

**Life Insurance Corporation of India  
Central Office, Mumbai**



**Pre-bid Query Response - 1 Ref : LIC/CO/IT/DT/2025-26/RFP/PM/PBR dated 23 July 2025**

**Life Insurance Corporation of India – RFP for selection and onboarding of OEM / System Integrator (SI) for Supply, Implementation, and Management of Centralized and Automated Patch and Vulnerability Management Solution. Ref: LIC/CO/IT/DT/2025-26/RFP/PM Date: 14.07.2025**

This is with reference to the RFP released by the Life Insurance Corporation of India captioned above.

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
1				Bidder must have minimum 2 active Indian Clients with proposed OEM's Solution with minimum of 5000 Endpoints each.	Bidder/OEM must have minimum 2 active Indian Clients with proposed OEM's Solution with minimum of 5000 Endpoints each.	Please refer Corrigendum

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2					We do not have VM scan in the same PM agent, can we provide both VM & PM as a integrated bundled solution ? Also Tenable has out of the box integration with other Patch Mgmnt companies . Can we submit the bid in partnership with other OEM? i.e Vulnerability Mgmnt from Tenable and Patch Mgmnt from other OEM.	The bidder can propose two OEM as an integrated bundled solution, as long as it meets all the terms and conditions and functionality mentioned in the RFP.
3					Is a mobile app mandatory requirement ? We have SMTP integration & alert creation . Can these 2 be suffice ?	Please refer Corrigendum
4					Is PM mandatory for printers & servers ?	Not Required
5					Is EDR mandatory along with the PM solution ?	No EDR is not required
6					Can we please have separate marking for Patch Management and Vulnerability Management.	Please adhere to the RFP clause
7					We are not able to find Vulnerability specific Technical Specifications. Can you please share the VM specific technical specifications.	Please adhere to the RFP clause

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8					PO Value for the OEM Components Product licenses/subscription/ATS and OEM Led Implementation : Can we please reduce the bracket for the order values.	Please adhere to the RFP clause
9	Table A: Eligibility Criteria		96	Bidder must have minimum 2 active Indian Clients with proposed OEM's Solution with minimum of 5000 Endpoints each	This clause effectively binds the bidder to have prior experience specifically with the proposed OEM, despite the fact that the tender already includes a separate and sufficient qualification criterion for the OEM itself. Such a condition is restrictive in nature and contradicts the spirit of the PPP-MII policy as outlined in DPIIT Notification No. P-45014/33/2021-BE-II (E-64737), which discourages discriminatory clauses against local suppliers and bidders. We respectfully request that this clause be removed or suitably relaxed, allowing bidders the flexibility to propose any technically compliant OEM without being penalized for the OEM's install base with the bidder, especially when the OEM's credentials are already being separately evaluated. This will ensure a level playing field and foster broader participation.	Please refer Corrigendum

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10	Table A: Eligibility Criteria		96	The proposed OEM product should have been successfully deployed in an Indian organizations for minimum 50000 endpoints .	<p>We respectfully request the authority to consider modifying the pre-qualification criteria for Class 1 ‘Make in India’ OEMs, in line with the Government of India’s directives under Notification <b>No. P-45014/33/2021-BE-II (E-64737)</b> from the Department for Promotion of Industry and Internal Trade. This notification clearly instructs all procuring agencies to ensure tender conditions are compliant with the PPP-MII order and do not impose restrictive or discriminatory clauses against local suppliers.</p> <p>In light of this, we propose amending the clause to: “The proposed OEM product should have been successfully deployed in Indian organizations (government or private) for a minimum of 20,000 endpoints.” This change will promote wider participation from capable Indian OEMs, support domestic manufacturing, and uphold the spirit of the Atmanirbhar Bharat initiative while maintaining the technical integrity of the requirement</p>	Please adhere to the RFP clause and Corrigendum

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11	ANNEXURE S: Technical Compliance		157	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.	Please modify the clause as per the following  "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 11 and above and all future versions), all flavours of Windows Server OS, all flavours of Linux Server OS, all flavour of UNIX server OS. <del>Guest OS in VMs (Using any hypervisor like VMware/ Hyper V/ Citrix etc.).</del> 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."	Please adhere to the RFP clause
12	ANNEXURE S: Technical Compliance		158	Proposed solution should remedy vulnerabilities and enforce security policies.	Please modify the clause as per the following  "Proposed solution should <b>detect</b> vulnerabilities <del>and —enforce security policies.</del> "	Please refer Corrigendum

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13	ANNEXURE S: Technical Compliance		163	Solution must provide the options to manage and maintain Software compliance under software inventory and provide the information on vendor agreement for usage information	Please define the software compliance usecase requirement in detail	Please refer Corrigendum
14	ANNEXURE S: Technical Compliance		163	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	This feature is considered as a part of monitoring software feature, we request you to remove it from patch management requirement.	Please refer Corrigendum
15	ANNEXURE S: Technical Compliance		164	Proposed solution should have native ticketing /service desk feature and should not have restrictions on technician license	Please define the technician count.	As mentioned in the RFP, the number of users required are 150.

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16	ANNEXURE S: Technical Compliance		165	<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> <ul style="list-style-type: none"> <li>a. Confirming the deployability of the patch package.</li> <li>b. Ensuring the suppress-reboot functionality operates as intended.</li> <li>c. Validating the uninstallation functionality.</li> <li>d. Verifying that on-demand package caching is functional and can be triggered from endpoints.</li> <li>e. Confirming the effectiveness of automatic deployment scheduling.</li> <li>f. Utilizing SHA1 and MD5 checksums to ensure the integrity of the patch package.</li> <li>g. Eliminating false positives in the detection of the digital fingerprint.</li> <li>h. Verifying that patch content aligns</li> </ul>	<p>Please modify the clause as per the following</p> <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> <ul style="list-style-type: none"> <li>a. Confirming the deployability of the patch package.</li> <li>b. Ensuring the suppress-reboot functionality operates as intended.</li> <li>c. Validating the uninstallation functionality.</li> <li>d. Verifying that on-demand package caching is functional and can be triggered from endpoints.</li> <li>e. Confirming the effectiveness of automatic deployment scheduling.</li> <li>f. Utilizing SHA1 and MD5</li> </ul>	<p>Please adhere to the RFP clause</p>

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				<p>with mandatory baselines.</p> <p>i. Displaying vulnerabilities accurately in the Update Server, ensuring correct representation.</p> <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>	<p>checksums to ensure the integrity of the patch package.</p> <p><del>g. Eliminating false positives in the detection of the digital fingerprint.</del></p> <p>h. Verifying that patch content aligns with mandatory baselines.</p> <p>i. Displaying vulnerabilities accurately in the Update Server, ensuring correct representation.</p> <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>	



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17	ANNEXURE S: Technical Compliance		166	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	This feature is not considered as a standard feature for patch management requirement. we request you to remove it from patch management requirement.	Please adhere to the RFP clause
18	ANNEXURE S: Technical Compliance		166	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	This feature is not considered as a standard feature for patch management requirement. we request you to remove it from patch management requirement.	Please refer Corrigendum
19	ANNEXURE S: Technical Compliance		166	The proposed solution should have inbuilt anti-virus feature, which scans all attached document and snapshots within service desk	This feature is not considered as a standard feature for patch management requirement. we request you to remove it from patch management requirement.	Please refer Corrigendum
20	6.2		Page 35	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.	As per industry standard the min uplift is 10-15 % and there is no guarantee of OEM uplift policy, request you to kindly change the max to 15%.	Please adhere to the RFP clause
21	3.3		Page 16	Objective	Please clarify 150 Users are for admin or normal user	As mentioned in the RFP, the number of users required are 150, which are the

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
						users who will access the admin console of the solution from offices spread across India. The organisational structure is already mentioned in the RFP.
22	ANNEXURE Point 6	E	Page 94 Eligibility Criteria	Bidder must have minimum 2 active Indian Clients with proposed OEM's Solution with minimum of 5000 Endpoints each.	Bidder must have minimum 2 active Indian Clients with proposed OEM's Solution with minimum of 5000 Endpoints OR Bidder must have at least 1 active Indian Client with proposed OEM's Solution with minimum of 10,000 Endpoints	Please refer Corrigendum
23	ANNEXURE Point 3	K:	Page 112 Technical Evaluation Criteria	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	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 OR The bidder shall submit one (1) written customer satisfaction letters on client letterhead, signed and dated, attesting to the	Please refer Corrigendum

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					successful implementation with >= 10,000 Endpoints	
24	Device Count and Scope:				<p>Please confirm the total number of endpoints (desktops, laptops, iPads, surface devices) and servers that will be managed by the solution.</p> <p>The current numbers provided are 65,000 endpoints and 5,000 servers. Is this the definitive scope for the initial deployment and subsequent management?</p>	<p>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</p>

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						usage at the end of employment period of 3 months.
25	Device Platform Bifurcation:				For the specified endpoints and servers, please provide a detailed breakdown of the operating system platforms. For example, how many are Windows desktops/laptops, macOS, Linux (RHEL, CentOS, Ubuntu, SUSE, Debian), Windows Servers, Linux/Unix Servers, OEL OS, Databases, Web Servers, etc.?	The details of the same will be provided to the successful bidder.
26	Active Directory and Directory Services Integration:				Please confirm the version details of the Microsoft Active Directory currently in use. Is integration with Red Hat IPA and Red Hat Satellite required for RHEL endpoints?	The details of the same will be provided to the successful bidder.
27	Scripting Requirements:				What types of scripting languages are expected for custom script deployment and automation (e.g., PowerShell, Shell, Bash, Python, VBScript, YAML)?	Please refer the RFP clause "Custom Script Deployment" on Page 139. Please note, the scripting languages

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						provided in the captioned clause are indicative. LIC may ask the successful bidder for support on additional scripting languages.
28	OS Deployment Capabilities:				Please provide more details on the expectation for "unicast and multicast OS deployment." Are there specific requirements for bare metal imaging or re-imaging existing devices?	The query is not clear
29	Compliance Requirements for Patching:				Please specify any particular compliance requirements (e.g., PCI DSS, HIPAA, GDPR, ISO 27001, IRDAI, RBI, CERT-In guidelines) that dictate your patching and vulnerability management requirements.	The proposed solution should be capable of meeting the compliance requirements of the following but not limited to - IRDAI, RBI, NCIIPC, GDPR, DPDPA, PCI DSS, Cert-In, SEBI, ISO

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						27001, HIPAA or compliance requirement by any other regulatory body and its modifications from time to time.
30	Missing Features/Points in Features Section:				The provided features list in the initial query had points 3 and 4 missing. Please clarify if these points were intended to be part of the overall features and provide their details, or confirm their removal.	The query is not clear
31	Vulnerability Management System Integration:				Beyond the general integration with SIEM, ITSM etc., is integration with specific vulnerability management systems like Tenable, Qualys, or Rapid7 required? If so, please specify which tools and the nature of the integration.	Vulnerability Management is a part of this RFP.

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32	Clarification on Monitoring and Automation Capabilities:				<p>Heat Maps (Resource and Issue Hotspots): What specific data points or metrics are expected to be visualized as hotspots? Are there preferred tools ? or is this a functional requirement?</p> <p>Health Indicators (Node, Service, and System Status): What are the key health indicators for nodes, services, and systems that need to be monitored and displayed? Are there preferred tools ? or is this a functional requirement?</p> <p>Forecasts (Ticket Volumes, Resource Usage): What types of forecasts are required for ticket volumes and resource usage? Are there preferred tools ? or is this a functional requirement?</p> <p>Root Cause Panels (Event Correlation Drill-downs): What level of detail and automation is expected for root cause analysis through event correlation? Are there preferred tools ? or is this a functional requirement?</p> <p>Automation Triggers (Playbook Initiation and Resolution</p>	Please adhere to the RFP clause

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					Tracking): What types of automation triggers are expected for playbook initiation and resolution tracking? Are there preferred tools ? or is this a functional requirement?	



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33	Overall Feature Confirmation and Additional Requirements:				<p>Please confirm if the following are the overall features, you are looking for in the solution:  Patch management  Software distribution  Inventory management  Remote Control  OS deployment and bare metal imaging</p> <p>Are there any other feature requirements not listed above that the solution should possess?</p>	Please adhere to the RFP clause
34	Critical Vulnerability Patching and Remediation:				<p>Please describe your current process for handling critical vulnerability patching (e.g., zero-days, high-severity CVEs).</p> <p>What is your typical remediation time for these critical vulnerabilities?</p>	The details of the same will be provided to the successful bidder.
35	Current Patch Management Process:				<p>Please describe your existing patch management process, including:  Tools currently in use (e.g., ManageEngine for 5,000 servers).  Frequency of patch deployments (e.g., critical patches, regular updates).</p> <p>Any specific workflows or approval processes.</p>	The details of the same will be provided to the successful bidder.

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36	Additional Device Details for Reporting:				Beyond basic device inventory, what other specific details about devices are required for reporting (e.g., hardware specifications, installed software with versions, usage patterns, network configurations, security configurations, warranty information for specific OEMs)?	The details of the same will be provided to the successful bidder.
37	On-Premise vs. Cloud Deployment:				The RFP states "OnPremise on LIC's Private Cloud" and "Fully on-premise deployment without dependence on public cloud." Please confirm that any proposed solution must be entirely on-premise and not leverage any public cloud services for core functionality or data storage.	Fully on-premise deployment without dependence on public cloud. Central server model with optional distribution servers for remote offices.

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38	Red Hat Enterprise Linux (RHEL) Specifics:				<p>For the RHEL OS endpoints, are there specific requirements for automated remediation of patch, vulnerability, and configuration compliance using enterprise-grade tools?</p> <p>What types of scripts (Bash, Python, YAML) are expected for configuration enforcement and compliance checks for RHEL?</p> <p>Is integration with Red Hat Satellite required for RHEL endpoints?</p>	Please adhere to the RFP clause
39	Licensing Model:				<p>Please confirm that a purely on-premise license model (subscription or perpetual) is required, with no mandatory internet or OEM cloud dependency for core functionality.</p> <p>The license should cover patching, vulnerability management, script deployment, software deployment, and remote support as core modules.</p>	Please adhere to the RFP clause

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40	Existing Patch Management Licenses:				<p>Regarding the existing ManageEngine patch management licenses for 5,000 servers, is there a strong preference for a commercial offset or credit mechanism for remaining subscription periods if migration to the new solution is required? If so, what mechanisms are acceptable (discounts, extended terms)?</p> <p>If migration is not feasible, what is the expectation for incorporating these existing licenses into the centralized dashboard for reporting and compliance during a co-existence period?</p>	Please adhere to the RFP clause

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41	OEM-Led Implementation and Post-Go-Live Support:				<p>Please confirm the mandatory requirement for OEM-led implementation and configuration of the patch management solution, executed directly by OEM-deputed specialists.</p> <p>Confirm that dedicated post-go-live support for a minimum of 3 months must be OEM-led and not subcontracted to third-party service providers.</p> <p>Clarify the expectations for the sustenance phase support by OEM-authorized technical resources, including certification and authorization requirements.</p>	Please refer Corrigendum
42	Scope of Work		67	overall Scope of work	<p>Can you please help us with overall expectation from this RFP? As tools for vulnerability management and patch management will differ and we like to bring in correct toolset as part of the response based on LIC's expectations?</p>	Please adhere to the RFP clause
43	Scope of Work		67	Phase name: Planning, Activities to be performed	<p>What patch deployment model is preferred? (agent-based, agentless, hybrid)</p>	Agent based patch deployment model is preferred.

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44	Scope of Work		67	Phase name: Planning, Activities to be performed	Are there secure zones or air-gapped environments? If yes, what are the access constraints?	The details of the same will be provided to the successful bidder.
45	Scope of Work		67	Phase name: Planning, Activities to be performed	What are the SLAs for different asset classes? (e.g., critical claims processing servers vs. back-office workstations)	The details of the same will be provided to the successful bidder.
46	Scope of Work		67	Phase name: Planning, Activities to be performed	How are vulnerabilities currently discovered and prioritized?	The details of the same will be provided to the successful bidder.
47	Scope of Work		67	Phase name: Planning, Activities to be performed	What are the reporting requirements for internal risk or audit committees?	The details of the same will be provided to the successful bidder.
48	Scope of Work		67	Phase name: Planning, Activities to be performed	What are the change control policies that needs to be adhered for patch management?	The details of the same will be provided to the successful bidder.
49	Scope of Work		67	Phase name: Planning, Activities to be performed	Who are the internal stakeholders involved in patch approvals (e.g., IT SecOps, Compliance, Risk)?	The details of the same will be provided to the successful bidder.
50	Scope of Work		67	Phase name: Planning, Activities to be performed	Is patching required for cloud workloads (e.g., AWS, Azure, GCP),	Yes, the understanding

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					hybrid environments, or SaaS platforms?	is correct.
51	Scope of Work		67	Phase name: Planning, Activities to be performed	What are the penalties involved for patching delays or security incidents due to unpatched systems?	Please adhere to the RFP clause
52	Scope of Work		67	Phase name: Planning, Activities to be performed	Could you please provide an overview of the vendor's support process during incidents, including the escalation procedures and response times? Additionally, do you have defined SLAs for incident response and resolution?	Please adhere to the RFP clause
53	Scope of Work		67	Phase name: Designing, Activities to be performed	what are the current rollback strategy in case of patch failure?	The details of the same will be provided to the successful bidder.
54	Scope of Work		67	Phase name: Designing, Activities to be performed	what all regulatory standards must be followed for the patching process for Security & Compliance apart from IRDAI (e.g., NAIC, SOC 2, ISO 27001, GLBA, DFS 500)	The proposed solution should be capable of meeting the compliance requirements of the following but not limited to - IRDAI, RBI, NCIIPC, GDPR, DPDPA, PCI

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						DSS, Cert-In, SEBI, ISO 27001, HIPAA or compliance requirement by any other regulatory body and its modifications from time to time.
55	Scope of Work		67	Phase name: Designing, Activities to be performed	Do we have any secure enclave ( hardware based , cloud-based) environments included in the scope?	The details of the same will be provided to the successful bidder.
56	Scope of Work		67	Phase name: Designing, Activities to be performed	What level of encryption and access control is expected during patch distribution?	Please adhere to the RFP clause
57	Scope of Work		67	Phase name: Designing, Activities to be performed	Is there any Runbook automation tool being used for Payment management automation. If yes, please share the details. How many Runbooks are created in this tool and what is the current automation process.	The details of the same will be provided to the successful bidder.
58	Scope of Work		67	Phase name: Designing, Activities to be performed	Is there an event management tool in place (observability tool) that will give alerts to take actions for fixing vulnerabilities on applications that are susceptible to cyber-attacks	The details of the same will be provided to the successful bidder.



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59	Scope of Work		67	Phase name: Designing, Activities to be performed	Could you please share the current volume of alerts and tickets generated by various applications, infrastructure, and network-related alerts, as well as the volume of tickets that are being converted into incidents?	The details of the same will be provided to the successful bidder.
60	Scope of Work		72	7.1 Detailed Scope of Work (w)	Is there a need to migrated existing patch logs? If yes, can you please provide the volumetrics of the logs	No
61	Scope of Work		73	7.1 Detailed Scope of Work (p)	What is the expectation for the Business continuity and DR from the patch management point of view	The proposed solution must support high availability.
62	Scope of Work		72	7.1 Detailed Scope of Work	Will patching be required for virtual machines and guest OS across all hypervisors? If yes, then please provide the volumetric	Please adhere to the RFP clause

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63	Scope of Work		72-77	7.1 Detailed Scope of Work	Please help us with details requirements for the CVEs and STIG.	<p>The solution should be capable of identifying, assessing, and reporting vulnerabilities based on industry-standard sources such as Common Vulnerabilities and Exposures (CVEs). It must maintain an up-to-date CVE database, correlate identified vulnerabilities with published CVEs, and provide risk-based prioritization for remediation.</p> <p>In addition,</p>

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						support for Security Technical Implementation Guides (STIGs) is expected. The solution should be able to assess compliance against applicable STIG benchmarks (e.g., for Windows, Linux, databases, network devices), generate detailed compliance reports, and provide remediation guidance. Integration with SCAP content (XCCDF,

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						OVAL) for automated STIG assessments would be an added advantage.
64	Scope of Work		66 - 72	7.1 Detailed Scope of Work	Is patching support required for mobile or handheld devices like iPads and Surface? If yes, please provide the volumetrics	Please refer Corrigendum

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65	Scope of Work		72-68	7.1 Detailed Scope of Work	Will firewall rule recommendations and validations be part of bidder scope or managed by LIC	<p>Firewall rule recommendations required for solution deployment and integration will be part of the bidder's scope. The bidder is expected to provide detailed specifications, including port numbers, protocols, source/destination IPs, and justification for each rule.</p> <p>However, firewall rule implementation and final validation will be managed by LIC's network/security team. The</p>

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						bidder should coordinate with LIC to support the necessary validations and troubleshooting during implementation.
66	Scope of Work		73	7.1 Detailed Scope of Work	Please provide the detail architecture for NTP and integration expectation for the same	The solution is expected to integrate with the organization's Network Time Protocol (NTP) infrastructure to ensure all systems involved in patch and vulnerability management are synchronized to a common, accurate time source. Time

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						synchronizati on is critical for maintaining accurate logs, ensuring secure communicatio ns (e.g., certificate validation), and correlating events across systems.
67	Scope of Work		74	7.2 Sizing Requirements	Can LIC confirm the OS distribution across the 65,000 endpoints and 5,000 servers?	The details of the same will be provided to the successful bidder.
68	Scope of Work		74	7.2 Sizing Requirements	Will patching be required for databases and web servers?Is the High Availability (HA) mode expected across all components of the solution?	Yes, the understanding is correct.

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69	Scope of Work		76	7.4 Resource Deployment	What certifications are required for the resources working as part of this project?	Bidder shall deploy FIVE qualified resources with valid certification and relevant experience for conducting the in-scope activities at LIC Premises. 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,



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						resources etc. for FMS .  Please refer 7.4 Resource Deployment - Onsite Support for details.
70	Scope of Work		76	7.4 Resource Deployment	What is the onboarding process for any resources that bidder plans to deployed on this project?	Resource can be onboarded upon successful completion of interview and recommendation of LIC's Official.  Please refer 7.4 Resource Deployment - Onsite Support for details.
71	Scope of Work		76	7.4 Resource Deployment	Is there a requirement for Linux automation engineers for patch remediation?	Yes, the understanding is correct.

