except GST, incurred until delivery of the contracted services to LIC.

Vendor shall be liable to pay all corporate taxes and income tax that shall be levied according to the laws and regulations applicable from time to time in India and the price Bid by Service Provider shall include all such taxes in the quoted price.

Prices quoted **should be exclusive of GST (Central / State Government taxes/duties and levies)** but inclusive of all corporate taxes and Custom duty as also cost of incidental services such as transportation, road permits, insurance etc.

The quoted prices and taxes/duties and statutory levies such as GST etc. should be specified separately. **GST will be reimbursed at actual.**

All expenses, stamp duty and other charges/ expenses in connection with the execution of the Agreement as a result of this RFP process shall be borne by Service Provider. The Agreement/ Contract would be stamped as per Maharashtra Stamp Act, 1958 and any amendment thereto.

6.14.3 Deduction of Taxes at Source

LIC will deduct taxes from the amounts due and payable to the Vendor wherever applicable. LIC will provide Vendor with the statement of any taxes deducted by LIC on payments under the contract. The Vendor agrees to reimburse and hold LIC harmless from any deficiency including penalties and interest relating to taxes including recovery of any tax retrospectively that are its responsibility under this clause. For purposes of the contract, taxes shall include taxes incurred on transactions between LIC and the Vendor.

6.15 INDEMNITY

6.15.1 Subject to Clause 6.15.2 below, Vendor will undertake to indemnify LIC from and against all losses on account of bodily injury, death or damage to tangible personal property arising in favour of any person, corporation or other entity (including LIC) attributable to the Vendor's negligence or wilful default in performance or non-performance under the contract. If LIC promptly notifies Vendor in writing of a third party claim against LIC that any Service provided by the Vendor infringes a copyright, trade secret or Indian patents of any third party, Vendor will defend such claim at its own expense and will pay any costs or damages that may be finally awarded against LIC. Vendor will not indemnify LIC, however, if the claim of infringement is caused by:

- a. LIC 's misuse or modification of the service;
- b. LIC 's failure to use corrections or enhancements made available by the Vendor;
- c. LIC 's use of the Service in combination with any product or information not owned or developed by Vendor;
- d. LIC 's distribution, marketing or use for the benefit of third parties of the Service; or
- e. Information, direction, specification or materials provided by LIC or any third party contracted to it.

If any Service is or likely to be held to be infringing, Vendor will at its expense and option either

- a. Procure the right for LIC to continue using it,

- b. Replace it with a non-infringing equivalent,
- c. Modify it to make it non-infringing.

The foregoing remedies constitute LIC's sole and exclusive remedies and Vendor's entire liability with respect to infringement.

6.15.2 The indemnities set out in Clause 6.15.1 shall be subject to the following conditions:

- i. LIC as promptly as practicable informs the Vendor in writing of the claim or proceedings and provides all relevant evidence, documentary or otherwise;
- ii. LIC will, at the cost of the Vendor, give the Vendor all reasonable assistance in the Defence of such claim including reasonable access to all relevant information, documentation and personnel provided that LIC may, at its sole cost and expense, reasonably participate, through its attorneys or otherwise, in such Defence;
- iii. If the Vendor does not assume full control over the Defence of a claim as provided in this Article, the Vendor may participate in such Defence at its sole cost and expense, and LIC will have the right to defend the claim in such manner as it may deem appropriate, and the cost and expense of LIC will be included in losses to be indemnified by the vendor;
- iv. LIC shall not prejudice, pay or accept any proceedings or claim, or compromise any proceedings or claim, without the written consent of the Vendor;
- v. All settlements of claims subject to indemnification under this Clause will:
 - a. Be entered into only with the consent of LIC, which consent will not be unreasonably withheld and include an unconditional release to the Indemnified Party from the claimant or plaintiff for all liability in respect of such claim; and
 - b. include any appropriate confidentiality agreement prohibiting disclosure of the terms of such settlement;
- vi. LIC will account to the Vendor for all awards, settlements, damages and costs (if any) finally awarded in favour of LIC which are to be paid to it in connection with any such claim or proceedings;
- vii. LIC will take steps that the Vendor may reasonably require to mitigate or reduce its loss as a result of such a claim or proceedings;
- viii. in the event that the Vendor is obligated to indemnify LIC pursuant to this Article, the Vendor will, upon payment of such Indemnity in full, be subrogated to all rights and defences of LIC with respect to the claims to which such indemnification relates; and
- ix. if a Party makes a claim under the indemnity set out under Clause 6.15.1 above in respect of any particular Loss or Losses, then that Party shall not be entitled to make any further claim in respect of that Loss or Losses (including any claim for damages).

6.16 LIABILITY

Except in cases of criminal negligence or wilful misconduct and in the case of infringement of patent, IPR, trademark, copy right or industrial design rights arising from use of the Solution or any part thereof in any of the services supplied by the vendor and used/consumed by LIC, the Supplier/vendor shall not be liable to LIC, whether in contract tort or otherwise, for any indirect or consequential loss of 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 supplier/vendor to pay liquidated damages to LIC and the aggregate liability of the Supplier/vendor to LIC, whether under the Contract, in tort or otherwise, shall not exceed the total Contract Price provided that this limitation shall not apply to the cost of repairing or replacing defective equipment.

The bidder's aggregate liability in connection with obligations, undertaken as a part of this project regardless of the form or nature of the action giving rise to such liability, shall be limited to the Total Cost of Ownership (TCO) of the project. The bidder's liability in case of third-party claims against the LIC resulting from breach of confidentiality, Wilful Misconduct or Gross Negligence of the bidder, its employees and subcontractors or from third party claims resulting from infringement of patents, trademarks, copyrights or such other Intellectual Property Rights shall be unlimited.

6.17 NORMALISATION OF BID

LIC, at its discretion, will go through a process of technical evaluation and normalization of the bids to the extent possible and feasible, to ensure that Bidders are more or less on the same technical ground. After the normalization process, if LIC's technical evaluation team feels that any of the bids needs to be normalized and that such normalization has a bearing on the price bids, LIC may at its discretion ask all the technically short-listed Bidders to resubmit incrementally or totally the technical and commercial bids once again for scrutiny or to bid in the ORA accordingly based on the outcome of normalization process. LIC can repeat this normalization process at every stage of technical submission or before the commercial evaluation till LIC is satisfied. By responding to this RFP, the Bidders have agreed that they have no reservation or objection to the normalization process and all the bidders shortlisted for technical proposal evaluation will agree to participate in the normalization process and extend their cooperation to LIC during this process. The bidders, by submitting the response to this RFP, agree to the process and conditions of the normalization process.

LIC reserves the rights to add, delete, or modify requirements /components/technical parameters/specifications at any time during the bid process, without assigning any reasons whatsoever and without being required to intimate the bidder of any such change. During technical evaluation LIC may decide not to procure some components, in such circumstances the price of such components would not be considered for commercial evaluation. LIC may at its discretion when so needed, require all or few of the bidder/OEM to do a workingPoC at no cost to LIC for duration of 3 months to assess the commercial implication of their proposal.

6.18 CONFIDENTIALITY AND PRIVACY

6.18.1 Confidential Information not to be disclosed

Information relating to the examination, clarification, comparison and evaluation of the proposals submitted shall not be disclosed to any of the responding firms or their representatives or to any other persons not officially concerned with such process until the selection process is over. The undue use by any responding firm of confidential information related to the process may result in rejection of its proposal.

The Bidder including but not limited to its personnel, its partners, agents and associates is bound by the conditions of the Non-Disclosure Agreement submitted by the Bidder in response to the RFP before release of purchase order by LIC.

During the execution of the project, the successful bidder will have access to confidential information of LIC such as servers, applications, network design, and architecture etc. The bidder shall use the same degree of care to maintain the confidentiality of the information as if the information is their own and shall not disclose at any point of time to any other person/third party the information so received. The bidder will:

- i. Use the information only for serving LIC's interest and restrict disclosure of information solely to their employees on a need to know basis in order to accomplish the purpose stated in this RFP,
- ii. Advise each such employee, before he or she receives access to information, of the obligation of bidder under this agreement and require such employees to honour these obligations. The Bidder will treat as confidential all data and information about LIC, obtained in the execution of his responsibilities, in strict confidence and will not reveal such information to any other party without the prior written approval of LIC.

Violation of NDA will lead to forfeiture of performance Bank guarantee and additionally will lead to legal action and blacklisting.

6.18.2 Exceptions to obligations

The obligations on the parties under this clause 6.18 will not be taken to have been breached to the extent that Confidential Information:

- a) is disclosed by a party to its advisers or employees solely in order to comply with obligations, or to exercise rights, under the contract;
- b) is disclosed to a party's internal management personnel, solely to enable effective management or auditing of Contract related activities;
- c) is disclosed by LIC;
- d) is disclosed by LIC, in response to a request by a House or a Committee of the Parliament/ Assembly;
- e) is authorized or required by law, including under the contract, under a license or otherwise, to be disclosed; or

- f) Is in the public domain otherwise than due to a breach of this clause 6.18.
- g) Lawfully known by the Recipient at the time of disclosure without any obligation to keep the same confidential;
- h) Independently developed by the Recipient without use or reference to such Confidential Information.

6.18.3 Obligations on disclosure

Where a party discloses Confidential Information to another person:

- a. Pursuant to clauses a) and b) of 6.18.2 above, the disclosing party must: notify the receiving person that the information is Confidential Information; and not provide the information unless the receiving person agrees to keep the information confidential; or
- b. Pursuant to clauses c) and d) of 6.18.2 above, the disclosing party must notify the receiving party that the information is Confidential Information.

6.18.4 Additional confidential information

- a. The parties may agree in writing after the date of the contract that certain additional information is to constitute Confidential Information for the purposes of the contract.
- b. Where the parties agree in writing after the date of the contract that certain additional information is to constitute Confidential Information for the purposes of the Contract, this documentation is incorporated into, and becomes part of the contract, on the date by which both parties have signed this documentation.

6.18.5 Period of confidentiality

The obligations under this clause 6.18 continue, notwithstanding the expiry or termination of the contract:

- a. Any item of information, for the contract period and one year thereafter; and
- b. In relation to any information which the parties agree in writing after the date of the contract is to constitute Confidential Information for the purposes of the contract, for the period agreed by the parties in writing in respect of that information

6.19 PROTECTION OF PERSONAL INFORMATION

6.19.1 Application of the clause

This clause applies only where the Vendor deals with personal information and for the purpose of, providing Services under the contract.

6.19.2 Obligations

The Vendor acknowledges that it will use or disclose personal information obtained during the course of providing Services under the contract, only for the purposes of the contract.

6.20 CONFLICT OF INTEREST

6.20.1 Warranty that there is no conflict of interest

The Vendor will warrant that, to the best of its knowledge after making diligent inquiry, at the date of signing the contract no conflict of interest exists or is likely to arise in the performance of its obligations under the contract.

- a. A Vendor will not have a conflict of interest that may affect the Services
- b. LIC requires that the Vendor provides professional, objective, and impartial services and at all times hold LIC's interests paramount, avoid conflicts with other assignments or its own interests, and act without any consideration for future work. The Vendor shall not accept or engage in any assignment that would be in conflict with its prior or current obligations to LIC, or that may place it in a position of not being able to carry out the assignment in the best interests of LIC.
- c. Without limiting the generality of the above, a Vendor shall be deemed to have a Conflict of Interest, if there is a conflict among this and other assignments of the Vendor (including its personnel and other members, if any) and any subsidiaries or entities controlled by the Vendor or having common controlling shareholders. The duties of the Vendor will depend on the circumstances of each case. While providing services to LIC for this particular assignment, the Vendor shall not take up any assignment that by its nature will result in conflict with the present assignment;

6.20.2 Notification of a conflict of interest

The Vendor shall make a disclosure to LIC as soon as any potential conflict comes to their notice but in no case later than 7 (seven) days and any breach of this obligation of disclosure shall be construed as Conflict of Interest. LIC shall, upon being notified by the Vendor under this Clause, decide whether it wishes to terminate this Services or otherwise, and convey its decision to the Vendor within a period not exceeding 15 (fifteen) days.

6.20.3 Ambiguities within the Document

In case of ambiguities or discrepancies within this RFP, the following principles shall apply:

- a) Apart from the clauses where specifically mentioned all other terms and conditions of the RFP are applicable.
- b) as between two Clauses of this RFP, the provisions of a specific Clause relevant to the issue under consideration shall prevail over those in a general Clause;

- c) as between the provisions of this RFP and its Annexures, the RFP shall prevail, save and except as expressly provided otherwise in the RFP or the Annexures; and
- d) As between any value written in numerals and that in words, the value in words shall prevail.

6.20.4 Roles and responsibilities

Role of LIC

- a. Providing required inputs for the service enablement.
- b. Payment as per schedule.
- c. Monitoring and reviewing as per RFP.

Role of Vendor

- a. To ensure that the services are delivered as per scope of work and time lines are adhered to.
- b. Regular monitoring, MIS to LIC regarding progress of project.
- c. Proper liaison with LIC officials for smooth implementation of project.

6.20.5 Disqualifications:

LIC may at its sole discretion and at any time during the evaluation of Proposal, disqualify any Bidder, if the Bidder has:

- a. Made misleading or false representations in the forms, statements or attachments submitted in proof of the eligibility requirements;
- b. Exhibited a record of poor performance such as abandoning works, not properly completing the contractual obligations, inordinately delaying completion or financial failures, etc. in any project in the preceding three years;
- c. Submitted a proposal that is not accompanied by required documentation or is nonresponsive;
- d. Failed to provide clarifications related thereto, when sought;
- e. Submitted more than one Proposal;
- f. Been declared ineligible by the Government of India/State/UT Government/ PSUs for corrupt and fraudulent practices or blacklisted.
- g. Submitted a Proposal with price adjustment/variation provision.

6.21 SECURITY

The selected Bidder must ensure the security of the application and the data throughout the

project lifecycle. The System should be compliant with the latest IT Act and Security Guidelines issued by Govt. Agencies. The outcome of this task must include, but not limited to, the following information on:

- a. Approach to establishing and maintaining security responsibility and accountability
- b. Granting or restricting access to all the application and data, auditing security events, auditing security configurations and changes, generating security reports, and monitoring the application for vulnerabilities and intrusions.
- c. Managing user creation, assignment of new User ID (User Identification)/password/personal identification numbers (PINs), role assignments, and activity monitoring.
- d. Compliance, including the approach to maintaining compliance with law, standards, best practices and LIC's enterprise security requirements.

6.21.1 Compliance with LIC requirements / Regulatory Compliance

The Vendor will ensure that its Personnel comply with:

- a. All relevant security and other requirements specified in LIC 's Information Security Policy, if the same has been made aware by LIC;
- b. Any other security related incidents /procedures or requirements notified, in writing, by LIC to the Vendor. The Vendor must comply with such a security procedure or requirement, from the date specified in the notice, or if none is specified, within five Business Days of receipt of the notice.
- c. Any regulatory guidelines about IT security issued by the Regulator.

6.21.2 Security clearance

LIC may, from time to time, notify the Vendor of the level of security or access clearance applicable to the Vendor's Personnel, and the date from which, or the period during which, that clearance will be effective and the Vendor must comply with and ensure its Personnel act in accordance with that notice.

6.22 Removal of LIC Data

The Vendor will ensure removal and erasure of the LIC Data in its entirety when so required by LIC or upon the termination of the engagement and will provide a third party audit report of the same as confirmation of removal of LIC Data .

6.23 FORCE MAJEURE OR UNFORESEEN EVENTS

6.23.1 Occurrence of unforeseen event

LIC or the vendor is excused from performing its obligations under the Contract to the extent it is prevented by circumstances beyond its reasonable control (other than lack of funds for any reason or any strike, lockout and labour disputes in respect of the Vendor only), including but not limited to acts of God, natural disasters, acts of war, riots and strikes outside that party's organisation.

6.23.2 Notice of unforeseen event

When the circumstances described in the contract arise or are reasonably perceived by the affected party as an imminent possibility, the affected party will give notice of those circumstances to the other party as soon as possible but within 7 days, identifying the effect they will have on its performance. An Affected Party will make all reasonable efforts to minimize the effects of such circumstances on the performance of the contract.

6.23.3 Termination

If non-performance or diminished performance by the Affected Party due to the circumstances under the contract continues for a period of more than 30 consecutive days, the other party may terminate the Contract immediately by giving the Affected Party written notice.

6.23.4 Consequences of termination

If the Contract is terminated:

- i. Each party will bear its own costs and neither party will incur further liability to the other;
- ii. Where the Vendor is the Affected Party, it will be entitled to payment for Services Accepted or work performed prior to the date of intervention of the circumstances described in the contract.

6.24 DISPUTE RESOLUTION

SETTLEMENT OF DISPUTES, ARBITRATION:

- 1) Any dispute and differences of any kind whatsoever arising out of or in connection with the contract or the carrying out of work (whether during the progress of the work or after its completion and whether before or after determination, abandonment or breach of contract) shall be referred through Contract Executing Authority to a three members committee to be constituted by LIC of India. All disputes / representations are to be placed before the committee and the committee after due diligence and hearing both the parties will submit the report to LIC of India. The report will be shared with contractually agreed parties for their acceptances / non-acceptance. In case of non-acceptance by any of the party, the matter shall be referred to the arbitration tribunal which will be constituted by ED (IT) only after receipt of specific request from either of the aggrieved party. The arbitration tribunal prescribed herein above with shall comprise of a three members Arbitral Tribunal, one of each will be appointed by either party and both the appointed Arbitrator by

either party will appoint the 3rd Arbitrator who will act as a Presiding Arbitrator. The processing of arbitration will be as per Arbitration and Conciliation Act 1996 or any statutory modifications or Amendment to it from time to time.

- 2) Any disputes or differences that the employer may have with the contractor shall also be referred to Arbitration.
- 3) All disputes between the parties to the contract (other than those for which the decision of the Chief-IT or any other person is by the contract expressed to be final & binding i.e. issues pertaining to EXCEPTED MATTERS) shall after written notice by either party to the contract to the other of them be referred.
- 4) If the arbitrator so appointed resigns his appointment or vacates his office or is unable or unwilling to act due to any reason whatsoever, the appointing authority shall appoint a new arbitrator in his place.
- 5) The Arbitral Tribunal shall determine all matters in disputes other than EXCEPTED MATTERS as below:
 - a. Scope of Work
 - b. Technical and Functional Specifications
 - c. Discrepancies (varying or conflicting provisions among documents, agreement).
 - d. Suspension or discontinuation of work
 - e. Acceptance of deliverables

In the above EXCEPTED MATTERS, the decision of the Executive Director (IT) will be final, conclusive and binding on the parties hereto and shall be without appeal.

- 6) The references to arbitration by contractor on the matter of withholding by the Employer the certificate for interim payment can take place during the currency of the contract. However, on other kinds of disputes, unless both the parties agree in writing, reference of such disputes to arbitration shall not take place until after the completion or alleged completion of the work or termination or determination of contract.
- 7) It is a term of the contract that the person invoking Arbitration shall state the facts supporting his claim, the points at issue and the relief or remedy sought.
- 8) It is also a term of the contract that if the contractor does not make any demand for arbitration in respect of any claims within 120 days of receiving the intimation from the Corporation that the final bill is ready for payment, the claims if any received after 90 days period shall be absolutely barred from reference to the Arbitrator.
- 9) The Arbitration shall be conducted in accordance with the provisions of the Arbitration and Conciliation Act 1996 or any statutory modifications or Amendment to it from time to time.

- 10) In all cases Arbitration shall give separate award for each dispute or difference referred to him. The Arbitration shall decide each dispute in accordance with term of the contract and give a reasoned award. The venue of arbitration shall be in accordance with Arbitration Act. However, it may preferably be at L.I.C. of India, Central Office or Place of Work Site in Mumbai only.
- 11) The work under contract shall continue during the Arbitration proceedings and no payment due or payable to the contractor shall be withheld on account of such proceedings.
- 12) The Arbitration is deemed to have entered on the reference on the date he issues notice to both the parties calling them to submit their statement of claims and counter statement of claims.
- 13) Any fees payment/ reimbursements payable to the Arbitrator shall be shared equally by both the parties.
- 14) The bidder hereby also agrees that Arbitration under this Clause shall be a condition precedent to any right of action in Law Courts under the Contract.
- 15) No interest will accrue on any amount during the arbitration proceedings.
- 16) Any legal dispute will come under the sole jurisdiction of Mumbai High Court Only.
- 17) Any information or documents disclosed by a party under this clause must be kept confidential and may only be used to attempt to resolve the dispute.

6.25 TERMINATION

6.25.1 Right to terminate

If Vendor fails to comply with the clause 6.9 for Performance Assessment and, if any part of the service does not meet the specifications on three or more occasions, LIC may (in addition to its other remedies) terminate the Contract immediately by giving the Vendor written notice of 30 days.

6.25.2 Termination and reduction for convenience

- a. LIC may, at any time, by a prior written notice of 90 days, terminate the contractor and / or reduce the scope of the Services.
- b. On receipt of a notice of termination or reduction the Vendor must stop work as specified in the notice; take all available steps to minimize loss resulting from that termination and to protect LIC Material and Contract Material; and continue work on any part of the Services not affected by the notice.
- c. If the contract is terminated, LIC is liable only for payments in respect of services rendered before the effective date of termination.

