Responses to Pre-bid Queries

RFP for onboarding system integrator(SI) for supply, commissioning, configuration and maintenance of Database Activity Monitoring Solution
Ref : RFP no LIC-CO/IT-DT/RFP/2025-2026/DAM 26.08.2025

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
1	Section A: Introduction	H1 Elimination Clause	9	When the number of Eligible Bidders is more than Five, the Eligible H1 bidder (Bidder with the Highest Quoted Total Bid Price) will be disqualified and eliminated from participating in online reverse auction, if the bid value as per the submitted commercial bid (indicative) is higher by more than 40% as compared to the average of quoted prices of all Eligible bidders for all items in aggregate.	# Please help with more clarity	If there are more than five eligible bidders, the bidder with the highest quoted total price (H1) will be disqualified from the reverse auction if their **quoted indicative commercial bid** is more than 40% higher than the average of all eligible bidders' quoted indicative commercial bids (in aggregate for all items). This prevents abnormally high bids from affecting the auction.
2	Section C: Instructions to Bidders (ITB)	3. Technical Bid Point - iv	27	The bidder is responsible for supply of hardware required for setting up all the in-scope solutions at LIC data centers. The hardware is inclusive of but not limited to servers, Storage, Backup, Switches, Racks, Passive cabling, etc. LIC shall only be responsible for providing the required room space, rack space, cooling and power	# In this, does the hardware include of rack and switches? # Requesting to remove the rack and switches as we will leverage existing LIC racks and switches # Hardware includes - Servers, Virtualization, Cables, NAS storage	The supply of racks and switches does not fall within the bidder's scope. However, if management switches are specifically required for the implementation of the Database Activity Monitoring solution, the same may be provisioned by the bidder. For further clarity, Please refer to the corrigendum-2-Sr#2 and #3
3	Section C: Instructions to Bidders (ITB)	Online Reverse Auction	38	Among all qualified bids, the lowest bid (as quoted in reverse auction) will be termed as L1. If L1 is 'Class-I local supplier', the contract will be awarded to L1	# Is this clause specifically for MSME?	It relates to the Public Procurement (Preference to Make in India), Order 2017 (PPP-MII) issued by DPIIT, which gives purchase preference to Class-I local suppliers (i.e., suppliers whose goods, services, or works have ≥50% local content). MSMEs may sometimes qualify as Class-I local suppliers if their products meet the local content requirement, but the clause itself is broader and applies to all bidders categorized as Class-I local suppliers, not only MSMEs.
4	Section C: Instructions to Bidders (ITB)	Price Negotiation Committee (PNC) Meeting	48	The vendor selected as successful may be called for a meeting with the PNC constituted by LIC for price negotiation. Also, negotiation may be held with the vendor through the PNC for stray future requirements (which were not anticipated, and which are not listed in the current RFP specifications) that may be required to be procured through this RFP. Prices once finalized will be termed as the "Approved	# Post ORA, the L1 will be given the PO and there will be no further commercial negotiation with any of the committee". Please confirm if this understanding is correct?	Post-ORA, the L1 bidder will generally be issued the Purchase Order; however, LIC reserves the right to call the successful vendor for discussions with the Price Negotiation Committee (PNC). Such negotiations may be conducted either for finalizing the approved price rates or for addressing stray future requirements not covered under the current RFP specifications.

5	Section C: Instructions to Bidders (ITB)	60. Digital Personal DATA Protection Act, 2023	65	The Vendor shall ensure that the Digital Asset Management (DAM) tool offered under this RFP is fully compliant with the provisions of the Digital Personal Data Protection Act, 2023, as amended from time to time. The tool must incorporate functionalities that support the lawful collection, storage, processing, access, sharing, and deletion of digital personal data in accordance with the DPDP Act. This includes, but is not limited to, features that enable: - Tagging and classification of personal data assets; - Access control and role-based permissions; - Audit trails and activity logging; - Data retention and deletion workflows; - Support for data subject (Data Principal) rights such as access, correction, and erasure; - Data breach detection and reporting	# The mentioned clause asks for a DAM solution as Digital Asset Management solution, we suggest to correct it with the DAM solution in scope as Database Activity Monitoring. # Also, DPDP act is very vast and can't be 100% achievable using a single solution. As a DAM solution, we support realtime monitoring, alerting and reporting use cases. Suggestion is to revise the inclusions as per DAM solution capabilities	Please refer to the corrigendum-2-Sr#1 & #7
6	Section E: Scope of Services	1. Scope of Work	72	Bidder shall provide written client reference letter explicitly confirming:	# Is it ok to have the reference client in the form of email acknowledgement from client ?	The requirement for client reference is applicable to the Implementation phase of the project. An email acknowledgement from the client is not sufficient to meet this requirement. The bidder must submit a declaration on the client's official letterhead, duly signed by an authorized signatory of the client. This letter should explicitly confirm the following: 1.Successful implementation of the project 2.Ongoing operations support 3.Satisfactory client experience 4.Details of the purchased items or scope of the project Alternatively, a project completion certificate issued by the client may also be accepted, provided it includes the above information and is on official letterhead with proper authorization. This documentation is essential to substantiate the bidder's prior experience in implementing and managing enterprise-scale projects using the OEM's proposed solution
7	Section E: Scope of Services	1. Scope of Work	74	All hardware, software and required Network equipment like management switch, SAN storage, backup storage, backup software, number of SFPs, cable etc. are to be provisioned by Bidder in Bill of Material of this RFP.	# Does backup can be done in the NAS storage and no additional backup storage or backup software is required?	As per RFP, Bidder has to propose the Backup strategy, required backup tools and sizing of Backup storage.

8	Section E: Scope of Services	1. Scope of Work	74	All hardware, software and required Network equipment like management switch, SAN storage, backup storage, backup software, number of SFPs, cable etc. are to be provisioned by Bidder in Bill of Material of this RFP.	# As standard practice across the industry, existing network switches will be leverage and no additional network switches are required. # Hence requesting to remove these network and management switches and utilize customer's switches.	As per the requirement specified, if the solution require Management switch, then only the same need to be proposed Please refer to corrigendum-2- Sr#2 and #3
9	Section E: Scope of Services	1. Scope of Work	76	The Database Activity Monitoring (DAM) solution must support multiple types of data masking techniques to ensure data security and privacy. These shall include, but not be limited to: o Static Data Masking o Deterministic Data Masking o On-the-Fly Data Masking	# Static Data masking and Deterministic Data masking are on the DB level and generally addressed by Encryption solution. DAM solution doesn't touch data at the DB level, it supports On-the-fly data masking and dynamic data masking. Suggestion is to modify this point accordingly	Please refer to the Corrigendum-2 Sr #8
10	Section E: Scope of Services	3. Sizing of solution and software Licenses. Point no - 4	87	The bidder may offer software licenses for monitored database hosts under a yearly subscription-based model only.	# Is there a flexibility to propose a perpetual licensing model? # Requesting to consider from total TCV perspective model rather than being restricted to only a single licensing model. This way, LIC would be able to compare which licensing model is cost-effective from overall 5-year TCO perspective	Please refer to the corrigendum-2 Sr# 5
11	Section E: Scope of Services	3. Sizing of solution and software Licenses. Point - 13	88	If implementation cannot be carried out on certain hosts due to issues such as unsupported database versions or incompatible host operating systems, those hosts will be excluded from all related payments like subscription costs and implementation costs.	# How will LIC derive the software license quantity post ORA for the Software license PO release?	The Purchase Order for software licenses shall be issued based on the number of Active, Passive, Read-only, and UAT database hosts as indicated in the RFP. Notwithstanding the above, the actual payment obligation of LIC shall be limited to the number of hosts where the solution has been successfully implemented. For avoidance of doubt, no payment shall be made in respect of hosts where implementation could not be carried out due to factors such as unsupported database versions or incompatible host operating systems, other reasons etc.
12	Section G: Payment Terms & Conditions	2. Software subscription charges(Yearly)	108	100% on go-live and successful operation of 30 days.	# Post successful ORA, will LIC issue a PO that contains the software license cost for 5 years? # Requesting to keep a break up for payment for software license as 55% at the time of software license delivery, 30% on software installation and integration, 10% after go-live and 5% after training. # Will the PO be 100% non-cancellation for SW license?	The PO for software licenses will be issued as per the RFP quantities; however, payment will only be made for successful implementations. Hosts where implementation is not feasible (e.g., due to unsupported databases or incompatible operating systems) will be excluded. Hence, the PO will not be 100% non-cancellable.
13	Section G: Payment Terms & Conditions	1. Delivery of all the hardware at all designated sites of LIC for the project	108	70% of cost	# Will the PO be 100% non-cancellation for HW license? as HW requires 100% upfront payment	Once the Purchase Order for hardware is released, it shall be treated as firm and non-cancellable for the specified quantity.
14	Annexure G	Commercial Bid (Indicative Pricing)	143	DAM Software License / subscription costs for 1085 database hosts	# In "Annexure G: Commercial Bid (Indicative Pricing)" under item "DAM Software License/ subscription costs for 1085 database hosts" in row 2nd, can you mention segregation of the number of active licenses as 509 and passive as 576?	Please refer to the Corrigendum-2 issued