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72	Scope of Work		79	7.4 Project Timelines	Can LIC confirm the expected Go-Live timeline post PO issuance?	Please adhere to the RFP clause.
73	ANNEXURE S: Technical Compliance		157	Annexure S: Technical Compliance - 1	Is there any patching support requirement outside the current scope of Linux servers? If no, then can you please provide the current process for the handling the same. If it is in scope then please provide the details in terms of volumetric	The query is not clear
74	ANNEXURE S: Technical Compliance		157	Annexure S: Technical Compliance -2	please provide the detail expectation for granular filtering of patches by environment?	The solution must support granular filtering and targeting of patches based on different environments such as Development, Testing, UAT, Staging, and Production. Administrator s should be able to create and manage environment-specific groups or tags and assign endpoints

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
						<p>accordingly. This enables controlled and phased patch rollouts, minimizing the risk of disruptions in critical environments.</p> <p>Filtering should allow selection of patches based on multiple parameters including environment, OS type/version, patch severity, patch category (security, critical, feature), and vendor. The solution must also support custom patch approval</p>

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
						workflows for each environment, allowing patches to be tested in lower environments before being promoted to Production. Integration with CMDB or asset inventory tools for environment classification is desirable. Reporting should reflect patch status per environment to aid in compliance tracking and decision-making.

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
75	ANNEXURE S: Technical Compliance		157	Annexure S: Technical Compliance	Is periodic scanning for missing patches required? If sp what is the frequency ?	<p>Yes, periodic scanning for missing patches is required to ensure systems remain up to date and secure against newly discovered vulnerabilities .</p> <p>The expected frequency is as follows but not limited to:</p> <p>Critical and High Severity Patches: Scanning should be conducted daily or at least every 24 hours.</p> <p>Routine or Non-Critical</p>

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
						<p>Patches: Scanning can be scheduled weekly, depending on the organization's risk appetite and patch management policy.</p> <p>Additionally, the solution should support on-demand scans and allow administrators to configure custom scan schedules based on system criticality, environment (e.g., dev, test, prod), and compliance requirements. All scan results must</p>

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
						be logged and reportable for audit and tracking purposes.
76	ANNEXURE S: Technical Compliance		158	Annexure S: Technical Compliance (1)	What is current asset and license management process	The details of the same will be provided to the successful bidder.
77	ANNEXURE S: Technical Compliance		159	Annexure S: Technical Compliance (29)	Which Tool LIC is curenently using to manage RBAC tasks ?	The details of the same will be provided to the successful bidder.

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
78	Resource Deployment - Onsite Support		76-77	<p>Bidder shall deploy FIVE qualified resources with valid certification and relevant experience... Two resources must be senior experienced Linux Administration and Automation Engineers...</p> <p>-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</p>	<p>The RFP mandates 5 onsite resources, including 2 Linux automation engineers, but no clarity on the roles, certifications, or experience required for the other 3. Kindly provide clarity on roles and responsibilities of remote L3 resource in new initiatives</p>	<p>Please refer 7.4 Resource Deployment - Onsite Support for details.</p>
79	SCOPE OF WORK Resource Deployment - Onsite Support		68	<p>Sustaining: Full 24x7 on-site operational support</p> <p>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</p>	<p>Kindly Confirm if 24x7 onsite support will be required, As mentioned in Resource Deployment - Onsite Support support will be required from 9 AM to 6 PM</p>	<p>Resource Deployment - Onsite Support support will be required from 9 AM to 6 PM.</p>
80	SERVICE LEVEL AGREEMENTS (SLAs) & PENALTIES		10	<p>All the new VMs and software that are being implemented in the infrastructure should be integrated with SIEM, ITSM, PIM/PAM, LDAP,</p>	<p>Kindly provide technology solution details for SIEM, ITSM, PIM/PAM and LDAP.</p>	<p>The details of the same will be provided to the successful bidder.</p>



#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
81	On-Site Support Services		70	24 X 7 real-time monitoring uptime, availability, health performance of Patch Management devices with mitigation support.	Request you to kindly provide more detailed information regarding this requirement to help us better understand the scope and provide an accurate response	The solution must support 24x7 real-time monitoring of the uptime, availability, health, and performance of all Patch Management components, including consoles, distribution servers, and agents. Monitoring should include system resource usage (CPU, memory, disk), service status, network connectivity, and communication between endpoints and the patch

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
						<p>server.</p> <p>In addition, the bidder is expected to provide proactive mitigation support in case of failures, performance degradation, or connectivity issues. Alerts should be configurable and integrated with existing monitoring tools (e.g., SIEM, NMS), and incident response should align with agreed SLAs to ensure minimal downtime and quick</p>

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
						resolution.
82	PROJECT TIMELINES		79	Deploying of agents in the in-scope user endpoints/devices/appliances/servers/appliances	Endpoint Central supports desktops, laptops, and servers running Windows, macOS, and Linux. We kindly request the removal of network devices, web servers, and related assets from the RFP	The scope is for server and desktop/laptop endpoints.

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
83	ANNEXURE R: Additional Mandatory Specifications for Eligibility		146	Webhooks or event triggers for patch/vulnerability activity.	Request you to provide more details on webhooks and Event trigger	<p>This capability refers to the ability of the Patch and Vulnerability Management (PVM) solution to generate real-time event notifications and trigger automated workflows based on specific activities or conditions related to patching or vulnerability detection.</p> <p>An example is as follows -</p> <p>New high-risk vulnerability found is the Trigger and its corresponding Action via</p>

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
						Webhook will be Trigger SOAR playbook to assess impact
84	ANNEXURE S: Technical Compliance		158	Proposed solution should have the ability to do centralized patch management for PCs, Servers, mobile device like Laptops and Surface Device	Please provide more detailed information about the surface devices, including their type, make, model, and any other relevant specifications.	The details of the same will be provided to the successful bidder.
85	ANNEXURE S: Technical Compliance		163	Solution must provide IT asset management for comprehensive asset tracking and compliance reporting	IT asset management for comprehensive asset tracking and compliance reporting is outside the scope of patch vulnerability management We kindly request removal of this requirement from the RFP	Please refer Corrigendum

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
86	ANNEXURE S: Technical Compliance		163	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	Asset allocation and re-allocation processes are beyond the scope of patch management and vulnerability management. We kindly request the removal of this requirement from the RFP.	Please refer Corrigendum
87	ANNEXURE S: Technical Compliance		163	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	This can be achieved as part of Application Control Add-on	Please refer Corrigendum
88	ANNEXURE S: Technical Compliance		164	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	Request you to kindly provide more detailed information on this requirement	The clause is self-explanatory.
89	ANNEXURE S: Technical Compliance		166	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	Since our solution is a agent based solution, we need individual license for each VM to manage.	Please adhere to the RFP clause

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
90	Page 72		Page 72		<p>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 etcneeds 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 .</p> <p>Database (We support PGSQL and MSSQL only) - Percona - License has to be provided bt Bidder</p>	<p>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 .</p> <p><b>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.</b></p> <p>LIC has enterprise usage</p>

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
						agreement for RHEL OS , JBoss EAP and Oracle MySQL Database .
91	Page 74 - 7.2 Sizing Requirements		Page 74	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)	Network devices cannot be patched as part of the solution.	The scope is for server and desktop/ laptop endpoints.



#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
92	Annex R - Mandatory Specification Page 138 - Point 3		Page 138	<p>Vulnerability Management -Scanning, Classification and Remediation 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 deploy, monitor, detect and enforce patch management policies.</p> <p>The solution should able to deploy any software/ files</p>	<p>Recommendation engine for prioritized remediation.-</p> <p>Regarding prioritized remediation, what does the cx expect? We have certain parameters which can be used in the filter to create prioritized vulnerabilities view. If cx expectation is known then it will be taken into enhancement if thats not present in the module.</p>	<p>The offered solution should support policy-based remediation actions, enabling organizations to define and enforce automated remediation workflows based on the criticality of vulnerabilities . The expectation is that the solution should allow for prioritized remediation by leveraging parameters such as CVSS score, asset criticality, exploitability, exposure window, and</p>

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
						<p>compliance requirements.</p> <p>In addition, the Patch Management module should support continuous deployment, monitoring, detection, and enforcement of patching policies, with the ability to automatically remediate vulnerabilities once a relevant patch is available. The solution should also support deployment of custom software, configuration scripts, or files as part of the</p>

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
						remediation process, offering flexibility to address non-standard or environment-specific vulnerabilities .

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
93	Annex R - Mandatory Specification Page 141 - Point 6		Page 141	<p>Compliance Dashboard &amp; 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 asr 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</p>	<p>Vulnerability remediation tracking and audit trail-</p> <p>Regarding Remediation tracking and Audit trial, we dont maintain any historical reports. What cx expects with regards to remediation tracking.</p>	Please refer Corrigendum

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
				single report for the entire network. The solution should support the regulatory specific reports.		

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
94	Annex R - Mandatory Specification Page 130 - Point 1F		Page 130	CIS Benchmarks Certification Certified by CIS for compliance with CIS Benchmarks. supports CIS security profiles (Level 1/2) .	Our solution is not CIS compliant, Kindly Relax this clause?  But we help organization to achieve CIS compliance	Please refer Corrigendum.
95	Annex R - Mandatory Specification Page 130 - Point 1H		Page 130	Product compliance with IRDAI, RBI, and CERT-In patch and vulnerability guidelines	Our solution is not IRDAI, RBI, and CERT-In compliant.  We can suggest we are compliant with global standards such as ISO, HIPAA, SOCK etc. Based on this we can ask is there any specific requirement regarding this compliance, we can help you with that.  Need more details	Please refer Corrigendum.
96	Annex R - Mandatory Specification Page 137 - Point 2B		Page 137	Third-party Application Patch Management Built-in patching for commonly used third-party applications (e.g., Adobe, Java, Chrome, Firefox, Zoom, Notepad++, 7zip, etc ). Auto-download and silent deployment of patches. Capability to define patch deployment rules and workflows. Custom patch creation and deployment for unsupported applications. Visibility into installed versions and patch history for each application.	Custom patch creation and deployment for unsupported applications. - This is not supported in our solution, but it can be achieved using Software Deployment but no reports can be generated for these patch deployments.  Create custom packages (EXE and MSI) to deploy in the endpoints	Please adhere to the RFP clause

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
97	Annex R - Mandatory Specification Page 144 - Point 6		Page 144	Timeline views and remediation trends.	Timeline views and remediation trends. This report is not supported in our solution.  With integration with our own ManageEngine Analytics Plus tool, customer can achieve this requirement.	Please refer Corrigendum
98	Annex R - Mandatory Specification Page 145 - Point 10		Page 145	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	Peer-to-peer patch sharing within LAN to reduce WAN usage. - This is not supported as of now. It is under development. We have Distribution Points to cache and distribute.	Please refer Corrigendum.
99	Annex R - Mandatory Specification Page 145 - Point 11		Page 145	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.	Regarding Red Hat IPA Integration with EC and How it is going to benefit the customer in management or patching workflow.	Please adhere to the RFP clause

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
100	Annex R - Mandatory Specification Page 146 - Point 35		Page 146	Webhooks or event triggers for patch/vulnerability activity.	Webhooks or event triggers for patch/vulnerability activity.  Need more details.	<p>This capability refers to the ability of the Patch and Vulnerability Management (PVM) solution to generate real-time event notifications and trigger automated workflows based on specific activities or conditions related to patching or vulnerability detection.</p> <p>An example is as follows -</p> <p>New high-risk vulnerability found is the Trigger and its corresponding Action via</p>



#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
						Webhook will be Trigger SOAR playbook to assess impact
10 1	Annex S - Technical Compliance Page 157 - Point 1		Page 157 -	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	LIC Team to provide the split of Operating system they are targeting to manage as part of the solution.  Vulnerability Management is supported only for Windows and Linux  Hypervisor - Citrix VDI Persistent\Non-Persistent?  Unix machines are supported in our solution. Confirm the Unix OS availability and their details.	The details of the same will be provided to the successful bidder.

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
				and AMD CPUs both x86 and x64 architecture.		
102	Annex S - Technical Specification Page 163 - Point 84		Page 163	Solution should allow to import offline asset inventory and allow inventory through Barcode scanning	Import offline asset inventory and allow inventory through Barcode scanning - Confirm if this can be removed - This can be achieved using ITSM	Please refer Corrigendum
103	Annex S - Technical Specification Page 163 - Point 90		Page 163	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	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	Please refer Corrigendum

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
					<p>Lenovo devices</p> <p>Confirm if this can be removed - This point cannot be achieved.</p>	
104	Annex S - Technical Specification Page 164 - Point 94		Page 164	Proposed solution should have native ticketing /service desk feature and should not have restrictions on technician license	<p>Proposed solution should have native ticketing /service desk feature and should not have restrictions on technician license.</p> <p>Instead "Proposed solution can be integrated with ticketing solution with separate license"</p> <p>Our Response : EC does not supporting ticketing system, SDP integration is necessary.</p>	Annex S - Technical Specification are non-mandatory but desired items.
105	Annex S - Technical Specification Page 166 - Point 106		Annex S - Technical Specification Page 166 - Point 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	<p>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.</p> <p>Our Response : Since our solution is a agent based solution, we need individual license for each VM to</p>	Please adhere to the RFP clause

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
					manage.	
106	Annex S - Technical Specification Page 166 - Point 107		Page 166	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	<p>Solution should provide Windows Client Agent with Defender integration to allow administrators to quickly review the current state &amp; perform actions to scan, update signatures in one-click from Central Console for any Client machines.</p> <p>Our Response : Windows Defender integration is not supported. Please ask the customer to share additional details on how the integration is going to be useful for customer.</p>	Please adhere to the RFP clause
107	Annex S - Technical Specification Page 166 - Point 111		Page 166	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	UI Based logs can be collected. Please provide more information on Email, FTP and Inventory MIA	The details of the same will be provided to the successful bidder.

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
108	Annex S - Technical Specification Page 166 - Point 112		Page 166	The proposed solution should have inbuilt anti-virus feature, which scans all attached document and snapshots within service desk	<p>The proposed solution should have inbuilt anti-virus feature, which scans all attached document and snapshots within service desk.</p> <p>NextGenAV is available to scan the endpoints, but the solution will not scan documents and snapshots attached in ServiceDesk. Kindly relax this clause</p>	Please refer Corrigendum
109	Annex S - Technical Specification Page 163 - Point 82		Page 163	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	<p>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.</p> <p>Our Response : Integration with VMWare is not supported for auto discovery of VMS. Solution will discover only Endpoints via Active Directory and not networking devices or non-computing devices.</p> <p>This can be acheived using ITSM</p>	Annex S - Technical Specification are non-mandatory but desired items.

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
110	Annex S - Technical Specification Page 162 - Point 80		Page 162	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	If OS Deployment is not required we can modify the point as below;  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 OEM of release of critical patches	Please refer Corrigendum
111	Annex S - Technical Specification Page 162 - Point 66		Page 162	Proposed solution should have automatic patch management and deploy patches for various platforms including Windows, Linux, Unix as per RFP	Unix machines are supported in our solution. Confirm the Unix OS availability and their details.	The details of the same will be provided to the successful bidder.
112	Annex S - Technical Specification Page 163 - Point 86		Page 163	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	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  Can be accomplished using ITSM	Please refer Corrigendum

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
113	Annex S - Technical Specification Page 163 - Point 91		Page 163	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	<p>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</p> <p>Can be modified as "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 a VM running 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"</p>	Please refer Corrigendum

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
114	Annex S - Technical Compliance Page 159 - Point 35		Page 159	Proposed solution should support rollback of patches and service packs applied	Proposed solution should support rollback of patches and service packs applied  Proposed solution should support rollback of patches and service packs applied when the rollback is supported by the Vendor	Please refer Corrigendum
115	Annex S - Technical Compliance Page 160 - Point 37		Page 160	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	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  Need More Details.	Please refer Corrigendum
116	Annex S - Technical Compliance Page 163 - Point 83		Page 163	Solution must provide IT asset management for comprehensive asset tracking and compliance reporting	Solution must provide IT asset management for comprehensive asset tracking and compliance reporting.  Lifecycle Management Can be achieved using ITSM	Please refer Corrigendum



#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
117	Annex S - Technical Compliance Page 163 - Point 88		Page 163	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	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  This can be achieved using Enterprise edition, but for Whitelisting and Blocklisting we require Application Control Add-on.	Please refer Corrigendum
118	Annex S - Technical Compliance Page 163 - Point 87		Page 163 -	Solution must provide the options to manage and maintain Software compliance under software inventory and provide the information on vendor agreement for usage information	Solution must provide the options to manage and maintain Software compliance under software inventory and provide the information on vendor agreement for usage information  Need more details.	Please refer Corrigendum
119	Annex S - Technical Compliance Page 158 - Point 4		Page 158	Proposed solution should provide end-point security with automated OS and application patch management.	Proposed solution should provide end-point security with automated OS and application patch management.  Instead "Proposed solution should provide automated OS and application patch management."	Please refer Corrigendum

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
120	Page No.45		Page No.45	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.	RFP says subscription period should be 3 Years	Please refer Corrigendum
121	Page No.101		Page No.101	100% Payment for subscriptions, licenses, implementation, training shall be made after successful implementation signoff and on submission of Tax Invoice.	License Payment upon delivery of licenses. Implementation payment upon implementation	Please adhere to the RFP clause
122	3.3 OBJECTIVE 7. SCOPE OF WORK		16 66	<b>3 Year Subscription</b> , renewal on annual basis , OnPremise on LIC's Private Cloud	<b>Query:</b> Please clarify if the PO will be issued for 3 years or issued for 1st year followed by renewal on annual basis.	PO will be issued on annual renewal basis

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
12	3.3 OBJECTIVE 7. SCOPE OF WORK		16 66	<b>3 Year Subscription</b> , renewal on annual basis , OnPremise on LIC's Private Cloud.  I) 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 <b>contract period of 5 years</b>	<b>Query:</b> Please clarify if it shall be 3 years or 5 years.	Please refer to the Corrigendum
3	5.1 ELIGIBILITY AND TECHNICAL EVALUATION		25			
	6.1 PROJECT DURATION		35	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 .		
12 4	3.3 OBJECTIVE		16	<ul style="list-style-type: none"> <li>· 65,000 end points (desktops/ laptops/ iPads/ surface devices) and</li> <li>· 5000 Servers in LIC, in its offices spread all across the country and</li> <li>· 150 Users</li> </ul>	<b>Query:</b> Are these all devices in LIC's network?	Yes, the understanding is correct
12 5	6.13 PAYMENT TERMS  ANNEXURE H: INDICATIVE COMMERCIAL BID		43  99	3 Training/knowledge transfer, documentation of entire solution <b>at specified locations</b> as per the scope of work  3 Onsite training cost for LIC (Location Mumbai)	Seeking Clarification We understand, the location for training shall be Mumbai.	Yes, the understanding is correct

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
126	6.13 PAYMENT TERMS 11) Warranties:		45	e) The warranty, which for all practical purposes would mean Comprehensive <b>On-site Warranty</b> , shall start and remain valid for five years from the date of installation of products.	<b>Query:</b> Can the warranty services be delivered remotely?	Please refer to the Corrigendum
127	6.13 PAYMENT TERMS 11) Warranties:  7.1 DETAILED SCOPE OF WORK		45  72	b) The offer must include comprehensive on-site warranty for <b>five years</b> 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  k. The services and solutions provided should possess modularity and scalability to effectively meet the LIC's needs throughout the <b>five-year contract period</b>	<b>Query:</b> Please confirm if the warranty shall be for 3 years or for 5 years.	Please refer to the Corrigendum
128	7. SCOPE OF WORK III. Training & Certification:		68	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	<b>Seeking Clarification:</b> We understand this clause refers to a) training mentioned in indicative commercial bid and b) certification level training for three participants  Please confirm or provide inputs	Understanding is correct

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
129	7. SCOPE OF WORK III. Training & Certification:		68	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	<b>Seeking Clarification:</b> We request LIC to clarify if these ad-hoc trainings will be KT sessions and not formal class-room sessions. Also the training can be delivered by the bidder or the OEM as per the content and new features added.	The clause is self explanatory.
130	7. SCOPE OF WORK III. Training & Certification:		68	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	<b>Seeking Clarification:</b> We request LIC to clarify if these ad-hoc trainings can be delivered in form of WBT Web Based Trainings?	Understanding is correct
131	7. SCOPE OF WORK III. Training & Certification:		68	Training cost shall be inclusive of Certification level training for three participants.	<b>Query</b> Can the certification level trainings are web based trainings? As that is the common practice.	Understanding is correct
132	7. SCOPE OF WORK IV. Support Process Requirement:  V. On-Site Support Services		69  71	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.)  Conduct Recovery exercise of above backup on quarterly basis or as per the	<b>Query</b> We understand, LIC will provide mechanism to take backup and restore data.	Yes

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
				LIC guidelines.		
133	7. SCOPE OF WORK V. On-Site Support Services		70	<ul style="list-style-type: none"> <li>• 24 X 7 real-time monitoring uptime, availability, health performance of Patch Management devices with mitigation support.</li> </ul>	<p>Query</p> <p>The resident engineers are to be deployed 9x5, Mon-Fri. Does LIC wants bidder to provide 24x7 services in addition to the resident engineers?</p> <p>If yes, can it be delivered remotely?</p>	Refer to clause 7.4 Resource Deployment - Onsite Support
134	7. SCOPE OF WORK V. On-Site Support Services		72	<p>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.</p> <p>LIC has enterprise usage agreement for RHEL OS , JBoss EAP and Oracle MySQL Database .</p>	<p>Seeking Clarification</p> <p>Do we understand that, RHEL OS, MySQL etc software, for which LIC is having enterprise agreement, Bidder does not have to supply these software and Bidder does not have to factor any cost either.</p> <p>Kindly confirm or provide inputs.</p>	Bidder will still be required to do the implementation, configuration and operations of RHEL/ MySQL.