- d. If the scope of the Services is reduced, LIC's liability to pay the Service Charges or to provide LIC Material abates in accordance with the reduction in the Services.
- e. LIC is not liable to pay compensation under clause ('C') supra, if the amount, in addition to any amounts paid or due, or becoming due, to the Vendor under the contract, exceeds the total Service Charges payable under the Contract. The Vendor is not entitled to compensation for loss of prospective profits.
- f. The systems that are complete and ready for delivery within 90 days after the Vendor's receipt of notice of termination shall be accepted by LIC as per the Contract. For the remaining systems, LIC may choose to have any portion completed and delivered at the Contract terms and prices, and /or to cancel the remainder and pay to the Vendor an agreed amount for partially completed systems and for materials and parts previously procured by the Vendor.

6.25.3 Termination by LIC for default

Notwithstanding what has been stated in clause 6.4 of this Agreement LIC may, without prejudice to any other remedy for breach of contract, by written notice of default sent to the Vendor, terminate the purchase order in whole or part if the Vendor fails to deliver any or all of the systems within the period(s) specified in Scope of Work of the RFP, or if the Vendor fails to perform any other obligation(s) under the RFP.

In the event of LIC terminating the Contract in whole or in part, LIC may procure, upon such terms and in such manner as it deems appropriate, Systems or Services similar to those undelivered, and the Vendor shall be liable to LIC for any excess costs for such similar systems or Services. However, the Vendor shall continue the performance of the Contract to the extent not terminated.

6.25.4 Termination for Insolvency

LIC may at any time terminate the Contract by giving written notice to the Vendor, if the Vendor becomes bankrupt or otherwise insolvent. In this event, the termination will be without compensation to the Vendor, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to LIC.

In case of termination under this clause, LIC is liable to pay for all the services performed by the Vendor till the effective date of termination.

6.25.5 After termination

On termination of the contract the Vendor must:

- a. Stop work on the Services;
- b. deal with LIC Material as directed by LIC; and
- c. return all LIC's Confidential Information to LIC

6.25.6 Survival

The following clauses survive the termination and expiry of the contract:

- a) Clause 6.11 (Intellectual Property Rights);
- b) Clause 6.11.3 (IPR Warranty)
- c) Clause 6.15 (Indemnity);
- d) Clause 6.18 (Confidentiality and privacy);
- e) Clause 6.19 (Protection of personal information);
- f) Clause 6.21 (Security);
- g) Clause 6.25.9 (Knowledge transfer)

6.25.7 Severability

If for any reason whatever, any provision of this Agreement is or becomes invalid, illegal or unenforceable or is declared void by any court of competent jurisdiction or any other instrumentality to be invalid, illegal or unenforceable, the validity, legality or enforceability of the remaining provisions shall not be affected in any manner, and the Parties shall negotiate in good faith with a view to agreeing to one or more provisions which may be substituted for such invalid, unenforceable or illegal provisions, as nearly as is practicable to such invalid, illegal or unenforceable provision. Failure to agree upon any such provisions shall not be subject to the dispute resolution procedure set forth under this Agreement or otherwise.

6.25.8 Termination does not affect accrued rights

Termination of the contract does not affect any accrued rights or remedies of a party.

a. Consequences of Termination of the Selected Bidder:

In the event of termination of the selected bidder(vendor) due to any cause whatsoever, [whether consequent to the stipulated terms of the RFP, end of project life or otherwise], LIC shall be entitled to impose any such obligations and conditions and issue any clarifications as may be necessary to ensure an efficient transition and effective business continuity of the Service(s) which the terminated Bidder shall be obliged to comply with and take all available steps to minimize loss resulting from that termination/breach.

The terminated vendor shall support takeover of the solution by LIC or a new vendor selected by LIC for continuity of the project during the period of transition. This period of transition shall not exceed six months from the effective date of termination.

Nothing herein shall restrict the right of LIC to invoke the Performance Bank Guarantee and take other actions as defined in this RFP and pursue such other rights and/or remedies that may be available under law or otherwise.

The termination hereof shall not affect any accrued right or liability of either Party nor affect the operation of the provisions of the RFP that are expressly or by implication intended to come into or continue in force on or after such termination.

b. Business continuity beyond contract period

At the end of the contract period the vendor shall support takeover of the solution by LIC or a new vendor selected by LIC for business continuity. Vendor will provide an export facility to obtain the data /knowledge in a usable format.

6.25.9 Knowledge transfer

Subject to any qualification or provision to the contrary in the Scope of Work, the Vendor must provide the following assistance to LIC on termination or expiration of the contract:

- a) Transferring or providing access to LIC to all information stored by whatever means held by the Vendor or under the control of the Vendor in connection with the contract; and
- b) Making Specified Personnel and Vendor Personnel available for discussions with LIC as may be required. The time, length and subject of these discussions will be at the sole discretion of LIC, provided that any matter discussed is not considered to reveal any Commercial-in- Confidence' information of the Vendor.
- c) The Parties agree that duration of Knowledge transfer shall in no event exceed for more than the project duration.

6.26 NOTICES AND OTHER COMMUNICATIONS

Any notice given by one party to the other pursuant to the contract shall be sent to other party in writing or by email.

6.26.1 Service of notices

A Notice must be:

- a) In writing, in English and signed by a person duly authorized by the sender; and
- b) Hand delivered or sent by prepaid post to the recipient's address for Notices, as varied by any notice given by the recipient to the sender.

LIC's Address for notices:

Executive Director (IT/DIGITAL TRANSFORMATION)
Life Insurance Corporation of India,
Central Office, IT Department,
6th Floor, West Wing, "Yogakshema",
Nariman Point, Mumbai – 400021.

Notices served at any address other than above shall not be treated as served or delivered. The successful bidder shall provide the contact details of their officials for similar communication from LIC.

6.26.2 Effective on receipt

A Notice given in accordance with the contract takes effect when it is taken to be received (or at a later time specified in it) and is taken to be received:

- i. If hand delivered, on delivery;
- ii. If sent by prepaid post, on the second Business Day after the date of posting (or on the seventh Business Day after the date of posting if posted to or from a place outside India);

6.27 MISCELLANEOUS

6.27.1 Varying the Contract

The contract may be varied only in writing signed by each party.

6.27.2 Approvals and consents

Except where the contract expressly states otherwise, a party may, in its discretion, give conditionally or unconditionally or with hold any approval or consent under the contract.

6.27.3 Assignment and Novation

A party may only assign its rights or novate its rights and obligations under the contract with the prior written consent of the other party.

6.27.4 Further action

Each party must do, at its own expense, everything reasonably necessary (including executing documents) to give full effect to the contract and any transaction contemplated by it.

6.27.5 Waiver

Waiver of any provision of or right under the contract:

- a. must be in writing signed by the party entitled to the benefit of that provision or right; and
- b. is effective only to the extent set out in any written waiver.

6.27.6 Relationship

- a. The parties must not represent themselves, and must ensure that their officers, employees, and agents do not represent themselves, as being an officer, employee, partner or agent of the other party, or as otherwise able to bind or represent the other party.
- b. The contract does not create a relationship of employment, agency or partnership between the parties.

6.27.7 Announcements

- I. The Vendor must, before making a public announcement in connection with the contract or any transaction contemplated by it, obtain LIC's written agreement to the announcement.
- II. If the Vendor is required by law or a regulatory body to make a public announcement in connection with the contract or any transaction contemplated by the contract the Vendor must, to the extent practicable, first consult with and take into account the reasonable requirements of LIC.

6.27.8 Governing law and jurisdiction

The contract shall be governed by and construed in accordance with the laws of India, without giving effect to conflict of law rules. Each party irrevocably and unconditionally submits to the non-exclusive jurisdiction specified in an item of the RFP/Contract details and hence any legal dispute will come under the jurisdiction of Mumbai High Court Only.

6.28 PERFORMANCE GUARANTEE

The proceeds of the performance guarantee shall be payable to LIC as compensation for any loss resulting from the Vendor's failure to complete its obligations under the Contract.

The performance guarantee will be discharged by LIC and returned with intimation to the Vendor not later than 60 days following the date of completion of the Vendor's performance obligations including any warranty obligations under the contract.

In the event of any contract amendment the Vendor shall within seven days of receipt of such amendment furnish the amendment to the Performance guarantee rendering the same valid for the duration of the Contract as amended for 60 days after the completion of performance obligations including warranty obligations.

6.29 VERIFICATION

LIC reserves the right to verify any or all of the statements made by the Bidder in the Bid document and to inspect the Bidder's facility, if necessary, to establish to its satisfaction about the Bidder's capacity/capabilities to perform the job.

6.30 SUPPORT TO BE PROVIDED BY LIC

LIC will provide the following support, post the award of the contract to the successful bidder:

Subject Matter Expert (SME) shall provide information / FAQ regarding services and Business Requirements.

- a. The aspirations / expectation of the system which is planned to be procured
- b. Setup meeting with stakeholders in the project.
- c. Make available any earlier reports or information available with LIC that is relevant.

6.31 POWERS TO VARY OR OMIT WORK

No alterations, amendments, omissions, additions, suspensions or variations of the work (hereinafter referred to as variation) under the contract shall be made by the successful Bidder except as directed in writing by LIC.

LIC shall have full powers, subject to the provision herein after contained, from time to time during the execution of the contract, by notice in writing to instruct the successful Bidder to make any variation without prejudice to the contract.

6.32 RIGHT TO AUDIT

- It is agreed by and between the parties that the Service Provider shall get itself annually audited by external empaneled Auditors appointed by LIC/ inspecting official from the IRDAI or any regulatory authority, covering the risk parameters finalized by LIC/ such auditors in the areas of products (IT hardware/ software) and services etc. provided to LIC and the vendor shall submit such certification by such Auditors to LIC. The vendor and or his / their outsourced agents /sub – contractors (if allowed by LIC) shall facilitate the same. LIC can make its expert assessment on the efficiency and effectiveness of the security, control, risk management, governance system and process created by the Service Provider. The Service Provider shall, whenever required by such Auditors, furnish all relevant information, records/data to them. All costs for such audit shall be borne by LIC.
- Where any deficiency has been observed during audit of the Service Provider on the risk parameters finalized by LIC or in the certification submitted by the Auditors, it is agreed upon by the Service Provider that it shall correct/ resolve the same at the earliest and shall provide all necessary documents related to resolution thereof and the auditor shall further certify in respect of resolution of the deficiencies. It is also agreed that the Service Provider shall provide certification of the auditor to LIC regarding compliance of the observations made by the auditors covering the respective risk parameters against which such deficiencies observed. All costs for such audit shall be borne by the service provider/vendor.
- Service Provider further agrees that whenever required by LIC, it will furnish all relevant information, records/data to such auditors and/or inspecting officials of the LIC/ IRDAI and or any regulatory authority required for conducting the audit. LIC reserves the right to call and/or retain for any relevant material information / reports including audit or review reports undertaken by the Service Provider (e.g., financial, internal control and security reviews) & findings made on the Service Provider in conjunction with the services provided to LIC

6.33 Privacy and Security Safeguards

- i. The bidders must ensure to report forthwith in writing of information security breaches to the Bidder by unauthorized persons (including unauthorized persons who are employees of any Party) either to gain access to or interfere with the Project's Data, facilities or Confidential Information.
- ii. The bidders need to ensure to treat information passed on to them under the agreement with the bidder as classified. Such Information will not be communicated / published / advertised by the CSP to any person/organization without the express permission of the bidder.

6.34 Compliance with IS Security Policy

The OEM/SI shall have to comply with LIC's IT & IS Security policy in key concern areas relevant to the RFP, details of which will be shared with the finally selected Bidder. Some of the key areas are as under:

- o Responsibilities for data and application privacy and confidentiality.

- o Responsibilities on system and software access control and administration
- o Custodial responsibilities for data, software, hardware and other assets of LIC being managed by or assigned to the Vendor
- o Physical Security of the facilities
- o Physical and logical separation from other customers of the Vendor
- o Incident response and reporting procedures
- o Password Policy
- o Access management Policy
- o Acceptable usage Policy (Authentication and Identity Management, Authorization and access control)
- o Data Encryption / Protection requirements of LIC
- o Cyber Security Policy
- o Auditing
- o In general, confidentiality, integrity and availability, non-repudiation, authenticity, privacy of data/information must be ensured
- o Responsibilities in carrying out background verification of personnel deployed from vendor side regularly and submit the report as and when needed by LIC

6.35 Confidentiality

The bidders must ensure that

- a) The CSP/Service Provider shall execute non-disclosure agreements with the bidder with respect to this Project. For the avoidance of doubt, it is expressly clarified that the aforesaid provisions shall not apply to the following information:
 - i. information already available in the public domain;
 - ii. information which has been developed independently by the Service Provider;
 - iii. information which has been received from a third party who had the right to disclose the aforesaid information;
 - iv. Information which has been disclosed to the public pursuant to a court order.

The Subcontractors will be permitted to obtain project specific data only to deliver the services the CSP has retained them to provide and will be prohibited from using project specific data for any other purpose. The CSP remains responsible for its subcontractors' compliance with CSP's obligations under the Project.

6.36 VALIDITY OF AGREEMENT

The Agreement/ SLA will be valid for the initial period of 3 Years. LIC reserves the right to terminate or extend the Agreement as per the terms of RFP/ Agreement and as extended as per provision of this RFP.

6.37 Compliance to Rule 144 (xi) in GFRs 2017

Office Memorandum F.No.6/18/2019-PPD dated 23.07.2020 issued by the Ministry of Finance, Department of Expenditure, Public Procurement Division inserting Rule 144 (xi) in GFRs 2017 which defines clauses regarding restrictions on procurement from a bidder of a country which shares a land border with India.

Bidder to submit a Declaration as per Annexure D provided.

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7. SCOPE OF WORK

- I. As part of this RFP, LIC intends to implement the enterprise-wide Patch and vulnerability Management solution at LIC for fixing vulnerabilities on its software and applications that are susceptible to cyber-attacks, helping organization to reduce its security risk related to system software, application software and utility software by implementing patches, bug fixes and feature updates for a term of 3 years on annual renewal basis .

3 Year Subscription , renewal on annual basis , OnPremise on LIC's Private Cloud.

65,000 end points (desktops/ laptops/ iPADS/ surface devices) and

5000 Servers in LIC, in its offices spread all across the country and

150 Users

Post Go Live Sustenance Support/Facility Management.

Deployment to be in HA Mode .

DR Setup not required .

- II. The bidder shall perform the below high-level activities as part of the scope of work. Please note, the below list of activities is only indicative and not an exhaustive list. The deliverables mentioned shall be provided for each solution as part of this RFP.

Phase No.	Phase Name	Activities to be Performed	Deliverables
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Phase No.	Phase Name	Activities to be Performed	Deliverables
1	Planning	<ul style="list-style-type: none"> - Conduct kick-off meeting - Study of present architecture at Data centers. - Study of LIC's existing security environment and guidelines - Identify business objectives & technical requirements - Get the list of the assets: List of endpoints to be integrated. List of Servers/assets/network devices/appliances to be integrated. - Define pre-requisites if any - Outline, testing and implementation strategy and detailed plan with timelines and milestones for entire duration of the project. - Ensure that the IRDAI security and compliance requirements are well documented and integrated into the design and develop a plan for implementation on the basis of which the LIC will clear any kind of audit assessment done. - Ensure compatibility and interoperability between different security solutions. E.g., SIEM, PIM/PAM, LDAP, Orchestration tools, cloud support, ITSM (ticketing tool), analytics tools. 	<ul style="list-style-type: none"> - Detailed Project Plan for each solution as part of this RFP <p>Note: Separate plan document to be submitted for each in-scope solution.</p>
2	Designing	<p>Architecture Diagram: - Design the overall implementation architecture (high-level diagram and low-level diagram) for each in-scope solution as per IRDAI requirements. - Connectivity and data flow diagram for each in-scope solution and also the third-party tools which are required. Policy & Procedure Documents: - SOP for solution implementation - SOP for daily operations of the solution & SOP for functional testing - Detailed roles and responsibilities defined in RACI matrix. - Minimum Baselines Standard Document (MBSS)/Secure Configuration Document (SCD) - Acceptance procedures, Test cases & test plans, etc. - OEM should give minimum 3 days professional training once per year on their respective product</p>	<ul style="list-style-type: none"> - Architecture Diagrams (High-level and Low-level) - Connectivity and data flow diagram - Policy & Procedure documents <p>Note: Above documents shall be prepared in a mutually agreed template and submitted as both soft and hard copies.</p>

Phase No.	Phase Name	Activities to be Performed	Deliverables
3	Implementing	Supply and Installation: - Supply of software for in-scope solutions in HA mode. - Installation and implementation as per architecture design. - Mounting, labeling, tagging, connectivity setup, functional and stress testing. Configuration & Integration: - Configure as per MBSS/SCD & regulatory guidelines. - Integration with: Its own components Other security tools AD, network devices, endpoints, etc. - Recommend and assist with firewall rules (implemented by LIC). Optimizing & Deployment Validation: - Fine-tuning for performance - Monitor and resolve issues - Validate solution with LIC - Implement LIC's feedback & corrections	- Site Ready/Not Ready Document - Deployment confirmation - OEM alert/report validation - Backup & restoration procedure - Policies & SOPs - Test/POC report with evidence - Use cases as per regulatory guidelines - Integration with SIEM, ITSM, LDAP, PIM/PAM, etc. - Customer sign-off
4	Sustaining	- Post-deployment end-to-end management and monitoring - Continuous monitoring, performance tuning, upgrades - Regulatory and policy compliance - Change and incident management - Automation enablement - Data risk analytics - Deployment of trained professionals for ongoing operations	- Fixed & ad hoc reports - Weekly status reviews - Monthly governance committee updates - MIS Dashboards - Full 24x7 on-site operational support

III. Training & Certification:

Bidder shall train specified LIC employees for operational Management of the system. Training shall be provided on each of the following modules to specified LIC personnel. Training shall be provided at no additional cost to LIC through OEM approved Authorized agencies/faculties. All trainings have to be imparted at LIC's premises.

- Pre-Implementation: Provide training to the LIC personnel/ Onsite support team on the product architecture, functionality, and the design for each solution under the scope of this RFP.
- Post Implementation: Provide hands-on training to the LIC personnel/ Onsite support team on day-to-day operations, alert monitoring, policy configuration, rule creation, report generation for all solutions etc.
- Documentation and knowledge transfer after each patch/version update.
- The bidder and OEM are required to provide training jointly for people nominated by the LIC for each solution specified in the scope of work.
- The bidder and OEM are required to provide ad-hoc trainings to the LIC staff as required by LIC, to acquaint them with the latest features and functionalities of the solutions for minimum of one day. LIC has the right to exercise this training option at its discretion.
- Training cost shall be inclusive of Certification level training for three participants.

- The bidder is required to provide all trainees with detailed training material and 3 additional copies to the LIC for each solution as per the scope of work of the LIC. This training material should cover installation, operation, integration, maintenance, troubleshooting and other necessary areas for each solution.
- All out of pocket expenses related to training shall be borne by the selected bidder.
- The vendor may utilize the OEM resources in case the bidder does not have adequately experienced resources for providing training.

The detailed training documents should be given to the training participants. The detailed theory & hands-on training should be imparted by the OEM Authorized personnel at LIC premises.

The training facilities shall be made available by LIC, the Bidder will have to ensure that training is imparted in a professional manner through certified and experienced personnel (other than on-site Personnel) and proper courseware is given to every person attending the training.

IV. Support Process Requirement:

OEM Support during business hours . Time zone: Local business hours based on 9 AM to 5 PM, Monday to Friday.

Severity 1 (Critical): 6 hours

Severity 2 (High): 12 hours

Severity 3 (Medium/Low): 24 hours

Support Channels

Email ,Web, Phone Support

- The vendor shall provide an escalation matrix in consultation with the IT/DT Department, Central Office, LIC for different categories of support calls.
- Day-to-day maintenance of the complete solution setups made.
- The support Personnel provided should be conversant with the regular configuration from scratch, integration with other log sources, creation of rules and policies as per LICs requirements, administration tasks, patch management, user management, backup procedures, etc.
- The on-site support Personnel should be able to troubleshoot the problems raised and should maintain a log of them, also report it to the LIC administrators in detail with root cause analysis and problem resolution.
- The Bidder should ensure that there will be a proper change & configuration management, backup management, security management. These procedures should be well documented, followed and maintained (copy of the same should be submitted to LIC Central Office – IT dept.)
- The onsite support Personnel should re-install/ reconfigure any component/ system of the security equipment supplied by the vendor, in case of crash of those components / system on problem or patch/upgrades. The on-site Support Personnel also needs to support, if any security installations done by a separate vendor.