15	Annexure-W	Data for Sizing of the proposed DAM Solution.	194	DAM solution Hardware components to be sized to support database volumes for next 5 years, assuming a growth of 10% on database numbers per year. Sizing of required backup (hardware & software) also to be proposed.	# Will the growth of 10% year-on-year will be consistent or less than 10% year-on-year can also be there? In case, of an increase in active DB count, please segregate into active and passive DBs as additional licenses have to be procured for increase, sizing would be decided depending on the location and cores of the newly added databases # Can we take a conservative 2% growth rate year on year for us to derive on the unit rate per DB? # Requesting to consider the additional licenses as the requirement comes	Please refer to the corrigendum-2 Sr # 9
16	6	5	18	The Bidder should have minimum of 3 years of experience in supply, implementation, and/ or maintenance of Database Activity Monitoring (DAM) Solution for Private Organizations in India with market capital of minimum 500 Crores or PSU/ Government/ Regulator/ Stock Exchanges/ BFSI Sector Firms in India or Globally	The OEM/ Bidder should have minimum of 3 years of experience in supply, implementation, and/ or maintenance of Database Activity Monitoring (DAM) Solution for Private Organizations in India with market capital of minimum 500 Crores or PSU/ Government/ Regulator/ Stock Exchanges/ BFSI Sector Firms in India or Globally	Please adhere to the RFP Clause.
17	5	4	16	The Bidder during the last 7 years preceding to the Date of this RFP should have supplied, implemented and/or maintained any Database Activity Monitoring (DAM) solution for at least 02 (two) Private Organizations in India with market capital of minimum 500 Crores or at any PSU/ Government/ Regulator/ Stock Exchanges/ BFSI Sector Firms in India or Globally.	TheOEM/ Bidder during the last 7 years preceding to the Date of this RFP should have supplied, implemented and/or maintained any Database Activity Monitoring (DAM) solution for at least 02 (two) Private Organizations in India with market capital of minimum 500 Crores or at any PSU/ Government/ Regulator/ Stock Exchanges/ BFSI Sector Firms in India or Globally.	Please adhere to the RFP Clause.

18	Section C: Instructions to Bidders (ITB)	49. Cancellation of Contract and Compensation	57-58	b) Successful vendor is expected to rectify breach/ unsatisfactory progress during the notice period. In case the successful vendor continues to fail on above counts even after expiry of 30 days' notice, LIC reserves the right to cancel the contract of the selected Vendor and recover related expenditure incurred by LIC. However, upon termination, vendor will be paid for the services performed by vendor as per the RFP till the date of termination) In the event of LIC terminating the Contract in whole or in part, LIC may procure, upon such terms and in such manner as it deems appropriate, Systems or Services similar to those undelivered, and the Successful bidder shall be liable to LIC for any excess costs for such similar systems or Services. However, the Successful bidder shall continue the performance of the Contract to the extent not terminated.	Bidder request for Below term : - Cure period of 30 days before invocation of this clause. - Bidder's liability limited to incremental cost capped at 10% of the cost of the undelivered systems/services. This clause can be invoked only on termination of contract and only for failure solely attributed to bidder	Please adhere to the RFP Clause.
19	Section G: Payment Terms & Conditions	Section G: Payment Terms & Conditions	108	3) Payments will be made as per below table, subject to bidder completing in-scope activities for the agreed project plan. LIC reserves the right to temporarily withhold payment and impose penalty, if it is not satisfied with progress made during that period or if there is delay in activity timelines	Bidder request for below term : - Bidder request for deletion of this clause, as LIC has other remedy in the form of PBG, penalties, etc to protect its interest	Please adhere to the RFP Clause.
20	Section C: Instructions to Bidders (ITB)	57. Varying the Services	62	3.7.1. Variations proposed by LIC LIC reserves the right to initiate any change in the scope of contract. Any change in the general scope will be informed to Bidder(s) in writing. If LIC wants to vary the Services: a) LIC will communicate the Bidder(s) in writing setting out the proposed variations; b) Within 15 days after receiving LIC's request or within another period mutually agreed, Bidder(s) must respond in writing to LIC specifying what impact those variations will have on: a. the Scope; the Services or Deliverables, including any particular Deliverable; b. Bidders' ability to perform its obligations under current Contract (including its ability to meet Milestones) and with respect to the change of scope proposed; c) Within 15 days after receiving the Bidders' response, or within another period mutually agreed, LIC will give Bidder(s) a written notice accepting or rejecting the response	Bidder request for below terms : - Bidder's commercials will be based on the available information provided by LIC in RFP and subject to variance if any change in scope of services or any change in terms and conditions provided herein. Equitable adjustments to pricing and scope may be made in event of any material new discoveries or data points not previously known to Bidder or any changes to the technical part of the scope	Please adhere to the RFP Clause.

21	Section F: General Terms & Conditions	·8. Termination	103	Termination and reduction for convenience a. LIC may, at any time, by a prior written notice of 30 days, terminate the contract or reduce the scope of the Services. b. On receipt of a notice of termination or reduction of scope, the Vendor must stop work as specified in the notice; take all available steps to minimize loss resulting from that termination and to protect LIC Material and Contract Material; and continue work on any part of the Services not affected by the notice. c. If the contract is terminated under the contract, LIC is liable to make payment only for Services rendered before the effective date of termination; d. If the scope of the Services is reduced, LIC's liability to pay the Service Charges or to provide LIC Material abates in accordance with the reduction in the Services. e. LIC is not liable to pay compensation	Bidder request for below terms / modification : - Bidder proposes mutual termination rights in case of termination for convenience, with 3 months prior notice. - LIC has to pay for undisputed fees for services rendered till date of termination. In addtion to undisputed fees outstanding till date of termination, LIC shall also pay the Bidder for any hardwares/Appliances/licenses, implementation and AMC/ATS for which Bidder has made payment to OEM. - LIC would also require to pay for reverse transition fees proposed by Bidder	Please adhere to the RFP Clause.
22	Section C: Instructions to Bidders (ITB)	27.Performance Bank Guarantee (PBG)	45	a)After finalization of the RFP process, the selected bidder should submit an unconditional and irrevocable Performnce Bank Guarantee (from a scheduled/ nationalized Public Sector Bank acceptable to LIC and having Branches in Mumbai) equal to 5% of the total Contract Value. The required PBG should be submitted to LIC within 14 days from the date of letter issued by LIC for selection as the "selected vendor". If not, the bid/ contract may be cancelled and contract may be awarded to the next successful bidder as per Section-C (INSTRUCTIONS TO BIDDERS). b) The PBG should be valid for a period to cover the expected contract period of 60 months and additional 3 months after the date of expiry of the contract from the date of its submission to LIC. b)) In case of extension of the contract by LIC, the vendor should submit fresh PBG of the same amount or extend the validity	Bidder request for below terms / deletion of terms : - PBG of 3% of the total annual value of contract and to be renewed every anniversary on subsequent annual value. We also request the PBG will be provided only for contract duration. - LIC shall invoke the PBG only on occurrence of material breach and after the LIC provides a 30 days cure period to the bidder to rectify the material breach for which the PBG is sought to be invoked.	Please adhere to the RFP Clause.

23	Section G: Payment Terms & Conditions	Payment for the Delivery of the DAM Solution & Its Implementation	108-109	Payment for the Delivery of the DAM Solution & Its Implementation........	Bidder request for below term : 1. Hardware - 100% on delivery 2. Software subscription charges(Yearly) - Annually in Advance 3. One-time implementation cost - Based on below proposed milestones - PO Relase - 10% of implementation cist - Project kick off - 20% of implementation cost - SRS sign off - 20% of implementation cost - UAT Sign-off - 40% of implementation cost	Please refer to the corrigendum-2
24	Section G: Payment Terms & Conditions	Payment against Onsite Services of the In-Scope Solutions	110	Payment against Onsite Services of the In-Scope Solutions...	Bidder request for below term : - Payment for the Onsite Services/Managed services – Quarterly in Advance - Payment for the OEM Audit cost – Actual basis on completion of Audit - Payment for the Yearly software subscription costs – Annually in Advance - Payment of OEM premier support costs - Quarterly	Please adhere to RFP Clause.
25	3.37.4 Due Date for Payment (Page 91)	Payment against Onsite Services of the In-Scope Solutions	110	4) LIC shall make payments in Indian Rupee (INR) on receipt of invoice, after deduction of penalties and applicable taxes at source from the agreed price to the selected Vendor.	Bidder request for below term : - Bidder request that LIC shall make payment within 30 calander days from date of invoice for services rendered for relevent period. - If LIC fails to pay undisputed Charges within 30 days after the due date, Bidder may suspend performance of the services or terminate the contract or both, until payment of the undisputed Charges is received in full. Bidder will not be liable to Customer for any losses LIC suffers where Bidder exercises its rights under this clause, neither will Bidder be liable for any penalties nor liquidated damages as a result of such suspension.	Please adhere to the RFP Clause.
26	3.37.4 Due Date for Payment (Page 91)	Payment against Onsite Services of the In-Scope Solutions	112	c) The on-site and offsite support services will be for a period of 5 years. The contract may be extended for a period of one year after the end of 5 years subject to the discretion of LIC	Bidder request for below terms - Any contract extension shall be based on mutually agreed terms and conditions along with commercials proposed by Bidder	Please adhere to the RFP Clause.
27	3.37.4 Due Date for Payment (Page 91)	Payment against Onsite Services of the In-Scope Solutions	112	d) LIC reserves the right to terminate the contract earlier, with two months' notice for reasons of non-performance and unsatisfactory services. In any case LIC's decision in this case will be final and binding. In case of vendor being discontinued for deficiency in service, the contract may be terminated, and the vendor may be blacklisted by LIC and may not be allowed to participate in the future RFPs for a period to be decided by LIC. Also, a lump sum amount as deemed fit by LIC (within the limits of PBG) will be imposed as penalty on the vendor to make good of losses suffered by LIC in terms of business loss and for making alternate arrangements.	Bidder request for below terms : - LIC to provide 60 days notice period including 30 days cure period notice for termination for any material breach, - Bidder's liability limited to incremental cost capped at 10% of the cost of the undelivered systems/services. This clause can be invoked only on termination of contract and only for failure solely attributed to bidder	Please adhere to the RFP Clause.