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
13 5	7.4 Resource Deployment - Onsite Support		76	Bidder shall deploy FIVE qualified resources with valid certification and relevant experience for conducting the in-scope activities at LIC Premises.	Query We request LIC to indicate timeframe - when should the resources be deployed. Will it be after sign-off?	Yes
13 6	7.4 Resource Deployment - Onsite Support		76	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 .	<b>Seeking Clarification</b> We understand, the resources are to be deployed Monday to Friday.  Kindly confirm or provide inputs.	Yes
13 7	7.4 Resource Deployment - Onsite Support		77	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.	<b>Seeking Clarification</b> We understand, these activities are part of the one time deployment. Hence the FMS resources will not be required to carry these activities.  Kindly confirm or provide inputs, revise the clause	Please adhere to the RFP Clause
13 8	7.4 Resource Deployment - Onsite Support		77	Integrate with enterprise dashboards. Develop automated remediation playbooks for CVEs and STIG/CIS hardening benchmarks.	<b>Seeking Clarification</b> We understand, these activities are part of the one time deployment. Hence the FMS resources will not be required to carry these activities.  Kindly confirm or provide inputs, revise the clause	Please adhere to the RFP Clause

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
139	7.4 PROJECT TIMELINES  ANNEXURE R: Additional Mandatory Specifications for Eligibility		78  149	<p>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</p> <p>18 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><b>Seeking Clarification</b> We understand, the licences are to be delivered within 2 weeks and activated after Go Live.  Kindly confirm or provide inputs, revise the clause</p>	Please adhere to the RFP Clause
140	7.4 PROJECT TIMELINES		79	4b Deploying of agents in the in-scope user endpoints/devices/appliances/servers/appliances	<p>Query The devices may be running agents of ManageEngine or other tool in use. We understand, the respective vendor will remove these agents before roll-out of new agents.</p>	Please adhere to the RFP Clause
141	ANNEXURE E: ELIGIBILITY CRITERIA		96	6 Bidder must have minimum 2 active Indian Clients with proposed OEM's Solution with minimum of 5000 Endpoints each.	<p>Change Request 6 Bidder must have minimum 2 active Indian Clients with <del>proposed OEM's Solution</del> with minimum of 5000 Endpoints each.  Reason for request: There are multiple OEM with varying offering in this space. We have POs with other OEM</p>	Please refer Corrigendum



#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
14 2	ANNEXURE E: ELIGIBILITY CRITERIA		96	6 Bidder must have minimum 2 active Indian Clients with proposed OEM's Solution with minimum of 5000 Endpoints each.	<p><b>Change Request</b> We request LIC to change these clauses to:</p> <p>6 Bidder/<b>OEM</b> must have minimum 2 active Indian Clients with <del>proposed</del> OEM's Solution with minimum of 5000 Endpoints each.</p> <p><b>Reason for the request</b> We have POs for more than 5000 endpoints for similar solution from another OEM. Hence this request.</p>	Please refer Corrigendum
14 3	ANNEXURE R: Additional Mandatory Specifications for Eligibility		151	20 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 <b>commercial offset or credit mechanism</b> for the remaining subscription periods.	<p><b>Change Request</b> We request LIC to remove this clause</p> <p>1) The cost impact cannot be arrived at</p> <p>2) There is no provision currently to mention this cost in the "Indicative Commercial Bid" and for R.A. costs.</p> <p>3) It can lead to commercial advantage to ManageEngine</p>	The same will be done on mutually agreed terms

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
14 4	Point no 1 and 2		43	<p>1) 100 % of cost of the software subscriptions /licenses upon Go Live and 30 days of successful operation for the actual consumed subscriptions.</p> <p>2)100 % upon Go Live and 30 days of successful operation.</p>	<p>Change Request</p> <p>1)Delivery and implementation of software and subscriptions at all designated sites, endpoints of LIC for the project - 100% of cost of the software subscriptions /licenses upon delivery</p> <p>2) Installation and integration - 100 % upon Go Live</p>	Please adhere to the RFP Clause
14 5	ANNEXURE E: ELIGIBILITY CRITERIA Point 6		Page No.96	Bidder must have minimum 2 active Indian Clients with proposed OEM's Solution with minimum of 5000 Endpoints each.	<p>We humbly request to update the clause as mentioned:</p> <p>Bidder must have minimum 2 active Indian Clients with proposed OEM's Solution with minimum of 50000 Endpoints &amp; 2500 Servers each from BFSI organizations</p>	Please refer Corrigendum

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
14 6	ANNEXURE E: ELIGIBILITY CRITERIA Point 7		Page No.96	The proposed OEM product should have been successfully deployed in an Indian organizations for minimum 50000 endpoints .	<p>We humbly request to update the clause as mentioned:</p> <p>The proposed OEM product should have been successfully deployed in an Indian organizations for minimum 50000 endpoints &amp; 2500 servers from BFSI Organizations.</p> <p>Justification: As LIC is the biggest insurance organization, we would recommend to have enterprise class tool to fulfill the requirements of the RFP</p>	Please adhere to the RFP clause and Corrigendum
14 7	Bidder Eligibility Criteria				<p>We humbly request you to add a turnover criteria in the bidder eligibility section</p> <p>The bidder should have average annual turnover of Rs. 50 Crores for last three financial years, that is FY 2021-22 and FY 2022-23 &amp; FY 2023-24 as per audited financial statements. This must be an individual company and not any group of companies.</p> <p>Justification: By adding this clause to Bidders Eligibility, LIC will ensure that bidder are financially strong have only those bidder will</p>	Please adhere to the RFP clause

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
					participate who have an experience of handling large customers.	
148	Bidder Eligibility Criteria				<p>We humbly request you to add a positive net worth criteria in the bidder eligibility section</p> <p>Bidder should have positive net worth in preceding three financial years that is 2021- 22, 2022-23 &amp; 2023-24 as per audited financial statements.</p>	Please adhere to the RFP clause
149	General Query				We humbly request you to share the versions of all Operating systems - Major & Minor [eg., Linux (RHEL, CentOS, Ubuntu, SUSE, Debian) & Windows]	The details of the same will be provided to the successful bidder.
150	General Query				Kindly clarify who will be responsible for provisioning the load balancer as part of the	LIC currently has F5 SLB in place. It will

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
					proposed solution.	be the bidder's responsibility to the integrate with the same.
15 1	General Query				As we assume LIC would be having EULA licenses for Linux, Microsoft & Database, hence we request LIC to provide OS and Database licenses required for the solution deployment. This will reduce the TCO for LIC	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 <b>Windows OS and SQL Database etc</b> needs to be provided by the Bidder and included in Bill of

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
						<b>Material.</b> LIC has enterprise usage agreement for RHEL OS , JBoss EAP and Oracle MySQL Database .
15 2	ANNEXURE INDICATIVE COMMERCIAL BID	H:	Page No.100	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-	We humbly request you to remove this clause	The same will be done on mutually agreed terms

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
				existence. LIC will require Phased onboarding post expiry of current subscriptions in such cases .		

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
153	<p>5. BID EVALUATION PROCESS</p> <p>5.1 ELIGIBILITY AND TECHNICAL EVALUATION</p> <p>Point 1</p> <p>6.13 PAYMENT TERMS</p> <p>Point 12 Subpoint c</p> <p>6.1 PROJECT DURATION</p>		<p>Page No. 25</p> <p>Page No. 45</p> <p>Page No. 35</p>	<p>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.</p> <p>c) The on-site and offsite support services will be for a period of 5 years. The contract maybe renewed after the end of 5 years subject to the discretion of LIC.</p> <p>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</p>	<p>There is a conflicting statement regarding the contract duration in the RFP in different sections. Kindly confirm the contract duration.</p>	<p>Please refer to the Corrigendum</p>



#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
154	7.5 SERVICE LEVEL AGREEMENTS (SLAs) & PENALTIES Penalties on Non-Performance of SLA during contract period Solution management-Version/ Release/Upgrades / Patches Point 3		Page No. 82	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 each week of delay or part thereof.	We request you to update the clause as mentioned below:  If the patches/signature files are not deployed within a period of 30 calendar days of LIC from the release of latest version/update by OEM, it will attract a penalty of 0.1% of the charges from yearly on-site & remote monitoring services for each week of delay or part thereof.  Justification: We request you to extend the period of patching as all patches needs to be tested and validated on UAT environment.	Please refer to the Corrigendum
155	7.5 SERVICE LEVEL AGREEMENTS (SLAs) & PENALTIES Penalties on Non-Performance of SLA during contract period Open OEM Support tickets/cases Closure of OEM Support tickets Point 8		Page No. 84	Unable to close the OEM support tickets within 2 weeks without any workaround.  Unable to close the OEM support tickets within 2 weeks without any workaround.	We request you to kindly update the clause as mentioned:  Unable to close the OEM support tickets within 2 weeks without any workaround, except product bug fix and new functionality requirements  Justification: If there is a product bug, there will be a dependency on OEM. Hence we request you to provide an exclusion	Please refer to the Corrigendum

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
156	7.5 SERVICE LEVEL AGREEMENTS (SLAs) & PENALTIES Security Bug/ vulnerability / enhancements etc. - Rectification of security and operational bug/ Vulnerability/ enhancements Point 10		Page No. 84	Critical issue within 2 working days from observation reported/ detected.	We humbly request you to update the clause as mentioned below:  Critical issue within 10 working days from observation reported/detected.  Justification: As there is a dependency on OEM, we request for an update.	Please refer to the Corrigendum
157	7.5 SERVICE LEVEL AGREEMENTS (SLAs) & PENALTIES Security Bug/ vulnerability / enhancements etc. - Rectification of security and operational bug/ Vulnerability/ enhancements Point 11		Page No. 84	Non-critical issue within 6 working days from observation reported/ detected.	We humbly request you to update the clause as mentioned below:  Non-Critical issue within 15 working days from observation reported/detected.  Justification: As there is a dependency on OEM, we request for an update.	Please refer to the Corrigendum
158	7.5 SERVICE LEVEL AGREEMENTS (SLAs) & PENALTIES Key Performance Indicators (KPI): C. Penalty caps:		Page No. 86	The total penalty for delivery and installation shall not exceed 10% of the PO value.	We humbly request you to update the clause as mentioned below:  The total penalty for delivery and installation shall not exceed 5% of the PO value.	Please refer to the Corrigendum

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
159	7.5 SERVICE LEVEL AGREEMENTS (SLAs) & PENALTIES Key Performance Indicators (KPI): C. Penalty caps:		Page No. 86	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).	We humbly request you to update the clause as mentioned below:  The total penalty for onsite and offsite support shall not exceed 10% 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 on the prorata basis for the absent days of the quarterly charges payable (in case of absence of onsite resource and also no backup resource being provided beyond 5 working days).	Please adhere to the RFP clause
160	7.1 DETAILED SCOPE OF WORK 1. General Requirements Point o		Page No. 73	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.	Please confirm the OS vendor and version etc. specifications for each of the following: Security equipment/device/appliances, Surface devices, iPads, Databases, Web Servers, Third Party Applications, Components and Utilities etc. to be considered for patch & vulnerability management	The details of the same will be provided to the successful bidder.

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
16 1	7.1 DETAILED SCOPE OF WORK 1. General Requirements		Page No. 72	<p>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.</p> <p>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.</p> <p>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.</p> <p>e. The bidder should provide OEM approved High level diagram and Low-level diagram to LIC.</p>	<p>We humbly request LIC team members to please update the clause as mentioned below:</p> <p>b. The bidder / System Integrator who have an experience of implementation of handling large environment shall do end to end Implementation for the proposed solutions and engage the Governance services of respective OEMs during the implementation phase, and incase if Bidder or System Integrator is not having experience then bidder should engage the OEM;s Professional Services for the end to end Implementation of the proposed solutions.</p> <p>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. while adopting OEM's Governance Model.</p> <p>d. The bidder shall ensure that the</p>	Please refer Corrigendum

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
				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.	<p>configuration, implementation and testing of the solution components to be carried out by bidder resources of certified OEM's during the phase of implementation. The bidder's resources can be leveraged; however, the overall responsibility of the implementation shall be with OEM under OEM's Governance Model.</p> <p>e. The bidder should provide OEM approved High level diagram and Low-level diagram to LIC under OEM's Governance model.</p> <p>f. The bidder shall also engage the services of the respective OEMs for post implementation for Health check up, validation and certification by the OEM that the solution has been implemented as per the plan &amp; design provided by them.</p> <p>Justification: to have an OEM's skin in the game Bidder should engage OEM's Governance model.</p>	

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
16 2	7.1 DETAILED SCOPE OF WORK 1. General Requirements		Page No. 72 & 73	<p>h. The bidder shall Supply, Design, Install, Implement, Integrate, Support &amp; Maintain in scope solutions within this RFP.</p> <p>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:</p> <p>i. Solution architecture, sizing, policy configuration, High availability, BCP/DR scenarios, etc.</p> <p>— 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.</p> <p>— iii. Testing strategy and test cases for Acceptance Testing of the solution.</p> <p>— iv. Identifying gaps, addressing vulnerability assessment, policy customization, integration, automation, user training, reporting, and continuous improvement. , fine tuning, etc.</p> <p>—</p> <p>— m. The bidder and OEM services team shall submit a Requirement Gathering Document and a detailed Design Document based on the</p>	<p>Our humble request to LIC team to please update the clause as mentioned below:</p> <p>h. The bidder shall Supply, Design, Install, Implement, Integrate, Support &amp; Maintain in scope solutions within this RFP. The bidder 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:</p> <p>i. Solution architecture, sizing, policy configuration, High availability, BCP/DR scenarios, etc.</p> <p>— 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.</p> <p>— iii. Testing strategy and test cases for Acceptance Testing of the solution.</p> <p>— iv. Identifying gaps, addressing vulnerability assessment, policy customization, integration, automation, user training,</p>	Please refer Corrigendum

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
				requirements gathering exercise.	<p>reporting, and continuous improvement. , fine tuning, etc.</p> <p>—</p> <p>— m. The bidder team shall submit a Requirement Gathering Document and a detailed Design Document based on the requirements gathering exercise.</p> <p>Bidder should enagage OEM's Governanace Model during the implementation phase</p>	

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
163	7. SCOPE OF WORK V. On-Site Support Services		Page No. 70	<p><b>24 X 7 real-time monitoring uptime, availability, health performance of Patch Management devices with mitigation support.</b></p> <p>The bidder has to provide at five seats (technical experts) (as per bill of material) during implementation and after at Mumbai <b>during 9 AM to 6 PM for technical support</b> without any additional cost such as travelling, lodging, resources etc. for FMS .</p>	Please confirm if bidder has to consider a 24x7 support services during sustenance period? Or if can be considered like 12x6 or 9x5 support duration etc?	Resource Deployment - Onsite Support support will be required from 9 AM to 6 PM.
164	7. SCOPE OF WORK		Page No. 66	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 .	Please confirm the existing vulnerability scanning solution's OEM name and version in place at LIC for software and applications, which needs to be integrated with proposed patching and vulnerability management solution	The details of the same will be provided to the successful bidder.



#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
165	7. SCOPE OF WORK		Page No. 66	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 .	Is it the responsility of bidder to carry out patch deployment and vulnerability remediation of target End user devices and Servers? Or This will be carried out by LIC sysadmin operations team and we as bidder has to assist in case of any issues/bugs in the proposed solutions?	Please adhere to the RFP clause
166	7. SCOPE OF WORK		Page No. 66	The vendor has to do necessary implementations required from business continuity perspectives with respect to all the solutions.  <b>Deployment to be in HA Mode . DR Setup not required .</b>	We request LIC to confirm if DR environment is required as it is conflict statement mentioned here.	No DR. Solution required in HA mode.
167	7. SCOPE OF WORK IV. Support Process Requirement:		Page No. 70	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.	Kindly clarify/elaborate the expectation.	Please refer Corrigendum

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
168	7.4 PROJECT TIMELINES		Page No. 78	<p>4 Implementation of the Patch Management solution (Date of implementation and Go Live )</p> <p>4a. Implementation of the Solution as per the technical specifications in the RFP</p> <p>4b. Deploying of agents in the in-scope user endpoints/devices/appliances/servers/appliances</p> <p><b>- T+16 weeks</b></p>	<p>Request you kindly change the Timeline as mentioned below:</p> <p>4 Implementation of the Patch Management solution (Date of implementation and Go Live )</p> <p>4a. Implementation of the Solution as per the technical specifications in the RFP</p> <p>4b. Deploying of agents in the in-scope user endpoints/devices/appliances/servers/appliances</p> <p><b>- T+20 weeks</b></p>	Please adhere to the RFP clause
169	7.4 PROJECT TIMELINES		Page No. 79	<p>5 Creation of Policy and Procedure Documents as defined in the RFP scope</p> <p><b>- T + 20 Weeks</b></p>	<p>Request you kindly change the Timeline as mentioned below:</p> <p>5 Creation of Policy and Procedure Documents as defined in the RFP scope</p> <p><b>- T + 24 Weeks</b></p>	Please adhere to the RFP clause

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
170	6.13 PAYMENT TERMS		Page No. 43	<p>1 Delivery and implementation of software and subscriptions at all designated sites, endpoints of LIC for the project. Estimated Endpoint: 65000 Endpoint 5000 Servers 150 Users 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>	<p>We request you to kindly change the clause as mentioned below:</p> <p>1 Delivery and implementation of software and subscriptions at all designated sites, endpoints of LIC for the project. Estimated Endpoint: 65000 Endpoint 5000 Servers 150 Users 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 delivery. 50% upon UAT completion &amp; sign off from the LIC Project Manager</p>	Please adhere to the RFP clause
171	6.13 PAYMENT TERMS		Page No. 43	<p>2 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>	<p>2 Installation and integration, initial OEM audit and acceptance as per scope of work.</p> <p>Remaining 50 % upon successfully Go Live and sign off from LIC Project manager</p>	Please adhere to the RFP clause

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
17 2	ANNEXURE S: Technical Compliance Point 1		Page 157 No.	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.	<p>We humbly request you to change the clause as mentioned:</p> <p>Proposed patch management solution must offer all the patching, application/ software delivery, 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.</p>	Please refer Corrigendum
17 3	ANNEXURE S: Technical Compliance Point 4		Page 158 No.	Proposed solution should provide end-point security with automated OS and application patch management.	<p>We humbly request you to change the clause as mentioned:</p> <p>Proposed solution should provide automated OS and application patch management.</p>	Please refer Corrigendum

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
17 4	ANNEXURE S: Technical Compliance Point 5		Page 158 No.	Proposed solution should remedy vulnerabilities and enforce security policies.	We humbly request you to change the clause as mentioned:  Proposed solution should enforce security policies.	Please refer Corrigendum
17 5	ANNEXURE S: Technical Compliance Point 10		Page 158 No.	Proposed solution should provide industry recognized vulnerability scanning and reporting for the purposes of integrated remediation of non-compliance	As RFP requirement is related to patch management, our proposed solution will integrate with the vulnerability scanning tool.  We kindly request you to change the clause as mentioned:  Proposed solution should integrate with existing vulnerability scanning and reporting for the purposes of integrated remediation of non-compliance	Please refer Corrigendum
17 6	ANNEXURE S: Technical Compliance Point 37		Page 160 No.	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	As RFP requirement is related to patch management, our proposed solution will integrate with the vulnerability scanning tool.  We kindly request you to remove this clause	Please refer Corrigendum

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
177	ANNEXURE S: Technical Compliance Point 74		Page No.164	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.	<p>We humbly request you to update the clause as mentioned</p> <p>The Bidder should have 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.</p>	Please refer Corrigendum
178	ANNEXURE S: Technical Compliance Point 82		Page No. 163	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	<p>This is a Patch Management RFP and this requirement is related to ITAM solution.</p> <p>We kindly request you to remove this clause</p>	Annex S - Technical Specification are non-mandatory but desired items.
179	ANNEXURE S: Technical Compliance Point 83		Page No. 163	Solution must provide IT asset management for comprehensive asset tracking and compliance reporting	<p>This is a Patch Management RFP and this requirement is related to ITAM solution.</p> <p>We kindly request you to remove this clause</p>	Please refer Corrigendum

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
180	ANNEXURE S: Technical Compliance Point 84		Page 163 No.	Solution should allow to import offline asset inventory and allow inventory through Barcode scanning	This is a Patch Management RFP and this requirement is related to ITAM solution. We kindly request you to remove this clause	Please refer Corrigendum
181	ANNEXURE S: Technical Compliance Point 85		Page 163 No.	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	This is a Patch Management RFP and this requirement is related & specific to ITAM solution. We kindly request you to remove this clause	Please refer Corrigendum
182	ANNEXURE S: Technical Compliance Point 86		Page 163 No.	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	This is a Patch Management RFP and this requirement is related & specific to ITAM solution. We kindly request you to remove this clause	Please refer Corrigendum
183	ANNEXURE S: Technical Compliance Point 90		Page 163 No.	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	This is a Patch Management RFP and this requirement is related & specific to ITAM solution. We kindly request you to remove this clause	Please refer Corrigendum

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
184	ANNEXURE S: Technical Compliance Point 94		Page 164 No.	Proposed solution should have native ticketing /service desk feature and should not have restrictions on technician license	This is a Patch Management RFP and this requirement is related & specific to ITSM solution.  We kindly request you to remove this clause	Annex S - Technical Specification are non-mandatory but desired items.
185	ANNEXURE S: Technical Compliance Point 96		Page 164 No.	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	We humbly request you to modify the clause as mentioned below:  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 only for endpoints (laptops, desktops)	Please refer Corrigendum



#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
186	ANNEXURE S: Technical Compliance Point 105		Page 166 No.	User can access the application through their native Mobile app.	<p>We humbly request you to modify the clause as mentioned below:</p> <p>User can access the application through their native Mobile app limited for endpoints (Laptop &amp; Desktop) only.</p> <p>Because, Enabling mobile app access for server systems is not recommended, as servers are managed through administrative interfaces or automation tools rather than end-user applications</p>	Please refer Corrigendum
187	ANNEXURE S: Technical Compliance Point 106		Page 166 No.	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	<p>We kindly request you to remove this clause</p> <p>Justification: Since the RFP is specific to Patch Management and this particular point refers to ITAM which would require additional tools.</p>	Please adhere to the RFP clause

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
188	ANNEXURE S: Technical Compliance Point 111		Page 166 No.	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	<p>We kindly request you to remove this clause</p> <p>Justification: The clause pertains to comprehensive audit logging and log forwarding, which is typically associated with SIEM or log management tools, not with Patch Management solutions</p>	Please refer Corrigendum
189	ANNEXURE S: Technical Compliance Point 112		Page 166 No.	The proposed solution should have inbuilt anti-virus feature, which scans all attached document and snapshots within service desk	<p>We kindly request you to remove this clause</p> <p>Justification: This is a Patch Management RFP and this requirement is related to endpoint security which might requires additional security solution tool</p>	Please refer Corrigendum

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
190	ANNEXURE R: Additional Mandatory Specifications for Eligibility Point 19		Page 150 No.	<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. 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>	<p>We humbly request LIC team members to please remove the clause as the any OEM will not support the True-down for the subscription licenses.</p>	<p>Please adhere to the RFP clause</p>