- In case the problem is not being rectified by the onsite L1 & L2 Personnel even after 1 hour, the issue should be escalated and resolved as per severity timelines.
- The support Personnel should also keep track of the issues /ticket raised through the web interface help desk/telephone/mail etc. and should provide the solution for the same.
- The vendor has to create separate interfaces for them/LIC administrators to carry out the minimum possible jobs, which may be changed as per the business needs ensuring compliance to LIC Security policies. There should be a provision to audit the changes done to fix the accountability.
- Up gradation of products to the latest version at all the locations, whenever applicable by following a risk-based approach. The procedures have to be documented and submitted to LIC before carrying out any such activity.
- The vendor has to do necessary implementations required from business continuity perspectives with respect to all the solutions.
- Root cause analysis of any event has to be done and proper corrective action has to be taken with information to LIC officials. Based on that, the vendor should recommend for improvement to policies, procedures, tools and other aspects.
- The Vendor has to provide a portal application with authentication to implement, assess and track various trouble-tickets to higher officials of LIC. The site has to be updated regularly by the on-site Personnel.
- Alert LIC officials for any unusual occurrence/threat/attacks etc. observed.
- The vendor has to comply with the following attributes related to all the in-scope solutions:
 - i. LIC has a right to review their processes
 - ii. SOPs for the processes.
 - iii. LIC has a right to assess the skill sets of vendor resources.
 - iv. Advance information about the resources deployed is to be communicated and proper hand-over of charge with complete documentation has to be done for the new resources, which should be approved by LIC.
- All necessary steps/changes have to be made in security infrastructure as per the requirements of ISO27001, Certifying Authority/ Body etc. or any third-party security audit / inspection report.

Note:

- ❖ No telephone connection will be provided by LIC to the onsite support persons.
- ❖ The on-site L1 and L2 support may also be required to work on Sunday/LIC holidays or beyond office hours on working days, for which an advance notice will be given.

V. On-Site Support Services

- 24 X 7 real-time monitoring uptime, availability, health performance of Patch Management devices with mitigation support.
- Track and follow-ups with stack-holders for resolution of reported incidents tickets.
- Ensure systems are up and running, including their other aspects like Configuration, Re-configuration, updates, upgrades, bug fixes, problem analysis, performance analysis, configuration optimizations, migration of devices, audits, users profile management, root cause analysis, on-site support.

- Ensure logical and acceptable conclusion of all the monitoring, management, mitigation, administration and reporting issues.
- Ensure a smooth handover of these devices from current vendor in specified and declared timelines with proper project management
- Perform periodic review and fine tuning of these devices to fit organization network environment and requirement, subsequence management, monitoring and support .
- The change management of all the devices must be adhering to standards and policies of LIC.
- Create, update, and delete access control rules, groups, and policies in Patch Management after obtaining approval.
- Quarterly review of rules, policies etc. of security devices and recommend optimization of the same.
- In case of any hardware/virtualized malfunctioning, patch management, firmware Upgradation and other OEM related tasks of the device, the vendor must coordinate with stakeholders for faster resolution.
- Monitor and report the hardware and software related SLAs of Patch Management.
- SOP Documentation and OEM/Service Provider SLA management must be reviewed, implemented, and fine tuned
- Quarterly review of capacity planning of Patch Management configuration.
- Open a case with OEM /product support for all faults. Coordinate with OEM /product support for resolution. Communicate status to LIC on a regular basis
- Management of the Patch Management Solution for policy changes including rule changes, signature updates arising from business requirements or in the event of attacks
- Provide LIC with a root cause analysis in case of any faults, security events including preventive measures being taken to prevent future similar incidents outages
- Coordinate delivery with all stake holders including help desks, network team, IT team, application team and all appropriate third parties, as necessary
- Maintain security product configuration, based on industry best practices, and as requested
- Participate in technical and business planning sessions to establish security standards where the security products may impact the network
- Provide infrastructure security planning & analysis, recommendations for installation and upgrade
- Tracking/Alerting the required license, software subscription for all hardware & virtual components of devices in scope
- Set up and manage admin and user accounts. Perform access control on need basis
- Conduct Recovery exercise of above backup on quarterly basis or as per the LIC guidelines. Submit the Periodic Reports on the backup status. (As per compliance to IRDAI cybersecurity guidelines/audits NC, CA, VA PT non-compliance DR Drills needs to be done as per LIC standard)
- Provide relevant support for external and internal security audits that LIC is subject to from time to time
- Support POCs or evaluation of new technologies or tools relevant to services within this RFP from time to time
- Responsible for installation of Patch Management agents, also reinstallation, whenever there is a change in the infrastructure or operating systems
- On call availability of the SMEs over weekends

Please note that the Hardware/VM will be provided by LIC. Any reference to the Server , Storage components in the RFP , the same will be provided by LIC .

All Software components / licenses/ subscriptions like Windows OS and SQL Database etc needs to be provided by the Bidder and included in Bill of Material.

LIC has enterprise usage agreement for RHEL OS , JBoss EAP and Oracle MySQL Database .

7.1 DETAILED SCOPE OF WORK

1. General Requirements

- a. The specifications given are minimum. Bidders can quote equivalent or higher technical specifications to meet the requirements of LIC. The RFP and annexures together constitute the overall requirements of the solution.
- b. The bidder / System Integrator shall engage the services of respective OEMs for plan, design, and implementation of the solution. The OEM(s) must deploy subject matter experts with experience in designing and implementation of the respective tool in enterprise environments.
- c. The bidder shall ensure that the OEM(s) has end to end responsibility for plan, design, implementation, maintenance, and adoption of the total solution for detection of any anomalies for enhanced protection of LIC's infrastructure during the tenure of this project.
- d. The bidder shall ensure that the configuration, implementation and testing of the solution components to be carried out by resources from the OEM as decided by LIC at the time of implementation. The bidder's resources can be leveraged; however, the overall responsibility of the implementation shall be with OEM.
- e. The bidder should provide OEM approved High level diagram and Low-level diagram to LIC.
- f. The bidder shall also engage the services of the respective OEMs for post implementation audit, validation and certification by the OEM that the solution has been implemented as per the plan & design provided by them.
- g. The bidder is responsible for the AMC, licenses, uptime, availability and management of the devices/solutions implemented and managed as part of the In-scope solution (Patch Management).
- h. The bidder shall Supply, Design, Install, Implement, Integrate, Support & Maintain in scope solutions within this RFP.
- i. The bidder should consider the detailed technical specifications as stated in the Annexure S while proposing for the solution. Bidder needs to provide complete end to end solution including applicable appliances, software, and necessary accessories, active and passive components for efficient functioning of the proposed solution.
- j. Bidder has to quote for highest/ premium support available from the OEM along with the documentation/ datasheet specifying the details of all the deliverables like service part code, features, etc. for all the OEMs.
- k. The services and solutions provided should possess modularity and scalability to effectively meet the LIC's needs throughout the five-year contract period.
- l. The bidder and OEM services team shall conduct a workshop with all the departments of LIC to gather the inputs in relation to solution requirement with

respect to the base lining and scoping of the components including the items listed below:

- i. Solution architecture, sizing, policy configuration, High availability, BCP/ DR scenarios, etc.
 - ii. Integration of in-scope solution with SOC solutions and other Network and Security solutions currently deployed in the environment as decided by the LIC.
 - iii. Testing strategy and test cases for Acceptance Testing of the solution.
 - iv. Identifying gaps, addressing vulnerability assessment, policy customization, integration, automation, user training, reporting, and continuous improvement. , fine tuning, etc.
- m. The bidder and OEM services team shall submit a Requirement Gathering Document and a detailed Design Document based on the requirements gathering exercise.
- n. All the solutions should be seamlessly integrated with the LIC's NTP solution and must be compatible with any provided NTP version.
- o. In case there is a cost incurred to LIC due the wrong or missing BoQ / Specification/feature-set of security equipment/device/appliance at any location, the same will have to be provided or replaced by vendor at no extra cost to LIC.
- p. Prepare test-plan, implementation plan, integration plans and rollback strategies.
- q. The vendor should arrange for a comprehensive deployment audit done by OEM after completion of initial deployment and at the end of the first and second year of initial deployment. The audit would be base lined against SOW, deliverables, LIC Policies and industry best practices. This would be linked to the payment against installation.
- r. The successful bidder needs to install all the associated equipment's needed to complete the job as per the technical specification described in this tender.
- s. The successful bidder shall co-ordinate and co-operate with the other vendors appointed by the LIC so that the work shall proceed smoothly without any delay and to the satisfaction of LIC.
- t. No extra claim shall be entertained on account of all/part of any job redone on account of bidder's negligence which results into damages/losses during execution of the job. Also, any component(s) required to deliver the solution after release of Purchase Order shall have to be provided by the successful bidder. All such cost shall be borne by the bidder.
- u. The vendor has to provide complete escalation matrix which should be updated and sent to LIC as and when there is a change.
- v. Bidder has to architect the solution deployment after understanding the following details:
- i. Understanding the environment in terms of application, network, server and Security appliances, LAN, WAN & Internet Links and segments, privileged users etc.
 - ii. Prepare the designs and implement the solution in line with IRDAI's guidelines on Information and cyber security for Insurers, ISO27001:2022/ISO22301/IT Act 2001 (along with its amendments) standards as modified from time to time. Study of LIC's existing security and application environment and guidelines and recommend best practices to implement and roll out the same.
 - iii. To suggest plan for network integration of various devices/appliances etc. with the proposed solutions. Design of the proposed solutions.

- iv. Integration and co-ordination with SOC.
- v. Bidder needs to prepare a detailed execution plan. The complete documented plan must be submitted to LIC with supported designs and drawings (if any) within 5 weeks of placing the order. The actual execution will start only after approval of plan by LIC officials.
- vi. The plan shall include information related to required downtime, changes to existing architecture, log level parameters, deployment schedule etc.
- vii. The installation of the appliances shall be done as a planned activity on a date & time of approved deployment schedule.
- w. The bidder is required to undertake the migration of historical logs spanning a one-year duration from all existing solutions to new setup. This action is intended to enhance the security posture and to comply with the audit requirements.

2. Patch and Vulnerability Management – Technical Requirements

Bidder to submit compliance to the Annexure-Technical Compliance.

7.2 SIZING REQUIREMENTS

SN	Solution	Proposed Sizing
1	Centralised and Automated Patch and Vulnerability Management	Endpoints – Total 65000 Windows/Linux OS Desktops/Laptops Servers/Network Devices/Appliances – 5000 assets (All types of Windows OS, Linux/Unix OS, OEL OS, Databases, Web Servers, Third Party Applications, Components and Utilities to be considered)
2	Users	150

Note – The Pricing for induction of any new/additional asset, apart from above, will be decided on Pro-rata basis.

Prices payable to the successful bidder as stated in the Contract shall be firm and not subject to any changes under any circumstances during the contract period of 3 years or period of deliverables under this contract whichever is later from the date of placing purchase order.

7.3 RACI MATRIX

Below Table depicts desired RACI (Responsible-R, Accountable-A, Consulted-C, Informed-I) matrix for in-scope solutions which is non-exhaustive. The successful bidder must submit comprehensive RACI for proposed services in a similar way in their response to RFP.

Build Foundation – Responsibility Matrix		
Planning / Design	SI	LIC

Kick-off, plan creation, project governance & communication structure creation	R,A,C	I
SPOC Allocation & Stakeholder identification	I	R, A, C
Facilitating requirements gathering documentation, discussions & walkthroughs	C, I	R, A
Architecture and Design for Foundation Build	C, I	R, A
Getting all required documents	I	R, A, C
Architecture diagram, VM specification & Database inventory	C, I	R, A
Prerequisites sharing for Patch Management readiness - Sharing of Prerequisites with the client for Networking, Server, DC/DR, and Application information)	R, C	A, I
confirmation & revert with queries on Pre-Requisites templates	C, I	R, A
Data centre readiness by client (Space, Racks, Power)	C, I	R, A
Base Hardware/OS readiness for Patch Management solution	I	R, A, C
Network configuration, Port opening, and cabling completion	I	R, A, C
Rack & stack of hardware by OEM/ Supplier	I	R, A,C
LIC Confirmation on Infrastructure and License Availability and readiness for deployment	I	R, A, C
Getting DAM software Images installed on the Patch Management hardware	R	A, C, I
Getting Licence file for OEM	C, I	R, A
Building all required VM as per OEM specification	R,C, I	R, A
Create an endpoint build and provide to the Infra team	R, A	I
Get direction from OEM	R, C	R, A, I
Basic configuration setup and checking access to Appliance	R, C	A, I
Getting SOP's, KB articles from OEM	R, I	A,C
Implementation and MSSP – Responsibility Matrix		
Implementation	SI	LIC
Identifying all the PII data and create rule for each	R, A	C, I
Working with LIC on creating the Patch Management Use cases.	R, A	C, I

Develop and implement a change management plan to ensure smooth deployment of the Patch Management solution	R, A	C, I
Implement Patch Management software in LIC environment	R, A	C, I
Define Patch Management Policies (Best Practice)	R, A	C, I
Define Report format and Build Audit Process	R, A	C, I
Define Backup and Archive policy	R	A, C, I
Configuring LDAP, SMTP, SIEM, and PIM/PAM	R, A	C, I
Monitoring the Alerts and reports	R, A	C, I
Checking the fine-tuning requirements if any	R, A	C, I
Prepare a handover document of the Patch Management solution	R, A	C, I
User guide, training materials, and SOPs.	R, A	C, I
Transition to the Managed services team.	R, A	C, I
Final Sign Off.	R	A, C, I
On-Site Support Services	SI	LIC
Monitoring and incident response	R, A	C, I
Develop a well-defined incident response workflow	R, A	C, I
Creation or Modification of Patch Management SOP, Dashboard, and incident tracker	R, A	C, I
Regular Patch Management solution maintenance activities	R, A	C, I
Knowledge base on incident trends, actions taken, and lessons learned	R, A	C, I

7.4 Resource Deployment - Onsite Support

Bidder shall deploy **FIVE qualified resources** with valid certification and relevant experience for conducting the in-scope activities at LIC Premises.

Resource can be onboarded upon successful completion of interview and recommendation of LIC's Official.

The bidder has to provide at five seats (technical experts) (as per bill of material) during implementation and after at Mumbai during 9 AM to 6 PM for technical support without any additional cost such as travelling, lodging, resources etc. for FMS .

The technical resources should be competent to handle/ integrate/ implement/test/ go-live of the solution/customizations within LIC's stipulated time. Onsite resources are expected to

perform, testing, UAT, preparation of test cases, support, monitoring, certification, implementation, reporting, coordination with LIC team/s, Audit compliance, VAPT(Vulnerability Assessment & Penetration Testing) closure, any other statutory compliance, patch installation, fixes, analytics, logged complain for software/hardware issues, day to day MIS reports, conducting , database support including performance monitoring, perform daily/weekly/monthly/yearly backup and restoration activity, optimization, maintenance of table spaces, log files, troubleshooting, online replication with zero lag, product documentation, user management and post go-live support.

Two resources must be senior experienced Linux Administration and Automation Engineers to implement automated remediation for patch, vulnerability, and configuration compliance across Red Hat Enterprise Linux (RHEL 7/8/9) endpoints (servers and desktops). Their role involves design, deployment, and operation of automation frameworks and dashboards for compliance, using enterprise-grade tools. Will be responsible for design and implement automation for patch management. Write and maintain scripts (Bash, Python, YAML) for configuration enforcement and compliance checks. Schedule and deploy OS and application patches in a staged and controlled manner. Integrate with enterprise dashboards. Develop automated remediation playbooks for CVEs and STIG/CIS hardening benchmarks. Troubleshoot and ensure minimal disruption during remediation cycles. Maintain documentation and SOPs for patch and compliance processes. Collaborate with security, operations, and audit teams to align on remediation timelines and reporting.

Detailed process documentation, SOP (Standard operating procedure) and management of solution should be created and submitted before project signoff. Selected bidder is expected to deploy academically good, technically sound and competent personnel to ensure smooth operations at LIC's site. The deputed personnel will be employed by the selected bidder on their payrolls/contracts without having any employment right with LIC. Moreover, deployed personnel will not have any right whatsoever to lodge claim of any nature directly or indirectly with LIC and it would be responsibility of selected bidder to address such issues without involving LIC. The deputed persons have to maintain the utmost secrecy & confidentiality of LIC's data including process performed at LIC premises. At any time, if it comes to the notice of LIC that data has been compromised/ disclosed/ misused/misappropriated then LIC would take suitable action as deemed fit and selected vendor would be required to compensate LIC to the fullest extent of loss incurred by LIC . Bidder is expected to adhere to LIC's request for removal of any personnel, if LIC notices any negligence/gross misconduct/violation of trade secret/disclosure of LIC's data to third party and any decision of LIC in this regard would be final and binding upon the selected vendor.

The vendor should provide a detailed description of how the updates/ upgrades will be reaching the desktops/ servers to update the OS Patches with reference to size of the updates, the frequency of updates and bandwidth utilization etc.

Following conditions shall be applicable regarding the onsite resources :

- Details of the concerned candidates along with his/her Curriculum Vitae (CV) are to be provided to LIC along with the photo-identity and supporting documents (duly verified and attested by vendor) within 5 weeks from the date of issue of purchase order/Letter-of-Intent.

- The candidates (for onsite support at LIC) will be interviewed by LIC officials or LIC's consultant or persons nominated by LIC; including hands on troubleshooting etc. based on which the candidate will be assessed and shortlisted.
- If the candidate is not found to be suitable, vendor will have to provide an alternate candidate. The selected candidate has to report to the LIC, within 2 weeks of being intimated of the selection by LIC.
- Shortlisted candidates will also form a standby pool for LIC. Engineers from this pool only will be accepted by LIC for the onsite support (including the standby resource). In case of attrition/resignation, the pool has to be updated on regular basis following the process defined above.
- In case of a person going on leave, suitable replacement shall be provided from the pool for that leave-period failing which penalty as per the SLA conditions shall be applicable.
- If any on-site support person leaves before expiry of one year, penalty as per SLA conditions shall be applicable. This will be cumulative in nature for each occurrence.
- In case the on-site support person is to be changed by the vendor, minimum of one-and-half month (45 days) advance notice shall be given by the vendor to LIC, for reasons other than termination, death and hospitalization.
- On-site support person may have to be changed by the vendor, if LIC so desires. Notice period for the same will be of 30 days from LIC.
- The vendor shall provide the background verification, including Police Clearance Report of the onsite resources.

The selected vendor will also have to earmark an Offsite L3 Engineer for LIC, who will act as the advisor/consultant for issues and may have to come for meeting at LIC and work on the new initiatives that LIC may take from time-to-time. No charges will be payable by LIC for this purpose.

7.4 PROJECT TIMELINES

The Phase Wise Project Timelines as below:

Sr. No.	Activity	Timelines
1	Issuance of Purchase Order to successful bidder	T
2	Delivery of all the softwares as quoted in the bill of materials for the Solution. Date of delivery of last item shall be taken as date of delivery for all items.	T + 2 Weeks
3	Understanding of the current landscape of LIC, project plan creation, documentation, HLD creation, use case creation, collating list of users and applications to be integrated and any other activities as required as part of scope	T + 4 Weeks
4	Implementation of the Patch Management solution (Date of implementation and Go Live)	T + 16 Weeks

Sr. No.	Activity	Timelines
4a	Implementation of the Solution as per the technical specifications in the RFP	
4b	Deploying of agents in the in-scope user endpoints/devices/appliances/servers/appliances	
5	Creation of Policy and Procedure Documents as defined in the RFP scope	T + 20 Weeks
6	Commencement of operations and transition to on-site support services	Till End of Contract

7.5 SERVICE LEVELE AGREEMENTS (SLAs) & PENALTIES

Successful vendor(s) will have to agree to the defined SLA and Milestone schedule and non-compliance of which will result in application of penalties/liquidated damages as per penalty clauses given below. It will form part of the contract.

The penalty so calculated will either be adjusted with the payments or will be separately realized from the bidder.

Cumulative penalty during the contract period for breach of SLA mentioned above shall be capped at 10% of the contract value (TCO).

The liquidated damages (LD)/penalties shall be deducted / recovered by LIC from any money due or becoming due to the bidder under this purchase contract or may be recovered by invoking of Bank Guarantees or otherwise from bidder or from any other amount payable to the bidder in respect of other Purchase Orders issued under this contract, levying liquidated damages without prejudice to LIC's right to levy any other penalty were provided for under the contract.

All the above are independent of each other and are applicable separately and concurrently. LD/penalty is not applicable for the reasons attributable to LIC and Force Majeure.