28	Section C: Instructions to Bidders (ITB)	59. Liquidated damages	64	If Service Provider fails to deliver product, deliverables and/or perform any or all the Services within the stipulated time schedule as specified in this RFP, LIC may, without prejudice to its other remedies under the Agreement, and unless otherwise extension of time is agreed upon without the application of liquidated damages, deduct from the Project Cost, as liquidated damages a sum equivalent to 1 % of total Project Cost for delay of each week or part thereof maximum up to 10 % of total Project Cost. Once the maximum deduction is reached, LIC may consider termination of the Agreement.	Bidder request for below terms : - For Delay in delivery of hardware - Penalty should be capped at 0.5% per week of cost of relevant delayed hardware, with overall cap not exceeding 5% of delayed hardware cost. - For Delay in Implementation / Installation - Penalty should be capped at 0.5% per week of cost of relevant delayed milestones, with overall cap not exceeding 5% of cost of relevant delayed milestones.	Please adhere to the RFP Clause.
29	Section E: Scope of Services	7. Service Level Agreements (SLAs) & Penalties	97	a)Cumulative penalty during delivery, installation, pilot and implementation phase for breach of SLA mentioned below shall be capped at 10% of the contract value (TCO). b)The total penalty for any quarter during operations phase shall not exceed 10% of the quarterly charges payable for onsite and offsite support for that quarter.	Bidder request for below terms a)Cumulative penalty for delivery shall be capped at ~~10% of the contract value (TCO)~~ **5% of respective hardware cost**. B) Cumulative penalty during installation, pilot and implementation phase for breach of SLA mentioned below shall be capped at 5% of implemenatation cost. b)The total penalty for any quarter during operations phase shall not exceed ~~10%~~ **5%** of the quarterly charges payable for onsite and offsite support for that quarter. **The overall cap for all types of penalties/Service Credits/ Liquidated Damages under this agreement shall not exceed 5% of Annual contract value.**	Please adhere to the RFP Clause.
30	Section C: Instructions to Bidders (ITB)	49. Cancellation of Contract and Compensation	57	a) LIC may take all legal recourse such as, cancelling the contract, invoking the Performance Bank Guarantee, claiming damages etc. if the vendor fails to implement the scope covered in this RFP within the stipulated period by giving minimum 15 days notice to the successful bidder in case of non-performance by the bidder or for any other reason deemed fit by LIC. b) Successful vendor is expected to rectify breach/ unsatisfactory progress during the notice period. In case the successful vendor continues to fail on above counts even after expiry of 30 days' notice, LIC reserves the right to cancel the contract of the selected Vendor and recover related expenditure incurred by LIC.	Bidder request for below terms : - LIC to provide 90 days notice period including 30 days cure period notice for termination for any material breach	Please adhere to the RFP Clause.

31	Section C: Instructions to Bidders (ITB)	49. Cancellation of Contract and Compensation	58	c) In case of termination/ cancellation of the order, the vendor will not be entitled to or recover from LIC any amount by way of damages, loss or otherwise. In such a situation, Vendor will be paid charges towards services delivered till the date of termination of the contract g) If the contract is terminated, LIC is liable only for payments in respect of services rendered before the effective date of termination. i) The deliverables that are complete and ready for delivery within 7 days after the Successful bidder's receipt of notice of termination shall be accepted by LIC as per the Contract. For the remaining systems, LIC may choose to have any portion completed and delivered at the Contract terms and prices, and/or to cancel the remainder and pay to the Successful bidder an agreed amount for partially completed systems and for materials and parts	Bidder request for below terms / modification : - LIC has to pay for undisputed fees for services rendered till date of termination. In addtion to undisputed fees outstanding till date of termination, LIC shall also pay the Bidder for any hardwares/Appliances/licenses, implementation and AMC/ATS for which Bidder has made payment to OEM. - LIC would also require to pay for reverse transition fees proposed by Bidder	Please adhere to the RFP Clause.
32	Section C: Instructions to Bidders (ITB)	49. Cancellation of Contract and Compensation	58	e) LIC may, at any time, by a prior written notice of 15 days, terminate the successful bidder and / or reduce the scope of the Services.	Bidder request for below terms / modification : - LIC shall provide 180 days notice period before termination of contract, - Bidder proposes muutal termination for convenience right between bidder and LIC	Please adhere to the RFP Clause.
33	Section F: General Terms & Conditions	8. Termination	103	In the event of LIC terminating the Contract in whole or in part, LIC may procure, upon such terms and in such manner as it deems appropriate, Systems or Services similar to those undelivered, and the Vendor shall be liableto LIC for any excess costs for such similar systems or Services. However, the Vendor shall continue the performance of the Contract to the extent not terminated	Bidder request for Below term : - Cure period of 30 days before invocation of this clause. - Bidder's liability limited to incremental cost capped at 10% of the cost of the undelivered systems/services. This clause can be invoked only on termination of contract and only for failure solely attributed to bidder	Please adhere to the RFP Clause.
34	Annexure G: Commercial Bid (Indicative Pricing)	Note:	144	10. If no additional licenses are procured, LIC shall not be liable to make any payment towards such licenses or associated implementation services.	Bidder understand that this is fixed price bid, hence request bank for deletion of this clause	This clause refers to purchase of Additional licenses, if any, required in future. To clarify, if no additional licenses are procured, then no payments will be made.

35	Annexure G: Commercial Bid (Indicative Pricing) 58. Important time-limits 6. Project Timelines	Annexure G: Commercial Bid (Indicative Pricing) 58. Important time-limits 6. Project Timelines	64, 92 143	Period of Contract - 5 years from date of signing of contract 6. Project Timelines Sign-off & GO-Live - 29 weeks from Issuance of Purchase Order to successful bidder Transition to managed services (Maintenance phase) - Till End of Contract Annexure G: Commercial Bid (Indicative Pricing) 10 -Managed Service cost / OEM premier support costs	Bidder request bank to clarify whether managed services / OEM premier support cost needs to be factored post go live (Week 29) till remaining contract end period (Month 60) or managed services / premier support cost should be factored for entire 60 months and accordingly contract duration will be 29 weeks for go live plus addtional 5 years. Accordingly, request bank to clarify for how many months bidder needs to factor resource cost in commercial template	Total Contract period is 5 years commencing from Date of signing of contract. Managed services to commence post GO-LIVE.
36	Section F: General Terms & Conditions	8. Termination	103	• Right to terminate If Vendor fails to comply any part of the service that does not meet the specifications on three or more occasions, LIC may (in addition to its other remedies) terminate the Contract by giving the Vendor written notice of 30 days • Termination by LIC for default Notwithstanding what has been stated in this RFP LIC may, without prejudice to any other remedy for breach of contract, by written notice of default sent to the Vendor, terminate the Contract in whole or part if the Vendor fails to deliver any or all of the systems within the period(s) specified in Scope of Work of the RFP, or if the Vendor fails to perform any other obligation(s) under the Contract.	Bidder request for below terms : - LIC to provide 90 days notice period including 30 days cure period notice for termination for any material breach - LIC to pay for the services rendered up to the point of termination,	Please adhere to the RFP Clause.
37	Annexure F: Technical Complaince	B. Architectural Scalabilit. Point no. 29	128	Each agent Gateway/cluster in the DAM solution should be able to process minimum 21,000 TPS (transactions per second) on an individual basis.	Considering LIC spurt of traffic, Gateway should be flexible to accommodate the TPS burst(s) and sustained TPS load increase. Request LIC to modify "Each agent Gateway/cluster in the DAM solution should be able to process minimum 21000 TPS and scalable to 60000 TPS (transactions per second) without any additional gateway on an individual basis."	Please adhere to the RFP Clause.
38	Annexure F: Technical Complaince	F. Data Risk Analytics, Risk Scoring and prioritization Point no. 67	132	Risk levels should be dynamically categorized (High/Medium/Low) and updated in real time based on new activities.	The Risk analytics engine should maintain the transparency to detect any activity as anomalous. To achieve this kindly modify the clause to "Risk analytics engine should provide reasonable justification with factors affecting the Risk Score and should be able to provide details including typical behavior and anomalous behavior."	Please adhere to the RFP Clause.
39	Annexure F: Technical Complaince	K. Monitoring & Alerting. Point no. 118	136	Automatic discovery of all databases in the environment should be enabled to capture malicious activities outside monitored databases	Kindly modify this clause "Automatic Discovery of all Databases in the environment should be enabled using either Agent or Agentless method in order to capture malicious/ rogue Databases"	Please adhere to the RFP Clause.