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
19 1	ANNEXURE R: Additional Mandatory Specifications for Eligibility Point 22		Page No. 154	Implementation Plan & Support Requirements OEM-Led Implementation and SI Led Sustenance Support 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: 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.	We humbly request LIC team to please update the clause as mentioned below:  Implementation Plan & Support Requirements The bidder must ensure that the entire implementation and configuration of the patch management solution is executed directly by the bidder and OEM should ensure the governance for End-to-end solution design.  Justification: Adopting the OEM Governance Model ensures OEM accountability, better implementation quality, and alignment with best practices for large-scale environments.	Please refer Corrigendum
19 2	ANNEXURE R: Additional Mandatory Specifications for Eligibility Point 24		Page No. 156	OEM shall certify and authorize such technical personnel in writing.	We request the LIC team to remove this clause.  Justification: Being an experienced SI with certified resources, the bidder can train LIC team members. However, obtaining OEM certification depends on the OEM's process and individual performance, which is beyond the bidder's control.	OEM Certified resources acceptable

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
19 3	III. Training & Certification		Page No. 69	Training cost shall be inclusive of Certification level training for three participants.	<p>We request LIC to remove the certification requirement, as OEM certification depends on external factors such as exam performance and OEM-defined criteria, which are beyond bidder's control.</p> <p>As an experienced SI, we are fully capable of conducting comprehensive training sessions for LIC's team.</p>	Certification not required. Please refer Corrigendum.
19 4	ANNEXURE E: ELIGIBILITY CRITERIA		96	6 Bidder must have minimum 2 active Indian Clients with proposed OEM's Solution with minimum of 5000 Endpoints each.	<p><b>Change Request</b> We request LIC to change these clauses to:</p> <p>6 Bidder/<b>OEM</b> must have minimum 2 active Indian Clients with <del>proposed</del> OEM's Solution with minimum of 5000 Endpoints each.</p> <p><b>Reason for the request</b> We have POs for more than 5000 endpoints for similar solution from another OEM. Hence this request.</p>	Please refer Corrigendum
19 5	Endpoint and Patch Management Solution		158	Proposed solution should support centralized architecture.	Need more clarity on centralised architecture requirement	The proposed solution should support a centralized architecture,

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
						enabling unified management, policy enforcement, reporting, and control of patch and vulnerability management activities across all LIC locations and endpoints.
19 6	Endpoint and Patch Management Solution		158	Proposed solution should have the ability to do centralized patch management for PCs, Servers, mobile device like Laptops and Surface Device	Please provide details on surface devices like version, OS etc	Please refer Corrigendum

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
19 7	Endpoint and Patch Management Solution		158	Proposed solution should be able to install package through following mechanisms: Push, Pull, User Self Service	Is this with the context of Patch deployment?	<p>Push – The server initiates the installation on endpoints (e.g., force-installing a patch remotely).</p> <p>Pull – The endpoint checks in and fetches the update (often scheduled or policy-based).</p> <p>User Self-Service – End users are notified of available patches or updates and can choose when to install them (useful for minimizing disruption).</p>

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
						<p>These mechanisms cover different operational needs but not limited to:</p> <ol style="list-style-type: none"> <li>1. Push for urgent security updates.</li> <li>2. Pull for bandwidth control and policy-based rollout.</li> <li>3. Self-service for minimal user impact in non-critical environments.</li> </ol>
198	Endpoint and Patch Management Solution		160	Proposed solution should support regulatory specific reports	Which regulatory specific report are we talking about here	<p>The proposed solution must support generation of regulatory-specific reports, including but not limited to IRDAI, CERT-</p>



#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
						In DPDPA, SEBI, NCIIPC, and internal audit requirements. These reports should provide visibility into patch compliance status, vulnerability exposure, remediation timelines, and audit trails. The solution should also allow customization of reporting templates as per LIC's regulatory and operational needs.
199	Endpoint and Patch Management Solution		162	Proposed solution should have automatic patch management and deploy patches for various platforms including Windows, Linux, Unix as per	Please provide the versions of the OS	The details of the same will be provided to the successful

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
				RFP		bidder.
200	Endpoint and Patch Management Solution		162	The proposed solution should support proper business continuity plan	Please elaborate on the requirement	The proposed solution must support high availability
201	Endpoint and Patch Management Solution		162	Vendor should provide interface to integrate to multiple monitoring and reporting tools.	Please specify the monitoring and reporting tools for integration	The details of the same will be provided to the successful bidder.
202	Endpoint and Patch Management Solution		163	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	Please specify the versions of the OS mentioned for endpoints and Servers	The details of the same will be provided to the successful bidder.
203	Endpoint and Patch Management Solution		163	Proposed Solution must support Agent for Windows, Mac OS X & Linux OS (Redhat, CentOS, Ubuntu, SUSE) Operating Systems	Please specify the versions of the OS mentioned for endpoints and Servers	The details of the same will be provided to the successful bidder.

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
204	Service Desk Feature		164	Proposed solution should have native ticketing /service desk feature and should not have restrictions on technician license	Please elaborate on the restrictions condition of technician licenses	As mentioned in the RFP, the number of users required are 150.
205					1.What is the Vulnerability Management solution deployed at LIC e.g Tenable/Qualys/Rapid7 etc. ? Is this solution an on-premise or cloud solution? How many licenses of the VM solution are available & deployed at LIC? Integration with the Patch Management solution may please be explained for scoping the design and solution blocks as these require OS and DB licenses and hardware.	The details will be shared with the successful bidder
206					The existing Server patching solution is from Manage Engine for 5000 Servers. You are stating that the bidder should buy back or give LIC some financial credit for that deployed software. Software and hardware have different cost models wherein software buy back is not possible.	The requirement is on mutually agreed basis
207					When 2 <sup>nd</sup> year and 3 <sup>rd</sup> renewals payment is payable at the start of 2 <sup>nd</sup> and 3 <sup>rd</sup> year respectively, why would LIC discount the 3-year price by 10% to arrive at the NPV	Subscriptions will be paid annually in advance.

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
					? Request your clarification in this context.	
208					Can the bidder leverage the LIC prices of Microsoft licenses (OS, DB etc) required for the deployment of our solution OR Can we ask LIC to procure the Microsoft licenses to avail better prices for the deployment ?	No microsoft licenses pricing is available. Refer to the RFP
209					Can LIC relax the payment terms as the payment terms are too stringent as stated. We would request you to consider the License payment as 100% on delivery and demonstrating the features of the solution on a sample set of 10% of the licenses? The Implementation services can be paid after the deployment of 95% of the licenses as all 65000 users are practically not available/visible wgoing to various reasons.	Please adhere to the LIC Clause

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
210					On the resource deployment on-site, LIC has asked for skills which are in the domain of Linux Administration, Automation, development of BASH, YAML and Python scripts. We don't understand why a BigFix tools expert would need such skill sets. LIC may have these skill sets which could be leveraged to arrive at, in a quicker and cost-effective manner.	Please adhere to the RFP Clause. BigFix is not required
211					Please share the details of the tools deployed at LIC viz. SIEM, ITSM, PIM/PAM, LDAP and the extent of integration desired (as applicable).	The details of the same will be provided to the successful bidder.
212					Lastly, we would like you to detail the extent of automation of patch and vulnerability management that is desired from the bidders solution and services.	Please adhere to the RFP clause

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
213			Page 72		<p>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 etcneeds 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 .</p> <p>Database (We support PGSQL and MSSQL only) - Percona - License has to be provided bt Bidder</p>	<p>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 .</p> <p><b>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.</b></p> <p>LIC has enterprise usage</p>

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
						agreement for RHEL OS , JBoss EAP and Oracle MySQL Database .
214			Page 74 - 7.2 Sizing Requirements		Network devices cannot be patched as part of the solution.	The scope is for server and desktop/ laptop endpoints.

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
215			Annex R - Mandatory Specification Page 138 - Point 3		<p>Recommendation engine for prioritized remediation.-</p> <p>Regarding prioritized remediation, what does the cx expect? We have certain parameters which can be used in the filter to create prioritized vulnerabilities view. If cx expectation is known then it will be taken into enhancement if thats not present in the module.</p>	<p>The offered solution should support policy-based remediation actions, enabling organizations to define and enforce automated remediation workflows based on the criticality of vulnerabilities . The expectation is that the solution should allow for prioritized remediation by leveraging parameters such as CVSS score, asset criticality, exploitability, exposure window, and</p>



#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
						<p>compliance requirements.</p> <p>In addition, the Patch Management module should support continuous deployment, monitoring, detection, and enforcement of patching policies, with the ability to automatically remediate vulnerabilities once a relevant patch is available. The solution should also support deployment of custom software, configuration scripts, or files as part of the</p>

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
						remediation process, offering flexibility to address non-standard or environment-specific vulnerabilities .
216			Annex R - Mandatory Specification Page 141 - Point 6		Vulnerability remediation tracking and audit trail.-  Regarding Remediation tracking and Audit trial, we dont maintain any historical reports. What cx expects with regards to remediation tracking.	Please adhere to the RFP clause

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
21 7			Annex R - Mandatory Specification Page 130 - Point 1F		Our solution is not CIS compliant, Kindly Relax this clause?  But we help organization to achieve CIS compliance	Please refer Corrigendum.
21 8			Annex R - Mandatory Specification Page 130 - Point 1H		Our solution is not IRDAI, RBI, and CERT-In compliant.  We can suggest we are complian with global standards such as ISO, HIPAA, SOCK etc. Based on this we can ask is there any specific requirement regarding this compliance, we can help you with that.  Need more details	Please refer Corrigendum.
21 9			Annex R - Mandatory Specification Page 137 - Point 2B		Custom patch creation and deployment for unsupported applications. - This is not supported in our solution, but it can be achieved using Software Deployment but no reports can be generated for these patch deployments.  Create custom packages (EXE and MSI) to deploy in the endpoints	Please adhere to the RFP clause

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
220			Annex R - Mandatory Specification Page 144 - Point 6		Timeline views and remediation trends. This report is not supported in our solution.  With integration with our own ManageEngine Analytics Plus tool, customer can achieve this requirement.	Please refer Corrigendum
221			Annex R - Mandatory Specification Page 145 - Point 10		Peer-to-peer patch sharing within LAN to reduce WAN usage. - This is not supported as of now. It is under development. We have Distribution Points to cahce and distribute.	Please refer Corrigendum.
222			Annex R - Mandatory Specification Page 145 - Point 11		Regarding Red Hat IPA Integration with EC and How it is going to benefit the customer in management or patching workflow.	Please adhere to the RFP clause

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
223			Annex R - Mandatory Specification Page 146 - Point 35		Webhooks or event triggers for patch/vulnerability activity.  Need more details.	<p>This capability refers to the ability of the Patch and Vulnerability Management (PVM) solution to generate real-time event notifications and trigger automated workflows based on specific activities or conditions related to patching or vulnerability detection.</p> <p>An example is as follows -</p> <p>New high-risk vulnerability found is the Trigger and its corresponding Action via</p>

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
						Webhook will be Trigger SOAR playbook to assess impact
22 4			Annex S - Technical Compliance Page 157 - Point 1		<p>LIC Team to provide the split of Operating system they are targeting to manage as part of the solution.</p> <p>Vulnerability Management is supported only for Windows and Linux</p> <p>Hypervisor - Citrix VDI Persistent\Non-Persistent?</p> <p>Unix machines are supported in our solution. Confirm the Unix OS availability and their details.</p>	The details of the same will be provided to the successful bidder.

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
225			Annex S - Technical Specification Page 163 - Point 84		Import offline asset inventory and allow inventory through Barcode scanning - Confirm if this can be removed - This can be achieved using ITSM	Please refer Corrigendum
226			Annex S - Technical Specification Page 163 - Point 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  Confirm if this can be removed - This point cannot be achieved.	Please refer Corrigendum
227			Annex S - Technical Specification Page 164 - Point 94		Proposed solution should have native ticketing /service desk feature and should not have restrictions on technician license.  Instead "Proposed solution can be integrated with ticketing solution with separate license"  Our Response : EC does not supporting ticketing system, SDP integration is necessary.	Annex S - Technical Specification are non-mandatory but desired items.

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
228			Annex S - Technical Specification Page 166 - Point 106		<p>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.</p> <p>Our Response : Since our solution is a agent based solution, we need individual license for each VM to manage.</p>	Please adhere to the RFP clause
229			Annex S - Technical Specification Page 166 - Point 107		<p>Solution should provide Windows Client Agent with Defender integration to allow administrators to quickly review the current state &amp; perform actions to scan, update signatures in one-click from Central Console for any Client machines.</p> <p>Our Response : Windows Defender integration is not supported. Please ask the customer to share additional details on how the integration is going to be useful for customer.</p>	Please adhere to the RFP clause
230			Annex S - Technical Specification Page 166 - Point 111		<p>UI Based logs can be collected. Please provide more information on Email, FTP and Inventory MIA</p>	The details of the same will be provided to the successful bidder.



#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
23 1			Annex S - Technical Specification Page 166 - Point 112		<p>The proposed solution should have inbuilt anti-virus feature, which scans all attached document and snapshots within service desk.</p> <p>NextGenAV is available to scan the endpoints, but the solution will not scan documents and snapshots attached in ServiceDesk. Kindly relax this clause</p>	Please refer Corrigendum
23 2			Annex S - Technical Specification Page 163 - Point 82		<p>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.</p> <p>Our Response : Integration with VMWare is not supported for auto discovery of VMS. Solution will discover only Endpoints via Active Directory and not networking devices or non-computing devices.</p> <p>This can be acheived using ITSM</p>	Annex S - Technical Specification are non- mandatory but desired items.

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
23 3			Annex S - Technical Specification Page 162 - Point 80		If OS Deployment is not required we can modify the point as below;  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 OEM of release of critical patches	Please refer Corrigendum
23 4			Annex S - Technical Specification Page 162 - Point 66		Unix machines are supported in our solution. Confirm the Unix OS availability and their details.	Please refer Corrigendum
23 5			Annex S - Technical Specification Page 163 - Point 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  Can be accomplished using ITSM	Please refer Corrigendum

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
236			Annex S - Technical Specification Page 163 - Point 91		<p>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</p> <p>Can be modified as "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 a VM running 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"</p>	Please refer Corrigendum

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
23 7			Annex S - Technical Compliance Page 159 - Point 35		Proposed solution should support rollback of patches and service packs applied  Proposed solution should support rollback of patches and service packs applied when the rollback is supported by the Vendor	Please refer Corrigendum
23 8			Annex S - Technical Compliance Page 160 - Point 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  Need More Details.	Please refer Corrigendum
23 9			Annex S - Technical Compliance Page 163 - Point 83		Solution must provide IT asset management for comprehensive asset tracking and compliance reporting.  Lifecycle Management Can be achieved using ITSM	Please refer Corrigendum

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
240			Annex S - Technical Compliance Page 163 - Point 88		<p>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</p> <p>This can be achieved using Enterprise edition, but for Whitelisting and Blocklisting we require Application Control Add-on.</p>	Please refer Corrigendum
241			Annex S - Technical Compliance Page 163 - Point 87		<p>Solution must provide the options to manage and maintain Software compliance under software inventory and provide the information on vendor agreement for usage information</p> <p>Need more details.</p>	Please refer Corrigendum
242			Annex S - Technical Compliance Page 158 - Point 4		<p>Proposed solution should provide end-point security with automated OS and application patch management.</p> <p>Instead "Proposed solution should provide automated OS and application patch management."</p>	Please refer Corrigendum

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
24 3			Page No.45		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. RFP says subscription period should be 3 Years	Please refer Corrigendum
24 4			Page No.101		100% Payment for subscriptions, licenses, implementation, training shall be made after successful implementation signoff and on submission of Tax Invoice. License Payment upon delivery of licenses. Implementation payment upon implementation	Please adhere to RFP clause
24 5				1. Device Count and Scope:	Please confirm the total number of endpoints (desktops, laptops, iPads, surface devices) and servers that will be managed by the solution.	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

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
						be subscription utilisation flexibility. Subscription will be taken for the actual endpoint usage at the end of employment period of 3 months.
24 6				1. Device Count and Scope:	The current numbers provided are 65,000 endpoints and 5,000 servers. Is this the definitive scope for the initial deployment and subsequent management?	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

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
						will be taken for the actual endpoint usage at the end of employment period of 3 months.
247				2. Device Platform Bifurcation:	For the specified endpoints and servers, please provide a detailed breakdown of the operating system platforms. For example, how many are Windows desktops/laptops, macOS, Linux (RHEL, CentOS, Ubuntu, SUSE, Debian), Windows Servers, Linux/Unix Servers, OEL OS, Databases, Web Servers, etc.?	The details of the same will be provided to the successful bidder.
248				3. Active Directory and Directory Services Integration:	Please confirm the version details of the Microsoft Active Directory currently in use.	The details of the same will be provided to the successful bidder.
249				3. Active Directory and Directory Services Integration:	Is integration with Red Hat IPA and Red Hat Satellite required for RHEL endpoints?	Please adhere to the RFP clause
250				4. Scripting Requirements:	What types of scripting languages are expected for custom script deployment and automation (e.g., PowerShell, Shell, Bash, Python, VBScript, YAML)?	Please refer the RFP clause "Custom Script Deployment" on Page 139.



#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
						Please note, the scripting languages provided in the captioned clause are indicative. LIC may ask the successful bidder for support on additional scripting languages.
25 1				5. OS Deployment Capabilities:	Please provide more details on the expectation for "unicast and multicast OS deployment." Are there specific requirements for bare metal imaging or re-imaging existing devices?	The query is not clear
25 2				6. Compliance Requirements for Patching:	Please specify any particular compliance requirements (e.g., PCI DSS, HIPAA, GDPR, ISO 27001, IRDAI, RBI, CERT-In guidelines) that dictate your patching and vulnerability management requirements.	The proposed solution should be capable of meeting the compliance requirements of the following but not limited to - IRDAI, RBI, NCIIPC, GDPR,

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
						DPDPA, PCI DSS, Cert-In, SEBI, ISO 27001, HIPAA or compliance requirement by any other regulatory body and its modifications from time to time.
25 3				7. Missing Features/Points in Features Section:	The provided features list in the initial query had points 3 and 4 missing. Please clarify if these points were intended to be part of the overall features and provide their details, or confirm their removal.	The query is not clear
25 4				8. Vulnerability Management System Integration:	Beyond the general integration with SIEM, ITSM etc., is integration with specific vulnerability management systems like Tenable, Qualys, or Rapid7 required? If so, please specify which tools and the nature of the integration.	Vulnerability Management is a part of this RFP.
25 5				9. Clarification on Monitoring and Automation Capabilities:	Heat Maps (Resource and Issue Hotspots): What specific data points or metrics are expected to be visualized as hotspots? Are there preferred tools ? or is this a functional requirement?	Please adhere to the RFP clause

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
25 6				9. Clarification on Monitoring and Automation Capabilities:	Health Indicators (Node, Service, and System Status): What are the key health indicators for nodes, services, and systems that need to be monitored and displayed? Are there preferred tools ? or is this a functional requirement?	Please adhere to the RFP clause
25 7				9. Clarification on Monitoring and Automation Capabilities:	Forecasts (Ticket Volumes, Resource Usage): What types of forecasts are required for ticket volumes and resource usage? Are there preferred tools ? or is this a functional requirement?	Please adhere to the RFP clause
25 8				9. Clarification on Monitoring and Automation Capabilities:	Root Cause Panels (Event Correlation Drill-downs): What level of detail and automation is expected for root cause analysis through event correlation? Are there preferred tools ? or is this a functional requirement?	Please adhere to the RFP clause
25 9				9. Clarification on Monitoring and Automation Capabilities:	Automation Triggers (Playbook Initiation and Resolution Tracking): What types of automation triggers are expected for playbook initiation and resolution tracking? Are there preferred tools ? or is this a functional requirement?	Please adhere to the RFP clause

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
260				10. Overall Feature Confirmation and Additional Requirements:	<p>Please confirm if the following are the overall features you are looking for in the solution:</p> <p>Patch management</p> <p>Software distribution</p> <p>Inventory management</p> <p>OS deployment and bare metal imaging</p> <p>Are there any other feature requirements not listed above that the solution should possess?</p>	Please adhere to the RFP clause
261				11. Critical Vulnerability Patching and Remediation:	Please describe your current process for handling critical vulnerability patching (e.g., zero-days, high-severity CVEs).	The details of the same will be provided to the successful bidder.
262				11. Critical Vulnerability Patching and Remediation:	What is your typical remediation time for these critical vulnerabilities?	The details of the same will be provided to the successful bidder.
263				12. Current Patch Management Process:	Please describe your existing patch management process, including:	The details of the same will be provided to the successful bidder.

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
26 4				12. Current Patch Management Process:	Tools currently in use (e.g., ManageEngine for 5,000 servers).	The details of the same will be provided to the successful bidder.
26 5				12. Current Patch Management Process:	Frequency of patch deployments (e.g., critical patches, regular updates).	The details of the same will be provided to the successful bidder.
26 6				12. Current Patch Management Process:	Any specific workflows or approval processes.	The details of the same will be provided to the successful bidder.
26 7				13. Additional Device Details for Reporting:	Beyond basic device inventory, what other specific details about devices are required for reporting (e.g., hardware specifications, installed software with versions, usage patterns, network configurations, security configurations, warranty information for specific OEMs)?	The details of the same will be provided to the successful bidder.
26 8				14. On-Premise vs. Cloud Deployment:	The RFP states "OnPremise on LIC's Private Cloud" and "Fully on-premise deployment without dependence on public cloud." Please confirm that any proposed solution must be entirely on-premise and not leverage any public cloud services for core	Fully on-premise deployment without dependence on public cloud. Central server model

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
					functionality or data storage.	with optional distribution servers for remote offices.
269				15. Red Hat Enterprise Linux (RHEL) Specifics:	For the RHEL OS endpoints, are there specific requirements for automated remediation of patch, vulnerability, and configuration compliance using enterprise-grade tools?	Please adhere to the RFP clause
270				15. Red Hat Enterprise Linux (RHEL) Specifics:	What types of scripts (Bash, Python, YAML) are expected for configuration enforcement and compliance checks for RHEL?	Please adhere to the RFP clause
271				15. Red Hat Enterprise Linux (RHEL) Specifics:	Is integration with Red Hat Satellite required for RHEL endpoints?	The details of the same will be provided to the successful bidder.
272				16. Licensing Model:	Please confirm that a purely on-premise license model (subscription or perpetual) is required, with no mandatory internet or OEM cloud dependency for core functionality.	Please adhere to the RFP clause
273				16. Licensing Model:	The license should cover patching, vulnerability management, script deployment, software deployment, and remote support as core	The details of the same will be provided to the successful

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
					modules.	bidder.
27 4				17. Existing Patch Management Licenses:	Regarding the existing ManageEngine patch management licenses for 5,000 servers, is there a strong preference for a commercial offset or credit mechanism for remaining subscription periods if migration to the new solution is required? If so, what mechanisms are acceptable (discounts, extended terms)?	Please adhere to the RFP clause
27 5				17. Existing Patch Management Licenses:	If migration is not feasible, what is the expectation for incorporating these existing licenses into the centralized dashboard for reporting and compliance during a co-existence period?	Please adhere to the RFP clause
27 6				18. OEM-Led Implementation and Post-Go-Live Support:	Please confirm the mandatory requirement for OEM-led implementation and configuration of the patch management solution, executed directly by OEM-deputed specialists.	Please refer Corrigendum
27 7				18. OEM-Led Implementation and Post-Go-Live Support:	Confirm that dedicated post-go-live support for a minimum of 3 months must be OEM-led and not subcontracted to third-party service providers.	Please adhere to the RFP Clause

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
278				18. OEM-Led Implementation and Post-Go-Live Support:	Clarify the expectations for the sustenance phase support by OEM-authorized technical resources, including certification and authorization requirements.	Please adhere to the RFP Clause
279	Table A: Eligibility Criteria		96	Bidder must have minimum 2 active Indian Clients with proposed OEM's Solution with minimum of 5000 Endpoints each	Bidder / <b>OEM</b> must have minimum 2 active Indian Clients with any OEM's Solution with minimum of 5000 Endpoints each	Please refer Corrigendum
280	Page No.45			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.	RFP says subscription period should be 3 Years	Please refer Corrigendum
281	Page 72			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 .	OS for Distributed points should be provided by Bidder or LIC  Database (We support PGSQL and MSSQL only) - Percona - License has to be provided by Bidder	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 .