The bidder has to ensure adherence to time-schedules given in this RFP. Non-adherence will attract penalties as given below:

- Implementation SLA:**

SN	Description	Penalty
1	Request for details of information from LIC	Rs 1000 per week of delay or part thereof

SN	Description	Penalty
2	Submission of Scope of Work and Implementation Plan	Rs 1000 per week of delay or part thereof
3	Delivery of all software solution needed as per the expected deliverables within the defined timeline.	0.25 % of the total PO value per week of delay or part thereof.
2	Delay in implementation of all devices beyond 24 weeks from the date of receipt of the purchase order.	0.25 % of the total PO value per week of delay or part thereof.
3	Delay in implementation of devices which could not be integrated in the initial phase beyond three weeks.	Rs 500/- for each device for delay of every week.
4	Delay in submission of HLD and LLD beyond 6 weeks from the date of issue of purchase order.	0.02% of the total PO value for every week of delay or part thereof.
5	In case of a breakdown of appliances, hardware, hardware components accessories, systems software, and/or any products, the relevant defect should be attended immediately and rectified within 2 days of the receipt/notice of the complaint.	0.01% of the total PO value per each hour of delay or part thereof.
6	In case of a malfunctioning of appliances, accessories, systems software, or any products, the relevant defect should be attended immediately and rectified within 8 hours of the receipt/notice of the complaint.	0.01% of the total PO value per every 6 hours of delay or part thereof.
7	In case the system is completely down the defect should be attended and rectified within 8 hours of receipt of notice.	0.02% of the total PO value per every 1 hour of delay or part thereof.
8	Ensure that any technical issues escalated, but not resolved by the on-site Personnel/vendor, should be closed/ resolved within 1 day.	1% of the Quarterly on-site charges per each day of delay or part thereof.
9	Failure to ensure collection of all logs.	2% of the Quarterly onsite support charges for each instance reported.
10	The details of Service Delivery Manger are not communicated to LIC within 3 weeks of receipt of PO	Rs.1, 000/- per day.
11	Delay in posting of on-site support Personnel beyond 6 weeks from the date of issue of purchase order for security products.	0.02% of the purchase order value per week of delay or part thereof.
12	If the first (introductory) meeting is not held within 2 weeks from the date of receipt of the first Purchase Order and/or escalation matrix is not submitted.	Rs.1,000/- per day for the delayed part

SN	Description	Penalty
13	If structured weekly meetings are not held (by the Service Delivery Manager) with ED(IT)/Secy(IT)/Dy.Secy(IT)/ Asst.Secy.(IT), Network Section, CO, Mumbai.	Rs.1,000/- for each meeting not held.
14	If CV and certified documents of the proposed candidates are not submitted within 5 weeks from date of Purchase Order (PO)	Rs.1,000/- per day per candidate.
15	The on-site Personnel should be present in LIC's premises as per the RFP conditions.	Double the proportionate amount for the relevant onsite support charges will be deducted for any non-compliance.
16	If the on-site Personnel leaves before expiry of 1 year for reasons other than death and hospitalization	2 % of the Annual on-site charges for the first incident, to be incremented by 5% for each repetition. The number of such occurrences shall be reckoned from the date of purchase order for on-site support. The Personnel may have to be changed, if LIC so requests. If LIC requests for a change, SI will be given a buffer of not more than 30 days to suitably replace the Personnel.
17	In case vendor wants to change the onsite support person, minimum of one-and-half month (45 days) advance notice shall be given by the vendor to LIC. If not done, penalty will be imposed.	Penalty of Rs. 2, 000/- per instance.
18	In case vendor wants to change the onsite person, an overlapping period of at least 21 days has to be there between the new and old onsite support person. If not done, penalty will be imposed.	5% per day of the relevant onsite support.
19	In case LIC wishes to get the onsite person changed, if replacement from the identified pool is not provided within 45 days.	5% per day of the relevant onsite support.

SN	Description	Penalty
20	<p>Software components not delivered/installed beyond 24 weeks, from the date of the Purchase order, will be dealt with as follows:</p> <ul style="list-style-type: none"> <input type="checkbox"/> LIC may cancel the purchase order placed which will be conveyed to the vendor in writing <input type="checkbox"/> The penalty clause as mentioned in point above will be applicable. <input type="checkbox"/> Deductions of penalty will be made from any amount payable to the vendor by LIC. <input type="checkbox"/> Any other amounts that may become recoverable from the vendor will be recovered from any available Bank Guarantee(s)/Performance LIC Guarantees under this bid. <input type="checkbox"/> Recovery of further amounts over and above the available LIC Guarantee(s) etc. will be subject to adjudication at Mumbai. <input type="checkbox"/> Termination of contract and blacklisting. 	<p>In case of cancellation of orders due to delay in deliveries/installations or deficiency in services etc., besides the penalty being charged, the vendor may also be blacklisted by Life Insurance Corporation of India & may not be allowed to participate in any tenders for a period to be decided by LIC. Also, a lump sum amount as deemed fit by LIC (within the limits of PBG) will be imposed as penalty on the vendor to make good of losses suffered by LIC in terms of business loss and for making alternate arrangements to a maximum of 10% of the cost of that item(s).</p>

• **Penalties on Non-Performance of SLA during contract period:**

Sr. No.	Service Level Category	Description	Penalty
1	Solution Availability Uptime percentage is calculated on a monthly basis for the solutions.	Uptime of 99.5 % and below	1% of the onsite support charges of every 0.1% decrease of system uptime.
2	Downtime of standby / HA components	<p>Detection within 5 minutes.</p> <p>Response and Resolution within 24 hours.</p>	1% hourly increment after resolution period has lapsed within the overall cap
3	Solution management- Version/ Release/Upgrades / Patches	The bidder should notify the LIC team and guarantee that the entire stack, including firmware, software, etc., are kept up to date with the latest firmware, patches, upgrades, releases, versions, etc., in accordance with the LIC's	If the patches/signature files are not deployed within a period of 7 working days of LIC from the release of latest version/update by OEM, it will attract a penalty of 0.5% of the charges from yearly on-site & remote monitoring services for

Sr. No.	Service Level Category	Description	Penalty
		policy (N-1).	each week of delay or part thereof.
4	Audit of In scope solution solutions	The PATCH MANAGEMENT solutions infrastructure may undergo auditing by LIC and/or third-party entities.	<p>Audit findings should be closed in mutually agreed timeframe.</p> <p>A 5% penalty will be imposed for each week of delay in addressing critical and important findings.</p> <p>A 1% penalty will be applied for each recurring finding.</p> <p>The maximum penalty per audit is set at 10% of quarterly charges.</p>
5	Report and Dashboard Compliance- Periodic reports to be provided as per requirements of LIC.	<p>Daily Reports: To be decided mutually.</p> <p>Weekly Reports: To be decided mutually.</p> <p>Monthly Reports: By 4th day of every month (n) for 1st day of (n-1) month to last day of (n-1) month.</p> <p>Ad hoc reports: Detailed RCAs for security incidents. To be decided mutually.</p>	<p>Delay in reporting daily report exceeding 1 hour will result in a 3% penalty.</p> <p>Delay in reporting both weekly and monthly reports exceeding 3 days will result in a 5% penalty.</p> <p>Delay in reporting Ad hoc reports exceeding 2 days will result in a 5% penalty.</p>
6	Ongoing Operational Enhancement and Reporting Requirements	The Bidder is required to continuously enhance operations, providing LIC with quarterly or semi-annual Gap Analysis reports outlining new improvements, action plans, and their respective progress, which may	<p>Achieve a 2% reduction in event response time on a quarterly basis.</p> <p>Achieve a 5% reduction in the reporting timeline for critical and high-priority</p>

Sr. No.	Service Level Category	Description	Penalty
		encompass fine-tuning rules, process adjustments, training for enhanced efficiency and SLA performance, and the introduction of new correlation rules to identify threat patterns, among other areas.	events on a quarterly basis. A 2% penalty will be imposed for failure to reduce false positives and for not fine-tuning policies, rules, and correlation rules.
7	Manpower services	Availability of the minimum required workforce as per this RFP, with adjustments and additions as mutually agreed upon over time.	Penalty for resources with the specified qualifications and certifications in the RFP for each day : absence 0.5% of resource cost. <input type="checkbox"/> absence of L1/L2: 0.5% <input type="checkbox"/> absence of L3:1 %
8	Open OEM Support tickets/cases	Unable to close the OEM support tickets within 2 weeks without any workaround.	A penalty of 1% per week for non-compliance after the timelines.
9	Health Check-up observations closure	Unable to close Health Check-up observations within 2 weeks.	A penalty of 1% per week for non-compliance after the timelines.
10	Security Bug/ vulnerability / enhancements etc. - Rectification of security and operational bug/ Vulnerability/ enhancements	Critical issue within 2 working days from observation reported/detected.	A penalty of 2% per week for non-compliance after the timelines.
		Non-critical issue within 6 working days from observation reported/detected.	A penalty of 1% per week for non-compliance after the timelines.
11	Closure of OEM Support tickets	Unable to close the OEM support tickets within 2 weeks without any workaround.	A penalty of 1% per week for non-compliance after

Sr. No.	Service Level Category	Description	Penalty
			the timelines.

- Patch Management Implementation SLA**

S.No	SLA Parameter	Definition	Target Service Level
1	Implementation Time	The period within which the PATCH MANAGEMENT solution will be fully implemented and operational post-contract signing	To be implemented as per the defined timeline in RFP.
2	Uptime	The percentage of time the PATCH MANAGEMENT system is expected to be operational and available.	99.99% per month
3	Incident Resource Time	The time it takes for the service provider to respond to different incident priority levels.	Resolution Time Response Time (Severity-based) - Severity 1 (Critical): 6 hours Severity 2 (High): 12 hours Severity 3 (Medium/Low): 24 hours
4	Change Management	Successful implementation of change within 24 hrs. post approval	99%
5	Reinstallation/ Repair	Process for reinstallation or repairing in the event of system failure	Within 24 hours
6	Reporting Frequency	Frequency and content of security reports, incident summaries, and performance metrics.	Daily, Weekly and Monthly reports
7	Device Integration with SIEM, ITSM, PIM/PAM, LDAP, etc. as applicable	All the new VMs and software that are being implemented in the infrastructure should be integrated with SIEM, ITSM, PIM/PAM, LDAP, etc.	100% device coverage

- Key Performance Indicators (KPI):**

Patch Management Installation Compliance: >=99% (Measured monthly)

Service Level	Service Definition	Target	Frequency
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Service Level	Service Definition	Target	Frequency
Incident Resolution time - S1 under bidder scope	Incident Resolution time - closure of the Severity 1 incident (email/ticket) from the time ticket is opened	6 hours	Monthly
Incident Resolution time - S2 under bidder scope	Incident Resolution time - closure of the Severity 2 incident (email/ticket) from the time ticket is opened	12 hours	Monthly
Incident Resolution time - S3 and S4 under bidder scope	Incident Resolution time - closure of the Severity 3 and 4 incident (email/ticket) from the time ticket is opened	24 hours	Monthly

*Penalty is percentage of Quarterly charges except for those items where other percentage has been explicitly mentioned.

B. Exclusions from downtime calculation include the following:

- Downtime because of LAN cabling faults.
- Scheduled downtimes (which are approved by LIC) on account of preventive maintenance, system testing, system upgrades etc.
- All failures due to source power unavailability and power conditioning, UPS failure etc. beyond control of Vendor Managed Services.
- Force Majeure conditions defined above, or any condition not foreseen but mutually agreed by both the parties.
- Link outages owing to ISPs.
- Downtime due to any device/appliance not managed by the Vendor.

C. Penalty caps:

- The total penalty for delivery and installation shall not exceed 10% of the PO value.
- The total penalty for onsite and offsite support shall not exceed 100% of the quarterly charges payable for onsite support for reasons other than absence. In case of absence of onsite support, actual amount will be deducted up to 100% of the quarterly charges payable (in case of absence of onsite resource and also no backup resource being provided beyond 5 working days).

7.6 PRE-CONTRACT INTEGRITY PACT

This RFP is issued on the condition that only those bidders who submit a signed Pre-Contract Integrity Pact to LIC on a stamp paper of INR 500/- (Rupees Five Hundred Only) would be eligible to participate in the bidding. The "Pre-Contract Integrity Pact" as per Annexure - I is to be submitted.

As per CVC Circular No 015/VGL/091 dated 14.06.2025 of Standard Operating Procedure (SOP) for Adoption of Integrity Pact under clause No 2.02/2.04 provides "Integrity pact, in respect of a particular contract, shall be operative from the date of IP is signed by both the parties till the completion of contract. After award of work, the IEM shall look into any issue relating to execution of contract, if specifically raised before them." To ensure transparency, equity, and competitiveness and in compliance with the CVC guidelines, this tender shall be covered under the Integrity Pact (IP). The pact essentially envisages an agreement between

the prospective bidders/vendors and LIC committing the persons/officials of both the parties, not to exercise any corrupt influence on any aspect of the contract. The format of the agreement is enclosed in Annexure I.

Signing of the Integrity Pact with LIC would be one of the preliminary qualifications for further evaluation. In other words, entering into this pact would be one of the preliminary qualifications for this tender and the pact shall be effective from the stage of invitation of bids till the complete execution of the contract. Any vendor/bidder not signed the document or refusing to sign shall be disqualified in the bidding process.

Executive Director (IT/DIGITAL TRANSFORMATION)

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8. CURRENT ENVIRONMENT

LIC is currently having the following structure and geographical spread:

- 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, Gurugram, Pune and Jamshedpur)
- Management Development Centre: 1 (Mumbai)
- Divisional Offices: 113
- Pension & Group Superannuation Units: 74
- BOs/ SOs/ MOs etc.: 4800 (approx.)

As of date, all offices of LIC are networked and have extranet and internet leased links also. The primary DC is in Mumbai and the primary DR is in Bangalore.

1. Corporate Office

Address: LIC Of India, Central Office, Yogakshema, J B Marg, Nariman Point, Mumbai – 400 021

2. Zonal Office Addresses

Central Zone 60-B, “Jeevan Shikha”, Hoshangabad Road, P.B.No.28 Bhopal - 462 011	North Central Zone Jeevan Vikas, 16/275, Civil Lines, Kanpur - 208 001.
Eastern Zone 4, C.R. Avenue, Hindusthan Buildings, Kolkata - 700 072	Southern Zone “LIC Building”, 153, Anna Salai, P.B. No.2450, Chennai - 600 002
East Central Zone “Jeevan Deep” Building, Exhibition Road, Patna - 800 001	South Central Zone Jeevan Bhagya, South Central Zonal Office, Opp Secretariat, Saifabad, Hyderabad – 500 063
North Zone “Jeevan Bharti”, Tower-II, 124, Connaught Circus, P.B. No. 630, New Delhi - 110 001	Western Zone “Yogakshema”, West Wing, Jeevan Bima Marg, P.O. Box No. 11709, Mumbai - 400 021

3. Zonal Offices and its Divisions

Name of the Zone	Address of the Zone	Name of Divisions
NZ, Delhi	Jeevan Bharti" Tower-II 124, Connaught Circus, P.B.No.630, New Delhi - 110001	Ajmer, Amritsar, Bikaner, Chandigarh, Delhi – I, Delhi – II, Delhi – III, Jaipur – I, Jaipur – II, Jalandhar, Jodhpur, Karnal, Ludhiana, Rohtak, Shimla, Srinagar, Udaipur,
NCZ, Kanpur	LIC of India, Jeevan Vikas, 16/275, Mahatma Gandhi Marg, Civil Lines, Kanpur- 208 001.	Agra, Aligarh, Allahabad, Bareilly, Dehradun, Faizabad, Gorakhpur, Haldwani, Kanpur, Lucknow, Meerut, Varanasi
CZ, Bhopal	60-B, Arera Hills, "JeevanShikha", Hoshangabad Road, P.B. No. 28, Bhopal – 462011	Bhopal, Bilaspur, Gwalior, Indore, Jabalpur, Raipur, Satna, Shahdol
EZ, Kolkata	4, C.R. Avenue., Hindusthan Buildings, Kolkata - 700 072.	Asansol, Burdwan, Bongaigaon, Guwahati, Howrah (Kolkata), Jalpaiguri, Jorhat, Kolkata Metro DO-I (Kolkata), Kolkata Metro DO- II(Kolkata), KSDO(Kolkata), Kharagpur, Silchar,
ECZ, Patna	Jeevan Deep Building, Exhibition Road, Patna. Bihar - 800001	Begusai, Berhampur, Bhagalpur, Bhubaneswar, Cuttack, Hazaribagh, Jamshedpur, Muzaffarpur, Patna – I, Patna – II, Samalpur
SCZ, Hyderaba d	Jeevan Bhagya, South Central Zonal Office, Opp. To Secretariat, Saifabad, Hyderabad-500063	Bangalore-1, Bangalore-2, Belgaum, Cuddapah, Dharwad, Hyderabad, Karimnagar, Machilipatnam, Mysore, Nellore, Raichur, Rajahmundry, Secunderabad, Shimoga, Udupi, Visakhapatnam, Warangal
SZ, Chennai	"LIC Building", 153, Anna Salai, PB No.2450, Chennai - 600 002.	Chennai – I, Chennai – II, Coimbatore, Ernakulam, Kottayam, Kozhikode, Madurai, Salem, Thanjavur, Thiruvananthapuram, Thrissur, Tirunelveli, Vellore
WZ, Mumbai	"Yogakshema", West Wing, Jeevan Bima Marg, P.O.BOX NO. 11709, Mumbai - 400 021	Rajkot, Amravati, Ahmedabad, Gandhinagar, Surat, Vadodara, Mumbai I, Mumbai II, Mumbai III, Mumbai IV, Mumbai SSS, Kolhapur, Thane, Goa, Satara, Pune I, Pune - II, Nashik, Nagpur, Aurangabad, Bhavnagar, Nadiad, Nanded

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ANNEXURE A: COVERING LETTER WITH CORRESPONDENCE DETAILS

To be submitted on Bidder's Letterhead

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

<Location, Date>

Dear Sir,

We, the undersigned, hereby submit our response to the RFP Ref: LIC/CO/IT/DT/2025-26/RFP/PM as per requirements and scope mentioned in this RFP document.

Our correspondence details with regard to this RFP are:

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

We are here by submitting our Request for Proposal. We understand you are not bound to accept any Proposal you receive.

We fully understand and agree to comply that on verification, if any of the information provided here is found to be misleading the short listing process or unduly favours our company in the short listing process, we are liable to be dismissed from the selection process or termination of the contract during the project.

We hereby declare that our proposal submitted in response to this RFP is made in good faith and the information contained is true and correct to the best of our knowledge and belief.

Sincerely,

[Bidder's Name with seal+
<Applicant's Name with seal>

Name: <<Insert Name of Contact>>

Title:<<Insert Name of Contact>> Signature:<<Insert signature>>

ANNEXURE B: DETAILS OF THE BIDDER'S OPERATIONS

To be submitted on Bidder's Letterhead

SI No.	Information Sought	Details to be Furnished
1	Name and address of the Bidder	
2	Incorporation status of the firm (Public limited/private limited, etc.)	
3	Year of Establishment	
4	Date of registration	
5	ROC Reference No.	
6	Details of company registration	
7	Details of registration with Appropriate authorities for service tax	
8	Name, Address, email, Phone nos. And Mobile Number of Contact Person	
9	Recent Awards and Recognitions	
10	Website	

Signature of the Authorized Signatory

Name:

Designation:

Name & Address of the company:

Seal of the Company

Duly authorized to sign this Authorization on behalf of: [insert complete name of Bidder]

Dated on _____ day of _____ 2025.

ANNEXURE C: BID SECURITY DECLARATION

(Notarized on stamp paper of INR 500/-)

RFP Ref: LIC/CO/IT/DT/2025-26/RFP/PM

Date:

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

Sir,

I/We understand/declare that, according to your conditions, bids must be supported by a Bid Securing Declaration.

I/We accept that I/We may be disqualified from bidding for any contract with you for a period of one year from the date of notification if I am /We are in a breach of any obligation under the bid conditions, because I/We

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

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

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

Signature of the Authorized Signatory

Name:

Designation:

Name & Address of the company:

Seal of the Company

Duly authorized to sign this Authorization on behalf of: [insert complete name of Bidder]

Dated on _____ day of _____ 2025.

ANNEXURE D: FORMAT FOR NON-BLACKLISTING/NON-LITIGATION/LAND BORDER CLAUSE

To be submitted on Bidder's Letterhead

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

Details of Litigation(s)

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

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

Bidder:

Signature:

Name and Address:

Date:

ANNEXURE E: ELIGIBILITY CRITERIA

A.1 Compliance to Eligibility Criteria:

Bidder's Eligibility Criteria and Submission Requirements and Format

- a. Bidders meeting the following criteria are only eligible to submit their Bids along with supporting documents. If the Bid is not accompanied by all the required documents supporting eligibility criteria, the same would be rejected.
- b. Bidder must make the payment towards the Bid Fee and the EMD as eligibility submission unless exempted.
- c. Non-compliance to any of the eligibility bid requirements as per **Table A: Eligibility Criteria and Annexure R: Additional mandatory specification for Eligibility** will result in the rejection of the Bid.
- d. Please provide your compliance, below each mentioned item and also reference to the Page Number of submissions for the supporting documents and references.
- e. The bidder who successfully qualifies in the eligibility criteria, only their technical bids will be subsequently opened for further evaluation. Wherever, the dates are not specifically mentioned or implied in the RFP, the same should be taken as the date of this RFP.