40	Section C: Instructions to Bidders (ITB)	2. Submission of Bids, point 31	26	31. The vendor should propose only one product/solution for each of the requirements (Hardware, Software and Appliance) and quote for the same. If a vendor for any one of the stated technical requirements quotes multiple products/solutions, LIC will disqualify the entire response to the RFP by the vendor.	Bidder understands that all the components including HW, Storage servers, VM, DAM components and physical or virtual appliances need to be from same OEM? Please Clarify.	The requirement is not for a single OEM, but for proposing only one solution per component without offering multiple alternatives.
41	Section C: Instructions to Bidders (ITB)	2. Submission of Bids, point 31	26	31. The vendor should propose only one product/solution for each of the requirements (Hardware, Software and Appliance) and quote for the same. If a vendor for any one of the stated technical requirements quotes multiple products/solutions, LIC will disqualify the entire response to the RFP by the vendor.	Bidder understands that all the components including HW, Storage servers, VM, DAM components and physical or virtual appliances need to be from same OEM? If Yes, bidder reuests to modify the clause as "Vendor should propose one OEM per Technology"	The requirement is not for a single OEM, but for proposing only one solution per component without offering multiple alternatives.
42	Digital Personal DATA Protection Act, 2023	Digital Personal DATA Protection Act, 2023	65	The Vendor shall ensure that the Digital Asset Management (DAM) tool offered under this RFP is fully compliant with the provisions of the Digital Personal Data Protection Act, 2023, as amended from time to time. The tool must incorporate functionalities that support the lawful collection, storage, processing, access, sharing, and deletion of digital personal data in accordance with the DPDP Act. This includes, but is not limited to, features that enable:	Bidder understands the requirement as to propose Database Activity Monitoring Tool and not Digital Asset Management Tool, please clarify.	Please refer to the corrigendum-2-Sr#1 and #7
43	3. Technical Bid	Generic	27	The bidder is responsible for supply of hardware required for setting up all the in-scope solutions at LIC data centers. The hardware is inclusive of but not limited to servers, Storage, Backup, Switches, Racks, Passive cabling, etc. LIC shall only be responsible for providing the required room space, rack space, cooling and power	Is LIC looking for a new Backup tool to be proposed in the solution? Or can the bidder integrate the proposed solution with LIC's existing Backup tool?	Bidder to propose the required Backup tool for the proposed solution.
44	6. Project Timelines	Generic	91	Delivery of all the equipment (Hardware and Software) as quoted in the bill of materials for the DAM Solution. Date of delivery of last item shall be taken as date of delivery for all items.	As per bidder's experience, most of the Hardware OEMs will commit to 10-12 weeks of Hardware delivery. Request LIC to consider T+ 12 weeks for Hardware/software delivery and adjust the subsequent timelines accordingly.	Please refer the corrigendum-2.

45	Section G: Payment Terms & Conditions	Generic	113	In the event of shifting of any appliance supplied by the vendor at any location of LIC, wherever the appliance has to be shifted from one LIC location to another, the vendor is required to uninstall / reinstall, re-configure and maintain the system/s at the new location, without any extra cost to LIC of India on account of reinstallation. LIC will pay logistics & transportation charges, GST or any other government taxes.	As per bidder's experience shifting of equipment entails detailed planning and execution involving skilled resources including OEM involvement, who may not be part of the operations team. Therefore recommend this kind of activity to be taken up as a separate project on mutual understanding. Request LIC to consider removal of this clause.	Please adhere to the RFP Clause.
46	Section E: Scope of Services	Generic	74	All hardware, software and required Network equipment like management switch, SAN storage, backup storage, backup software, number of SFPs, cable etc. are to be provisioned by Bidder in Bill of Material of this RFP.	Request LIC to confirm if bidder needs to include Racks in the proposal.	Please refer to the corrigendum-2-Sr#2 and #3
47	Section E: Scope of Services	Generic	74	All hardware, software and required Network equipment like management switch, SAN storage, backup storage, backup software, number of SFPs, cable etc. are to be provisioned by Bidder in Bill of Material of this RFP	As per bidder's understanding, bidder has to propose access/TOR switches and management switches. Please confirm.	Please refer to the corrigendum-2-Sr#2 and #3
48	Section E: Scope of Services	Generic	81	The System Integrator shall deploy the necessary tools, dashboards, and reports to effectively monitor and measure the uptime of the Data Center (DC) and Disaster Recovery (DR) systems and solutions.	Can bidder leverage the LIC's existing motinoring and ITSM tool?	There is no ITSM tool at present; an ITSM procurement RFP is underway. Bidders may use the native monitoring and reporting features of the proposed DAM solutions to monitor the health and uptime of the DAM components—both hardware and software—deployed in DC, DR, UAT, and gateways deployed in different colocation sites. Integration with the ITSM tool may be required once it is procured.
49	5. Resource Deployment	Generic	90	Bidder shall deploy qualified resources with valid certification and relevant experience for conducting the in-scope activities at LIC Premises	Bidder wants to confirm if OS, Infrastructure, Storage, Backup and Network management for the supplied solution is under bidder's scope. If yes, please add L1, L2 and L3 resources for these technologies in the resource deployment table.	The bidder's resources are responsible for all in-scope activities. Resources with relevant experience in OS, Infrastructure, Storage, Backup, and Network management may be deployed as needed.
50	Section B: Invitation for Request for Proposal	6. Eligibility Criteria Point 06	18	The Bidder during the last 7 years preceding to the Date of this RFP should have supplied implemented and/or maintained any Database Activity Monitoring (DAM) solution for at least 02 (two) Private Organizations in India with market capital of minimum 500 Crores or at any PSU/ Government/ Regulator/ Stock Exchanges/ BFSI Sector Firms in India or Globally.	Bidder hereby suggest below modification : The Bidder during the last 7 years preceding to the Date of this RFP should have supplied,implemented and/or maintained or **project under implementation** any Database Activity Monitoring (DAM) solution for 02 (two) Private Organization in India with market capital of minimum 500 Crores or at any PSU/ Government/ Regulator/ Stock Exchanges/ BFSI Sector Firms in India or Globally.	Please adhere to the RFP Clause.
51	Section B: Invitation for Request for Proposal	6. Eligibility Criteria Point 06	18	Bidders and the proposed OEM should have support centres in India with availability of 24 x 7 onsite, telephonic/ remote support	Bidder hereby suggest below modification : Bidders and the proposed OEM should have support centres in India with availability of 24 x 7 ~~onsite,~~ telephonic/ remote support	Please adhere to the RFP Clause.
52	Section C: Instructions to Bidders (ITB)	12. Evaluation process for selection of bidder

f) Technical bid evaluation criteria | 33 | | Bidder request below changes in Evaluation criteria table. | Please adhere to the RFP Clause. |

53	1. Scope of Work	1. Scope of Work	73	The Database Activity Monitoring (DAM) solution must support multiple types of data masking techniques to ensure data security and privacy. These shall include, but not be limited to: o Static Data Masking o Deterministic Data Masking o On-the-Fly Data Masking o Dynamic Data Masking The solution should enable flexible and secure masking based on the use case, ensuring compliance with LIC's data protection policies and applicable	LIC is looking for all the types of Data Masking capability in DAM solution? Please clarify.	Please refer to the corrigendum-2 Sr #8
54	Section F: General Terms & Conditions---7. Intellectual Property Rights	Remedy for breach of warranty	102	The Vendor will indemnify LIC against all third-party claims of infringement of patent, Intellectual Property Rights, trademark, copy right or industrial design rights arising from use of the Vendor's Solution or any part thereof throughout the Offices of LIC, including but not limited to the legal actions by any third party against LIC	Bidder requests below changes to this clause. The Vendor will indemnify LIC against all third-party claims of infringement of patent, Intellectual Property Rights, trademark, copy right or industrial design rights arising from use of the Vendor's Solution or any part thereof throughout the Offices of LIC, ***~~including but not limited to the legal actions by any third party against LIC.~~***	Please adhere to the RFP Clause.
55	Annexure Q: Non-Disclosure Agreement (NDA)	Annexure Q: Non-Disclosure Agreement (NDA)	183	The Respondent herein agree and undertake to indemnify and hold LIC harmless from any loss, damage, claims, liabilities, charges, costs, or expense (including reasonable attorneys' fees), that may arise or be caused or result from or be paid/incurred/suffered or caused to be paid/incurred/ suffered by reason of any breach, failure, delay, impropriety or irregularity on its part to honour, observe, adhere to, abide by or comply with any of the terms and conditions of this Agreement. In the event that the Respondent shall be liable to LIC in connection with this Agreement, the Respondent's liability shall be limited to the value of the Contract.	Bidder requests below changes to this clause. The Respondent herein agree and undertake to indemnify and hold LIC harmless from any loss, damage, claims, liabilities, charges, costs, or expense (including reasonable attorneys' fees), that may arise or be caused or result from ***~~or be paid/incurred/suffered or caused to be paid/incurred/ suffered by reason of~~*** any breach, ***~~failure, delay, impropriety or irregularity on its part to honour, observe, adhere to, abide by~~*** or comply with any of the terms and conditions of this Agreement. In the event that the Respondent shall be liable to LIC in connection with this Agreement, the Respondent's liability shall be limited to the value of the Contract.	Please adhere to the RFP Clause.