#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
						<p><b>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.</b></p> <p>LIC has enterprise usage agreement for RHEL OS , JBoss EAP and Oracle MySQL Database .</p>
28 2	7.4 Resource Deployment - Onsite Support Page: 76			Bidder shall deploy FIVE qualified resources with valid certification and relevant experience for conducting the in-scope activities at LIC Premises.	On-site resource qualifications and experience levels.	Please refer 7.4 Resource Deployment - Onsite Support for details.

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
283	8. CURRENT ENVIRONMENT Page: 88			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.	Bandwidth across the branches.	The details of the same will be provided to the successful bidder.
284	7.1 Detailed Scope of Work Page 72				Patching all endpoints to be considered in the Implementation phase or not.	Please adhere to the RFP clause
285	7.5 Service Level Agreements (SLAs) & Penalties Page: 79-80				Patching to be considered in the sustenance phase then what will be compliance %.	Please refer to the Corrigendum
286	Page 74 - 7.2 Sizing Requirements			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)	Endpoints and Server bifurcation based on OS & flavor.  Network devices cannot be patched as part of the solution.	The scope is for server and desktop/laptop endpoints.
287	Page No.101			100% Payment for subscriptions, licenses, implementation, training shall be made after successful implementation signoff and on submission of Tax Invoice.	License Payment upon delivery of licenses. Implementation payment upon implementation	Please adhere to the RFP clause

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
28 8	Annex R - Mandatory Specification Page 130 - Point 1F			CIS Benchmarks Certification Certified by CIS for compliance with CIS Benchmarks. supports CIS security profiles (Level 1/2) .	Our solution is not CIS compliant, Kindly Relax this clause?  But we help organization to acheive CIS compliance	Please refer Corrigendum.
28 9	Annex R - Mandatory Specification Page 130 - Point 1H			Product compliance with IRDAI, RBI, and CERT-In patch and vulnerability guidelines	Our solution is not IRDAI, RBI, and CERT-In compliant.  We can suggest we are complian with global standards such as ISO, HIPAA, SOCK etc. Based on this we can ask is there any specific requirement regarding this compliance, we can help you with that.  Need more details	Please refer Corrigendum.

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
290	Annex R - Mandatory Specification Page 137 - Point 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>	<p>Custom patch creation and deployment for unsupported applications. - This is not supported in our solution, but it can be achieved using Software Deployment but no reports can be generated for these patch deployments.</p> <p>Create custom packages (EXE and MSI) to deploy in the endpoints</p>	Please adhere to the RFP clause

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
29 1	Annex R - Mandatory Specification Page 138 - Point 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 deploy, monitor, detect and enforce patch management policies.</p> <p>The solution should able to deploy any software/ files</p>	<p>Recommendation engine for prioritized remediation.-</p> <p>Regarding prioritized remediation, what does LIC expect? We have certain parameters which can be used in the filter to create prioritized vulnerabilities view. If LIC expectation is known then it will be taken into enhancement if thats not present in the module.</p>	<p>The offered solution should support policy-based remediation actions, enabling organizations to define and enforce automated remediation workflows based on the criticality of vulnerabilities . The expectation is that the solution should allow for prioritized remediation by leveraging parameters such as CVSS score, asset criticality, exploitability, exposure window, and</p>

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
						<p>compliance requirements.</p> <p>In addition, the Patch Management module should support continuous deployment, monitoring, detection, and enforcement of patching policies, with the ability to automatically remediate vulnerabilities once a relevant patch is available. The solution should also support deployment of custom software, configuration scripts, or files as part of the</p>

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
						remediation process, offering flexibility to address non-standard or environment-specific vulnerabilities .

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
29 2	Annex R - Mandatory Specification Page 141 - Point 6			<p>Compliance Dashboard &amp; Reporting Unified Compliance Dashboard that displays: Patch and vulnerability compliance per endpoint and group. Missing patch statistics by severity and classification. Compliance scores and security posture overview. Timeline views and remediation trends. Exportable reports in PDF/CSV formats. Compliance templates (ISO 27001, NIST, PCI-DSS, etc.). Automated report generation and scheduled email delivery. The solution should have the capability to generate report specific to one environment or should be capable of generating reports with an enterprise view. The solution should come along with standard reports and or can generate the customized reports as Compliance Dashboard &amp; Reporting Unified Compliance Dashboard that displays: Patch and vulnerability compliance per endpoint and group. Missing patch statistics by severity and classification.</p>	<p>Vulnerability remediation tracking and audit trail.-</p> <p>Regarding Remediation tracking and Audit trail, we dont maintain any historical reports. What LIC expects with regards to remediation tracking.</p>	Please refer Corrigendum



#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
				<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>		

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
293	Annex R - Mandatory Specification Page 141 - Point 6			<p>Compliance Dashboard &amp; 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 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</p>	<p>Timeline views and remediation trends. This report is not supported in our solution.</p> <p>With integration with our own ManageEngine Analytics Plus tool, customer can achieve this requirement.</p>	Please refer Corrigendum

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
				produce a single report for the entire network. The solution should support the regulatory specific reports.		

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
29 4	Annex R - Mandatory Specification Page 145 - Point 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.	Peer-to-peer patch sharing within LAN to reduce WAN usage. - This is not supported as of now. It is under development. We have Distribution Points to cache and distribute.	Please refer Corrigendum.
29 5	Annex R - Mandatory Specification Page 145 - Point 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.	Regarding Red Hat IPA Integration with EC and How it is going to benefit the customer in management or patching workflow.	Please adhere to the RFP clause

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
296	Annex R - Mandatory Specification Page 146 - Point 12			Integration & Extensibility REST APIs for third-party tool integration (ITSM, SIEM, CMDB). Webhooks or event triggers for patch/vulnerability activity. Directory sync for endpoint inventory and user mapping	Webhooks or event triggers for patch/vulnerability activity.  Need more details.	<p>This capability refers to the ability of the Patch and Vulnerability Management (PVM) solution to generate real-time event notifications and trigger automated workflows based on specific activities or conditions related to patching or vulnerability detection.</p> <p>An example is as follows -</p> <p>New high-risk vulnerability found is the Trigger and its corresponding Action via</p>

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
						Webhook will be Trigger SOAR playbook to assess impact

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
29 7	Annex S - Technical Compliance Page 157 - Point 1			Proposed patch management solution must offer all the patching, application/ software delivery, license metering and asset inventory management capabilities, for Windows and nonwindows 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.	<p>LIC Team to provide the split of Operating system they are targeting to manage as part of the solution.</p> <p>Vulnerability Management is supported only for Windows and Linux</p> <p>Hypervisor - Citrix VDI Persistent\Non-Persistent?</p> <p>Unix machines are supported in our solution. Confirm the Unix OS availability and their details.</p>	The details of the same will be provided to the successful bidder.
29 8	Annex S - Technical Compliance Page 158 - Point 4			Proposed solution should provide end-point security with automated OS and application patch management.	<p>Proposed solution should provide end-point security with automated OS and application patch management.</p> <p>Instead "Proposed solution should provide automated OS and application patch management."</p>	Please refer Corrigendum

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
299	Annex S - Technical Compliance Page 159 - Point 35			Proposed solution should support rollback of patches and service packs applied	Proposed solution should support rollback of patches and service packs applied when the rollback is supported by the Vendor	Please refer Corrigendum
300	Annex S - Technical Compliance Page 160 - Point 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	Need More Details.	Please refer Corrigendum
301	Annex S - Technical Compliance Page 163 - Point 83			Solution must provide IT asset management for comprehensive asset tracking and compliance reporting	Lifecycle Management Can be achieved using ITSM	Please refer Corrigendum
302	Annex S - Technical Compliance Page 163 - Point 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	Need more details.	Please refer Corrigendum
303	Annex S - Technical Compliance Page 163 - Point 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	This can be achieved using Enterprise edition, but for Whitelisting and Blocklisting we require Application Control Add-on.	Please refer Corrigendum



#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
304	Annex S - Technical Specification Page 162 - Point 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	If OS Deployment is not required we can modify the point as below;  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 OEM of release of critical patches	Please refer Corrigendum
305	Annex S - Technical Specification Page 163 - Point 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	Our Response : Integration with VMWare is not supported for auto discovery of VMS. Solution will discover only Endpoints via Active Directory and not networking devices or non-computing devices.  This can be achieved using ITSM	Annex S - Technical Specification are non-mandatory but desired items.
306	Annex S - Technical Specification Page 163 - Point 84			Solution should allow to import offline asset inventory and allow inventory through Barcode scanning	Import offline asset inventory and allow inventory through Barcode scanning - Confirm if this can be removed - This can be achieved using ITSM	Please refer Corrigendum

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
307	Annex S - Technical Specification Page 163 - Point 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	Confirm if this can be removed - This point cannot be achieved.	Please refer Corrigendum
308	Annex S - Technical Specification Page 163 - Point 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	Can be modified as "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 a VM running 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"	Please refer Corrigendum

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
309	Annex S - Technical Specification Page 164 - Point 94			Proposed solution should have native ticketing /service desk feature and should not have restrictions on technician license	Proposed solution should have native ticketing /service desk feature and should not have restrictions on technician license.  Instead "Proposed solution can be integrated with ticketing solution with seperate license"  Our Response : EC does not supporting ticketing system, SDP integration is necessary.	Annex S - Technical Specification are non-mandatory but desired items.
310	Annex S - Technical Specification Page 166 - Point 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	Our Response : Since our solution is a agent based solution, we need individual license for each VM to manage.	Please adhere to the RFP clause
311	Annex S - Technical Specification Page 166 - Point 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	Our Response : Windows Defender integration is not supported. Please ask the customer to share additional details on how the integration is going to be useful for customer.	Please adhere to the RFP clause

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
31 2	Annex S - Technical Specification Page 166 - Point 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	UI Based logs can be collected. Please provide more information on Email, FTP and Inventory MIA	The details of the same will be provided to the successful bidder.
31 3	Annex S - Technical Specification Page 166 - Point 112			The proposed solution should have inbuilt anti-virus feature, which scans all attached document and snapshots within service desk	NextGenAV is available to scan the endpoints, but the solution will not scan documents and snapshots attached in ServiceDesk. Kindly relax this clause	Please refer Corrigendum
31 4	Annex S - Technical Specification Page 162 - Point 66			Proposed solution should have automatic patch management and deploy patches for various platforms including Windows, Linux, Unix as per RFP	Unix machines are supported in our solution. Confirm the Unix OS availability and their details.	Please refer Corrigendum
31 5	Annex S - Technical Specification Page 163 - Point 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	Can be accomplished using ITSM	Please refer Corrigendum

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
31 6	ANNEXURE E: ELIGIBILITY CRITERIA Point 6		Page No.96	Bidder must have minimum 2 active Indian Clients with proposed OEM's Solution with minimum of 5000 Endpoints each.	We humbly request to update the clause as mentioned:  Bidder must have minimum 2 active Indian Clients with similar solution with minimum of 50000 Endpoints & 2500 Servers each from BFSI organizations	Please refer Corrigendum
31 7	Bidder Eligibility Criteria				We humbly request you to add a turnover criteria in the bidder eligibility section  The bidder should have average annual turnover of Rs. 50 Crores for last three financial years, that is FY 2021-22 and FY 2022-23 & FY 2023-24 as per audited financial statements. This must be an individual company and not any group of companies.  Justification: By adding this clause to Bidders Eligibility, LIC will ensure that bidder are financially strong have only those bidder will participate who have an experience of handling large customers.	Please adhere to the RFP Clause

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
318	Bidder Eligibility Criteria				<p>We humbly request you to add a positive net worth criteria in the bidder eligibility section</p> <p>Bidder should have positive net worth in preceding three financial years that is 2021- 22, 2022-23 &amp; 2023-24 as per audited financial statements.</p>	Please adhere to the RFP Clause
319	General Query				We humbly request you to share the versions of all Operating systems - Major & Minor [eg., Linux (RHEL, CentOS, Ubuntu, SUSE, Debian) & Windows]	The details of the same will be provided to the successful bidder.
320	General Query				Kindly clarify who will be responsible for provisioning the load balancer as part of the proposed solution.	LIC currently has F5 SLB in place. It will be the bidder's responsibility to the integrate with the same.

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
32 1	General Query				As we assume LIC would be having EULA licenses for Linux, Microsoft & Database, hence we request LIC to provide OS and Database licenses required for the solution deployment. This will reduce the TCO for LIC	<p>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 .</p> <p><b>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.</b></p> <p>LIC has enterprise usage</p>

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
						agreement for RHEL OS , JBoss EAP and Oracle MySQL Database .



#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
32 2	ANNEXURE INDICATIVE COMMERCIAL BID	H:	Page No.100	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 .	We humbly request you to remove this clause	The same will be done on mutually agreed terms

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
32 3	<p>5. BID EVALUATION PROCESS</p> <p>5.1 ELIGIBILITY AND TECHNICAL EVALUATION</p> <p>Point 1</p> <p>6.13 PAYMENT TERMS</p> <p>Point 12 Subpoint c</p> <p>6.1 PROJECT DURATION</p>		<p>Page No. 25</p> <p>Page No. 45</p> <p>Page No. 35</p>	<p>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.</p> <p>c) The on-site and offsite support services will be for a period of 5 years. The contract maybe renewed after the end of 5 years subject to the discretion of LIC.</p> <p>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</p>	<p>There is a conflicting statement regarding the contract duration in the RFP in different sections. Kindly confirm the contract duration.</p>	<p>Please refer to the Corrigendum</p>

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
324	7.5 SERVICE LEVEL AGREEMENTS (SLAs) & PENALTIES Penalties on Non-Performance of SLA during contract period Solution management-Version/ Release/Upgrades / Patches Point 3		Page No. 82	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 each week of delay or part thereof.	We request you to update the clause as mentioned below:  If the patches/signature files are not deployed within a period of 30 calendar days of LIC from the release of latest version/update by OEM, it will attract a penalty of 0.1% of the charges from yearly on-site & remote monitoring services for each week of delay or part thereof.  Justification: We request you to extend the period of patching as all patches needs to be tested and validated on UAT environment.	Please refer to the Corrigendum
325	7.5 SERVICE LEVEL AGREEMENTS (SLAs) & PENALTIES Penalties on Non-Performance of SLA during contract period Open OEM Support tickets/cases Closure of OEM Support tickets Point 8		Page No. 84	Unable to close the OEM support tickets within 2 weeks without any workaround.  Unable to close the OEM support tickets within 2 weeks without any workaround.	We request you to kindly update the clause as mentioned:  Unable to close the OEM support tickets within 2 weeks without any workaround, except product bug fix and new functionality requirements  Justification: If there is a product bug, there will be a dependency on OEM. Hence we request you to provide an exclusion	Please refer to the Corrigendum

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
326	7.5 SERVICE LEVEL AGREEMENTS (SLAs) & PENALTIES Security Bug/ vulnerability / enhancements etc. - Rectification of security and operational bug/ Vulnerability/ enhancements Point 10		Page No. 84	Critical issue within 2 working days from observation reported/ detected.	We humbly request you to update the clause as mentioned below:  Critical issue within 10 working days from observation reported/detected.  Justification: As there is a dependency on OEM, we request for an update.	Please refer to the Corrigendum
327	7.5 SERVICE LEVEL AGREEMENTS (SLAs) & PENALTIES Security Bug/ vulnerability / enhancements etc. - Rectification of security and operational bug/ Vulnerability/ enhancements Point 11		Page No. 84	Non-critical issue within 6 working days from observation reported/ detected.	We humbly request you to update the clause as mentioned below:  Non-Critical issue within 15 working days from observation reported/detected.  Justification: As there is a dependency on OEM, we request for an update.	Please refer to the Corrigendum
328	7.5 SERVICE LEVEL AGREEMENTS (SLAs) & PENALTIES Key Performance Indicators (KPI): C. Penalty caps:		Page No. 86	The total penalty for delivery and installation shall not exceed 10% of the PO value.	We humbly request you to update the clause as mentioned below:  The total penalty for delivery and installation shall not exceed 5% of the PO value.	Please refer to the Corrigendum

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
329	7.5 SERVICE LEVEL AGREEMENTS (SLAs) & PENALTIES Key Performance Indicators (KPI): C. Penalty caps:		Page No. 86	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).	We humbly request you to update the clause as mentioned below:  The total penalty for onsite and offsite support shall not exceed 10% 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 on the prorata basis for the absent days of the quarterly charges payable (in case of absence of onsite resource and also no backup resource being provided beyond 5 working days).	Please refer to the Corrigendum
330	7.1 DETAILED SCOPE OF WORK 1. General Requirements Point o		Page No. 73	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.	Please confirm the OS vendor and version etc. specifications for each of the following: Security equipment/device/appliances, Surface devices, iPads, Databases, Web Servers, Third Party Applications, Components and Utilities etc. to be considered for patch & vulnerability management	The details of the same will be provided to the successful bidder.

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
33 1	7.1 DETAILED SCOPE OF WORK 1. General Requirements		Page No. 72	<p>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.</p> <p>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.</p> <p>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.</p> <p>e. The bidder should provide OEM approved High level diagram and Low-level diagram to LIC.</p>	<p>We humbly request LIC team members to please update the clause as mentioned below:</p> <p>b. The bidder / System Integrator who have an experience of implementation of handling large environment shall do end to end Implementation for the proposed solutions and engage the Governance services of respective OEMs during the implementation phase, and incase if Bidder or System Integrator is not having experience then bidder should engage the OEM;s Professional Services for the end to end Implementation of the proposed solutions cost of same has to be factor accordingly.</p> <p>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. while adopting OEM's Governance Model.</p>	Please refer Corrigendum

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
				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.	<p>d. The bidder shall ensure that the configuration, implementation and testing of the solution components to be carried out by bidder resources of certified OEM's during the phase of implementation. The bidder's resources can be leveraged; however, the overall responsibility of the implementation shall be with OEM under OEM's Governance Model.</p> <p>e. The bidder should provide OEM approved High level diagram and Low-level diagram to LIC under OEM's Governance model.</p> <p>f. The bidder shall also engage the services of the respective OEMs for post implementation for Health check up, validation and certification by the OEM that the solution has been implemented as per the plan &amp; design provided by them.</p> <p>Justification: to have an OEM's skin in the game Bidder should engage OEM's Governance model.</p>	

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
33 2	7.1 DETAILED SCOPE OF WORK 1. General Requirements		Page No. 72 & 73	<p>h. The bidder shall Supply, Design, Install, Implement, Integrate, Support &amp; Maintain in scope solutions within this RFP.</p> <p>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:</p> <p>i. Solution architecture, sizing, policy configuration, High availability, BCP/DR scenarios, etc.</p> <p>— 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.</p> <p>— iii. Testing strategy and test cases for Acceptance Testing of the solution.</p> <p>— iv. Identifying gaps, addressing vulnerability assessment, policy customization, integration, automation, user training, reporting, and continuous improvement. , fine tuning, etc.</p> <p>—</p> <p>— m. The bidder and OEM services team shall submit a Requirement Gathering Document and a detailed Design Document based on the</p>	<p>Our humble request to LIC team to please update the clause as mentioned below:</p> <p>h. The bidder shall Supply, Design, Install, Implement, Integrate, Support &amp; Maintain in scope solutions within this RFP. The bidder 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:</p> <p>i. Solution architecture, sizing, policy configuration, High availability, BCP/DR scenarios, etc.</p> <p>— 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.</p> <p>— iii. Testing strategy and test cases for Acceptance Testing of the solution.</p> <p>— iv. Identifying gaps, addressing vulnerability assessment, policy customization, integration, automation, user training,</p>	Please refer Corrigendum



#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
				requirements gathering exercise.	<p>reporting, and continuous improvement. , fine tuning, etc. —</p> <p>— m. The bidder team shall submit a Requirement Gathering Document and a detailed Design Document based on the requirements gathering exercise.</p> <p>Bidder should enagage OEM's Governanace Model during the implementation phase and incase if Bidder or System Integrator is not having exprience then bidder should enagage the OEM;s Professional Services for the end to end Implementation of the proposed solutions cost of same has to be factor accordingly.</p>	

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
333	7. SCOPE OF WORK		Page No. 66	The vendor has to do necessary implementations required from business continuity perspectives with respect to all the solutions.  <b>Deployment to be in HA Mode . DR Setup not required .</b>	We request LIC to confirm if DR environment is required as it is conflict statement mentioned here.	No DR. Solution required in HA mode.
334	7.4 PROJECT TIMELINES		Page No. 78	4 Implementation of the Patch Management solution (Date of implementation and Go Live ) 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/server s/appliances  <b>- T+16 weeks</b>	Request you kindly change the Timeline as mentioned below:  4 Implementation of the Patch Management solution (Date of implementation and Go Live ) 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  <b>- T+20 weeks</b>	Please adhere to the RFP clause
335	7.4 PROJECT TIMELINES		Page No. 79	5 Creation of Policy and Procedure Documents as defined in the RFP scope  <b>- T + 20 Weeks</b>	Request you kindly change the Timeline as mentioned below:  5 Creation of Policy and Procedure Documents as defined in the RFP scope  <b>- T + 24 Weeks</b>	Please adhere to the RFP clause

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
33 6	6.13 PAYMENT TERMS		Page No. 43	<p>1 Delivery and implementation of software and subscriptions at all designated sites, endpoints of LIC for the project. Estimated Endpoint: 65000 Endpoint 5000 Servers 150 Users 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>	<p>We request you to kindly change the clause as mentioned below:</p> <p>1 Delivery and implementation of software and subscriptions at all designated sites, endpoints of LIC for the project. Estimated Endpoint: 65000 Endpoint 5000 Servers 150 Users 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 delivery. 50% upon UAT completion &amp; sign off from the LIC Project Manager</p>	Please adhere to the RFP clause
33 7	6.13 PAYMENT TERMS		Page No. 43	<p>2 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>	<p>2 Installation and integration, initial OEM audit and acceptance as per scope of work.</p> <p>Remaining 50 % upon successfully Go Live and sign off from LIC Project manager</p>	Please adhere to the RFP clause

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
338	ANNEXURE S: Technical Compliance Point 10		Page 158 No.	Proposed solution should provide industry recognized vulnerability scanning and reporting for the purposes of integrated remediation of non-compliance	<p>As RFP requirement is related to patch management, our proposed solution will integrate with the vulnerability scanning tool.</p> <p>We kindly request you to change the clause as mentioned:</p> <p>Proposed solution should integrate with existing vulnerability scanning and reporting for the purposes of integrated remediation of non-compliance</p>	Please refer Corrigendum
339	ANNEXURE S: Technical Compliance Point 37		Page 160 No.	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	<p>As RFP requirement is related to patch management, our proposed solution will integrate with the vulnerability scanning tool.</p> <p>We kindly request you to remove this clause</p>	Please refer Corrigendum
340	ANNEXURE S: Technical Compliance Point 82		Page 163 No.	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 Discover VM's and its resources by integrating with VMware ESXi hosts , vCenter Servers and Hyper-V Servers	<p>This is a Patch Management RFP and this requirement is related to ITAM solution.</p> <p>We kindly request you to remove this clause</p>	Annex S - Technical Specification are non-mandatory but desired items.