Table A: Eligibility Criteria

#	Criteria	Documents to be submitted	Bidders Compliance
For Bidder			
1	<p>Bidder has to be a Legal Entity:</p> <p>Any of the following:</p> <ul style="list-style-type: none"> i. Company incorporated in India under the Companies Act 1956/2013 and subsequent amendments there to or ii. Registered as a partnership firm (registered under the Partnership Act, 1932) or iii. A limited liability partnership (under the Limited Liability Partnership Act, 2008) in India. or iv. Companies registered as MSME Entrepreneur & still categorized as MSME as on RFP submission date or v. Start-up company recognized from the Ministry of Commerce and Industry (Department of Industrial Policy and Promotion) 	<ul style="list-style-type: none"> a. Copy of Certificate of Incorporation and/or b. Copy of Certificate of LLP Identification and/or c. Copy of Registration Certificate and/or d. Copy of MSME/UDYAM Certificate and/or e. Proof of being registered as Start up as per Department of Industrial Policy and Promotion (DIPP), under the Union Ministry for Commerce and Industry notifications (for Start-ups only). 	<p>Mention Nature of Entity, Date of Incorporation.</p> <p>MSME/UDYAM/Start-up Certificate (if applicable)</p>
2.	Bidder must be Registered with the Tax Authorities	Copy of PAN & GSTIN Certificate and any other tax related document if applicable is required to be submitted along with the eligibility bid.	<p>PAN No:</p> <p>GSTIN No:</p> <p>Enclose Copy of PAN /GSTIN.</p>
3.	Bidder should not have been debarred / black-listed by Indian Government/PSU/Bank or RBI or any other regulatory authority or Financial Institutions in India as on date of RFP submission.	Self-declaration to this effect on the company's letterhead should be submitted. (Refer Annexure D)	

Table A: Eligibility Criteria

#	Criteria	Documents to be submitted	Bidders Compliance
4.	Bidder should ensure that there are no legal proceedings / inquiries / investigations have been commenced / pending / threatened against service provider by any statutory or regulatory or investigative agencies or any other for which performance under the contract will get adversely affected / may get affected.	Self-declaration to this effect on the company's letterhead should be submitted. (Refer Annexure D)	
5.	Bidder must be an OEM OR OEM Authorised Partner .	OEM/ SI Submission	
6	Bidder must have minimum 2 active Indian Clients with proposed OEM's Solution with minimum of 5000 Endpoints each.	PO / Certificate issued by client to the bidder	
7	The proposed OEM product should have been successfully deployed in an Indian organizations for minimum 50000 endpoints .	PO / Certificate issued by client to the bidder	
8	Proposed OEM should have support center in India .	Declaration on company letter head duly signed by the authorized signatory of the bidder. Complete address of the bidder and OEM along with contact details should be submitted on company letter head duly signed by the authorized signatory of the bidder.	
9	EMD / Bid Securing Declaration as applicable	As per Annexure C	
10	In case of System Integrator (SI), The bidder shall submit duly filled and signed Manufacturer Authorization form (MAF) and declaration about back-to-back support from respective OEMs proposed as part of their bid.	Annexure L on company letter head of OEM duly filled and signed by the authorized signatory of the bidder.	
11	OEM's Compliance : a. ISO 9001 b. ISO 27001:2013 OR ISO 27001:2017 OR ISO 27001:2018 OR ISO 27001:2022	Valid Documentary Evidence Submission.	

Table A: Eligibility Criteria

#	Criteria	Documents to be submitted	Bidders Compliance
12	Pre Contact Integrity Pact	Signing of the Integrity Pact with LIC as per Prescribed Format. (As per Annexure I)	
13	The OEM should have experience of more than 10 years from the date of RFP in the product category of the proposed solution.	Early product commercial release date certificate by OEM.	
14	Compliance to Mandatory Specification as per Annexure - R	Annexure R Submission	

Signature of the Authorized Signatory

Name:

Designation:

Name & Address of the company:

Seal of the Company

Duly authorized to sign this Authorization on behalf of: [insert complete name of Bidder]

Dated on _____ day of _____ 2025.

ANNEXURE G: COMMERCIAL BID COVERING LETTER

(To be submitted on the Bidder's letter head)

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

Subject: REQUEST FOR PROPOSAL Selection and Onboarding of OEM / System Integrator (SI) for Supply, Implementation, and Management of Centralised and Automated Patch and Vulnerability Management Solution(Ref: LIC/CO/IT/DT/2025-26/RFP/PM dated 14.07.2025)

Having examined the Bidding Documents, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide services in conformity with the said Bidding documents for the sum mentioned in the commercial bid or such other sums as may be ascertained in accordance with the Schedule of Prices attached herewith and made part of this Bid.

We undertake, if our Bid is accepted, that service mentioned as per the items proposed for, will be provided as specified in the Schedule of Requirements / purchase orders issued from time to time. If our Bid is accepted, we will provide the guarantee of a sum equivalent to prescribed amount, for the due performance of the Contract in the form prescribed by the LIC.

We agree to abide by the Bid and the rates quoted therein for the orders awarded by the LIC up to the period prescribed in the Bid which shall remain binding upon us. Until a formal contract is prepared and executed, this Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.

We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".

We understand that you are not bound to accept the lowest or any Bid you may receive.

Signature of the Authorized Signatory

Name:

Designation:

Name & Address of the company:

Seal of the Company

Duly authorized to sign this Authorization on behalf of: [insert complete name of Bidder]

Dated on _____ day of _____ 2025.

ANNEXURE H: INDICATIVE COMMERCIAL BID

(To be submitted on the Bidder's letter head)

REQUEST FOR PROPOSAL Selection and Onboarding of OEM / System Integrator (SI) for Supply, Implementation, and Management of Centralised and Automated Patch and Vulnerability Management Solution(Ref: LIC/CO/IT/DT/2025-26/RFP/PM dated 14.07.2025)

Ser. No.	Item Description	Year (a)	Per Unit Cost (b)	Indicative Unit Required (c)	Cost in INR without Taxes (d) [d=b*c]	PV Factor (e)	PV Cost (f) [f=d*e]
1	Subscription/s for Automated Patch Management Solution for 65000	First Year		65000		1	
		Second Year		65000		0.90909	
		Third Year		65000		0.82645	
2	Subscription/s for Automated Patch Management Solution for 5000 servers	First Year		5000		1	
		Second Year		5000		0.90909	
		Third Year		5000		0.82645	
3	Subscription/s for Automated Patch Management Solution 150 user	First Year		150		1	
		Second Year		150		0.90909	
		Third Year		150		0.82645	
4	Other Software Licenses: Windows Server / MSSQL etc.	As per the OEM Specifications		Lot			
2	One-time OEM Implementation Cost with 3 months of OEM Support.	One time		1			
3	Onsite training cost for LIC (Location Mumbai)	One time - One Day		1			

	5 Users						
4	Support cost per annum resources For 5 Onsite Resource.	First Year		5		1	
		Second Year		5		0.90909	
		Third Year		5		0.82645	
Total							
In Words							
GST Amount							
Total with GST							
Total with GST in words							

1. We understand that the selected OEM shall provide a 3-month pre-subscription deployment period ("Deployment Subscription") prior to the 'Go Live' and commencement of the 3-year commercial subscription term at no additional cost to LIC.
2. We understand that In the event that the implementation and successful go-live of the solution is delayed due to reasons solely attributable to the OEM or its authorized implementation partner, the Deployment Subscription period shall be automatically extended by a duration equivalent to the delay period, at no additional cost to LIC.
3. We understand that there will be Subscription Utilization Flexibility and True-Up/True-Down: While the mentioned Subscription Quantities are indicative, actual subscription consumption may vary at the time of go-live or during subsequent renewals and there needs to be subscription utilisation flexibility. Subscription will be taken for the actual endpoint usage at the end of Deployment period of 3 months. At each annual renewal milestone, a true-up/true-down exercise shall be conducted based on actual endpoint usage (as validated through reports or deployment audit) and the subscription will be increased / decreased as per requirement. The subscription count and charges for the subsequent year shall be adjusted accordingly. Any endpoint using the subscription post go live in previous subscription year , for less than 90 days not be counted for charges and for 90 days and above will be counted for full year subscription charges.
4. We understand that LIC currently holds active patch management licenses for approximately 5,000 endpoints (servers) from ManageEngine , which were procured earlier by the respective project System Integrators . These subscriptions have unutilized validity periods ranging from 1 to 3 years. LIC may ask on mutually agreed terms, for commercial offset or credit mechanism for the remaining subscription periods (e.g., through discounts, subscriptions, or extended subscription terms) if migration to the new solution is required for such projects to have a common patch and vulnerability management solution. If migration is not feasible or mutually agreeable , the bidder must have a mechanism to incorporate these in the centralised dashboard for reporting and compliance during period of co-existence. LIC will require Phased onboarding post expiry of current subscriptions in such cases .

5. Applicable GST % (GST Payable as applicable).
6. **Total cost should be exclusive of GST and commercial evaluation will be conducted on the basis of Total Cost (exclusive of GST).**
7. LIC would reimburse GST to the vendor at the actual rate.
8. All the payments will be made by LIC, Central Office Mumbai electronically through RTGS / NEFT by crediting the same in vendor's bank a/c.
9. TDS will be deducted as per rules applicable.
10. Change in Tax structure at the time of actual invoicing : While any increase in the rates of applicable taxes or impact of new taxes subsequent to the submission of the quotation/rates shall be borne by LIC, any subsequent decrease in the rates of applicable taxes or impact of new taxes shall be passed on to LIC in its favour.
11. Payment and Purchase Order for Subscription for Year 2 Onwards will be subject to renewal requirement by LIC.
12. LIC at its discretion reserve the right to reduce the quantity required during renewal as per business requirement.
13. Payment shall be made in Indian Rupees.
14. 100% Payment for subscriptions, licenses, implementation, training shall be made after successful implementation signoff and on submission of Tax Invoice.
15. Charges for FMS will be paid Quarterly in arrears.
16. We understand that LIC reserve the right not to procure services for any or all the items at its discretion. LIC also reserve the right to procure the services from multiple services provides as per its discretion and in the interest of LIC. Mentioned quantity/transaction is indicative only and any payment would be purely on the actual transactions. We understand that LIC reserve the right to negotiate with the bidder whose proposal has been ranked as the best value bid on the basis of Technical and Financial Evaluation to the proposed Project before the award of the contract.

We also take note of the following:

- a. If the cost for any line item is indicated as zero then it will be assumed by LIC that the said item is provided to LIC without any cost.
- b. All prices to be in Indian Rupee (INR) only. Prices quoted by the Bidder should be inclusive of all taxes, duties, levies etc. except GST which will be paid extra at actuals.
- c. Payment will be after TDS and GST under TDS (if applicable) as per income tax rules.
- d. LIC may at its discretion require the replacement of the onsite resource if the services are not found satisfactory.
- e. We agree to abide by the Bid and the rates quoted therein for the orders awarded by the LIC up to the period prescribed in the Bid which shall remain binding upon us. Until a formal contract is prepared and executed, this Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.

We undertake, if our Bid is accepted, that service mentioned as per the items proposed for, will be provided as specified in the Scope of Work, Schedule of Requirements / purchase orders issued. If our Bid is accepted, we will provide the guarantee of a sum equivalent to prescribed amount, for the due performance of the Contract in the form prescribed by the LIC.

We agree to abide by the Bid and the rates quoted therein for the orders awarded by the LIC up to the period prescribed in the Bid which shall remain binding upon us. Until a formal contract is prepared and executed, this Bid, together with your written acceptance thereof and your notification of award,

shall constitute a binding Contract between us.

We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".

We understand that you are not bound to accept the lowest or any Bid you may receive.

Dated at this..... Day of.....2025.

(Authorised Signatory)

(Name, Designation, seal of the company)

Duly authorized to sign Bid for and on behalf of the company

Mobile No/Email ID

Company Name and Seal.

ANNEXURE I: PRE-CONTRACT INTEGRITY PACT FORMAT

(To be submitted on plain paper and signed by the bidder on each page)

PRE-CONTRACT INTEGRITY PACT

General:

This pre-contract Agreement (hereinafter called the Integrity Pact) is made on..... day of the month of2025, between, on one hand, the Life Insurance Corporation of India (hereinafter referred to as "LIC") a statutory Corporation established under section 3 of Life Insurance Corporation Act 1956 (31 of 1956) and having its corporate office at "Yogakshema" Jeevan Bima Marg, Mumbai 400021. (here in after called the "BUYER" which expression shall mean and include, unless the context otherwise requires, his successors in office assigns) of the First part. And M/s

.....represented by Shri..... (Hereinafter called the "BIDDER /SELLER/SERVICE PROVIDER" which expression shall mean and include, unless the context otherwise requires, his successors and permitted assigns) of the Second part.

WHEREAS the BUYER proposes to procure (Name of the Stores/Equipment/Item/Service) and the BIDDER/Seller/Service Provider is willing to offer/has offered the stores/services and WHEREAS the BIDDER/Seller/Service Provider is a private company/public company/Government undertaking/partnership/registered export agency, constituted in accordance with the relevant law in the matter and the BUYER is performing its function under the LIC Act 1956.

NOW, THEREFORE,

To avoid all forms of corruption by following a system that is fair, transparent and free from any influence/prejudiced dealings prior to, during and subsequent to the currency of the contract to be entered into with a view to:-

Enabling the BUYER to obtain the desired said stores/ equipment/ item/service at a competitive price in conformity with the defined specifications by avoiding the high cost and the distortionary impact of corruption on public procurement, and Enabling BIDDERS/Sellers/Service Providers to abstain from bribing or indulging in any corrupt practice in order to secure the contract by providing assurance to them that their competitors will also abstain from bribing and other corrupt practices and the BUYER will commit to prevent corruption, in any form, by its officials by following transparent procedures.

The parties hereto hereby agree to enter into this Integrity Pact and agree as follows:-

1. Commitments of the BUYER

- 1.1 The BUYER undertakes that no official of the BUYER, connected directly or indirectly with the contract, will demand, take a promise for or accept, directly or through intermediaries, any bribe, consideration, gift, reward, favour or any material or immaterial benefit or any other advantage from the BIDDER, either themselves or for any person, organization or third party related to the contract in exchange for an advantage in the bidding process, bid evaluation, contracting on implementation process related to the contract.
- 1.2 The BUYER will, during the pre-contract stage/evaluation stage, treat all BIDDERS alike and will provide to all BIDDERS the same information and will not provide any such information to any particular BIDDER which could afford an advantage to that particular BIDDER in comparison to other BIDDERS.

- 1.3 All the officials of the BUYER will report to the “Chief Vigilance Officer” of the Buyer any attempted or completed breaches of the above commitments as well as any substantial suspicion of such a breach.
2. In case any such preceding misconduct on the part of such official(s) is reported by the BIDDER to the BUYER with full and verifiable facts and the same is prima facie found to be correct by the BUYER, necessary disciplinary proceedings, or any other action as deemed fit, including criminal proceedings may be initiated by the BUYER and such a person shall be debarred from further dealings related to the contract process. In such a case while an enquiry is being conducted by the BUYER the proceedings under the contract would not be stalled.

3. Commitments of BIDDERS

The BIDDER commits itself to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of its bid or during any pre-contract or post-contract stage in order to secure the contract or in furtherance to secure it and in particular commit itself to the following:-

- 3.1 The BIDDER will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER, connected directly or indirectly with the bidding process, or to any person, organization or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.
- 3.2 The BIDDER further undertakes that it has not given, offered or promised to give, directly or indirectly any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER or otherwise in procuring the Contract or forbearing to do or having done any act in relation to the obtaining or execution of the contract of any other contract with the government for showing or forbearing to show favour or disfavor to any person in relation to the contract of any other contract with the Government.
- 3.3 Foreign BIDDERS shall disclose the name and address of their Indian agents and representatives in India, and Indian BIDDERS shall disclose their foreign BUYERS or associates.
- 3.4 BIDDERS shall disclose the payments to be made by them to their agents/brokers or any other intermediary, in connection with this bid/contract.
- 3.5 The BIDDER further confirms and declares to the BUYER that the BIDDER is the original manufacturer/integrator/authorized agent of the stores/equipment/items and has not engaged any individual or firm or company whether Indian or foreign to intercede, facilitate or in any way to recommend to the BUYER or any of its functionaries, whether officially or unofficially to the award of the contract to the BIDDER, nor has any amount been paid, promised or intended to be paid to any such individual, firm or company in respect of any such intercession, facilitation or recommendation.
- 3.6 The BIDDER, either while presenting the bid or during pre-contract negotiations or before signing the contract, shall disclose any payments he has made, is committed to or intends to make to agents, brokers or any other intermediaries, including officials of the BUYER or their family members, if any, in connection with the contract and the details of services agreed upon for such payments.
- 3.7 The Bidder will not enter with other Bidders into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelization in the bidding process.
- 3.8 The BIDDER will not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.

- 3.9 The BIDDER/Contractor will not commit any offence under the relevant Indian Penal Code (IPC)/Prevention of corruption (PC) act. Further, the bidder will not use improperly, for purposes of competition or personal gain, pass on to others, any information provided by the BUYER as part of the business relationship, regarding plans, technical proposals and business details, including information contained in any electronic data carrier. The BIDDER also undertakes to exercise due and adequate care lest any such information is divulged.
- 3.10 The BIDDER commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.
- 3.11 The BIDDER shall not instigate or cause to instigate any third person to commit any of the actions mentioned above.
- 3.12 If the Bidder or any of the key personnel of the bidder, actively involved in the project is a relative of any of the actively involved personnel of the Buyer, the same should be disclosed. The term 'relative' for this purpose would be as defined in section 2(77) of the Companies Act, 2013.
- 3.13 The BIDDER shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employee or the BUYER.
- 3.14 The Bidder(s) /Contractor(s) who have signed the Integrity Pact shall not approach the Courts while representing the matter to IEMs and shall wait for their decision in the matter.

4. Previous Transgression

- 4.1 The BIDDER declares that no previous transgression occurred in the last three years immediately before signing of this Integrity Pact, with any other company in any country in respect of any corrupt practices envisaged hereunder or with any Public Sector Enterprise in India or any Government Department in India that could justify; BIDDER's exclusion from the tender process.
- 4.2 The BIDDER agrees that if it makes an incorrect statement on this subject, or committed a transgression through a violation of any of the clauses of the commitments of bidder, BIDDER can be disqualified from the tender process or the contract, if already awarded, can be terminated for such reason.

5. Sanctions for Violations:

- 5.1 Any breach of the aforesaid provisions by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER) shall entitle the BUYER to take all or any one of the following actions, wherever required:-
- (i) To immediately call off the pre contract negotiations without assigning any reason or giving any; compensation to the BIDDER. However, the proceedings with the other BIDDER(s) would continue.
 - (ii) The Earnest Money Deposit (in pre-contract stage) and/or Security Deposit/ Performance Bond (after the contract is signed) shall stand forfeited either fully or partially, as decided by the BUYER and the BUYER shall not be required to assign any reason therefore.
 - (iii) To immediately cancel the contract, if already signed, without giving any compensation to the BIDDER.

- (iv) To encash the advance bank guarantee and performance bond/warranty bond, if furnished by the BIDDER, in order to recover the payments, already made by the BUYER, along with interest.
- (v) To cancel all or any other contracts with the BIDDER. The BIDDER shall be liable to pay compensation for any loss or damage to the BUYER resulting from such cancellation/recession and the BUYER shall be entitled to deduct the amount so payable from the money(s) due to the BIDDER.
- (vi) To debar the BIDDER from participating in the future bidding processes of LIC for a minimum period of five years which may be further extended at the discretion of the BUYER.
- (vii) To recover all sums paid in violation of this Pact by BIDDER(s) to any middleman or agent or broker with a view to securing the contract.
- (viii) Forfeiture of Performance Bond in case of a decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this pact.

5.2 The BUYER will be entitled to take all or any of the actions mentioned at para 5.1(i) to (viii) of this pact also on the Commission by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER), of an offence as defined in chapter IX of the Indian Penal Code, 1860 or Prevention of Corruption Act, 1988 or any other statute enacted for prevention of corruption.

5.3 The decision of the BUYER to the effect that a breach of the provisions of this pact has been committed by the BIDDER shall be final and conclusive on the BIDDER. However, the BIDDER can approach the Independent Monitor(s) appointed for the purposes this Pact.

6. Independent Monitors:

6.1 The BUYER has appointed (hereinafter referred to as Monitors) for this Pact in consultation with the Central Vigilance Commission.

Name address of the Monitor(s):

1. Shri Arun Chandra Verma, IPS (Retd.)
Flat No. C – 1204, Amrapali Platinum Complex,
Sector - 119, NOIDA, Uttar Pradesh
Email address: acverma1@gmail.com
Mobile No. – (+91) 8130386387
2. Shri Jose T. Mathew, IFS(Retd.),
House No. 37/930, Ebrahim Pillai Lane,
Via Kakkanad, Thrikkakara-682021, Dt. Ernakulam, Kerala.
Email: jtmat507@gmail.com

6.2 The task of the Monitors shall be to review independently and objectively, whether and to what extent the parties comply with the obligations under this Pact.

6.3 The Monitors shall not be subject to instructions by the representatives of the parties and perform their functions neutrally and independently. It will be obligatory for him to treat the information & documents of the Bidder as confidential.

6.4 Both the parties accept that the Monitors have the right to access all the documents relating to the project/procurement, including minutes of meetings.