56	Section C: Instructions to Bidders (ITB)----36. Limitation of Liability	36. Limitation of Liability	49	Except in cases of criminal negligence or willful misconduct, and in the case of infringement of patent, IPR, trademark, copy right or industrial design rights arising from use of the Solution or any part thereof in any of the services supplied by the vendor and used/consumed by LIC pursuant to Conditions of Contract Clause, the vendor shall not be liable to LIC, whether in contract or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the bidder to pay liquidated damages to LIC; and the aggregate liability of the bidder to LIC, whether under the Contract, in tort or otherwise, shall not exceed the total value of purchase order(s) issued to the bidder provided that this limitation shall not apply to the cost of repairing or replacing defective equipment.	Bidder requests below changes to this clause. Except in cases of criminal negligence or willful misconduct, and in the case of **3rd party claim for** infringement of patent, IPR, trademark, copy right or industrial design rights arising from use of the Solution or any part thereof in any of the services supplied by the Vendor and used/consumed by LIC pursuant to Conditions of Contract Clause, the Vednor shall not be liable to LIC, whether in contract or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs **or loss of revenues, loss of anticipated savings, loss of goodwill, business interruption, exemplary, punitive, special losses, even if such party has been advised of the possibility thereof**, ~~provided that this exclusion shall not apply to any obligation of the bidder to pay liquidated damages to LIC~~ ; and the aggregate liability of the bidder to LIC, whether under the Contract, in tort or **under indemnities or** otherwise, shall not exceed the total value of purchase order(s)	Please adhere to the RFP Clause.
57	Section F: General Terms & Conditions---7. Intellectual Property Rights	Liability of the successful bidder	101	The successful bidder shall be responsible for all due permissions, authorizations and consents from any third-party licensors of software provided by the bidder for this project. The liability of the bidder, regardless of the nature of the action giving rise to such liability and in case of claims against the LIC arising out of misconduct or gross negligence of the bidder, its employees and subcontractors or through infringement of rights, patents, trademarks, copyrights, Intellectual Property Rights or breach of confidentiality Obligations shall be unlimited.	Bidder requests for the deletion of below provsions in its entirety. Limitation liability is already mentioned in the clause 33 Limitation of liability, hence this clause is not required and to be deleted. The successful bidder shall be responsible for all due permissions, authorizations and consents from any third-party licensors of software provided by the bidder for this project. ~~The liability of the bidder, regardless of the nature of the action giving rise to such liability and in case of claims against the LIC arising out of misconduct or gross negligence of the bidder, its employees and subcontractors or through infringement of rights, patents, trademarks, copyrights, Intellectual Property Rights or breach of confidentiality Obligations shall be unlimited.~~	Please adhere to the RFP Clause.

58	Section B: Invitation for Request for Proposal---9. Terms and Conditions	9. Terms and Conditions	21	Responding to this RFP and submission of the bid by the Bidder will be deemed as consent from the Bidder to all the terms and conditions mentioned in this RFP along with its Annexure, clarifications, appendices, addenda, corrigenda issued. All the terms and conditions and the contents of the RFP along with the Annexure(s), clarifications, appendices, addenda, corrigenda issued will be contractually binding and will form part of the resulting agreement and any purchase orders to be issued to the successful bidder and any resulting contracts with the Bidders from time to time as an outcome of this RFP Process.	Bidder requests below changes to this clause. ~~Responding to this RFP and submission of the bid by the Bidder will be deemed as consent from the Bidder to all the terms and conditions mentioned in this RFP along with its Annexure, clarifications, appendices, addenda, corrigenda issued.~~ All the terms and conditions and the contents of the RFP along with the Annexure(s), clarifications, appendices, addenda, corrigenda issued will be contractually binding and will form part of the resulting agreement and any purchase orders to be issued to the successful bidder and any resulting contracts with the Bidders from time to time as an outcome of this RFP Process.	Please adhere to the RFP Clause.
59	Section F: General Terms & Conditions---7. Intellectual Property Rights	Section F: General Terms & Conditions---7. Intellectual Property Rights	100	Additions	There is no specific provision for the protection of Party's background and foreground IP hence, we would like to include below provisions for the protection of either party's IP. *(a) All pre-existing "Intellectual Property Rights" or "IP" (means all materials, copyrights, patents, trademarks, know-how, methodologies, processes, techniques, tools, forms, templates, software, inventions, discoveries, service marks, design rights, trade secrets (whether registered or unregistered) and all other similar intellectual proprietary rights) shall belong to the Party or third party that owned such rights prior to this Agreement. All modifications, enhancements and derivative works on such pre-existing "Intellectual Property Rights" shall belong to that Party or third party that owned such pre-existing Intellectual Property Rights. (hereinafter referred to as "Pre-Existing IP")* *(b) All IP developed, or created, or customized by Bidder, its affiliates and subcontractors, in*	Please adhere to the RFP Clause.

60	Section F: General Terms & Conditions---7. Intellectual Property Rights	Patent Rights and other litigation costs	102	No Indemnification processes and no duty to mitigate	While reviewing the RFP, Bidder has noticed that there is no appropriate indemnification procedure and duty to mitigate for indemnity hence we would like to request for the inclusion of below provisions to this clause. **(1) A Party entitled to the benefit of an indemnity (Indemnified Party) agrees to give the other Party (Indemnifying Party) prompt written notice of all claims that it is responsible for defending. The Indemnified Party may participate in the investigation and defense of such claims at its expense with its own counsel. If, after 15 Business Days of receiving a notice, the Indemnifying Party fails to assume and defend such claim, the Indemnified Party may defend or settle the claim at the Indemnifying Party's expense, subject to compliance with this clause. An Indemnifying Party will not be responsible for any settlement or compromise of a claim made without its consent, unless the Indemnified Party has tendered notice of the claim and the Indemnifying Party has after**	Please adhere to the RFP Clause.
61	RFP	Generic		Addition to RFP	Bidder requests for the inclusion of below provision to this RFP; ***Bidder's delay/failure resulting from Customer's failure/delay to comply with its responsibilities and obligations will be excused and Bidder will not be liable for delay/failure. In this event, Bidder shall be entitled to extension of time or to receive payment for any additional cost incurred in this regard.***	Please adhere to the RFP Clause.
62	Section F: General Terms & Conditions---7. Intellectual Property Rights	LIC ownership of Intellectual Property Rights in Contract Material	101	**LIC ownership of Intellectual Property Rights in Contract Material** a. All Intellectual Property Rights in the Contract Material shall vest in LIC; b. to the extent that LIC needs to use any of the Auxiliary Material provided by the Bidder to receive the full benefit of the Services (including the Contract Material), the Bidder grants to, or must obtain for, a world-wide, royalty free, perpetual, non-exclusive license to use, reproduce, adapt, modify and communicate that Auxiliary Material.	The ownership of contract material IP should be mutually discussed and agreed between the parties. Please see below changes LIC ownership of Intellectual Property Rights in Contract Material a. All Intellectual Property Rights in the Contract Material shall vest in LIC ***(excluding any Bidder's Intellectual Property Rights or its third party Intellectual Property Rights);*** b. to the extent that LIC needs to use any of the Auxiliary Material ***(excluding any Bidder's Intellectual Property Rights or its third party Intellectual Property Rights)*** provided by the Bidder to receive the full benefit of the Services (including the Contract Material), the Bidder grants to, or must obtain for, a world-wide, royalty free, perpetual, non-exclusive license to use, reproduce, adapt, modify and communicate that Auxiliary Material ***only to the extent for internal purposes***	Please adhere to the RFP Clause.

63	Section F: General Terms & Conditions---7. Intellectual Property Rights	IPR Warranty	101	IPR Warranty The Vendor will warrant that: a. The Warranted Materials and LIC's use of those Warranted Materials, will not infringe the Intellectual Property Rights of any person; and b. It has the necessary rights to vest the Intellectual Property Rights and grant the licenses.	Bidder cannot provide a warrantiy that the Warranted Materials and LIC's use of those Warranted Materials, will not infringe the Intellectual Property Rights of any person. Bidder submits that warranties related to any third party software and hardware will be as per the warranty terms of the original OEM. Any exclusions to such warranty will be applicable to Customer and if any work is done by the Bidder for services which are excluded from warranty, they will be additionally charged to Customer	Please adhere to the RFP Clause.
64	Scope of Work	Generic	73	It shall be the responsibility of the System Integrator (SI) to coordinate and liaise with the Original Equipment Manufacturer (OEM) to ensure the provision of complete technical support throughout the duration of the agreement.	Bidder will assure the remote support from OEM through out the agreement. Please clarify whether LIC is expecting OEM resources on-site?	Please be guided by the RFP. OEMs services to be delivered are clearly specified in the RFP.
65	Scope of Work	Generic	75	The Database Activity Monitoring (DAM) solution must support multiple types of data masking techniques to ensure data security and privacy. These shall include, but not be limited to: Static Data Masking o Deterministic Data Masking o On-the-Fly Data Masking o Dynamic Data Masking	LIC is looking for Data Masking capability in DAM solution? Please clarify.	Please refer to the corrigendum-2 Sr #8
66	Scope of Work	12. Evaluation process for selection of bidder f) Technical bid evaluation criteria	75		In case of PSU banks or Insurance company references we request you to relax the volumetrics to 40 DB server license /80 instances/ 80 CPU DB cores We request you kinldy condiers project under implementation for this scoring	Please adhere to the RFP Clause.
67	Section B – Invitation for RFP	Eligibility Criteria	18	Bidder should have minimum 3 years of experience in supply, implementation and/or maintenance of DAM Solution	Please clarify whether cumulative experience across multiple clients totaling 3 years is acceptable or if it must be a continuous 3-year engagement with one client.	The minimum 3 years of experience required refers to cumulative experience in the supply, implementation, and/or maintenance of a DAM solution across multiple clients. It is not necessary for the experience to be with a single client continuously for 3 years.
68	Section B – Invitation for RFP	Eligibility Criteria	18	Bidder during the last 7 years should have supplied, implemented and/or maintained DAM solution for at least 2 organizations	We request LIC to kindly modify this clause to include ongoing projects (where implementation has commenced and services/support are currently being delivered) in addition to completed projects.	Please adhere to the RFP Clause.
69	Section E – Scope of Services	Scope of Work	68	Bidder shall implement DAM solution covering all in-scope databases.	Kindly provide details of the number, type (Oracle, MySQL, SQL Server, DB2, etc.) and approximate volume of databases to be covered.	The details will be shared with the successful bidder.
70	Section E – Scope of Services	Integration	78	Solution should integrate with existing security tools.	Please specify the existing tools (SIEM, DLP, SOAR, etc.) for ensuring compatibility and integration planning.	The details will be shared with the successful bidder.
71	Section E – Project Timelines	Timelines	91	Delivery: 4 weeks, Implementation: 20 weeks, Go-Live: 29 weeks.	Will LIC allow extensions in case of delays caused by dependencies such as site readiness, approvals or DB access?	Please refer to Section-F General Terms and condition - Clause 2.Site Not ready. LD/penalty is not applicable for the reasons attributable to LIC and Force Majeure (Please refer to Section E: Scope of Services -- Clause 7 - SLAs and Penalities -Page no. 92)