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
34 1	ANNEXURE S: Technical Compliance Point 83		Page 163 No.	Solution must provide IT asset management for comprehensive asset tracking and compliance reporting	This is a Patch Management RFP and this requirement is related to ITAM solution.  We kindly request you to remove this clause	Please refer Corrigendum
34 2	ANNEXURE S: Technical Compliance Point 84		Page 163 No.	Solution should allow to import offline asset inventory and allow inventory through Barcode scanning	This is a Patch Management RFP and this requirement is related to ITAM solution.  We kindly request you to remove this clause	Please refer Corrigendum
34 3	ANNEXURE S: Technical Compliance Point 85		Page 163 No.	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	This is a Patch Management RFP and this requirement is related & specific to ITAM solution.  We kindly request you to remove this clause	Please refer Corrigendum
34 4	ANNEXURE S: Technical Compliance Point 86		Page 163 No.	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	This is a Patch Management RFP and this requirement is related & specific to ITAM solution.  We kindly request you to remove this clause	Please refer Corrigendum

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
345	ANNEXURE S: Technical Compliance Point 90		Page 163 No.	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	This is a Patch Management RFP and this requirement is related & specific to ITAM solution.  We kindly request you to remove this clause	Please refer Corrigendum
346	ANNEXURE S: Technical Compliance Point 94		Page 164 No.	Proposed solution should have native ticketing /service desk feature and should not have restrictions on technician license	This is a Patch Management RFP and this requirement is related & specific to ITSM solution.  We kindly request you to remove this clause	Annex S - Technical Specification are non-mandatory but desired items.
347	ANNEXURE S: Technical Compliance Point 105		Page 166 No.	User can access the application through their native Mobile app.	We humbly request you to modify the clause as mentioned below:  User can access the application through their native Mobile app limited for endpoints (Laptop & Desktop) only.  Because, Enabling mobile app access for server systems is not recommended, as servers are managed through administrative interfaces or automation tools rather than end-user applications	Please refer Corrigendum

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
348	ANNEXURE S: Technical Compliance Point 112		Page No. 166	The proposed solution should have inbuilt anti-virus feature, which scans all attached document and snapshots within service desk	We kindly request you to remove this clause  Justification: This is a Patch Management RFP and this requirement is related to endpoint security which might requires additional security solution tool	Please refer Corrigendum
349	III. Training & Certification		Page No. 69	Training cost shall be inclusive of Certification level training for three participants.	We request LIC to remove the certification requirement, as OEM certification depends on external factors such as exam performance and OEM-defined criteria, which are beyond bidder's control  As an experienced SI, we are fully capable of conducting comprehensive training sessions for LIC's team.	Certification not required. Please refer Corrigendum.
350	ANNEXURE R: Additional Mandatory Specifications for Eligibility Point 15		Page No.147	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.	Kindly change as mentioned below:  Licensing Model On-premise license model (subscription). No mandatory internet or OEM cloud dependency. License should cover patching, vulnerability management, script, software deployment, and remote	Perpetual in case of subscription model to be read as Duration of the contract

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
					support as core modules.  Request you to kindly remove perpetual.	
35 1	ANNEXURE R: Additional Mandatory Specifications for Eligibility Point 1h		Page No.130	Product compliance with IRDAI, RBI, and CERT-In patch and vulnerability guidelines	We humbly request you to update the clause as:  Product compliance with IRDAI/RBI/CERT-In patch and vulnerability guidelines	Please refer Corrigendum.



#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
35 2	ANNEXURE R: Additional Mandatory Specifications for Eligibility Point 20		Page No.151	<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. 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.</p> <p>Mandatory</p>	We humbly request you to change the requirement of the clause from "Mandatory" to "Optional" as it is about the features of the tool proposed for migration feasibility and option is given to the bidder for checking the same.	The same will be done on mutually agreed terms
35 3	Additional Clause				The proposed solution should have seamless integration with existing vulnerability scanning tool with servers.	Please adhere to the RFP clause

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
354	Resource Deployment - Onsite Support		76-77	<p>Bidder shall deploy FIVE qualified resources with valid certification and relevant experience... Two resources must be senior experienced Linux Administration and Automation Engineers...</p> <p>-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</p>	<p>The RFP mandates 5 onsite resources, including 2 Linux automation engineers, but no clarity on the roles, certifications, or experience required for the other 3. Kindly provide clarity on roles and responsibilities of remote L3 resource in new initiatives</p>	<p>Please refer 7.4 Resource Deployment - Onsite Support for details.</p>
355	SCOPE OF WORK Resource Deployment - Onsite Support		68	<p>Sustaining: Full 24x7 on-site operational support</p> <p>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</p>	<p>Kindly Confirm if 24x7 onsite support will be required, As mentioned in Resource Deployment - Onsite Support support will be required from 9 AM to 6 PM</p>	<p>Resource Deployment - Onsite Support support will be required from 9 AM to 6 PM.</p>
356	SERVICE LEVEL AGREEMENTS (SLAs) & PENALTIES		10	<p>All the new VMs and software that are being implemented in the infrastructure should be integrated with SIEM, ITSM, PIM/PAM, LDAP,</p>	<p>Kindly provide technology solution details for SIEM, ITSM, PIM/PAM and LDAP.</p>	<p>The details of the same will be provided to the successful bidder.</p>

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
357	ANNEXURE S: Technical Compliance		163	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	Asset allocation and re-allocation processes are beyond the scope of patch management and vulnerability management. We kindly request the removal of this requirement from the RFP.	Please refer Corrigendum
358	Page 72		Page 72	<p>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 etcneeds 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 .</p> <p>Database (We support PGSQL and MSSQL only) - Percona - License has to be provided bt Bidder</p>	<p>Database (We support PGSQL and MSSQL only) - MSSQL\Percona - License has to be provided by Bidder</p>	<p>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 .</p> <p><b>All Software components / licenses/ subscriptions like Windows OS and SQL Database etc needs to be provided by the Bidder</b></p>

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
						<p><b>and included in Bill of Material.</b></p> <p>LIC has enterprise usage agreement for RHEL OS , JBoss EAP and Oracle MySQL Database .</p>
35 9	Page 74 - 7.2 Sizing Requirements		Page 74	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)	<p>"Solution will to do Patch Management for Windows, MAC and Linux and Vulnerability Management for Windows and Linux and Not the network devices.</p> <p>Can be modified to ""Servers – 5000assets (All types of Windows OS, Linux/Unix OS,OEL OS, Databases, Web Servers, Third PartyApplications, Components and Utilities to beconsidered)""</p> <p>Please provide the split of Operating Systems for 65000 endpoints and 5000 servers. Please share the version of Operating system for Windows,</p>	<p>The details of the same will be provided to the successful bidder.</p>

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
					Linux, MAC and Server Operating system."	

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
360	Annex R - Mandatory Specification Page 141 - Point 6		Page 141	<p>Compliance Dashboard &amp; Reporting Unified Compliance Dashboard that displays: Patch and vulnerability compliance per endpoint and group. Missing patch statistics by severity and classification. Compliance scores and security posture overview. Timeline views and remediation trends. Exportable reports in PDF/CSV formats. Compliance templates (ISO 27001, NIST, PCI-DSS, etc.). Automated report generation and scheduled email delivery. The solution should have the capability to generate report specific to one environment or should be capable of generating reports with an enterprise view. The solution should come along with standard reports and or can generate the customized reports asr business requirement. The solution should support the various reporting formats i.e. reports can be downloaded easily and or exported. The solution should have the ability to consolidate scan data and to produce a</p>	<p>Vulnerability remediation tracking and audit trail-</p> <p>Regarding Remediation tracking and Audit trial, we dont maintain any historical reports. What cx expects with regards to remediation tracking.</p>	Please refer Corrigendum

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
				single report for the entire network. The solution should support the regulatory specific reports.		

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
36 1	Annex R - Mandatory Specification Page 138 - Point 3		Page 138	Recommendation engine for prioritized remediation.	The Solution have certain parameters which can be used in the filter to create prioritized vulnerabilities view. Please share more details regarding this pointer	The offered solution should support policy-based remediation actions, enabling organizations to define and enforce automated remediation workflows based on the criticality of vulnerabilities . The expectation is that the solution should allow for prioritized remediation by leveraging parameters such as CVSS score, asset criticality, exploitability, exposure window, and



#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
						<p>compliance requirements.</p> <p>In addition, the Patch Management module should support continuous deployment, monitoring, detection, and enforcement of patching policies, with the ability to automatically remediate vulnerabilities once a relevant patch is available. The solution should also support deployment of custom software, configuration scripts, or files as part of the</p>

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
						remediation process, offering flexibility to address non-standard or environment-specific vulnerabilities .
36 2	Annex R - Mandatory Specification Page 139 - Point 4		Page 139	Central repository to upload, organize, and version custom scripts (PowerShell, Shell, Bash, Python, VBScript).	Can be modified to "Central repository to upload, organize, and version custom scripts (PowerShell, Shell, Bash, VBScript)."	Please adhere to the RFP clause
36 3	Annex R - Mandatory Specification Page 139 - Point 4		Page 139	Controlled access to script execution based on role.	Need more details	Please adhere to the RFP clause
36 4	Annex R - Mandatory Specification Page 141 - Point 6		Page 141	Vulnerability remediation tracking and audit trail.	Need more details	Please adhere to the RFP clause

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
365	Annex R - Mandatory Specification Page 130 - Point 1F		Page 130	CIS Benchmarks Certification Certified by CIS for compliance with CIS Benchmarks. supports CIS security profiles (Level 1/2) .	Solution is will help organization meet compliance requirements like CIS, ISO, HIPAA, GDPR, PCI, VPAT, RBI, NIST and DPDPA, but the solution is not CIS Compliant. Requesting to relax this Clause.	Please refer Corrigendum.
366	Annex R - Mandatory Specification Page 130 - Point 1H		Page 130	Product compliance with IRDAI, RBI, and CERT-In patch and vulnerability guidelines	Solution is will help organization meet compliance requirements like CIS, ISO, HIPAA, GDPR, PCI, VPAT, RBI, NIST and DPDPA, but the solution is not IRDAI, RBI, and CERT-In compliant.. Requesting to relax this Clause.	Please refer Corrigendum.
367	Annex R - Mandatory Specification Page 137 - Point 2B		Page 137	Custom patch creation and deployment for unsupported applications.	This is not supported in our solution, but it can be achieved using Software Deployment but no reports can be generated for these patch deployments.  Create custom packages (EXE and MSI) to deploy in the endpoints	Please adhere to the RFP clause
368	Annex R - Mandatory Specification Page 144 - Point 6		Page 144	Timeline views and remediation trends.	We currently dont have this report inbuilt with the solution, but with the integration with our own ManageEngine Analytics Plus tool, customer can achieve this requirement.	Please refer Corrigendum
369	Annex R - Mandatory Specification Page 145 - Point 10		Page 145	Peer-to-peer patch sharing within LAN to reduce WAN usage.	Solution doesn't currently offer peer-to-peer sharing we have distribution server as part of the solution to control bandwidth throttling and to cache and	Please refer Corrigendum.

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
					dsitribute the patches and other configurations.	
370	Annex R - Mandatory Specification Page 145 - Point 11		Page 145	Red Hat IPA Integration with EC	Need more details on how it is going to benefit the customer in management or patching workflow.	Please adhere to the RFP clause
371	Annex R - Mandatory Specification Page 146 - Point 35		Page 146	Webhooks or event triggers for patch/vulnerability activity.	Need more details	This capability refers to the ability of the Patch and Vulnerability Management (PVM) solution to generate real-time event notifications and trigger automated workflows based on specific activities or conditions related to patching or vulnerability detection.  An example is

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
						as follows -  New high-risk vulnerability found is the Trigger and its corresponding Action via Webhook will be Trigger SOAR playbook to assess impact
37 2	Annex S - Technical Compliance Page 157 - Point 1		Page 157	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	LIC Team to provide the split of Operating system version they are targeting to manage as part of the solution, Hypervisor details and Unix versions.  Vulnerability Management is supported only for Windows and Linux  Hypervisor - Citrix VDI Persistent\Non-Persistent?  Unix machines are supported in our solution. Confirm the Unix OS availability and their details.	The details of the same will be provided to the successful bidder.

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
				and AMD CPUs both x86 and x64 architecture.		
37 3	Annex S - Technical Specification Page 163 - Point 84		Page 163	Import offline asset inventory and allow inventory through Barcode scanning	Offline asset Inventory and Barcode scanning can be accomplished using ManageEngine ITSAM solution - Requesting to consider removing this pointer.	Please refer Corrigendum
37 4	Annex S - Technical Specification Page 163 - Point 90		Page 163	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	Can be modified to "Proposed solution should support to display warranty information of Dell and Lenovo devices"	Please refer Corrigendum

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
375	Annex S - Technical Specification Page 164 - Point 94		Page 164	Proposed solution should have native ticketing /service desk feature and should not have restrictions on technician license.	Can be modified to "Proposed solution can be integrated with ticketing solution with separate license"  Solution does not have native ticketing system. Solution will support to integrate with ServiceDesk Plus, ServiceNow, Jira, Zendesk out-of-the-box.	Annex S - Technical Specification are non-mandatory but desired items.
376	Annex S - Technical Specification Page 166 - Point 106		Page 166	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.	Solution need individual license to manage each endpoints and servers.	Please adhere to the RFP clause
377	Annex S - Technical Specification Page 166 - Point 107		Page 166	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.	Windows Defender integration is not supported. Please share more details on this pointer	Please adhere to the RFP clause
378	Annex S - Technical Specification Page 166 - Point 111		Page 166	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	Please provide more information on Email, FTP and Inventory MIA	The details of the same will be provided to the successful bidder.

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
379	Annex S - Technical Specification Page 166 - Point 112		Page 166	The proposed solution should have inbuilt anti-virus feature, which scans all attached document and snapshots within service desk.	NextGenAV is available to scan the endpoints, but the solution will not scan documents and snapshots attached in ServiceDesk. Requesting to relax this clause or this can be changes to "Proposed solution shoould have inbuilt anti-virus feature to scan endpoints"	Please refer Corrigendum
380	Annex S - Technical Specification Page 163 - Point 82		Page 163	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.	Device discovery and Inventory for all hardware and Software including computers, servers, non-computing network devices can be acheived as part of Asset Management module using our ITSM solution. ITSM solution will help discover HAM and SAM for Desktops, Laptops, Servers (Windows, MAC, Linux) and network devices.	Annex S - Technical Specification are non-mandatory but desired items.
381	Annex S - Technical Specification Page 162 - Point 80		Page 162	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.	Response :If OS Deployment is not required we can modify the point as  "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 OEM of release of critical patches"	Please refer Corrigendum



#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
38 2	Annex S - Technical Specification Page 162 - Point 66		Page 162	Proposed solution should have automatic patch management and deploy patches for various platforms including Windows, Linux, Unix as per RFP	Unix machines are supported in our solution. Confirm the Unix OS availability and their details.	Please refer Corrigendum
38 3	Annex S - Technical Specification Page 163 - Point 86		Page 163	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.	Asset allocation can be achieved in Asset Management module using ManageEngine ITSM solution	Please refer Corrigendum
38 4	Annex S - Technical Specification Page 163 - Point 91		Page 163	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	Can be modified to "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 a VM running 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"	The query is not clear
38 5	Annex S - Technical Compliance Page 159 - Point 35		Page 159	Proposed solution should support rollback of patches and service packs applied	Can be modified to "Proposed solution should support rollback of patches and service packs applied when the rollback is supported by the Vendor"	Please refer Corrigendum

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
386	Annex S - Technical Compliance Page 160 - Point 37		Page 160	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.	Need more details	Please refer Corrigendum
387	Annex S - Technical Compliance Page 163 - Point 83		Page 163	Solution must provide IT asset management for comprehensive asset tracking and compliance reporting.	Lifecycle Management Can be achieved in Asset Management module using ManageEngine ITSM solution.	Please refer Corrigendum
388	Annex S - Technical Compliance Page 163 - Point 88		Page 163	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	Solution supports Software catalog to manage Software items but for Whitelisting and Blocklisting we require Application Control Add-on.	Please refer Corrigendum
389	Annex S - Technical Compliance Page 163 - Point 87		Page 163	Solution must provide the options to manage and maintain Software compliance under software inventory and provide the information on vendor agreement for usage information	Need more details on Vendor Agreement	Please refer Corrigendum
390	Annex S - Technical Compliance Page 158 - Point 4		Page 158	Proposed solution should provide end-point security with automated OS and application patch management.	Can be modified to "Proposed solution should provide automated OS and application patch management."	Please refer Corrigendum

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
39 1	Page No.45		Page No.45	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.	RFP says subscription period should be 3 Years	Please refer Corrigendum
39 2	Annex R - Mandatory Specification Page 143 - Point 7		Page 143	Chat and collaboration tools during support sessions.	Proposed solution supports chat during remote session.  Please share additional details on other collaboration tools you're expecting	Annex S - Technical Specification are non-mandatory but desired items.
39 3	Annex R - Mandatory Specification Page 140 - Point 5		Page 140	Centralized deployment of custom and in-house applications using standard installer formats: .exe,.msi, .dmg, .pkg, .deb, .rpm.	Can be modified to "Proposed solution supports custom package of following formats .exe, .msi".  Rest of the application types can be deployed through our Custom Script configuration by attaching the custom application and using the script to install the application.	Please adhere to RFP clause
39 4	Annex R - Mandatory Specification Page 145 - Point 11		Page 145	Active Directory/LDAP integration for user and device grouping.	Can be modified to "Active Directory/LDAP integration for device grouping."  "Active Directory/LDAP integration for device grouping is supported, but user is not supported. Kindly share the use	Please adhere to RFP clause

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
					case for it.	
395	Annex R - Mandatory Specification Page 146 - Point 12		Page 146	Directory sync for endpoint inventory and user mapping.	Need to understand the user mapping referred by customer. Whether the end user mapping to device or Technicians mapping from AD for product console	The details of the same will be provided to the successful bidder.
396	Annex R - Mandatory Specification Page 146 - Point 13		Page 146	<p>Endpoint Grouping &amp; Targeting</p> <p>Static and dynamic grouping of endpoints based on filters (OS, location, business unit, etc.). 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>	Need to understand more on Tag based targeting, and need clarity on hierarchy of the customer in AD to provide better grouping possibilities.	Please adhere to the RFP clause

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
397	Page 72			<p>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 etcneeds 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 .</p>	<p>Database (We support PGSQL and MSSQL only) - MSSQL\Percona - License has to be provided by Bidder</p>	<p>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 .</p> <p><b>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.</b></p> <p>LIC has enterprise usage</p>

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
						agreement for RHEL OS , JBoss EAP and Oracle MySQL Database .
39 8	Page 74 - 7.2 Sizing Requirements			Servers/Network Devices/Appliances – 5000assets (All types of Windows OS, Linux/Unix OS,OEL OS, Databases, Web Servers, Third PartyApplications, Components and Utilities to beconsidered)	<p>Solution will to do Patch Management for Windows, MAC and Linux and Vulnerability Management for Windows and Linux and Not the network devices.</p> <p>Can be modified to "Servers – 5000assets (All types of Windows OS, Linux/Unix OS,OEL OS, Databases, Web Servers, Third PartyApplications, Components and Utilities to beconsidered)"</p> <p>Please provide the split of Operating Systems for 65000 endpoints and 5000 servers. Please share the version of Operating system for Windows, Linux, MAC and Server Operating system.</p>	The details of the same will be provided to the successful bidder.