- 6.5 As soon as the Monitor notices, or has reason to believe, a violation of this pact, he will so inform the Executive Director (E&OS), LIC.
- 6.6 The BIDDER(s) accepts that the Monitor has the right to access without restriction to all Project documentation of the BUYER including that provided by the BIDDER. The BIDDER will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The same is applicable to Subcontractors. The Monitor shall be under contractual obligation to treat the information and documents of the BIDDER/Subcontractor(s) with confidentiality.
- The Monitor has also signed declarations on 'Non-Disclosure of Confidential Information' and of 'Absence of Conflict of Interest'. In case of any conflict of interest arising at a later date, the IEM shall inform MD & CEO, LIC and recues himself / herself from that case.
- 6.7 The BUYER will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the parties. The parties will offer to the Monitor the option to participate in such meetings.
- 6.8 The Monitor will submit a written report to the Chairperson, LIC within 8 to 10 weeks from the date of reference or intimation to him by the BUYER /BIDDER and, should the occasion arise, submit proposals for correcting problematic situations.
- 6.9 If the Monitor has reported to the MD & CEO, LIC, a substantiated suspicion of an offence under relevant IPC/ PC Act, and the MD & CEO LIC has not, within the reasonable time taken visible action to proceed against such offence or reported it to the Chief Vigilance Officer, the Monitor may also transmit this information directly to the Central Vigilance Commissioner.

7. Facilitation of Investigation:

In case of any allegation of violation of any provisions of this pact or payment of commission, the BUYER or its agencies shall be entitled to examine all the documents including the Books of Accounts of the BIDDER. The BIDDER shall provide necessary information and documents in English and shall extend all possible help of the purpose of such examination/inspection.

8. Law and Place of Jurisdiction:

This Pact is subject to Indian Law. The place of performance and jurisdiction is the seat of the BUYER.

9. Other Legal Actions:

The actions stipulated in this Integrity Pact are without prejudice to any other legal action that may follow in accordance with the provisions of the extent law in force relating to any civil or criminal proceedings.

If the Contractor is a partnership or a consortium, this agreement must be signed by all partners or consortium members. Changes and supplements as well as termination notices need to be made in writing

10. Validity:

- 10.1 The validity of this Integrity Pact shall be from date of its signing and extend up to 12 months after the last payment under the contract. In case BIDDER is unsuccessful, this Integrity Pact shall expire after six months from the date of the signing of the contract.

10.2 Should one or several provisions of this Pact turn out to be invalid; the remainder of this pact shall remain valid. In this case, the parties will strive to come to an agreement to their original intentions.

11. The parties hereby sign this Integrity Pact at.....on.....

BUYER

Bidder

Executive Director (IT-SD)
Life Insurance Corporation of India

CEO

Witness

Witness

1.

1.

2.

2.

(Note: Bidder/Seller/Service Provider/Stores/equipment/item/service Bidding process/ bid evaluation/process of availing services.

All pages must be signed and numbered.

Appropriate word may be used where ever applicable without altering the purpose /desired intention of the clause.)

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ANNEXURE J- Online Tendering Guidelines**Information and Instruction to the Bidders for using
ONLINE ELECTRONIC TENDERING SYSTEM (e-TS)**

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

- **Registration of the Contractors/Bidders:** All the Contractors intending to participate in the Bids floated online using Electronic Tendering System (eTS) are required to get registered on the e-Tender Portal (website) <http://www.tenderwizard.com/LIC>. After successful Registration on the above mentioned portal, the bidder will get a User ID and Password to access the website.
- **Viewing of Online Tenders:** The contractors/bidders can view tenders floated on online Electronic Tendering System (eTS) hereinafter referred as “e-Tendering System” through portal (website) at <http://www.tenderwizard.com/LIC>. They can view the details like Tender Notice, Terms and Conditions, drawing (if any) and any other information. To download through, they need to login on to the above portal and can download the tender documents of an e-Tender.
- **Key Dates:** The contractors/bidders can view the Online Scheduled dates of e-tendering System (time schedule) hereinafter referred as “Key Dates” for all the tenders floated using the online electronic tendering system on above mentioned portal (website) <http://www.tenderwizard.com/LIC>

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

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

Obtaining a Digital Certificate and its Usage:

- On e - Tendering System, the bids should be Encrypted and Signed electronically with a Digital Signature Certificate (DSC) to establish the identity of the bidder on online Portal. The

Digital Signature Certificate (DSC) has two keys i.e. Public Key and Private Key. The Public Key is used to Encrypt (code) the data and Private Key is used to decrypt (decode) the data. The Encryption means conversion of normal text into coded language whereas decryption means conversion of coded language into normal text. These Digital Signature Certificates (DSCs) are issued by an approved Certifying Authority, by the Controller of Certifying Authorities (CCA India), Government of India.

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

E-Tender helpdesk	
Address	#24, Sudha Complex, 03rd Stage, 04th Block, Basaveshwaranagara, Bangalore – 560079.
email	dscprocessingunit@yahoo.com

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

- The Bid (Online Offer) for a particular e - Tender may be submitted only using the Digital Signature Certificate (DSC), which is used to Encrypt (codified) the data and sign the Hash (Impression of your data) during the stage of Bid Preparation and Hash submission. In case, during the process of a particular e-Tender, the user loses his Digital Certificate (i.e. due to virus attack, hardware problem, operating system problem), he may not be able to submit the bid online. Hence, the users are advised to keep their Digital Signature Certificates in safe custody.
- In case of online Electronic Tendering, if the Digital Certificate issued to the authorized user of a firm is used for signing and submitting an online bid, it will be considered equivalent to a no-objection certificate/power of attorney to that User. The firm has to authorize a specific individual via an authorization certificate signed by all partners to use the Digital Certificate as per Indian Information Technology Act 2000 and its amendments. Unless the certificates are revoked, it will be assumed to represent adequate authority of the user to bid on behalf of agency for LIC of India, Central Office, Mumbai as per Information Technology Act 2000 and its amendments. The Digital Signature of this authorized user will be binding on the firm. It shall be the responsibility of management / partners of the registered firms to inform the certifying authority or Sub Certifying Authority; in case of change of authorized user and that a fresh digital certificate is procured and issued an "Authorization Certificate for the new user. The procedure for application of a Digital Certificate will remain the same for the new user.

- The same procedure holds true for the authorized users in a private/Public limited company. In this case, the authorization certificate will have to be signed by the directors of the company.
- Bidders participating in e-tendering shall check his/her validity of Digital Signature Certificate before bidding in the specific work floated online at the e-Tendering Portal (website) through <http://www.tenderwizard.com/LIC>.

Submission of Tender Fees: (When Applicable)

- The Contractors have to submit a Demand Draft /Banker's cheque of requisite amount as mentioned in the particular e-Tender (against the Tender fee) of any of the Nationalized / Scheduled Banks drawn in favour of the "Life Insurance Corporation of India" payable at "Mumbai" only, and not in favour of any other Authority or Location.
- The scanned copy of the Demand Draft / Banker's cheque against Tender Fees should be uploaded mandatorily during "Bid Hash Submission" stage (as per the due date mentioned in Key Dates of e-Tender and original DD should be submitted to the Executive Director (IT.), Central office, Life Insurance Corporation of India, 'Yogakshema', 6th Floor West wing, J B Marg, Mumbai -400021 in a sealed envelope on or before the due date mentioned in Key Dates of respective e-Tender, otherwise your Tender will not be scrutinized.
- If the tenders are cancelled or recalled on any grounds, the tender document fees will not be refunded to the agency.

Submission of Earnest Money Deposit: (When applicable)

- Contractors have to deposit EMD of required amount in the form of BANK GUARANTEE of any of the Nationalized / Scheduled Banks drawn in the favour of the "Life Insurance Corporation of India" payable at "Mumbai" only, and not in the favour of any other Authority or Location.
- A scanned copy of Bank Guarantee against EMD should be uploaded mandatorily alongwith Bid submission stage (as per the Key Dates mentioned in e-Tender and Tender document) and original Bank Guarantee(B.G) should be submitted to the Executive Director, IT- SD Department, Central office, Life Insurance Corporation of India, Yogakshema, 6th Floor West wing, J B Marg, Mumbai - 400 021 in the sealed envelope (BID I) within the time & date as mentioned in Key Dates of e-Tender, otherwise your BID will not be evaluated / scrutinized.
- Refund of Earnest Money Deposit to the unsuccessful bidders will be made through RTGS/NEFT or Guarantee returned as applicable.

Tender Download:

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

Submission of online bids:

(These may be clarified from M/s Antares (Tenderwizard) as required)

- The bidders are required to prepare their bids on online e-Tendering Portal as mentioned above. During bid preparation, the bidders have to send their Public Key of DSC hence they are advised to procure DSCs at earliest to participate in the e-Tender. They are required to upload the scan copies of Demand Draft for Tender Document Fees and Earnest Money Deposit. Also, bidders are required to scan and upload any other documents related to their credentials and submit wherever asked online. The bidders have to prepare their commercial bid online during in this stage only and seal (Encrypt) and digital sign the online bid with their Digital Signature Certificates. The Bidders should take note of any corrigendum being issued on the web portal on a regular basis. They should view and note down or take a printout the Bid Hash submitted and ensure that it matches during "Re-Encryption of Bids" stage. The bidders will not be able to change their technical details and offer (rates) after expiry of due date and time on online portal.
- **Generation of Super Hash:** After the time of submission of Bid Seal (Hash) by the Contractors/Bidders has lapsed, the bid round will be closed and a "Digitally signed tender Super-Hash" will be generated by concerned LIC Department official. This is equivalent to sealing the tender box.
- **Re-Encryption of Bids:** Once the Generation of Super Hash stage is completed the Contractors/bidders have to decrypt their bids as they are in encrypted mode by their DSC and re-encrypt with Department user's Public Key which will be included in the e-Tender. During this process they need use their DSC for decryption of Bids and signing of Bid Hash once again for security. The electronic bids of only those Contractors/bidders who have submitted their bid seals (hashes) within the stipulated time, as per the tender time schedule (Key Dates), will be accepted by the system. A Contractor who does not submit his bid seal (hash) within the stipulated time will not be allowed to submit his bid (Re-Encryption). This stage could be considered as transfer of control to LIC Department user.
- Pre-bid discussion with all applicants as per key dates to clarify doubts of potential bidders in respect of this RFP. Any prospective bidder may, in writing seek clarification in respect of the bidding documents, However, last date of submitting clarification request shall be 2 (two) days before the schedule Pre-bid meeting

Opening of Tender (Electronic offers):

(a) Eligibility and Technical Bid shall be opened on the mentioned dates.

(b) The date of opening of Price Bid shall be intimated to the Eligible Bidders.

ANNEXURE K: Technical Evaluation Criteria

(For Eligible bidders meeting the: Minimum Eligibility Criteria (MEC) [Stage I Evaluation: As per Annexure E] & Compliance to Additional Mandatory Specifications as per Annexure R)

[Stage II Evaluation will include the Technical Scoring)

1. Eligible Bidders will be evaluated based on the Technical Scoring Criteria stated below. Only bidders scoring 70 or more will be considered to have qualified in the technical evaluation and shortlisted for further evaluation.
2. In case there is only one vendor having technical score of 70 or more, LIC may, at its sole discretion, also consider the next highest technical score and qualify such vendor provide the bidder score is above 60. In case, none of the participating vendors qualify on technical criteria and reach or exceed the cut-off score of 70, then LIC, at its sole discretion, may qualify two vendors on the basis of the top 2 scores.
3. However, LIC at its discretion may reject the proposal of the Vendor or will not consider vendor below cut off marks by relaxing as mentioned above, if in the LIC's opinion the Vendor could not present or demonstrate the proposed solution as described in the proposal or in case or the proposed solution does not meet the LIC's functional and technical requirement.
4. LIC reserves the right to call for any clarification, supporting documentary evidences from any / all bidder(s) during the evaluation of the bids. Such clarifications should be submitted only in writing. No other correspondence on bids will be entertained. LIC reserves the right refer analysts' reports, specs/information available in public domain. LIC reserve the right to validate the claims/submission from the public domain / analysts' reports.

Sr No	Evaluation Category	Parameter	Weightage (Marks)	Scoring Guidelines	Attachments/ Necessary Documentary Evidence Proofs (to the satisfaction of LIC)
1	OEM Maturity & Proposed Solution Track Record	Number of years since initial commercial release of the proposed product in India	10	1 Marks for every 2 years or part thereof.	

Sr No	Evaluation Category	Parameter	Weightage (Marks)	Scoring Guidelines	Attachments/Necessary Documentary Evidence Proofs (to the satisfaction of LIC)
2	Number of active Indian customers for proposed solution.	Number of active Indian customers with $\geq 10,000$ Endpoints	20	2 Marks for each client Additional 2 Marks for IRDAI/RBI Regulated Client	
3	Client Reference	The bidder shall submit two (2) written customer satisfaction letters on client letterhead, signed and dated, attesting to the successful implementation with $\geq 5,000$ Endpoints	10	5 Marks for each satisfactory and acceptable reference	
4	Make in India	Local content	10	100 % - 10 Marks $\geq 80\%$ - 8 Marks $\geq 50\%$ - 5 Marks	

Sr No	Evaluation Category	Parameter	Weightage (Marks)	Scoring Guidelines	Attachments/Necessary Documentary Evidence Proofs (to the satisfaction of LIC)
6	Security certifications	security and privacy certifications applicable to the proposed solution Product-level certifications	10	2.5 marks for each valid certification (i) ISO/IEC 27001 (Information Security Management System) (ii) CIS Benchmarks Certification (iii) ISO 9001:2015 (iv) PCI DSS & NIST Mappings	
7	Analyst Recognition	Analyst report / recognition for Product	10	Leader - 10 Marks Performer/Challengers/Visionary - 5 Marks	

Sr No	Evaluation Category	Parameter	Weightage (Marks)	Scoring Guidelines	Attachments/Ne cessary Documentary Evidence Proofs (to the satisfaction of LIC)
8	Product Capability	Single Integrated Product for all Specifications	10	Integrated Patch + Vulnerability + Script Deployment under single platform - 10 marks	
9	Technical Compliance Annexure S	Substantive Compliance to Technical	10	Excellent: 10 marks Very Good: 8 marks Good: 6 marks	
10	Single Purchase Order Value (from Indian Clients) Client name if under NDA can be masked.	PO Value for the OEM Components Product licenses/subs cription/ATS and OEM Led Implementati on.	10	₹10 crore and above - 10 Marks ₹ 5 crore and above - 8 Marks ₹ 2 crore and above - 6 Marks	
		Total	100	Qualifying Marks is 70	

Note: Technical Score will be based on the documentary evidences submitted by the bidder.

Signature of the Authorized Signatory

Name:

Designation:

Name & Address of the company:

Seal of the Company

Duly authorized to sign this Authorization on behalf of: [insert complete name of Bidder]

Dated on _____ day of _____ 2025

ANNEXURE L: Manufacturer's Authorization Form (MAF)

To,

The Executive Director (IT/DT),

Life Insurance Corporation of India

Central Office, IT Dept, 2nd Floor,

Jeevan Seva Annexe, S.V. Road,

Santacruz (West), Mumbai 400 054

Dear Sir,

We _____ (OEM) who are established and reputed manufacturers of _____ (Equipment) having factories/Depot at _____ and _____ confirms that, M/s _____ (Name and address of bidder) herein after referred as "Partner" wishes to participate in the Bid or Project stated above and has entered into an agreement for the purchase and resale of _____ (OEM) Products and/or Services. The Partner is entitled and authorized to do the following:

- Resell and/or distribute _____ (OEM) products and/or services in India to end users within that Territory.
- Bid, negotiate and conclude a contract with LIC of India for the above products/services manufactured or supplied by _____ (OEM).

_____ (OEM) will, within the scope of its agreement with its Authorized channels, provide product warranty services and support for _____ (OEM) products obtained through its Authorized channels for a period mentioned in the RFP referred above, from the date of installation at LIC of India.

We shall provide a 3-month pre-subscription deployment period ("Deployment Subscription") prior to the 'Go Live' and commencement of the 3-year commercial subscription term at no additional cost to LIC.

We confirm that entire implementation and configuration of the patch management solution is executed directly by the undersigned OEM and by OEM-deputed implementation specialists with proven experience in enterprise-scale deployments. We shall be fully responsible for:

-End-to-end solution design, installation, and configuration.

-Pre-go-live validations, UAT support, and onboarding of all required endpoints. Integration with existing tools, directories (e.g., AD, Red Hat IPA, Red Hat Satellite), ansible or other scripts and automation needed and infrastructure

Following go-live, we, the OEM shall provide dedicated post-go-live support for a minimum of 3 months, which includes:

- Onsite/offsite technical support
- Issue resolution and stability monitoring
- Performance optimization and fine-tuning
- Knowledge transfer and handholding of internal teams

This post-go-live 3 months phase will be OEM-led and not subcontracted to third-party service providers.

The products being sold under this RFP will be implemented after solution design and architecture by the undersigned OEM.

If you need any additional information, please contact Mr./Ms. _____ at _____ (Mobile no.) or _____ (e-mail ID).

Yours faithfully,

Name of person

For and on behalf of M/s _____

Designation

Contact Details

Date:

Place: (Name of Original Equipment Manufacturer - OEM) (Seal of the OEM)

ANNEXURE M: Format for Site Note Ready (SNR) certificate

Name of the Vendor			
Office & department where equipment's delivered			
Reference of LIC's Purchase Order No. and date		PO No.	Dated :
Make and Model of the equipment(s) which were delivered, physically verified and POST done was done	S.N o	Description of the equipment's	Serial Number of the equipment (if available)
	1.		
	2.		
Activities performed by the vendor		(Yes/No)	Remarks (if any)
Verification of the equipment's delivered with the Purchase Order :			
Power On Self-Test (POST) was successful			
The Box was sealed, stamped and signed after successful POST			
This is certified that, the delivery has been found correct as per the above referred Purchase Order and POST was successful. The equipments could not be installed because of the following reason(s) :			
Sl.No	Brief description of the reason of Site not being ready	Please Tick the reason(s)	
1	Location : Site/Place is not finalized (where the equipment is supposed to be installed)		
2	Any other reason (please specify) :		
Likely date of the site getting ready for installation (Please mention the date)=>			
Signature and seal of the Authorized LIC official		Signature of the Vendor's Engineer	
Name		Name	

Designation		Date :	Date	
SR Number		Place :	Contact No.	
E-Mail ID			E-Mail ID	
Note : <ul style="list-style-type: none"> The Site-Not-Ready (SNR) certificate has to be issued only when delivery of all the equipments (for that particular site) has been completed by the vendor for that site and POST was carried out successfully. If delivery is NOT complete i.e. either some parts are missing or are damaged then, SNR will not be issued and only the "Short-Shipment Form" shall be issued by LIC. 				

ANNEXURE N: Format for Short Shipment Form

SHORT SHIPMENT FORM (LIC)			
Name of the Vendor			
Office & department where equipments delivered			
Reference of LIC's Purchase Order No. and date-		PO No. Dated :	
On verification of the consignment for LIC's Networking equipments, following items/components were MISSING:			
Date of Delivery of the consignment		Dated :	
S.No	Description of Item:	Quantity as per the Purchase order	Quantity actually found/received.
1			
2			
3			
4			
5			
6			
7			
Comments by LIC (if any):			
Comments by Vendor's engineer (if any):			
Signature and seal of the Authorized LIC official		Signature of the Vendor's Engineer	
Name		Name	

Designation		Date :	Date	
SR Number		Place :	Contact No.	
E-Mail ID			E-Mail ID	

ANNEXURE O: Contract Form

(To be executed in a Rs. 500 or more stamp Paper)

'Life Insurance Corporation of India – RFP/Tender for Selection and Onboarding of OEM / System Integrator (SI) for Supply, Implementation, and Management of Patch Management Solution

Ref: LIC/CO/IT/DT/2025-26/RFP/PM dated 14.07.2025

This Agreement is made on this _____ day of _____, 2025 between

Life Insurance Corporation of India, a statutory corporation established under section 3 of Life Insurance Corporation Act 1956 and having its corporate office at "Yogakshema", Jeevan Bima Marg, Mumbai – 400 021, hereinafter referred to as "LIC" of the First Part,

And

<Name of vendor with address> hereinafter also referred to as "Vendor" of the Second Part.

WHEREAS

- LIC has issued a Request for Proposal ("RFP") bearing LIC-CO/IT-SD/RFP/2025-2026/PM dated 14.07.2025 for 'Life Insurance Corporation of India – RFP/Tender for Selection and Onboarding of OEM / System Integrator (SI) for Supply, Implementation, and Management of Patch Management Solution' for the purposes specified in the RFP.
- <Name of Vendor> Limited is desirous to take up the project for 'Life Insurance Corporation of India – RFP/Tender for onboarding System Integrator (SI) to Implement Patch Management Solution and for that purpose has submitted its technical and financial proposals in response to LIC's RFP vide the Vendor's proposal dated _____, subsequent

documents submitted on dates as described below and subsequent participation in Online Reverse Auction for the above RFP held on _____.

Sl. No.	Date	Event details
1.		
2.		
3.		
4.		
5.		
6.		
7.		
8.		
9.		
10.		
11.		
12.		
13.		
14.		
15.		