72	Section E – SLAs	SLA & Penalties	92	Monthly uptime of 99.5%, penalties up to 5% per 0.1% drop.	Will LIC consider quarterly uptime calculation instead of monthly, to account for planned patching and upgrades?	Please adhere to the RFP Clause.
73	Section E – SLAs	SLA & Penalties	94	SLA penalties capped at 10% of TCO.	Is this cap applicable per phase (delivery, implementation, operations) or cumulative for the entire contract?	The 10% cap on penalties is applicable only for the combined delivery, installation, pilot, and implementation phases. It is not cumulative for the entire contract period. Penalties for the operations / post-implementation phase are separate and governed by respective provisions in the RFP.
74	Annexure F: Technical Complaince	B. Architectural Scalabilit. Point no. 29	128	Each agent Gateway/cluster in the DAM solution should be able to process minimum 21,000 TPS (transactions per second) on an individual basis.	Considering LIC spurt of traffic, Gateway should be flexible to accommodate the TPS burst(s) and sustained TPS load increase. Request LIC to modify "Each agent Gateway/cluster in the DAM solution should be able to process minimum 21000 TPS and scalable to 60000 TPS (transactions per second) without any additional gateway on an individual basis"	Please adhere to the RFP Clause.
75	Annexure F: Technical Complaince	F. Data Risk Analytics, Risk Scoring and prioritization Point no. 67	132	Risk levels should be dynamically categorized (High/Medium/Low) and updated in real time based on new activities.	The Risk analytics engine should maintain the transparency to detect any activity as anomalous. To achieve this kindly modify the clause to "Risk analytics engine should provide reasonable justification with factos affecting the Risk Score and should be able to provide details including typical behavior and anomalous behavior."	Please adhere to the RFP Clause.
76	Annexure F: Technical Complaince	K. Monitoring & Alerting. Point no. 118	136	Automatic discovery of all databases in the environment should be enabled to capture malicious activities outside monitored databases.	Kindly modify this clause "Automatic Discovery of all Databases in the environment should be enabled using either Agent or Agentless method in order to capture malicious/ rogue Databases".	Please adhere to the RFP Clause.
77	Section C- Instruction to Bidders	8. Password Protection	29	The soft copies of the uploaded files under eligibility, technical bids and other zipped files should be password protected. The bids are to be submitted in the format (soft copy) as per the Annexures in this RFP. The password should be shared by Bidder to LIC when called for, after the opening of bids and before the commencement of evaluation.	For the Eligibility and Technical Bid multiple files are uploaded under various heads on the portal (Eg :Financials/ References etc) . Please confirm if each of these need to be password protected	Please refer to the corrigendum-2 Sr# 6. The specification on password protection stands removed
78	Section C- Instruction to Bidders	12.Evaluation process for selection of bidder f)Technical bid evaluation criteria	33	Number of implementations completed/ormaintenance undertaken for the DAM solution in BFSI/Govt/Pvt sector in last 5 years by the bidder in India having a mInImum installation base of 50 DB server licenses/100 instances/100 CPU DB cores running on DB servers oFor each implementation or maintenance (2 marks each for each implementation or maintenance). oImplementationand maintenance in a single PO/contract will be counted as one only.	Request LIC to Modify the clause as below: Number of implementations completed/or maintenance undertaken for the DAM solution in BFSI/Govt/Pvt sector in last 5 years by the bidder in India having a mInImum installation base of 50 DB server licenses/100 instances/100 CPU DB cores running on DB servers oFor each implementation or maintenance (4 marks each for each implementation or maintenance).	Please adhere to the RFP Clause.

79	Section E: Scope of Services	6 .Project Timelines Subpoint 2	91	Delivery of all the equipment (Hardware and Software) as quoted in the bill of materials for the DAM Solution. Date of delivery of last item shall be taken as date of delivery for all items. - T + 4 Weeks	Bidder requests to increase the Hardware delivery period to 12 weeks as the respective OEM delivery schedule for the same is 12 weeks. Modified Clause – Delivery of all the equipment (Hardware and Software) as quoted in the bill of materials for the DAM Solution. Date of delivery of last item shall be taken as date of delivery for all items. -	Please refer the corrigendum-2.
80	Section E: Scope of Services	6 .Project Timelines Subpoint 2	91	Implementation of the DAM solution (Date of integration of last database shall be taken as date of completion of implementation) (Implementation phase)	Since the delivery period is requested for extension to 12 weeks, the corresponding Implementation also gets pushed accordingly. Modified Clause – Implementation of the DAM solution (Date of integration of last database shall be taken as date of completion of implementation) (Implementation phase) -- T + 24 Weeks	Please refer the corrigendum-2.
81	Section E: Scope of Services	6 .Project Timelines Subpoint 4,5,6,7,8	91	Policy fine-tuning for all the deployed policies during implementation phase (Pilot phase--where the installed system or solution is deployed in a limited, controlled environment to evaluate its performance, usability, and effectiveness before a fullscale rollout) - T + 24 Weeks User Acceptance Testing (UAT) (UAT phase) - T + 28 Weeks Knowledge Transfer & Training & Documentation - T + 28 Weeks Sign-off & GO-Live - T + 29 Weeks	Since the delivery period is requested for extension to 12 weeks, the corresponding Implementation also gets pushed accordingly. Modified Clause – Policy fine-tuning for all the deployed policies during implementation phase (Pilot phase--where the installed system or solution is deployed in a limited, controlled environment to evaluate its performance, usability, and effectiveness before a fullscale rollout) - T + 28 Weeks User Acceptance Testing (UAT) (UAT phase) - T + 32 Weeks Knowledge Transfer & Training & Documentation - T + 32 Weeks Sign-off & GO-Live - T + 33 Weeks	Please refer the corrigendum-2.
82	Section E: Scope of Services	7. Service Level Agreement Subpoint 4,5	93	Delay in completion of the Pilot phase. Delay in completion of the UAT phase	Bidder requests LIC to clarify that in SLA & Penalties section, it is mentioned as penalty for Pilot and UAT phase. But the same is not mentioned as milestone in the Project Timelines in Section 6.	Pilot phase and UAT phase is specified in Project Timelines. Please refer to RFP page-91-Clause-6 Project Timelines.
83	Section E: Scope of Services	7. Service Level Agreement Subpoint 6	93	Parameter: Uptime (bidder to submit monthly report generated by the solution) Definition: The percentage of time the DAM system is expected to be operational and available. Target Service Level: 99.50% per month	Bidder requests LIC to clarify that the "Uptime" mentioned in the SLA clause is for the "Solution Availability" and not the single component availability. Eg: if the single DAM server is down, still the DAM solution is working as per the requirement via it HA server, then it is considered as system is available. Only in case of both the HA servers are down, then it will be considered as downtime. Also bidder requests LIC to calculate SLA on Quarterly basis not on Monthly basis.	The uptime parameter shall be measured for the overall solution availability, not for individual component availability. In a high availability (HA) configuration, the solution shall be considered available as long as service continuity is maintained. The calculation of Service Level Agreements (SLAs) shall remain on a monthly basis, as specified in the RFP.