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
399	Annex R - Mandatory Specification Page 138 - Point 3			Recommendation engine for prioritized remediation.	The Solution have certain parameters which can be used in the filter to create prioritized vulnerabilities view. Please share more details regarding this pointer	The offered solution should support policy-based remediation actions, enabling organizations to define and enforce automated remediation workflows based on the criticality of vulnerabilities . The expectation is that the solution should allow for prioritized remediation by leveraging parameters such as CVSS score, asset criticality, exploitability, exposure window, and

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
						<p>compliance requirements.</p> <p>In addition, the Patch Management module should support continuous deployment, monitoring, detection, and enforcement of patching policies, with the ability to automatically remediate vulnerabilities once a relevant patch is available. The solution should also support deployment of custom software, configuration scripts, or files as part of the</p>



#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
						remediation process, offering flexibility to address non-standard or environment-specific vulnerabilities .
400	Annex R - Mandatory Specification Page 139 - Point 4			Central repository to upload, organize, and version custom scripts (PowerShell, Shell, Bash, Python, VBScript).	Can be modified to "Central repository to upload, organize, and version custom scripts (PowerShell, Shell, Bash, VBScript)."	Please adhere to the RFP clause
401	Annex R - Mandatory Specification Page 139 - Point 4			Controlled access to script execution based on role.	Need more details	Please adhere to the RFP clause
402	Annex R - Mandatory Specification Page 141 - Point 6			Vulnerability remediation tracking and audit trail.	Need more details	Please adhere to the RFP clause

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
403	Annex R - Mandatory Specification Page 130 - Point 1F			CIS Benchmarks Certification Certified by CIS for compliance with CIS Benchmarks. supports CIS security profiles (Level 1/2) .	Solution is will help organization meet compliance requirements like CIS, ISO, HIPAA, GDPR, PCI, VPAT, RBI, NIST and DPDPA, but the solution is not CIS Compliant. Requesting to relax this Clause.	Please refer Corrigendum.
404	Annex R - Mandatory Specification Page 130 - Point 1H			Product compliance with IRDAI, RBI, and CERT-In patch and vulnerability guidelines	Solution is will help organization meet compliance requirements like CIS, ISO, HIPAA, GDPR, PCI, VPAT, RBI, NIST and DPDPA, but the solution is not IRDAI, RBI, and CERT-In compliant.. Requesting to relax this Clause.	Please refer Corrigendum.
405	Annex R - Mandatory Specification Page 137 - Point 2B			Custom patch creation and deployment for unsupported applications.	This is not supported in our solution, but it can be achieved using Software Deployment but no reports can be generated for these patch deployments.  Create custom packages (EXE and MSI) to deploy in the endpoints	Please adhere to RFP clause
406	Annex R - Mandatory Specification Page 144 - Point 6			Timeline views and remediation trends.	We currently dont have this report inbuilt with the solution, but with the integration with our own ManageEngine Analytics Plus tool, customer can achieve this requirement.	Please refer Corrigendum
407	Annex R - Mandatory Specification Page 145 - Point 10			Peer-to-peer patch sharing within LAN to reduce WAN usage.	Solution doesn't currently offer peer-to-peer sharing we have distribution server as part of the solution to control bandwidth throttling and to cache and	Please refer Corrigendum.

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
					dsitribute the patches and other configurations.	
408	Annex R - Mandatory Specification Page 145 - Point 11			Red Hat IPA Integration with EC	Need more details on how it is going to benefit the customer in management or patching workflow.	Please adhere to the RFP clause
409	Annex R - Mandatory Specification Page 146 - Point 35			Webhooks or event triggers for patch/vulnerability activity.	Need more details	This capability refers to the ability of the Patch and Vulnerability Management (PVM) solution to generate real-time event notifications and trigger automated workflows based on specific activities or conditions related to patching or vulnerability detection.  An example is

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
						as follows -  New high-risk vulnerability found is the Trigger and its corresponding Action via Webhook will be Trigger SOAR playbook to assess impact
410	Annex S - Technical Compliance Page 157 - Point 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	LIC Team to provide the split of Operating system version they are targeting to manage as part of the solution, Hypervisor details and Unix versions.  Vulnerability Management is supported only for Windows and Linux  Hypervisor - Citrix VDI Persistent\Non-Persistent?  Unix machines are supported in our solution. Confirm the Unix OS availability and their details.	The details of the same will be provided to the successful bidder.

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
				and AMD CPUs both x86 and x64 architecture.		
41 1	Annex S - Technical Specification Page 163 - Point 84			Import offline asset inventory and allow inventory through Barcode scanning	Offline asset Inventory and Barcode scanning can be accomplished using ManageEngine ITSAM solution - Requesting to consider removing this pointer.	Please refer Corrigendum
41 2	Annex S - Technical Specification Page 163 - Point 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	Can be modified to "Proposed solution should support to display warranty information of Dell and Lenovo devices"	Please refer Corrigendum

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
413	Annex S - Technical Specification Page 164 - Point 94			Proposed solution should have native ticketing /service desk feature and should not have restrictions on technician license.	Can be modified to "Proposed solution can be integrated with ticketing solution with separate license"  Solution does not have native ticketing system. Solution will support to integrate with ServiceDesk Plus, ServiceNow, Jira, Zendesk out-of-the-box.	Annex S - Technical Specification are non-mandatory but desired items.
414	Annex S - Technical Specification Page 166 - Point 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.	Solution need individual license to manage each endpoints and servers.	Please adhere to the RFP clause
415	Annex S - Technical Specification Page 166 - Point 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.	Windows Defender integration is not supported. Please share more details on this pointer	Please adhere to the RFP clause
416	Annex S - Technical Specification Page 166 - Point 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	Please provide more information on Email, FTP and Inventory MIA	The details of the same will be provided to the successful bidder.

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
417	Annex S - Technical Specification Page 166 - Point 112			The proposed solution should have inbuilt anti-virus feature, which scans all attached document and snapshots within service desk.	NextGenAV is available to scan the endpoints, but the solution will not scan documents and snapshots attached in ServiceDesk. Requesting to relax this clause or this can be changes to "Proposed solution shoould have inbuilt anti-virus feature to scan endpoints"	Please refer Corrigendum
418	Annex S - Technical Specification Page 163 - Point 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.	Device discovery and Inventory for all hardware and Software including computers, servers, non-computing network devices can be acheived as part of Asset Management module using our ITSM solution. ITSM solution will help discover HAM and SAM for Desktops, Laptops, Servers (Windows, MAC, Linux) and network devices.	Annex S - Technical Specification are non-mandatory but desired items.
419	Annex S - Technical Specification Page 162 - Point 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.	Response :If OS Deployment is not required we can modify the point as  "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 OEM of release of critical patches"	Please refer Corrigendum

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
420	Annex S - Technical Specification Page 162 - Point 66			Proposed solution should have automatic patch management and deploy patches for various platforms including Windows, Linux, Unix as per RFP	Unix machines are supported in our solution. Confirm the Unix OS availability and their details.	Please refer Corrigendum
421	Annex S - Technical Specification Page 163 - Point 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.	Asset allocation can be achieved in Asset Management module using ManageEngine ITSM solution	Please refer Corrigendum
422	Annex S - Technical Specification Page 163 - Point 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	Can be modified to "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 a VM running 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"	The query is not clear
423	Annex S - Technical Compliance Page 159 - Point 35			Proposed solution should support rollback of patches and service packs applied	Can be modified to "Proposed solution should support rollback of patches and service packs applied when the rollback is supported by the Vendor"	Please refer Corrigendum



#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
424	Annex S - Technical Compliance Page 160 - Point 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.	Need more details	Please refer Corrigendum
425	Annex S - Technical Compliance Page 163 - Point 83			Solution must provide IT asset management for comprehensive asset tracking and compliance reporting.	Lifecycle Management Can be achieved in Asset Management module using ManageEngine ITSM solution.	Please refer Corrigendum
426	Annex S - Technical Compliance Page 163 - Point 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	Solution supports Software catalog to manage Software items but for Whitelisting and Blocklisting we require Application Control Add-on.	Please refer Corrigendum
427	Annex S - Technical Compliance Page 163 - Point 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	Need more details on Vendor Agreement	Please refer Corrigendum
428	Annex S - Technical Compliance Page 158 - Point 4			Proposed solution should provide end-point security with automated OS and application patch management.	Can be modified to "Proposed solution should provide automated OS and application patch management."	Please refer Corrigendum

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
429	Page No.45			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.	RFP says subscription period should be 3 Years	Please refer Corrigendum
430	Annex R - Mandatory Specification Page 143 - Point 7			Chat and collaboration tools during support sessions.	Proposed solution supports chat during remote session.  Please share additional details on other collaboration tools you're expecting	Annex S - Technical Specification are non-mandatory but desired items.
431	Annex R - Mandatory Specification Page 140 - Point 5			Centralized deployment of custom and in-house applications using standard installer formats: .exe,.msi, .dmg, .pkg, .deb, .rpm.	Can be modified to "Proposed solution supports custom package of following formats .exe, .msi".  Rest of the application types can be deployed through our Custom Script configuration by attaching the custom application and using the script to install the application.	Please adhere to RFP clause
432	Annex R - Mandatory Specification Page 145 - Point 11			Active Directory/LDAP integration for user and device grouping.	Can be modified to "Active Directory/LDAP integration for device grouping."  "Active Directory/LDAP integration for device grouping is supported, but user is not supported. Kindly share the use	Please adhere to RFP clause

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
					case for it.	
43 3	Annex R - Mandatory Specification Page 146 - Point 12			Directory sync for endpoint inventory and user mapping.	Need to understand the user mapping referred by customer. Whether the end user mapping to device or Technicians mapping from AD for product console	The details of the same will be provided to the successful bidder.
43 4	Annex R - Mandatory Specification Page 146 - Point 13			<p>Endpoint Grouping &amp; Targeting</p> <p>Static and dynamic grouping of endpoints based on filters (OS, location, business unit, etc.). 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>	Need to understand more on Tag based targeting, and need clarity on hierarchy of the customer in AD to provide better grouping possibilities.	Please adhere to the RFP clause

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
43 5	ANNEXURE R: Additional Mandatory Specifications for Eligibility 1.d		129	Public Url for the Pricing of the Solution : And / Or One Client PO with Pricing details of the Proposed Solution with 50,000 Endpoints: (Client Should be referencable )	<p>We respectfully request the authority to consider modifying the pre-qualification criteria for Class 1 ‘Make in India’ OEMs, in line with the Government of India’s directives under Notification <b>No. P-45014/33/2021-BE-II (E-64737)</b> from the Department for Promotion of Industry and Internal Trade. This notification clearly instructs all procuring agencies to ensure tender conditions are compliant with the PPP-MII order and do not impose restrictive or discriminatory clauses against local suppliers.</p> <p>Public Url for the Pricing of the Solution : And / Or One Client PO with <b>masked</b> Pricing details of the Proposed Solution with 20,000 Endpoints: (Client Should be referencable )</p>	Please adhere to the RFP clause

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
43 6	ANNEXURE R: Additional Mandatory Specifications for Eligibility 1.e		130	<p>Top 3 OEM Clients with minimum 25,000 Endpoints Count under Patch Management with Minimum one client with IRDAI/RBI Regulated Entity and Minimum one client with 50,000 Endpoints Count.</p> <p>Mention Client Name : Is Client IRDAI/RBI Regulated Entity: Solution Deployed : No of Endpoints :</p>	<p>We respectfully request the authority to consider modifying the pre-qualification criteria for Class 1 ‘Make in India’ OEMs, in line with the Government of India’s directives under Notification <b>No. P-45014/33/2021-BE-II (E-64737)</b> from the Department for Promotion of Industry and Internal Trade. This notification clearly instructs all procuring agencies to ensure tender conditions are compliant with the PPP-MII order and do not impose restrictive or discriminatory clauses against local suppliers.</p> <p>Top 1 OEM Clients with minimum 20,000 Endpoints Count under Patch Management <del>with Minimum one client with IRDAI/RBI Regulated Entity and Minimum one client with 50,000 Endpoints Count.</del> Mention Client Name : Is Client IRDAI/RBI Regulated Entity: Solution Deployed : No of Endpoints :</p>	Please adhere to the RFP clause

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
437				<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. 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. Mandatory</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>	<p>Integrating disparate OEM patch management solutions (like ManageEngine and a new proposed OEM) into a single, unified dashboard for comprehensive reporting and compliance is <b>technically not feasible</b> with standard off-the-shelf products. Each OEM's solution is designed with its own architecture, data models, and API capabilities, making a seamless, consolidated dashboard for real-time operational purposes extremely complex, if not impossible, without significant custom development beyond the scope of a typical tender. Such an expectation would lead to fragmented visibility and hinder effective management. We recommend a clear plan for phased migration and onboarding where the new solution takes over full responsibility, or a clear understanding that co-existence means managing two separate dashboards during a transition period, rather than demanding an impossible integration. This ensures the integrity and effectiveness of the new,</p>	<p>Please adhere to the RFP clause</p>

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
					<p>centralized solution.</p> <p>Mandating integration or preference with the current OEM (implied as ManageEngine) contradicts the spirit of open tendering and restricts fair competition. ensuring all OEMs can participate on equal footing without being technically disqualified.</p> <p>Hence we request you to remove this point.</p>	

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
438	ANNEXURE K: Technical Evaluation Criteria			Number of active Indian customers with Endpoints $\geq$ 10,000	<p>This clause skews technical scoring in favor of few large OEMs. We propose changing this to <math>\geq</math> 1,000 endpoints, or using tiered scoring. This ensures a fair and competitive evaluation without excluding capable OEMs with proven mid-large deployments.</p> <p><b>Justification</b></p> <p>Lowering the threshold for active Indian customers from 10,000 to 1,000 endpoints provides a more realistic and inclusive qualification criterion. A deployment of 1,000 endpoints still signifies substantial experience and successful implementation within an Indian context. The 10,000-endpoint requirement is overly restrictive and may disproportionately exclude competent Indian vendors who have robust solutions deployed at a significant, albeit smaller, scale. This modification aligns with the spirit of fostering local talent and broadens the competitive landscape without compromising the demand for proven experience in the Indian market</p>	Please adhere to the RFP clause



#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
43 9	ANNEXURE K: Technical Evaluation Criteria			The bidder shall submit two (2) written customer satisfaction letters on client letterhead, signed and dated, attesting to the successful implementation with >= 5,000 Endpoints	<p>Please modify the clause as per the following                      "The bidder shall submit two (2) written customer satisfaction letters on client letterhead, signed and dated, attesting to the successful implementation with &gt;= 500 Endpoints"</p> <p><b>Justification</b></p> <p>The current requirement of customer satisfaction letters for implementations with 5,000 or more endpoints is unnecessarily restrictive. While demonstrating successful implementation is critical, a threshold of 500 endpoints is still a substantial deployment size that indicates effective solution delivery and client satisfaction. Many highly competent bidders and OEMs have successfully implemented solutions for numerous clients at this scale. Lowering this threshold will allow more credible bidders to demonstrate their track record of success, fostering a more competitive environment and increasing the likelihood of</p>	Please refer Corrigendum

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
					receiving diverse and high-quality proposals.	

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
440	ANNEXURE K: Technical Evaluation Criteria			<p>security and privacy certifications applicable to the proposed solution Product-level certifications 2.5 marks for each valid certification</p> <p>(i) ISO/IEC 27001 (Information Security Management System)</p> <p>(ii) CIS Benchmarks Certification</p> <p>(iii) ISO 9001:2015</p> <p>(iv) PCI DSS &amp; NIST Mappings</p>	<p>Please modify the clause as per the following "</p> <p>security and privacy certifications applicable to the proposed solution Product-level certifications 2.5 marks for each valid certification</p> <p>(i) ISO/IEC 27001 (Information Security Management System)</p> <p>(ii) CIS Benchmarks Certification</p> <p>(iii) ISO 9001:2015</p> <p>(iv) ISO 27034</p> <p>"</p> <p><b>Justification:</b></p> <p>We propose replacing "PCI DSS &amp; NIST Mappings" with "ISO 27034 (Application Security)". While PCI DSS is crucial for organizations handling payment card data, it is not universally applicable as a product-level certification for all types of enterprise management solutions. NIST mappings are broad guidelines. ISO 27034 is a specific standard for application security, focusing on the security of software applications</p>	Please adhere to the RFP clause

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
					throughout their lifecycle. For a patch management solution, which inherently deals with software and system vulnerabilities, a product-level certification in application security (ISO 27034) is highly relevant and provides a direct assurance of the solution's security integrity. This substitution ensures the focus remains on the most pertinent security certifications for the proposed product	

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
44 1	ANNEXURE K: Technical Evaluation Criteria			<p>Analyst report / recognition for Product</p> <p>Leader Marks - 10</p> <p>Performer/Challengers/Visionary Marks - 5</p>	<p>Please modify the clause as per the following "</p> <p>Analyst report / recognition in ITIL for Product</p> <p><b>ITIL certified</b> /Leader - 10 Marks</p> <p>Performer/Challengers/Visionary - 5 Marks</p> <p><b>Justification</b></p> <p>While recognition as a "Leader," "Performer," "Challenger," or "Visionary" in analyst reports is valuable, explicitly including "ITIL certified" as an equivalent qualification (carrying 10 marks if certified) provides a crucial alternative for evaluating product excellence. ITIL (Information Technology Infrastructure Library) certification demonstrates a product's adherence to global best practices in IT Service Management, which is highly relevant to an enterprise management solution like patch management. Many leading</p>	Please adhere to the RFP clause

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
					solutions, particularly from specialized or emerging OEMs, prioritize robust ITIL alignment. Allowing ITIL certification as a high-scoring criterion ensures that products built on service management excellence are also adequately recognized and incentivized, diversifying the pool of highly qualified bidders	

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
44 2	ANNEXURE K: Technical Evaluation Criteria			PO Value for the OEM Components for the Product licenses/subscription/ATS and OEM Led Implementation.	<p>we request you to remove this point</p> <p><b>Justification:</b> Requesting the specific PO (Purchase Order) value is often problematic due to confidentiality clauses and Non-Disclosure Agreements (NDAs) signed with clients. Disclosing precise commercial figures can breach these agreements and expose sensitive business information. We request the removal of this point. Instead, the bidder can provide alternative proofs of project scale and OEM engagement, such as successful implementation certificates, client satisfaction letters (as covered in other clauses), or a declaration of project size/scope without revealing exact financial figures. This adjustment respects standard industry practices regarding data confidentiality while still allowing LIC to assess the OEM's relevant experience.</p>	Please adhere to the RFP clause

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
443	ANNEXURE S: Technical Compliance		163	Solution must provide the options to manage and maintain Software compliance under software inventory and provide the information on vendor agreement for usage information	<p><b>Justification:</b> The current clause broadly mentions "software compliance" and "vendor agreement for usage information" but lacks specific details on the expected use cases. To ensure that the proposed solution precisely meets LIC's needs for software compliance, we kindly request a more detailed definition of the specific software compliance use case requirements. This should include aspects like:</p> <p>What types of licenses need to be tracked (e.g., perpetual, subscription, user-based, device-based)?</p> <p>What reporting is required for license reconciliation and audit preparedness?</p> <p>How should over-licensing or under-licensing be identified and flagged?</p> <p>Is integration with procurement systems expected?</p> <p>What level of detail is needed for tracking usage against</p>	Please refer Corrigendum



#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
					<p>agreements?</p> <p>Clarifying these points will enable bidders to propose the most appropriate and tailored solution for LIC's software compliance needs.</p>	

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
44 4	ANNEXURE S: Technical Compliance		163	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	<p>This feature is considered as a part of monitoring software feature, we request you to remove it from patch management requirement.</p> <p>Justification: The functionalities listed, such as printer monitoring (SNMP alerts for toner, paper jams), WinRM/SSH for general discovery/inventory, and display of hardware warranty information, are typically core features of an IT infrastructure monitoring solution (like an AIOPS platform) or a comprehensive IT Asset Management (ITAM) system, not a specialized patch management solution. Including these under "patch management requirements" creates scope creep and blurs the primary function of patch management, which is focused on vulnerability remediation and software updates. We request that these requirements be removed from the patch management scope to maintain clarity and focus on the solution's core purpose. Our comprehensive Enterprise Management Solution, which includes AIOPS and ServiceOps,</p>	Please refer Corrigendum

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
					can certainly cover these monitoring and asset management aspects, but they should not be mandatory criteria for patch management specific solutions.	

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
44 5	ANNEXURE S: Technical Compliance		164	Proposed solution should have native ticketing /service desk feature and should not have restrictions on technician license	<p>Please define the technician count.</p> <p>Justification: While the requirement for a native ticketing/service desk feature is understood, stating "should not have restrictions on technician license" is ambiguous and potentially unrealistic for commercial software. Most professional service desk solutions are licensed based on the number of technicians/agents. To accurately propose a solution and ensure proper sizing and cost estimation, we respectfully request that LIC define the expected or required technician count for the ticketing/service desk feature. This will allow bidders to provide a solution that precisely matches LIC's operational scale and avoid assumptions regarding licensing models.</p>	As mentioned in the RFP, the number of users required are 150.