- C. LIC has evaluated the technical and financial proposals submitted by <Name of Bidder> and selected <Name of Bidder> as the successful bidder for 'Life Insurance Corporation of India – RFP/Tender for onboarding System Integrator (SI) to Implement Patch Management Solution' as outlined in its RFP, subsequent corrigenda / clarifications and replies to queries at the final rates quoted by the Vendor which are replicated below:

Commercial Bid document submitted by vendor after online reverse auction

- D. In consideration of the aforesaid premises, it is proposed to enter into an Agreement, which shall set forth the mutually agreeable terms and conditions under which LIC shall procure from the Vendor and the Vendor shall supply and /or provide to LIC, the Services and Deliverables for the said project.

NOW, THEREFORE, in conclusion of the foregoing and other good and valuable consideration, as well as the covenants and understandings hereinafter set forth, the receipt and adequacy of which are hereby acknowledged, the parties hereto agree as follows:

1. Project Reference Documents:

The following documents shall be read as forming part of this Agreement:

- The Request For Proposal (RFP) Reference No.: LIC-CO/IT/DT/2025-2026/PM dated 14.07.205
- Clarifications and Modifications to LIC's RFP for 'Life Insurance Corporation of India – RFP/Tender for onboarding System Integrator (SI) to Implement Patch Management Solution' as given below:

Date	Event Details

- c) The Eligibility, Technical and Commercial Proposals submitted by <Name of Bidder> in response to the above RFP.
- d) LIC's e-mail dated _____ giving the details of ORA as the next step of the RFP process.
- e) The outcome of ORA held on _____ in response to the above RFP.
- f) The price bifurcation submitted by <Name of Bidder> in response to the above RFP after conducting the ORA.

2. Project Duration, Scope of work and Time Lines

- g) <M/s. -----Name of Bidder> shall have the sole responsibility of undertaking and performing all the obligations specified in this Agreement within the prescribed timelines during the validity of the contract. <M/s. -----Name of Bidder> in response to the above RFP shall not sub-contract any partners to undertake and perform all or part of the obligations specified in this Agreement.
- h) <M/s. -----Name of Bidder> shall not copy, share or transmit through any media or method any project related information without prior consent of LIC. <M/s. -----Name of Bidder> in response to the above RFP shall deliver all the requirements as specified in the RFP.

3. Project Prices and Payments

- a) There shall be no changes in the commercials during the validity of the contract period.
- b) LIC shall make payments at the rates specified in this agreement and as per the payment milestones specified in the RFP and other terms and conditions of the RFP.

4. Miscellaneous

- a) Neither party shall publicize nor disclose to any third party, without the consent of the other party, either the price or other terms of this Agreement, except as may be necessary to comply with any laws or other obligations stated in this Agreement.
- i) This Agreement together with the project reference documents as stated in paragraph number 1 and which are annexed hereto constitutes the entire agreement between LIC and <M/s. -----Name of Bidder> in relation to the above RFP. If any term or provision of the said entire agreement is held to be illegal or unenforceable, the validity or enforceability of the remainder of the said entire Agreement shall not be affected.
- b) No variation in or modification of the terms of the Agreement shall be made except by written amendment signed by both the parties. Neither party's failure to exercise any of its rights under this Agreement shall constitute or be deemed a waiver or forfeiture of those rights.
- c) The effective date of the Contract shall be the date on which duly executed copies of this Agreement as specified in the RFP are received by LIC.
- d) Notwithstanding anything mentioned in this agreement, the clauses and deliverables mentioned in project reference documents as stated in the paragraph no. 1 will be treated as final and binding.

"IN WITNESS WHEREOF" the party of the First part and party of the Second part have hereunto set and subscribed their hand and seals hereunto affixed the day and year first hereinabove written.

SIGNED, SEALED AND DELIVERED

By _____

The Executive Director (IT-DT)
Of the within named **Life Insurance Corporation of India**,
The party of the first part above named

on _____ day of _____ 2025

In the presence of:

- 1)
- 2)

SIGNED, SEALED AND DELIVERED

By _____

The constituted and authorized representative of <M/s. -----Name of Bidder>, the party of the
second part above named

on _____ day of _____ 2025

In the presence of:

- 1)
- 2)

ANNEXURE P: Make in India Certificate

Bidder's Reference No. _____

Date.....

To,

The Executive Director (IT/DT)

Sub: RFP for Selection and Onboarding of OEM / System Integrator (SI) for Supply, Implementation, and Management of Centralised and Automated Patch and Vulnerability Management Solution

Ref: LIC-CO/IT-DT/2025-26/RFP/PM dated 14.07.2025

Dear Sir/Madam,

(To be certified by statutory auditor or cost auditor of the company (in the case of companies) for a tender value above Rs.10 crores giving the percentage of local content.)

1. In line with Government Public Procurement Order No. P-45021/2/2017-PP (BE-II) dated 16.09.2020 and its amendments, we hereby certify that we M/s _____ are local supplier meeting the requirement of minimum local content i.e., _____% against LIC Tender No. _____ dated..... We qualify as a _____ (Class-I or Class II) local supplier. Details of location at which local value addition will be made as follows: _____.
2. We also understand, false declarations will be in breach of the code of integrity under rule 175(1)(i)(h) of the General Financial Rules for which a bidder or its successors can be debarred for up to two years as per Rule 151(iii) of the General Financial Rules along with such other actions as may be permissible under law.
3. We have submitted the details indicating total cost value of inputs used, total cost of inputs which are locally sourced and cost of inputs which are imported, directly or indirectly with the commercial proposal.

Place:

[Signature of Statutory Auditor/ Cost Auditor]

Date:

Name:

UDIN:

Seal:

ANNEXURE Q: Format for Self-Declaration regarding 'local supplier' for Cyber Security Products**Format for Self-Declaration regarding 'local supplier' for Cyber Security Products**
(Should be submitted on Non judicial stamp paper)

Sub: RFP for Selection and Onboarding of OEM / System Integrator (SI) for Supply, Implementation, and Management of Centralised and Automated Patch and Vulnerability Management Solution

Ref: LIC-CO/IT-DT/2025-26/RFP/PM dated 14.07.2025

This is to Certify that the organization registered as with registration number do hereby solemnly affirm and declare as under:

That we agree to abide by the terms and conditions of the Notification issued by Ministry of Electronics and Information Technology (MeitY), Government of India no:

..... dated

That the information furnished hereinafter is correct and we undertake to produce relevant records before the procuring entity or any other authority so nominated by the Ministry of Electronics and Information Technology (MeitY), Government of India for the purpose of establishing ownership of the Intellectual Property Rights (IPR), legal existence and revenue accrual, local content for the cyber security products nominated by the aforesaid organization.

That all IPR which constitute the said cyber security product has been verified by us and we are responsible for the correctness of the claims made therein and we take complete responsibility of the same.

We agree to maintain all information regarding our claim(s) for IPR ownership, legal existence and revenue accrual, local content in the organization's record throughout the existence of the product and shall make this available for verification to any authorities specified by Government of India.

In case of any change in the IPR ownership, legal existence and revenue accrual, local content we will be accountable to inform Ministry of Electronics and Information Technology, Government of India within one week or before applying for any public procurement or before referring this order for taking any advantage which so ever occurs first.

That in the event of the cyber security product mentioned herein is found to be incorrect and not meeting the prescribed norms, based on the assessment of an authority so nominated by the MeitY, Government of India and we will be liable as under clause 7 (f) of Public Procurement (Preference to Make in India) Order 2019 for cyber security product.

1. Name and details of the organization nominating product under this order
(Registered Office, Manufacturing unit location, nature of legal entity)
2. Entity Registration Certificate number
 - a. Type of registration

3. Date on which this certificate is issued
4. Percentage of Royalty/License fee to be paid to other entity with respect to estimated cost of the product
5. Name and contact details of the unit of the manufacturer

For and on behalf of (Name of firm/entity)

Authorize signatory (To be duly authorized by the Board of Directors)

<insert Name, Designation and Contact No. and date>

ANNEXURE R: Additional Mandatory Specifications for Eligibility

Note: No changes/modification is permitted in the Format / Wordings. Any modification will lead to rejection of proposal

Sr. No	Particulars	Requirement	Compliance (Mention 'YES' for Compliance to Mandatory and Share details where required)	Remarks and Documentary Evidence. Public Available Datasheet / Specifications Document. Attach with proposal and share Url .
1a	Name of Proposed OEM's Solution : Proposed Version : Add ons : Initial commercial release date: Current version release date:	Provide Details		
1b	Name of OEM :	Provide Details		

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1c	<p>Make in India Status of Solution :</p> <p>Class-I Local Supplier</p> <p>local content equal to or more than 50%.</p> <p>a certificate from a statutory auditor or cost auditor is required.</p> <p>"Only Class-I as defined under the Public Procurement (Preference to Make in India) Order, 2017, and its subsequent amendments, are eligible to bid for this tender. Non-local suppliers shall be disqualified from participating."</p> <p>RFP requires only Class-I Local Suppliers, and the SI+OEM combined offer does not meet the 50% threshold, the bid will be disqualified.</p>	<p>Mandatory.</p> <p>Provide Details</p> <p>local content % :</p>		
1d	<p>Public Url for the Pricing of the Solution :</p> <p>And / Or</p> <p>One Client PO with Pricing details of the Proposed Solution with 50,000 Endpoints:</p> <p>(Client Should be referencable)</p>	Mandatory		

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1e	<p>Top 3 OEM Clients with minimum 25,000 Endpoints Count under Patch Management with</p> <p>Minimum one client with IRDAI/RBI Regulated Entity and</p> <p>Minimum one client with 50,000 Endpoints Count.</p> <p>Mention Client Name :</p> <p>Is Client IRDAI/RBI Regulated Entity:</p> <p>Solution Deployed :</p> <p>No of Endpoints :</p>	Mandatory		
1f	<p>CIS Benchmarks Certification</p> <p>Certified by CIS for compliance with CIS Benchmarks. supports CIS security profiles (Level 1/2) .</p>	Mandatory		
1g	<p>Product level Certification : ISO/IEC 27001 (Information Security Management System)</p>	Mandatory		
1h	<p>Product compliance with IRDAI, RBI, and CERT-In patch and vulnerability guidelines</p>	Mandatory		
1i	<p>Availability of Audit-ready reports for patch and vulnerability compliance</p> <p>Real-time dashboard & downloadable reports</p>	Mandatory		

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1j	Availability of Technical Support (L1-L3) from India	Mandatory		

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2a	<p>Operating Systems Patch Management</p> <p>Support for automated patch management for Windows, macOS, and Linux (RHEL, CentOS, Ubuntu, SUSE, Debian). All versions other than the OS OEM Marked End of Life Versions for which no longer security patches are released by OS OEMs.</p> <p>HIGH AVAILABILITY REQUIRED (DR Not required)</p> <p>Automatic scanning for missing OS patches.</p> <p>Deployment of critical, security, and non-security patches.</p> <p>Prioritize individual deployment of critical or security patches.</p> <p>Patch approval and scheduling mechanisms.</p> <p>Phased deployment and rollback capabilities (where supported).</p> <p>Pre and post-deployment scripting support for OS patches.</p> <p>Offline patching support and</p>	Mandatory		

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	<p>reporting.</p> <p>The solution shall be capable of integrating with one or more Active Directory structures when it is present.</p> <p>The offered Patch Management Solution should support centralized and or distributed architecture.</p> <p>HIGH AVAILABILITY: The Patch Management solution should support failover or redundancy.</p> <p>The Patch Management solution should not be machine or configuration dependent. The solution should work smoothly and independently irrespective of configuration and hardware.</p> <p>The solution should be able to determine if a patch has already been installed on a node. , even though it is assigned manually. It should have the capability to analyze the appropriate patches of the OS/ applications for the Desktop/ server in comparison to the latest available patches/ updates released by respective OEMs.</p> <p>The solution should be able to determine if a newer patch has been installed on a node in comparison to the latest available patches/ updates released by respective OEMs. If so, the solution shall treat</p>			

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	<p>the node as patched.</p> <p>The solution should be able to detect the required patches according to individual node's configuration.</p> <p>Allow users to postpone the deployment of a patch for a period of time determined by the administrator.</p> <p>The solution should be able to determine patch dependencies prior to deployment of patches to the nodes.</p> <p>Able to install all previously deployed patches automatically to computers that are subsequently added to the network.</p> <p>Able to cache the patches in the various Distribution points</p> <p>Able to re-deploy the patch on a computer automatically if the initial deployment is not successful or uninstalled by the user.</p> <p>The solution must allow console operators to spread the patch deployment over a pre- defined period of time to reduce the overall impact on network bandwidth.</p> <p>The solution must allow console operators to deploy multiple patches at one time without the need to restart the computers.</p>			

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	<p>The solution must be able to provide real-time (within minutes) patch deployment status monitoring.</p> <p>The solution must allow the console operator to define different patch deployment policies & create custom policies.</p> <p>The solution must allow the console operator to deploy patches without intervention from the users.</p> <p>The solution must allow the console operator to deploy patches to all computers or target specific computers to deploy the patches via a central console.</p> <p>All patches shall be tested based on standard practices before the patch information is made available and notifications shall be informed of any problems encountered during testing.</p> <p>Descriptions and severity levels of the patches shall be available within the Solution. A hyperlink to the patch information on software vendors' websites shall be provided.</p> <p>The solution must provide the ability to group computers manually and dynamically based on asset and software information.</p> <p>The solution should be able to delete the patch installation files</p>			

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	<p>from the nodes" hard disk automatically once the patch has been successfully applied.</p> <p>Administrator must be able to target the particular patch on all the machines with any specific properties. Machines with similar properties should allow patches to be applied to a select class of assets</p> <p>The Patch Management solution should support the IPs into groups IP range, Network Groups, Arrangement of Assets into groups, Identification of assets having similar configuration and OS etc.</p> <p>Patch Rollback : Solution shall identify computers needing a patch rollback and console operators monitor the process, and able to report if the rollback is successful.</p> <p>Solution shall identify the EOL OS machines among the managed devices.</p> <p>Solution shall support Out of window deployment for patching</p> <p>The system must be intelligent to check the relevance of the computer before deploying a patch after downloading on the endpoint</p> <p>The administrator must be able to target the particular patch on all the machines with any specific properties.</p>			

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2b	<p>Third-party Application Patch Management</p> <p>Built-in patching for commonly used third-party applications (e.g., Adobe, Java, Chrome, Firefox, Zoom, Notepad++, 7zip, etc).</p> <p>Auto-download and silent deployment of patches.</p> <p>Capability to define patch deployment rules and workflows.</p> <p>Custom patch creation and deployment for unsupported applications.</p> <p>Visibility into installed versions and patch history for each application.</p>	Mandatory		

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3	<p>Vulnerability Management - Scanning, Classification and Remediation</p> <p>Continuous endpoint scanning for vulnerabilities across OS and applications.</p> <p>Mapping to known CVEs with CVSS score.</p> <p>Classification of vulnerabilities (Critical, High, Medium, Low).</p> <p>Recommendation engine for prioritized remediation.</p> <p>Integration with patching module to auto-remediate vulnerabilities.</p> <p>Scheduled and on-demand scans.</p> <p>Vulnerability remediation tracking and audit trail.</p> <p>The offered solution should support the event-driven remediation i.e. automatically initiate the process on receipt of a critical patch.</p> <p>The offered solution should support policy-based remediation actions.</p> <p>The Patch Management solution should have the capability for Remediation i.e. continuously</p>	Mandatory		

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	<p>deploy, monitor, detect and enforce patch management policies.</p> <p>The solution should able to deploy any software/ files</p>			
4	<p>Custom Script Deployment</p> <p>Central repository to upload, organize, and version custom scripts (PowerShell, Shell, Bash, Python, VBScript).</p> <p>Script deployment support to Windows, macOS, and Linux endpoints.</p> <p>Scheduling of scripts (one-time, recurring, login-based).</p> <p>View and export execution status, logs, and output per endpoint.</p> <p>Controlled access to script execution based on role.</p>	Mandatory		

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5	<p>Custom Software Deployment</p> <p>Centralized deployment of custom and in-house applications using standard installer formats: .exe, .msi, .dmg, .pkg, .deb, .rpm.</p> <p>Pre- and post-installation command-line options and conditions.</p> <p>Silent install/uninstall without user interruption.</p> <p>Application deployment by device, group, or dynamic criteria.</p> <p>Installation status monitoring and error reporting.</p>	Mandatory		

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6	<p>Compliance Dashboard & Reporting</p> <p>Unified Compliance Dashboard that displays:</p> <p>Patch and vulnerability compliance per endpoint and group.</p> <p>Missing patch statistics by severity and classification.</p> <p>Compliance scores and security posture overview.</p> <p>Timeline views and remediation trends.</p> <p>Exportable reports in PDF/CSV formats.</p> <p>Compliance templates (ISO 27001, NIST, PCI-DSS, etc.).</p> <p>Automated report generation and scheduled email delivery.</p> <p>The solution should have the capability to generate report specific to one environment or should be capable of generating reports with an enterprise view.</p> <p>The solution should come along with standard reports and or can generate the customized reports as</p>	Mandatory		

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	<p>per business requirement.</p> <p>The solution should support the various reporting formats i.e. reports can be downloaded easily and or exported.</p> <p>The solution should have the ability to consolidate scan data and to produce a single report for the entire network.</p> <p>The solution should support the regulatory specific reports.</p>			

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7	<p>Remote Support Capabilities</p> <p>Secure Remote Desktop Access to endpoints with or without user consent.</p> <p>Multi-platform remote control: Windows, macOS, and Linux.</p> <p>File transfer during sessions (with audit logs).</p> <p>Session recording and remote session audit trail.</p> <p>Support for remote system diagnostics (Task Manager, CMD, Registry Editor, Services).</p> <p>Role-based access for remote support tasks.</p> <p>Chat and collaboration tools during support sessions.</p>	Mandatory		

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8	<p>On-Premise Deployment</p> <p>Fully on-premise deployment without dependence on public cloud.</p> <p>Central server model with optional distribution servers for remote offices.</p> <p>Scalability to support minimum 50,000 endpoints with reference client having active usage of solution.</p> <p>High Availability and Disaster Recovery supported for key components.</p>	Mandatory		
9	<p>Endpoint Agent</p> <p>Cross-platform agent with minimal performance impact.</p> <p>Auto-updatable agents.</p> <p>Secure TLS-encrypted communication.</p> <p>Offline patch scan and deploy capability (store-and-forward mechanism).</p>	Mandatory		

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10	Patch Repository & Bandwidth Management Local repository to cache and distribute OS and third-party patches. Support for bandwidth throttling and scheduling. Peer-to-peer patch sharing within LAN to reduce WAN usage.	Mandatory		
11	Security & RBAC Role-Based Access Control (RBAC) with custom privileges. Active Directory/LDAP integration for user and device grouping. Red Hat IPA Integration for RHEL Endpoints Full audit trail for all activities.	Mandatory		

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12	<p>Integration & Extensibility</p> <p>REST APIs for third-party tool integration (ITSM, SIEM, CMDB).</p> <p>Webhooks or event triggers for patch/vulnerability activity.</p> <p>Directory sync for endpoint inventory and user mapping.</p>	Mandatory		
13	<p>Endpoint Grouping & Targeting</p> <p>Static and dynamic grouping of endpoints based on filters (OS, location, business unit, etc.).</p> <p>Tag-based targeting for scripts, patches, apps, or configurations.</p> <p>LIC Organisation hierarchy and project wise mapping .</p> <p>Central office(1) , Zonal Office(8) , Division Office(113) , Branch office(2048) – As per Point 8: Current Environment</p> <p>Project Wise : eFEAP, ODS , DataWarehouse, Portal, eLife etc.</p>	Mandatory		

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14	Alerting & Notifications: Real-time alerts for patch failures, high-risk vulnerabilities, or compliance drifts. Email alerts configurable by severity, group, or endpoint.	Mandatory		
15	Licensing Model On-premise license model (subscription or perpetual). No mandatory internet or OEM cloud dependency. License should cover patching, vulnerability management, script, software deployment, and remote support as core modules.	Mandatory		
16	Regulatory Compliance Adherence to Indian data localization norms. CERT-In aligned logging, incident reporting, and traceability.	Mandatory		

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17	<p>Documentation & Training</p> <p>Comprehensive product manuals, administrator guides, and SOP documentation.</p> <p>The offered patch Management Solution should come along with all operational technical manuals along with other related documents.</p> <p>Onsite/remote training for IT administrators.</p> <p>Access to technical support with escalation matrix.</p>	Mandatory		

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18	<p>The selected OEM shall provide a 3-month pre-subscription deployment period ("Deployment Subscription") prior to the 'Go Live' and commencement of the 3-year commercial subscription term at no additional cost to LIC.</p> <p>In the event that the implementation and successful go-live of the solution is delayed due to reasons solely attributable to the OEM or its authorized implementation partner, the Deployment Subscription period shall be automatically extended by a duration equivalent to the delay period, at no additional cost to LIC.</p> <p>These licenses will be used exclusively for purposes of:</p> <p>Pre-production deployment Integration testing UAT (User Acceptance Testing) Performance/stress testing Staff training and familiarization</p> <p>The deployment licenses should be fully functional, support all proposed features/modules, and be technically identical to the production version to ensure a seamless transition to go-live.</p> <p>The OEM must ensure that support and updates (including bug fixes and patches) are provided for the deployment licenses during this</p>	Mandatory		