84	Section E: Scope of Services	7. Service Level Agreement Subpoint 12	95	Parameter: Replacement/Repair Definition: Process for replacing or repairing DAM components in the event of system failure Target Service Level: Replacement within 24 hours 0.25% of TCO for every 1 hour of delay or part thereof.	Bidder requests LIC to consider penalty for "Operations charges" but not the TCO. Modified Clause as below – Parameter: Replacement/Repair Definition: Process for replacing or repairing DAM components in the event of system failure Target Service Level: Replacement within 24 hours 0.25% of Quarterly Operations Charges for every 1 hour of delay or part thereof.	Please adhere to the RFP Clause.
85	Section E: Scope of Services	7. Service Level Agreement Subpoint 14	95	Parameter: Custom Connectors Definition: Build all the custom connectors for unsupported components including inhouse developed applications or new procured device within 14 Days of deployment. LIC will provide reasonable support and arrange for discussions with vendor. Target Service Level: 100% coverage 0.1% of TCO per week of delay or part thereof.	Bidder requests LIC to consider penalty for "Operations charges" but not the TCO. Modified Clause as below – Parameter: Custom Connectors Definition: Build all the custom connectors for unsupported components including inhouse developed applications or new procured device within 14 Days of deployment. LIC will provide reasonable support and arrange for discussions with vendor. Target Service Level: 100% coverage 0.1% of Quarterly Operations Charges per week of	Please adhere to the RFP Clause.
86	Section E: Scope of Services	7. Service Level Agreement Subpoint 15	95	Parameter: Device/Application integration with DAM. Definition: All the in-scope/upcoming IT systems, software, applications are/being implemented in LIC infrastructure should be integrated with DAM. LIC will provide reasonable support and arrange for discussions with vendor. Target Service Level: 100% device Coverage 0.1% of TCO per week of delay or part thereof.	Bidder requests LIC to consider penalty for "Operations charges" but not the TCO. Modified Clause as below – Parameter: Device/Application integration with DAM. Definition: All the in-scope/upcoming IT systems, software, applications are/being implemented in LIC infrastructure should be integrated with DAM. LIC will provide reasonable support and arrange for discussions with vendor. Target Service Level: 100% device Coverage 0.1% of Quarterly Operations Charges per week of delay or part thereof.	Please adhere to the RFP Clause.
87	Section H:Enclosures	Annexure F: Technical Complaince B. Architectural Scalabilit. Point no. 29	128	Each agent Gateway/cluster in the DAM solution should be able to process minimum 21,000 TPS (transactions per second) on an individual basis.	Considering LIC spurt of traffic, Gateway should be flexible to accommodate the TPS burst(s) and sustained TPS load increase. Request LIC to modify "Each agent Gateway/cluster in the DAM solution should be able to process minimum 21000 TPS and scalable to 60000 TPS (transactions per second) without any additional gateway on an individual basis."	Please adhere to the RFP Clause.

88	Section H:Enclosures	Annexure F: Technical Complaince F. Data Risk Analytics, Risk Scoring and prioritization Point no. 67	132	Risk levels should be dynamically categorized (High/Medium/Low) and updated in real time based on new activities.	The Risk analytics engine should maintain the transparency to detect any activity as anomalous. To achieve this kindly modify the clause to "Risk analytics engine should provide reasonable justification with factos affecting the Risk Score and should be able to provide details including typical behavior and anomalous behavior."	Please adhere to the RFP Clause.
89	Section H:Enclosures	Annexure F: Technical Complaince K. Monitoring & Alerting. Point no. 118	136	Automatic discovery of all databases in the environment should be enabled to capture malicious activities outside monitored databases.	Kindly modify this clause "Automatic Discovery of all Databases in the environment should be enabled using either Agent or Agentless method in order to capture malicious/ rogue Databases".	Please adhere to the RFP Clause.
90	Section C- Instruction to Bidders	30. Period of Validity of Bids	47	a) Bids shall remain valid for 12 months from the last date of bid submission as prescribed by LIC, in the Activity Schedule. LIC shall reject a bid as nonresponsive if the bid is submitted with a shorter validity period	Bidder request to reduce the bid validity to 90days considering current market volatility	Please adhere to the RFP Clause.
91	Section G: Payment Terms & Conditions	8 - Payment for the Onsite Services/Managed services	110	Quarterly Basis	Bidder request to release the payment monthly in arears	Please adhere to the RFP Clause.
92	Section G: Payment Terms & Conditions	11 - Payment of OEM premier support costs	110	Quarterly Basis	Bidder request to release the payment Yearly advance	Please adhere to the RFP Clause.
93	Section G: Payment Terms & Conditions	9-Payment for the OEM Audit cost will be done on yearly basis at the end of each year after completion of Audit and Remediation of gaps.	110	Quarterly Basis	Bidder request to release the payment Yearly advance	Please adhere to the RFP Clause.
94	Section C- Instruction to Bidders & Section E Scope of Servoces	59. Liquidated damages/Service level for implementation phase	64/93	LD:liquidated damages, deduct from the Project Cost, as liquidated damages a sum equivalent to 1 % of total Project Cost for delay of each week or part thereof maximum up to 10 % of total Project Cost Service level penalty : Delay in delivery of all equipment 0.25% of the value of the undelivered equipment (hardware and/or software) per week of delay or a part thereof.	Delayed delivery has different penalty paramteters in both section,.kindly clarify which is applicable .	There is no contradiction between the LD clause and the SLA penalty clause. Both operate in different contexts: Liquidated Damages (LD): Applicable for delay in meeting overall project-level timelines for delivery of products, deliverables, or services. LD is calculated at 1% of the Total Project Cost per week (or part thereof), subject to a maximum of 10% of the Total Project Cost. Service Level Penalty (SLP): Applicable for delay in delivery of specific equipment (hardware/software). Penalty is 0.25% of the value of undelivered equipment per week (or part thereof). Thus, LD addresses holistic project delay, while SLP addresses item-specific delay. Both provisions are independent, not duplicative, and may apply concurrently if their respective conditions are triggered.
95	Section H:Enclosures	Annexure G: Commercial Bid	144	7. UC reserves the right to procure additional DAM licenses at any time during the entire contract period, starting from the date of Purchase Order (PO) issuance.	Bidder requests to place the additional license at the same cost within the implementation period only. Beyond the implementation period, the bidder requests to allow price adjustments	Please adhere to the RFP Clause.
96	Section C- Instruction to Bidders	Liquodated Damages			Request LIC to apply penalty as a % of effected/delayed deliverable	Please adhere to the RFP Clause.
97	Section E: Scope of Services	Service Level Agreements (SLAs) & Penalties			Request LIC to apply penalty as a % of effected deliverable	Please adhere to the RFP Clause.

98	Section B: Invitation for Request for Proposal	9.Terms and Conditions	21	Responding to this RFP and submission of the bid by the Bidder will be deemed as consent from the Bidder to all the terms and conditions mentioned in this RFP along with its Annexure, clarifications, appendices, addenda, corrigenda issued.	We would kindly request that the T&Cs that are deemed as final is the contract that is mutuall agreed between and signed between the parties.	Please adhere to the RFP Clause.
99	Section C- Instruction to Bidders	9d.Pricing, Billing, Duties and Taxes	30	This is a fixed price contract. Prices once fixed will be valid throughout the entire contract period. The Vendor should not, under any circumstances, request for an increase in the prices once prices are approved by LIC. No price variation relating to increases in Government levies/ taxes/ cess/ customs duty & excise duty including any newly introduced taxes shall be permitted.	We would kindly request that the price permit for price variations that occur for reasons out of the bidder's controlsuch as government taxes, inflation, be accounted for.	Please adhere to the RFP Clause.
100	Section C- Instruction to Bidders	10 (viiii).Earnest Money Deposit (EMD)	31	Grounds of forfeiture of EMD	We would kindly request that the forfeiture of EMD be for fraudulent actions only, i.e. points b and d.	Please adhere to the RFP Clause.
101	Section C- Instruction to Bidders	24.Confidentiality and privacy	43	Violation of NDA will lead to forfeiture of performance Bank guarantee and additionally will lead to legal action and blacklisting.	In the NDA, there are already grounds of indemnification for breach of the NDA. Therefore having these additional grounds would be extremely punitive in nature and we would kindly request that this be removed.	Please adhere to the RFP Clause.
102	Section C- Instruction to Bidders	25.Patent Rights and other litigation costs	44	In no event shall LIC be liable for any indirect, incidental or consequential damage or liability, under or in connection with or arising out of this RFP, or out of any subsequent agreement relating to any hardware, software and services delivered. For this purpose, it would be immaterial how such liability may arise, provided that the claims against customers, users and service providers of LIC are considered as a direct claim.	We would kindly request that the clause be made mutual and the second sentence be removed as it would be in contradiction to the first sentence as it is states that any liabilities arising from claims would be direct. Therefore, the statement would read as: *"In no event shall ~~LIC~~ **either Party** be liable for any indirect, incidental or consequential damage or liability, under or in connection with or arising out of this RFP, or out of any subsequent agreement relating to any hardware, software and services delivered. ~~For this purpose, it would be immaterial how such liability may arise, provided that the claims against customers, users and service providers of LIC are considered as a direct claim.~~ "*	Please adhere to the RFP Clause.