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
44 6	ANNEXURE S: Technical Compliance		166	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	<p>This feature is not considered as a standard feature for patch management requirement. we request you to remove it from patch management requirement.</p> <p>Justification: Direct integration with Windows Defender for real-time scanning, signature updates, and management from a patch management solution's central console is typically a feature associated with Endpoint Protection Platforms (EPP) or Endpoint Detection and Response (EDR) solutions, rather than a standard or core capability of a dedicated patch management system. Patch management focuses on identifying missing patches and deploying updates. While security solutions often integrate, mandating this specific antivirus/antimalware management within the patch manager scope is an extension beyond its primary function. We request removal of this clause to keep the RFP focused on essential patch management functionalities.</p>	Please adhere to the RFP clause

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
44 7	ANNEXURE S: Technical Compliance		166	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	<p>This feature is not considered as a standard feature for patch management requirement. we request you to remove it from patch management requirement.</p> <p>Justification: Session tracking for user access, visibility into user locations, and system security auditing are functionalities that fall under the domain of Identity and Access Management (IAM), Security Information and Event Management (SIEM), or dedicated IT security monitoring solutions. These are not standard or inherent features of a patch management system, whose primary role is to manage software updates and vulnerabilities. Including this requirement within the patch management scope introduces functionalities that are outside its core purpose and may unnecessarily complicate the solution. We request removal of this clause to maintain a clear and appropriate scope for the patch management solution.</p>	Please refer Corrigendum

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
448	ANNEXURE S: Technical Compliance		166	The proposed solution should have inbuilt anti-virus feature, which scans all attached document and snapshots within service desk	<p>This feature is not considered as a standard feature for patch management requirement. we request you to remove it from patch management requirement.</p> <p>Justification: An inbuilt anti-virus feature for scanning attached documents within a service desk is a function of dedicated security solutions, such as email security gateways, endpoint protection, or document management systems with integrated scanning capabilities. It is not a standard or expected feature of a native service desk or patch management solution. Relying on the service desk for antivirus scanning could introduce security gaps if not managed by a specialized and continuously updated security engine. We recommend that such security scanning be handled by LIC's existing comprehensive security infrastructure. Including this requirement under patch management is outside its functional scope and would add unnecessary complexity.</p>	Please refer Corrigendum

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
449	Annexure Eligibility Criteria #5 Page 94			Bidder must have minimum 2 active Indian Clients with proposed OEM's Solution with minimum of 5000 Endpoints each.	Request LIC to consider 2 active Indian Clients with proposed OEM with minimum 700 End points each	Please refer Corrigendum
450	Scope of Work Support Page 67-69			24 X 7 real-time monitoring uptime, availability, health performance of Patch Management devices with mitigation support	Kindly confirm the understanding 1. Bidder support window onsite is required for 24*7 window 2. OEM Support is required for 9AM to 5PM window only from Monday-Friday.	Resource Deployment - Onsite Support support will be required from 9 AM to 6 PM.
451	Implementation SLA Page no 78				Request SLA's for delayed implementation to be only factored as a % of Charges of delayed deliverable and not the Total PO value	Please refer Corrigendum
452	Annexure K Technical Evaluation Criteria #3 Page 112			The bidder shall submit two (2) written customer satisfaction letters on client letterhead, signed and dated, attesting to the successful implementation with >= 5, 000 Endpoints	1. Request LIC to consider 2 active Indian Clients with minimum >=700 End points. 2. Request to consider the following PO Copy and /or installation certificate also to be considered as supporting documents towards reference as some public sector customers refrain from giving any separate letter due to organization policies.	Please refer Corrigendum



#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
453	Annex R - Mandatory Specification Page 146 - Point 35			Webhooks or event triggers for patch/vulnerability activity.	Need more details	<p>This capability refers to the ability of the Patch and Vulnerability Management (PVM) solution to generate real-time event notifications and trigger automated workflows based on specific activities or conditions related to patching or vulnerability detection.</p> <p>An example is as follows -</p> <p>New high-risk vulnerability found is the Trigger and its corresponding Action via</p>

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
						Webhook will be Trigger SOAR playbook to assess impact
454	Annex S - Technical Compliance Page 157 - Point 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	LIC Team to provide the split of Operating system version they are targeting to manage as part of the solution, Hypervisor details and Unix versions.  Vulnerability Management is supported only for Windows and Linux  Hypervisor - Citrix VDI Persistent\Non-Persistent?  Unix machines are supported in our solution. Confirm the Unix OS availability and their details.	The details of the same will be provided to the successful bidder.

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
				and AMD CPUs both x86 and x64 architecture.		
45 5	Annex S - Technical Specification Page 162 - Point 66			Proposed solution should have automatic patch management and deploy patches for various platforms including Windows, Linux, Unix as per RFP	Unix machines are supported in our solution. Confirm the Unix OS availability and their details.	Please refer Corrigendum
45 6	Annex S - Technical Specification Page 163 - Point 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.	Asset allocation can be achieved in Asset Management module using ManageEngine ITSM solution	Please refer Corrigendum
45 7	Annex S - Technical Compliance Page 159 - Point 35			Proposed solution should support rollback of patches and service packs applied	Can be modified to "Proposed solution should support rollback of patches and service packs applied when the rollback is	Please refer Corrigendum

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
					supported by the Vendor"	
458	Annex S - Technical Compliance Page 160 - Point 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.	Need more details	Please refer Corrigendum
459	Annex S - Technical Compliance Page 163 - Point 83			Solution must provide IT asset management for comprehensive asset tracking and compliance reporting.	Lifecycle Management Can be achieved in Asset Management module using ManageEngine ITSM solution.	Please refer Corrigendum
460	Annex S - Technical Compliance Page 163 - Point 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	Solution supports Software catalog to manage Software items but for Whitelisting and Blocklisting we require Application Control Add-on.	Please refer Corrigendum
461	Annex S - Technical Compliance Page 163 - Point 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	Need more details on Vendor Agreement	Please refer Corrigendum
462	Annex S - Technical Compliance Page 158 - Point 4			Proposed solution should provide end-point security with automated OS and application patch management.	Can be modified to "Proposed solution should provide automated OS and application patch management."	Please refer Corrigendum

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
46 3	Annex R - Mandatory Specification Page 143 - Point 7			Chat and collaboration tools during support sessions.	Proposed solution supports chat during remote session.  Please share additional details on other collaboration tools you're expecting	Annex S - Technical Specification are non-mandatory but desired items.
46 4	Annex R - Mandatory Specification Page 140 - Point 5			Centralized deployment of custom and in-house applications using standard installer formats: .exe,.msi, .dmg, .pkg, .deb, .rpm.	Can be modified to "Proposed solution supports custom package of following formats .exe, .msi".  Rest of the application types can be deployed through our Custom Script configuration by attaching the custom application and using the script to install the application.	Please adhere to RFP clause
46 5	Annexure S - Technical Specification -			Proposed patch management solution must offer all the patching, application/ software delivery, license metering and asset inventory management capabilities, for Windows and nonwindows 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	Tenable Patch management supports Windows ( OS updates, third party updates & drivers ) , Linux ( OS packages, & key distributions like Ubuntu 22.04 LTS & 24.04 LTS, Debian 11 & 12 , CentOS stream 9 & 10 , 3rd party applications ), MAC ( No OS support, but 3rd party application patches are supported ) . It doesnt support iOS or iPADOS patching ) .Please provide us a list of MAC devices, iPad devices & number of servers on RHEL OS and any other servers of Linux flavours if any apart from our supported list.	Please refer Corrigendum

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
				available. Solution must support Intel and AMD CPUs both x86 and x64 architecture.		
46 6	Annexure S - Technical Specification -			Proposed solution should have the ability to do centralized patch management for PCs, Servers, mobile device like Laptops and Surface Device	Yes, Tenable Patch management is supported for servers as well based on agent installation on those. Could you please let us know the OS of the servers and the count.	The details of the same will be provided to the successful bidder.

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
46 7	Annexure S - Technical Specification -			Proposed solution should be able to install package through following mechanisms: Push, Pull, User Self Service	We support Push or pull mechanism , however self service is not supported .Is Self service a mandatory compliance ? As push / pull are possible .	<p>Push – The server initiates the installation on endpoints (e.g., force-installing a patch remotely).</p> <p>Pull – The endpoint checks in and fetches the update (often scheduled or policy-based).</p> <p>User Self-Service – End users are notified of available patches or updates and can choose when to install them (useful for minimizing disruption).</p>

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
						<p>These mechanisms cover different operational needs but not limited to:</p> <ol style="list-style-type: none"> <li>1. Push for urgent security updates.</li> <li>2. Pull for bandwidth control and policy-based rollout.</li> <li>3. Self-service for minimal user impact in non-critical environments.</li> </ol>
46 8	Annexure S - Technical Specification -			Proposed solution should allow console operators to export report in CSV, PDF,XLS & HTML format	We support export of report in all these formats in our VM solution. However, in Patch management, only CSV is supported .Does the compliance apply for either of the solution of the solution i.e VM & PM or PM ?.	Please adhere to the RFP clause



#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
469	Annexure S - Technical Specification -			Solution should allow to import offline asset inventory and allow inventory through Barcode scanning	Barcode scanning is not supported .Is this mandatory compliance ? This point is pure asset management point. Could you re-consider this point as the RFP states Vulnerability management & Patch management .	Please refer Corrigendum
470	Annexure S - Technical Specification -			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	Tenable Patch management is purely agent based scanning on Windows, Linux & MAC only. Currently SSH tunnelling or SNMP isnt supported for printer devices.Is this a mandatory compliance ? Could you re-consider this point for a fair participation of Patch management solution vendors.	Please refer Corrigendum
471	Annexure S - Technical Specification -			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.	Currently Tenable Patch Management doesn't have an mobile app. However, SMTP is supported through which real-time alerts are sent to admin for monitoring & status check .Is this a mandatory compliance ? Could you re-consider this point for a fair participation.	Please refer Corrigendum

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
47 2	Annexure S - Technical Specification -			The proposed solution should have inbuilt anti-virus feature, which scans all attached document and snapshots within service desk	Tenable is a pure VM & PM vendor. We do not have AV in built. However, we showcase all the vulnerabilities, applications installed, services running , ports open on the asset. Secondly, we apply our own dynamic parameters like Vulnerability Rating, Asset Criticality Rating which are on par with the signatures & heuristic analysis which an AV or EDR provides .Is this point mandatory ? Would it possible to re-consider this point ? .	Please refer Corrigendum
47 3	Page 72		Page 72	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 etcneeds 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 .	Database (We support PGSQL and MSSQL only) - MSSQL\Percona - License has to be provided by Bidder	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 .  <b>All Software components</b>

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
						<p>/ licenses/subscriptions like Windows OS and SQL Database etc needs to be provided by the Bidder and included in Bill of Material.</p> <p>LIC has enterprise usage agreement for RHEL OS , JBoss EAP and Oracle MySQL Database .</p>
474	7.1 Detailed Scope of Work Page 72		7.1 Detailed Scope of Work Page 72		Patching all endpoints to be considered in the Implementation phase or not.	Please adhere to the RFP clause

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
475	Page 74 - 7.2 Sizing Requirements		Page 74 - 7.2 Sizing Requirements	Servers/Network Devices/Appliances – 5000assets (All types of Windows OS, Linux/Unix OS,OEL OS, Databases, Web Servers, Third PartyApplications, Components and Utilities to beconsidered)	<p>Solution will to do Patch Management for Windows, MAC and Linux and Vulnerability Management for Windows and Linux and Not the network devices.</p> <p>Can be modified to "Servers – 5000assets (All types of Windows OS, Linux/Unix OS,OEL OS, Databases, Web Servers, Third PartyApplications, Components and Utilities to beconsidered)"</p> <p>Please provide the split of Operating Systems for 65000 endpoints and 5000 servers. Please share the version of Operating system for Windows, Linux, MAC and Server Operating system.</p>	The details of the same will be provided to the successful bidder.
476	7.4 Resource Deployment - Onsite Support Page: 76		7.4 Resource Deployment - Onsite Support Page: 76	Bidder shall deploy FIVE qualified resources with valid certification and relevant experience for conducting the in-scope activities at LIC Premises.	On-site resource qualifications and experience levels.	Please refer 7.4 Resource Deployment - Onsite Support for details.
477	8. CURRENT ENVIRONMENT Page: 88		8. CURRENT ENVIRONMENT Page: 88	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.	Bandwidth across the branches.	The details of the same will be provided to the successful bidder.

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
478	7.5 Service Level Agreements (SLAs) & Penalties Page: 79-80		7.5 Service Level Agreements (SLAs) & Penalties Page: 79-80		Patching to be considered in the sustenance phase then what will be compliance %.	Please refer to the Corrigendum
479	Annex R - Mandatory Specification Page 130 - Point 1F		Annex R - Mandatory Specification Page 130 - Point 1F	CIS Benchmarks Certification Certified by CIS for compliance with CIS Benchmarks. supports CIS security profiles (Level 1/2) .	Solution is will help organization meet compliance requirements like CIS, ISO, HIPAA, GDPR, PCI, VPAT, RBI, NIST and DPDPA, but the solution is not CIS Compliant. Requesting to relax this Clause.	Please refer Corrigendum.
480	Annex R - Mandatory Specification Page 130 - Point 1H		Annex R - Mandatory Specification Page 130 - Point 1H	Product compliance with IRDAI, RBI, and CERT-In patch and vulnerability guidelines	Solution is will help organization meet compliance requirements like CIS, ISO, HIPAA, GDPR, PCI, VPAT, RBI, NIST and DPDPA, but the solution is not IRDAI, RBI, and CERT-In compliant.. Requesting to relax this Clause.	Please refer Corrigendum.
481	Annex R - Mandatory Specification Page 137 - Point 2B		Annex R - Mandatory Specification Page 137 - Point 2B	Custom patch creation and deployment for unsupported applications.	This is not supported in our solution, but it can be achieved using Software Deployment but no reports can be generated for these patch deployments.  Create custom packages (EXE and MSI) to deploy in the endpoints	Please adhere to the RFP clause

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
48 2	Annex R - Mandatory Specification Page 138 - Point 3		Annex R - Mandatory Specification Page 138 - Point 3	Recommendation engine for prioritized remediation.	The Solution have certain parameters which can be used in the filter to create prioritized vulnerabilities view. Please share more details regarding this pointer	The offered solution should support policy-based remediation actions, enabling organizations to define and enforce automated remediation workflows based on the criticality of vulnerabilities . The expectation is that the solution should allow for prioritized remediation by leveraging parameters such as CVSS score, asset criticality, exploitability, exposure window, and

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
						<p>compliance requirements.</p> <p>In addition, the Patch Management module should support continuous deployment, monitoring, detection, and enforcement of patching policies, with the ability to automatically remediate vulnerabilities once a relevant patch is available. The solution should also support deployment of custom software, configuration scripts, or files as part of the</p>

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
						remediation process, offering flexibility to address non-standard or environment-specific vulnerabilities .
48 3	Annex R - Mandatory Specification Page 139 - Point 4		Annex R - Mandatory Specification Page 139 - Point 4	Central repository to upload, organize, and version custom scripts (PowerShell, Shell, Bash, Python, VBScript).	Can be modified to "Central repository to upload, organize, and version custom scripts (PowerShell, Shell, Bash, VBScript)."	Please adhere to the RFP clause
48 4	Annex R - Mandatory Specification Page 139 - Point 4		Annex R - Mandatory Specification Page 139 - Point 4	Controlled access to script execution based on role.	Need more details	The details of the same will be provided to the successful bidder.



#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
485	Annex R - Mandatory Specification Page 140 - Point 5		Annex R - Mandatory Specification Page 140 - Point 5	Centralized deployment of custom and in-house applications using standard installer formats: .exe,.msi, .dmg, .pkg, .deb, .rpm.	Can be modified to "Proposed solution supports custom package of following formats .exe, .msi".  Rest of the application types can be deployed through our Custom Script configuration by attaching the custom application and using the script to install the application.	Please adhere to RFP clause
486	Annex R - Mandatory Specification Page 141 - Point 6		Annex R - Mandatory Specification Page 141 - Point 6	Vulnerability remediation tracking and audit trail.	Need more details	Please adhere to the RFP clause
487	Annex R - Mandatory Specification Page 143 - Point 7		Annex R - Mandatory Specification Page 143 - Point 7	Chat and collaboration tools during support sessions.	Proposed solution supports chat during remote session.  Please share additional details on other collaboration tools you're expecting	Annex S - Technical Specification are non-mandatory but desired items.
488	Annex R - Mandatory Specification Page 144 - Point 6		Annex R - Mandatory Specification Page 144 - Point 6	Timeline views and remediation trends.	We currently dont have this report inbuilt with the solution, but with the integration with our own ManageEngine Analytics Plus tool, customer can achieve this requirement.	Please refer Corrigendum
489	Annex R - Mandatory Specification Page 145 - Point 10		Annex R - Mandatory Specification Page 145 - Point 10	Peer-to-peer patch sharing within LAN to reduce WAN usage.	Solution doesn't currently offer peer-to-peer sharing we have distribution server as part of the solution to control bandwidth throttling and to cache and	Please refer Corrigendum.

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
					dsitribute the patches and other configurations.	
490	Annex R - Mandatory Specification Page 145 - Point 11		Annex R - Mandatory Specification Page 145 - Point 11	Red Hat IPA Integration with EC	Need more details on how it is going to benefit the customer in management or patching workflow.	Please adhere to RFP clause
491	Annex R - Mandatory Specification Page 145 - Point 11		Annex R - Mandatory Specification Page 145 - Point 11	Active Directory/LDAP integration for user and device grouping.	Can be modified to "Active Directory/LDAP integration for device grouping." "Active Directory/LDAP integration for device grouping is supported, but user is nor supported. Kindly share the use case for it.	Please adhere to RFP clause
492	Annex R - Mandatory Specification Page 146 - Point 12		Annex R - Mandatory Specification Page 146 - Point 12	Directory sync for endpoint inventory and user mapping.	Need to understand the user mapping referred by customer. Whether the end user mapping to device or Technicians mapping from AD for product console	The details of the same will be provided to the successful bidder.

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
493	Annex R - Mandatory Specification Page 146 - Point 13		Annex R - Mandatory Specification Page 146 - Point 13	<p>Endpoint Grouping &amp; Targeting</p> <p>Static and dynamic grouping of endpoints based on filters (OS, location, business unit, etc.). 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>	Need to understand more on Tag based targeting, and need clarity on hierarchy of the customer in AD to provide better grouping possibilities.	Please adhere to the RFP clause

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
494	Annex R - Mandatory Specification Page 146 - Point 35		Annex R - Mandatory Specification Page 146 - Point 35	Webhooks or event triggers for patch/vulnerability activity.	Need more details	<p>This capability refers to the ability of the Patch and Vulnerability Management (PVM) solution to generate real-time event notifications and trigger automated workflows based on specific activities or conditions related to patching or vulnerability detection.</p> <p>An example is as follows -</p> <p>New high-risk vulnerability found is the Trigger and its corresponding Action via</p>

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
						Webhook will be Trigger SOAR playbook to assess impact
495	Annex S - Technical Compliance Page 157 - Point 1		Annex S - Technical Compliance Page 157 - Point 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	LIC Team to provide the split of Operating system version they are targeting to manage as part of the solution, Hypervisor details and Unix versions.  Vulnerability Management is supported only for Windows and Linux  Hypervisor - Citrix VDI Persistent\Non-Persistent?  Unix machines are supported in our solution. Confirm the Unix OS availability and their details.	The details of the same will be provided to the successful bidder.

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
				and AMD CPUs both x86 and x64 architecture.		
49 6	Annex S - Technical Compliance Page 158 - Point 4		Annex S - Technical Compliance Page 158 - Point 4	Proposed solution should provide end-point security with automated OS and application patch management.	Can be modified to "Proposed solution should provide automated OS and application patch management."	Please refer Corrigendum
49 7	Annex S - Technical Compliance Page 159 - Point 35		Annex S - Technical Compliance Page 159 - Point 35	Proposed solution should support rollback of patches and service packs applied	Can be modified to "Proposed solution should support rollback of patches and service packs applied when the rollback is supported by the Vendor"	Please refer Corrigendum
49 8	Annex S - Technical Compliance Page 160 - Point 37		Annex S - Technical Compliance Page 160 - Point 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.	Need more details	Please refer Corrigendum

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
499	Annex S - Technical Compliance Page 163 - Point 83		Annex S - Technical Compliance Page 163 - Point 83	Solution must provide IT asset management for comprehensive asset tracking and compliance reporting.	Lifecycle Management Can be achieved in Asset Management module using ManageEngine ITSM solution.	Please refer Corrigendum
500	Annex S - Technical Compliance Page 163 - Point 87		Annex S - Technical Compliance Page 163 - Point 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	Need more details on Vendor Agreement	Please refer Corrigendum
501	Annex S - Technical Compliance Page 163 - Point 88		Annex S - Technical Compliance Page 163 - Point 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	Solution supports Software catalog to manage Software items but for Whitelisting and Blocklisting we require Application Control Add-on.	Please refer Corrigendum
502	Annex S - Technical Specification Page 162 - Point 80		Annex S - Technical Specification Page 162 - Point 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.	Response :If OS Deployment is not required we can modify the point as  "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 OEM of release of critical patches"	Please refer Corrigendum

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
503	Annex S - Technical Specification Page 163 - Point 82		Annex S - Technical Specification Page 163 - Point 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.	Device discovery and Inventory for all hardware and Software including computers, servers, non-computing network devices can be achieved as part of Asset Management module using our ITSM solution. ITSM solution will help discover HAM and SAM for Desktops, Laptops, Servers (Windows, MAC, Linux) and network devices.	Annex S - Technical Specification are non-mandatory but desired items.
504	Annex S - Technical Specification Page 163 - Point 84		Annex S - Technical Specification Page 163 - Point 84	Import offline asset inventory and allow inventory through Barcode scanning	Offline asset Inventory and Barcode scanning can be accomplished using ManageEngine ITSAM solution - Requesting to consider removing this pointer.	Please refer Corrigendum
505	Annex S - Technical Specification Page 163 - Point 90		Annex S - Technical Specification Page 163 - Point 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	Can be modified to "Proposed solution should support to display warranty information of Dell and Lenovo devices"	Please refer Corrigendum



#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
506	Annex S - Technical Specification Page 163 - Point 91		Annex S - Technical Specification Page 163 - Point 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	Can be modified to "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 a VM running 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"	The query is not clear
507	Annex S - Technical Specification Page 164 - Point 94		Annex S - Technical Specification Page 164 - Point 94	Proposed solution should have native ticketing /service desk feature and should not have restrictions on technician license.	Can be modified to "Proposed solution can be integrated with ticketing solution with separate license"  Solution does not have native ticketing system. Solution will support to integrate with ServiceDesk Plus, ServiceNow, Jira, Zendesk out-of-the-box.	Annex S - Technical Specification are non-mandatory but desired items.
508	Annex S - Technical Specification Page 166 - Point 106		Annex S - Technical Specification Page 166 - Point 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.	Solution need individual license to manage each endpoints and servers.	Please adhere to the RFP clause

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
509	Annex S - Technical Specification Page 166 - Point 107		Annex S - Technical Specification Page 166 - Point 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.	Windows Defender integration is not supported. Please share more details on this pointer	Please adhere to the RFP clause
510	Annex S - Technical Specification Page 166 - Point 111		Annex S - Technical Specification Page 166 - Point 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	Please provide more information on Email, FTP and Inventory MIA	The details of the same will be provided to the successful bidder.
511	Annex S - Technical Specification Page 166 - Point 112		Annex S - Technical Specification Page 166 - Point 112	The proposed solution should have inbuilt anti-virus feature, which scans all attached document and snapshots within service desk.	NextGenAV is available to scan the endpoints, but the solution will not scan documents and snapshots attached in ServiceDesk. Requesting to relax this clause or this can be changes to "Proposed solution shoould have inbuilt anti-virus feature to scan endpoints"	Please refer Corrigendum
512	Annex S - Technical Specification Page 162 - Point 66		Annex S - Technical Specification Page 162 - Point 66	Proposed solution should have automatic patch management and deploy patches for various platforms including Windows, Linux, Unix as per RFP	Unix machines are supported in our solution. Confirm the Unix OS availability and their details.	Please refer Corrigendum

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
513	Annex S - Technical Specification Page 163 - Point 86		Annex S - Technical Specification Page 163 - Point 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.	Asset allocation can be achieved in Asset Management module using ManageEngine ITSM solution	Please refer Corrigendum

**Executive Director IT/DT**