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	<p>period.</p> <p>The 3-month deployment license period shall commence upon formal written request by LIC and may overlap with final configuration and staging activities.</p>			
19	<p>Subscription Utilization Flexibility and True-Up/True-Down</p> <p>While the mentioned Subscription Quantities are indicative , actual subscription consumption may vary at the time of go-live or during subsequent renewals and there needs to be subscription utilisation flexibility. Subscription will be taken for the actual endpoint usage at the end of Deployment period of 3 months.</p> <p>At each annual renewal milestone, a true-up/true-down exercise shall be conducted based on actual endpoint usage (as validated through reports or deployment audit) and the subscription will be increased / decreased as per requirement.</p> <p>The subscription count and charges for the subsequent year shall be adjusted accordingly. Any endpoint using the subscription post go live in previous subscription year , for less than 90 days not be counted for charges and for 90 days and above will be counted for full year subscription charges.</p>	Mandatory		

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20	<p>LIC currently holds active patch management licenses for approximately 5,000 endpoints (servers) from ManageEngine, which were procured earlier by the respective project System Integrators . These subscriptions have unutilized validity periods ranging from 1 to 3 years.</p> <p>LIC may ask on mutually agreed terms, for commercial offset or credit mechanism for the remaining subscription periods (e.g., through discounts, subscriptions, or extended subscription terms) if migration to the new solution is required for such projects to have a common patch and vulnerability management solution.</p> <p>If migration is not feasible or mutually agreeable, the bidder must have a mechanism to incorporate these in the centralised dashboard for reporting and compliance during period of co-existence. LIC will require Phased onboarding post expiry of current subscriptions in such cases.</p>	Mandatory		

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21	<p>RENEWAL OF SUBSCRIPTION: PRICE VARIATION CLAUSE</p> <p>There would be no change in the subscription charges for the initial 3 years other than the quoted subscription charges in the bid.</p> <p>Subscription charges post 3 years will be revised by applying same discount percentage as offered in this proposal to the published pricing by the OEM as available prior to the renewal date. However any increase in the subscription charges post 3 years will be capped to maximum increase of 5% on annual basis.</p> <p>In case the published pricing by the OEM is not available , the revision will be based on mutual discussion subject to the following Maximum Price Change :</p> <p>Subscription fees upon renewal after the initial period of 3 years Not to exceed the maximum price change .</p> <p>Maximum Price Change: percentage change equal to the annual change in the index 'Price Index' (calculate by averaging the annual change of</p>	Mandatory		

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	<p>the price index for the four(4) fiscal quarters immediately preceding the date of the applicable fee increase ; provided that the maximum price change shall never be more than 5% five percent .</p> <p>The increase would be linked to Consumer Price Index (CPI) for Industrial Workers (IW) (All India General Index: Base 2016 = 100). There may be an increase in subscription rate post the initial duration of 3 subscription years. Which will be based on CPI index at the end initial contract period of 3 years over the previous year rate (i.e., difference in CPI of 2nd and 3rd year) during the extended period.</p> <p>The increment in subscription rate would be directly correlated to the increase in the Index over 12 months period of 2nd and 3rd year. For example, if the Index value are 120 at beginning of the year which increases to 123 at the end, thereby representing a 2.5% increase. The AMC rate would increase proportionately. However, if the Index value increases beyond 5%, the increase in payment of subscription rate would be capped at increase of 5% only.</p>			

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22	<p>Implementation Plan & Support Requirements</p> <p>OEM-Led Implementation and SI Led Sustenance Support</p> <p>The bidder must ensure that the entire implementation and configuration of the patch management solution is executed directly by the OEM and by OEM-deputed implementation specialists with proven experience in enterprise-scale deployments.The OEM shall be fully responsible for:</p> <p>End-to-end solution design, installation, and configuration.</p> <p>Pre-go-live validations, UAT support, and onboarding of all required endpoints.Integration with existing tools, directories (e.g., AD,Red Hat IPA, Red Hat Satellite), ansible or other scripts and automation needed and infrastructure.</p>	Mandatory		

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23	<p>Implementation Plan & Support Requirements</p> <p>Post-Go-Live Support Period (3 Months)</p> <p>Following go-live, the OEM shall provide dedicated post-go-live support for a minimum of 3 months, which includes:</p> <p>Onsite/offsite technical support</p> <p>Issue resolution and stability monitoring</p> <p>Performance optimization and fine-tuning</p> <p>Knowledge transfer and handholding of internal teams</p> <p>This post-go-live phase must be OEM-led and not subcontracted to third-party service providers.</p>	Mandatory		

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24	<p>Implementation Plan & Support Requirements</p> <p>Sustenance Phase Support</p> <p>After the initial 3-month post-go-live period, ongoing support during the sustenance phase (until the contract tenure ends) may be delivered by the OEM or OEM-authorized technical resources under the following conditions:</p> <p>OEM shall certify and authorize such technical personnel in writing.</p> <p>Any replacement of resources must be pre-approved by the purchaser.</p> <p>The OEM shall remain contractually accountable for service quality, SLA adherence, and periodic performance reviews.</p> <p>The bidder shall include a detailed resource deployment plan, with profiles and escalation matrix for both post-go-live and sustenance phases in the technical proposal.</p>	Mandatory		

Signature of the Authorized Signatory

Name:

Designation:

Name & Address of the company:

Seal of the Company

Duly authorized to sign this Authorization on behalf of: [insert complete name of Bidder]

Dated on _____ day of _____ 2025.

ANNEXURE S: Technical Compliance

All the requested services in the scope are to be provided by the bidder.

#	Technical Specifications	Compliance (Yes/No)	Remark
1	Proposed patch management solution must offer all the patching, application/ software delivery, license metering and asset inventory management capabilities, for Windows and non-windows operating system. The OS may be all the flavours of Windows client OS(Windows 7 and above and all future versions), all flavours of Windows Server OS, all flavours of Linux Server OS, all flavour of UNIX server OS. Guest OS in VMs (Using any hypervisor like VMware/ Hyper V/ Citrix etc.). All critical application/software must also be patched as soon as patch/upgrade is available. Solution must support Intel and AMD CPUs both x86 and x64 architecture.		
2	Proposed solution should do granular filtering of software patches based on environment requirements		
3	Proposed solution should identify, schedule, deliver and track operating system and automate patch delivery.		

#	Technical Specifications	Compliance (Yes/No)	Remark
4	Proposed solution should provide end-point security with automated OS and application patch management.		
5	Proposed solution should remedy vulnerabilities and enforce security policies.		
6	Proposed solution should schedule periodic scans to identify missing patches		
7	Proposed solution should identify and download missing patches from vendors' websites		
8	Proposed solution should download required patches and create tasks to schedule patch deployments		
9	Proposed solution should be supported for deployment of patches at end-points and servers		
10	Proposed solution should provide industry recognized vulnerability scanning and reporting for the purposes of integrated remediation of non-compliance		
11	Proposed solution should have bundled reporting software so no third party tools would be required to customize reports		
12	Proposed solution should be able to provide audit reports.		
13	Proposed solution should be capable of providing Asset Management List with details of all the Hardware and/ or software installed on LIC's network as and when required by the LIC		
14	Proposed solution should be capable of integrating with one or more Active Directory structures whenever required		
15	Proposed solution should have the ability to throttle bandwidth, either statically or dynamically. The throttling capability must support up and down stream throttling for both the server and agents		
16	Proposed solution should be capable of using existing client computers as distribution points at remote sites without the need of allocating dedicated servers.		
17	Proposed solution should support centralized architecture.		
18	Proposed solution should be able to deploy patch management agent as well as the patches with the help of IP addresses / host name.		
19	Proposed solution should have the ability to do centralized patch management for PCs, Servers, mobile device like Laptops and Surface Device		
20	Proposed solution should be able to install package through following mechanisms: Push, Pull, User Self Service		
21	Proposed solution should support virtualized environment		

#	Technical Specifications	Compliance (Yes/No)	Remark
22	Proposed solution should provide remote agent deployment utility for installing agents remotely. The tool should be able to use Active Directory or Local Administrator Authentication for deploying agents to remote computers		
23	Proposed solution should provide easy to use in-place upgrade procedures for all components through the console		
24	Proposed solution should have native support for high level of encrypted communications without any dependency on additional software, hardware, third party certificates or Certificate Authority		
25	Proposed solution should support the IPv4 & IPv6		
26	Proposed solution should support centralized administration, role-based access control and administration without much load on the network		
27	Latest fixes/ updates should automatically be downloaded to the patch management server on the same day that the patch is made available on software vendors' websites.		
28	All the patches downloaded must be applied to the endpoints (all devices like servers, laptops and PCs) after successful testing to avoid any disruption in services		
29	There should be a UAT set-up where every patch is to be tested before actual installations at endpoints or servers.		
30	If any information or payload (e.g. Patch Metadata or Patch binaries) is downloaded from internet, then the integrity of all such content must be verified by the proposed solution using checksums to ensure that the content downloaded has not been modified or corrupted. File checksums and file sizes must be compared to make sure that the downloaded file is intact and unchanged		
31	Proposed solution should be able to determine if a patch has already been installed on a node, even though it is assigned manually. Proposed solution should have the capability to analyse appropriate patches of the OS/ applications for the Desktop/ server in comparison to the latest available patches/ updates released by respective OEMs		
32	Proposed solution should be able to detect the required patches according to individual node's configuration		
33	Proposed solution should allow users to postpone the deployment of a patch for a period of time determined by the administrator		
34	Proposed solution should support event-driven remediation i.e. automatically initiate the process on receipt of a critical patch		
35	Proposed solution should support rollback of patches and service packs applied		

#	Technical Specifications	Compliance (Yes/No)	Remark
36	Proposed solution should have the capability for remediation i.e. continuously deploy, monitor, detect and enforce patch management policies		
37	Proposed solution should support easy integration with enterprise Wide area Network (WAN) i.e. providing vulnerability assessment, device discovery etc. as per the IP address/host name/ domain		
38	Proposed solution should be able to deploy any software/ files through the patch management solution		
39	Proposed solution should have the capability to generate report specific to one group of servers/endpoints or should be capable of generating reports with an enterprise view		
40	Proposed solution should be able to verify if the patches on desktop are correctly installed by confirming that the vulnerability has been remediated		
41	Proposed solution should come along with standard reports and should generate customized reports as per business requirement		
42	Proposed solution should support various reporting formats i.e. reports can be downloaded easily and or exported		
43	Proposed solution should have the ability to consolidate scan data and to produce a single report for the entire network		
44	Proposed solution should support regulatory specific reports		
45	Proposed solution should be able to manually group computers together for deployment of patches. Proposed solution should provide the ability to dynamically group computers based on asset and software information		
46	Proposed solution should support the grouping of patches into a 'baseline' which can take the form of monthly patch bundle e.g. 'Critical Patches'		
47	Proposed solution should be able to re-deploy the patch on a computer automatically if the initial deployment is not successful and even if the deployed patch is un-installed by the user		
48	Proposed solution should support granular control over re-boot process after patch deployment like prompting user, allowing user to differ, rebooting immediately if no one has logged on, etc		
49	Proposed solution should come along with all operational technical manuals along with other related documents		
50	Proposed solution should be able to identify the computers that have installed the patch that is to be rolled back on need basis and rollback updated patches on need basis.		
51	Proposed solution should be able to provide real-time (within minutes) patch deployment status monitoring		

#	Technical Specifications	Compliance (Yes/No)	Remark
52	Proposed solution should allow console operator to deploy patches to all computers via a central console without intervention from the users or allow console operator to target which computers to deploy the patches to		
53	Proposed solution should allow console operators to spread the patch deployment over a pre-defined period of time to reduce overall impact to network bandwidth		
54	Proposed solution should be capable of generating reports on patches deployed, when, by whom, to which endpoints, etc.		
55	Proposed solution should be able to identify systems with non-patched vulnerability conditions		
56	Proposed solution should allow the console user to deploy actions to remediate against the vulnerabilities identified		
57	Proposed solution should have the dashboard to drill down to show details for both compliant and non-compliant systems, including but not limited to, non-compliant controls, component name, category, identifier and type		
58	In the proposed solution, information reported should not be more than 1-7 days old for devices that are active on the network		
59	The reporting module should contain, but not limited to, the following reports: (i) Progress of all patches applied (ii) Patch Compliance report for selected month /System (iii) Patch Compliance report for single patch (iv) Number of vulnerabilities detected by month; (v) Total number of computers managed and the distribution of these computers;		
60	Proposed solution should allow console operators to export report in CSV, PDF,XLS & HTML format		
61	Proposed solution should allow console operators to customize and save the reports without the use of third party reporting tools		
62	Proposed solution should allow console operators to drill-down from the report to the specific computers		
63	Proposed solution should allow console operator to trigger alerts when user defined conditions are met		
64	Proposed solution should generate both pre-packaged and custom, wizard generated reports like compliance reports can be generated for one month patches or one particular patch on all system or on one system		
65	Proposed solution should be capable of software distribution and installation e.g. Chrome patches, MS Office patches		

#	Technical Specifications	Compliance (Yes/No)	Remark
66	Proposed solution should have automatic patch management and deploy patches for various platforms including Windows, Linux, Unix as per RFP		
67	In the proposed solution reports should be scheduled to be run and sent to administrators at specified times and intervals		
68	In the proposed solution, reports should be viewed online		
69	In the proposed solution, reports should be downloaded in CSV, PDF, TXT and XML formats		
70	In the proposed solution, reports should be sent through emails		
71	The proposed solution should support proper business continuity plan		
72	Vendor should provide interface to integrate to multiple monitoring and reporting tools.		
73	The proposed solutions should conform to best practices to ensure minimum 99.5% service availability		
74	The Bidder should have premium support arrangements with the respective OEM. The successful bidder should have back to back agreement with the OEM for troubleshooting, patching, support through call centre or customer web portal and any other services which LIC is entitled to obtain from the OEM. The Bidder and LIC should be able to log a call with the OEM directly.		
75	The bidder should submit the future roadmap of at least 5 years of the respective OEM regarding development and support of proposed solutions/ products.		
76	The successful bidder shall handle all matters including the configuration, implementation, operation, monitoring, management and maintenance of the proposed solution.		
77	Bidder must have valid licenses and ATS contract with the OEM for all the Software used to implement the proposed solution		
78	The software supplied by the vendor should be of latest versions.		
79	Bidder should provide updates, patches, rollups for all software supplied including operating system and should update the same immediately after its release. Back to back OEM support for all Software and updates to current Version is required to be provided. OEM authorization, partner status and back to back support document is to be submitted as part of eligibility bid.		
80	All critical patches for all software supplied should be applied to end points within 15 days or as per the recommended timeline (whichever is lower) mentioned by OSD/OEM of release of critical patches		
81	The proposed solution should be scalable to handle at least 50% above the current requirement.		

#	Technical Specifications	Compliance (Yes/No)	Remark
82	Solution must provide device network discovery and inventory of all hardware and software connected to your network, including computers, servers and non-computing network devices. The support platform must include, but not limited to Windows, Mac, Linux, Chrome OS etc. Should also Discovery VM's and its resources by integrating with VMware ESXi hosts, vCenter Servers and Hyper-V Servers		
83	Solution must provide IT asset management for comprehensive asset tracking and compliance reporting		
84	Solution should allow to import offline asset inventory and allow inventory through Barcode scanning		
85	Solution must provide the interactive Asset Dash Board for high-level overview of your asset usage for quick review of assets usage and maintain the licenses associated with for avoiding unnecessary renewals		
86	Proposed solution should be capable of Asset allocation to single user, Asset allocation to multiple user, Asset allocation to project, Asset allocation to department, Asset allocation to location, Bulk Allocation of Assets, Asset Return & Re-Allocation process		
87	Solution must provide the options to manage and maintain Software compliance under software inventory and provide the information on vendor agreement for usage information		
88	Ensure the solution incorporates a software catalog feature that enables the flexible management of software items, allowing adherence to company policies by facilitating the control of license compliance based on defined permissions and restrictions		
89	Proposed Solution must support Agent for Windows, Mac OS X & Linux OS (Redhat, CentOS, Ubuntu, SUSE) Operating Systems		
90	Proposed Solution should support SNMP (ver 1,2,&3) template for monochrome and color printer devices to configure Low toner, paper jams, fuser issues, and other problems, Should support WinRM and SSH agent tunnel to discovery, provisioning and inventory actions and Solution should support to display warranty information of Dell, HP and Lenovo devices		
91	Proposed solution must be pre-integrated bundle of distributed management capabilities, operating environment and application software via a Web-based Solution which can be installed on VMware or Hyper-V or AHV Hypervisor over any Hardware and Solution must provide web-based administration via any device (PC, tablet, handheld) using a supported web browser		

#	Technical Specifications	Compliance (Yes/No)	Remark
92	Proposed Solution must provide native Mobile App that allow users or administrator to connect using mobile device running on Android or IOS and Solution must provide multi tenancy functions to allow remote site's administrator to view and manage their own device within organization and also facilitate super admin to be able to view and manage all connected devices.		
93	Proposed Solution must support Role-based access control to allows administrators to restrict actions to users based on the devices associated with their user role, Solution must be able to work with networking customization such as routing tables and subnet access control list and Solution must support Real-time LDAP or Active Directory integration with incorporating of LDAP groups for labels		
94	Proposed solution should have native ticketing /service desk feature and should not have restrictions on technician license		
95	Proposed solution should support Bandwidth throttling and synchronization to minimize network impact		
96	Proposed Solution must provide Wake-on-LAN capabilities for device for after-hours maintenance regardless of location either using remote agent or from central console , Solution must provide One-click software upgrades and Solution must be able to Integrate with remote access software to control computer clients remotely to allow administrators to shut down, restart, hibernate, lock computers		
97	Solution should provide comprehensive reporting of all modules with several format like HTML, CSV, TXT, XLS, PDF		
98	Solution must provide authentication, permissions and administrative rights management through role-based management with read, write and hidden access including integration with Single Sign on Platform like Microsoft, Azure or Google G-Suite or using SAML 2.0		

#	Technical Specifications	Compliance (Yes/No)	Remark
99	<p>The proposed solution is required to meticulously verify the patch metadata generated by each content source. It should rigorously validate both patch installation and uninstallation processes, ensuring that the deployment does not compromise the stability of the targeted operating systems and applications. The OEM of the proposed solution is expected to conduct thorough testing and verification of patches against the following parameters before making them available for download to the central site. The criteria include:</p> <ol style="list-style-type: none"> Confirming the deployability of the patch package. Ensuring the suppress-reboot functionality operates as intended. Validating the uninstallation functionality. Verifying that on-demand package caching is functional and can be triggered from endpoints. Confirming the effectiveness of automatic deployment scheduling. Utilizing SHA1 and MD5 checksums to ensure the integrity of the patch package. Eliminating false positives in the detection of the digital fingerprint. Verifying that patch content aligns with mandatory baselines. Displaying vulnerabilities accurately in the Update Server, ensuring correct representation. <p>This rigorous pre-download testing approach is intended to ensure the delivery of safe patches, subsequently saving time in User Acceptance Testing (UAT) and verification processes</p>		
100	<p>The solution must facilitate secure external communication between the client and server connections, permitting LIC to exclusively expose agent traffic either publicly or via the DMZ Zone</p>		
101	<p>The Proposed solution should support TLS 1.3 & SSL Certificate to validate the integrity of the connection , Communication between the Agent and the server should be over a tunnel which is encrypted using the TLS 1.3 protocol & provide Traffic Control for bandwidth at each client</p>		
102	<p>The solution should provide wizard-based or silent, deployment or removal of software installed on inventory systems without the use of 3rd party software.</p>		
103	<p>The solution shall support corporate, VPN, and internet-connected users. There should not be the need to purchase additional software/hardware to support users not connected to the corporate network.</p>		

#	Technical Specifications	Compliance (Yes/No)	Remark
104	Software license compliance to view over-licensed and under-licensed software used in the network		
105	User can access the application through their native Mobile app.		
106	Single Client License should allow Solution to Capture all the VM's running on Hypervisors like VMware or Hyper-V to get details of VM's Inventory		
107	Solution should provide Windows Client Agent with Defender integration to allow administrators to quickly review the current state & perform actions to scan, update signatures in one-click from Central Console for any Client machines		
108	The Session Tracking method within the Central Server System Console is essential for securing the system, ensuring visibility into user access and their respective locations		
109	The proposed solution must be able to continuously assess and remediate while on or off the network related to patch management		
110	Solution should have inbuilt reporting without third party tools to customize reports, should allow console operators to export report in CSV,PDF,XLS & HTML format. Also ready report to identify Windows 11 Readiness among the inventory of devices		
111	The solution should be capable to capture audit logs like (UI User authentication, SAML authentication, SSH/console login, Mail logs, FTP logs, Inventory MIA) etc, and should be able to forward logs to remote syslog server		
112	The proposed solution should have inbuilt anti-virus feature, which scans all attached document and snapshots within service desk		

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