103	Section C- Instruction to Bidders	27.Performance Bank Guarantee (PBG)	46	i)The PBG will be invoked in full or part (to be decided by LIC) if the bidder fails to honor expected deliverables or part as per this RFP after issuance of PO during the period of contract. 1. The bidder fails to honor expected deliverables or part as per this RFP after issuance of PO. 11. Any legal action is taken against the bidder restricting its operations. 111. Any action taken by statutory, legal or regulatory authorities for any breach or lapses which are directly attributable to the bidder. Iv. LIC incurs any loss due to Vendor's negligence in carrying out the project implementation as per the agreed terms &	We would kindly request that the PBG be invoked only for material breaches not cured within 30 days of the Bidder being notified of such breach.	Please adhere to the RFP Clause.
104	Section C- Instruction to Bidders	36.Limitation of Liability	49	Except in cases of criminal negligence or willful misconduct, and in the case of infringement of patent, IPR, trademark, copy right or industrial design rights arising from use of the Solution or any part thereof in any of the services supplied by the vendor and used/consumed by LIC pursuant to Conditions of Contract Clause, the vendor shall not be liable to LIC, whether in contract or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the bidder to pay liquidated damages to LIC; and the aggregate liability of the bidder to LIC, whether under the Contract, in tort or otherwise, shall not exceed the total value of purchase order(s) issued to the bidder provided that this limitation shall not apply to the cost of repairing or replacing defective equipment.	We would kindly request that all indirect damages be excluded because it is simply too remote to be assumed by the Bidder. We are however amenable to these grounds being uncapped (i.e. criminal negligence, wilful misconduct, IPR infringement). This clause is also unclear as the RFP does not define what "Conditions of Contract Clause" is. We would also request that the LOL apply to the cost of repairing or replacing defective equipment.	Please adhere to the RFP Clause.
105	Section C- Instruction to Bidders	37.Force Majeure	50	b.Where the Vendor is the Affected Party, it will be entitled to payment for Services Accepted or work performed prior to the date of termination of the contract.	We would request minor amendments to be carried out to this clause as the vendor should be entitled to its due payments irrespective of who the affected party is and thereby the clause would read as: "~~Where~~ the Vendor ~~is the Affected Party, it~~ will be entitled to payment for Services Accepted or work performed prior to the date of termination of the contract."	Please adhere to the RFP Clause.

106	Section C- Instruction to Bidders	39.Indemnifying LIC	51	A.The successful bidder shall indemnify LIC: a)Against all actions, proceedings, claims, demands, costs and expenses which may be made against LIC by a third party arising out of the sale of vendor's services to LIC. b)Against all losses on account of Vendor's negligence or wilful default in performance or non-performance under the contract. c)Against all third-party claims of infringement of patent, copyright, trademark etc. arising from use of the goods and services, software package or any other part thereof supplied by the vendor provided that this indemnity shall not apply to in the following cases: i)the modification of the Vendor's deliverables provided hereunder by any person other than the Vendor or its personnel ii)LIC's failure to use of any modification	We would kindly request that the clause be amended as follows: *"A.The successful bidder shall indemnify LIC* **for all third party direct claims** *:* *a)Against all actions, proceedings, claims, demands, costs and expenses which may be made against LIC by a third party arising out of the sale of vendor's services to LIC.* *b)Against all losses on account of Vendor's* **gross** *negligence or wilful default in performance or non-performance under the contract.* *c)Against all third-party claims of infringement of patent, copyright, trademark etc. arising from use of the goods and services, software package or any other part thereof supplied by the vendor provided that this indemnity shall not apply to in the following cases:* *i)the modification of the Vendor's deliverables provided hereunder by any person other than the Vendor or its personnel* *ii)LIC's failure to use of any modification to the*	Please adhere to the RFP Clause.
107	Section C- Instruction to Bidders	Cancellation of Contract and Compensation	58	LIC may, at any time, by a prior written notice of 15 days, terminate the successful bidder and/ or reduce the scope of the Services.	We would kindly request that the termination for convenience clause be exercised only with a written notice of minimum 90 days.	Please adhere to the RFP Clause.
108	Section F: General Terms & Conditions	7.Intellectual Property Rights	101	The liability of the bidder, regardless of the nature of the action giving rise to such liability and in case of claims against the LIC arising out of misconduct or gross negligence of the bidder, its employees and subcontractors or through infringement of rights, patents, trademarks, copyrights, Intellectual Property Rights or breach of confidentiality obligations shall be unlimited.	Liability has already been covered above. We would kindly request for the following amendments to the clause: *"The liability of the bidder, regardless of the nature of the action giving rise to such liability and in case of* **direct thid party** *claims against the LIC arising out of* **wilful** *misconduct or gross negligence of the bidder, its employees and subcontractors or through infringement of rights, patents, trademarks, copyrights, Intellectual Property Rights or* **wilful** *breach of confidentiality obligations shall be*	Please adhere to the RFP Clause.
109	Section F: General Terms & Conditions	7.Intellectual Property Rights	102	In no event shall LIC be liable for any indirect, incidental or consequential damage or liability, under or in connection with or arising out of this RFP, or out of any subsequent agreement relating to any hardware, software and services delivered.	We would kindly request that the clause be made mutual and the second sentence be removed as it would be in contradiction to the first sentence as it is states that any liabilities arising from claims would be direct. Therefore, the statement would read as: *"In no event shall* ~~LIC~~ **either Party** *be liable for any indirect, incidental or consequential damage or liability, under or in connection with or arising out of this RFP, or out of any subsequent agreement relating to any hardware, software and services delivered.* ~~For this purpose, it would be immaterial how such liability may arise, provided that the claims against customers, users and service providers of LIC are considered as a direct claim.~~ *"*	Please adhere to the RFP Clause.

110	Section F: General Terms & Conditions	8.Termination	103	Termination	Termination has already been covered earlier and therefore this is a repetition. Kindly requesting similar amendments made above to be reflected in this. additionally, clauses such as audit, insurance, etc. are not survival clauses	Please adhere to the RFP Clause.
111	Section H:Enclosures	Annexure K	149	PBG	Kindly requesting that the PBG format be aligned with the suggestions mentioned above.	Please adhere to the RFP Clause.
112	Section H:Enclosures	Annexure O	173	EMD	Kindly requesting that the EMD format be aligned with the suggestions mentioned above.	Please adhere to the RFP Clause.
113	Section H:Enclosures	Annexure Q	183	The Respondent herein agrees and undertakes to indemnify and hold LIC harmless from any loss, damage, claims, liabilities, charges, costs, or expense (including attorneys' fees), that may arise or be caused or result from or be paid/incurred/suffered or caused to be paid/incurred/ suffered by reason of any breach, failure, delay, impropriety or irregularity on its part to honour, observe, adhere to, abide by or comply with any of the terms and conditions of this Agreement.	We would kindly request the clause to read as follows: *"The Respondent herein agrees and undertakes to indemnify ~~and hold~~ LIC harmless from any **direct third party** loss, damage, claims, liabilities, charges, costs, or expense (including attorneys' fees), that may arise or be caused or result from or be paid/incurred/suffered or caused to be paid/incurred/ suffered by reason of any **material wilful** breach, failure, delay, impropriety or irregularity on its part to honour, observe, adhere to, abide by or comply with any of the terms and conditions of this Agreement. "*	Please adhere to the RFP Clause.
114	Section H:Enclosures	Undertaking B	203	2.Indemnification Clause We unconditionally and irrevocably undertake to indemnify, defend, and hold harmless Life Insurance Corporation of India (LIC), its officers, employees, and agents, from and against any and all claims, demands, legal actions, losses, damages, costs, and expenses (including reasonable legal fees) that may arise due to: oAny actual or alleged infringement of third-party intellectual property rights resulting from LIC's use of products or services provided by us. oAny settlement, judgment, or penalty arising out of such claims.	We would kindly request that the following amendments be made: *"2.Indemnification Clause We unconditionally and irrevocably undertake to indemnify, ~~defend, and hold harmless~~ Life Insurance Corporation of India (LIC), its officers, employees, and agents, from and against any and all **third party direct** claims, demands, legal actions, losses, damages, costs, and expenses (including reasonable legal fees) that may arise due to: oAny actual or alleged infringement of third-party intellectual property rights resulting from LIC's use of products or services provided by us. oAny settlement, judgment, or penalty arising out of such claims."*	Please adhere to the RFP Clause.

115	22	22	41	**22. Right to terminate the Process** a. LIC may terminate the RFP process at any time without assigning any reasons whatsoever. LIC makes no commitments, express or implied, that this process will result in a business transaction with anyone. b. This RFP document does not constitute an offer by LIC. The bidder's response to this RFP may/may not result into selection of bidder(s) after completion of selection process as detailed in this RFP document. c. LIC reserves the right to accept or reject any proposal, and to annul the RFP process and reject all proposals at any time, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for its action. The decision of LIC will be final in this matter. d. Bid with insufficient information to permit a thorough analysis may be rejected. e. LIC reserves the right to verify the validity	**We propose the following addition to the existing clause:-** **Right to terminate the Process:-** h. Notwithstanding the above, any termination or rejection under this Clause shall be exercised in a fair and transparent manner, and without prejudice to the bidder's rights under applicable law. Further, in the event of termination of the process after submission of bids, LIC shall not retain any confidential or proprietary information of the bidder and shall return or destroy such information upon request.	Please adhere to the RFP Clause.
116	**Section F: General Terms & Conditions** **8**	8	103	**8. Termination** Right to terminate If Vendor fails to comply any part of the service that does not meet the specifications on three or more occasions, LIC may (in addition to its other remedies) terminate the Contract by giving the Vendor written notice of 30 days. -Termination and reduction for convenience a. LIC may, at any time, by a prior written notice of 30 days, terminate the contract or reduce the scope of the Services. b. On receipt of a notice of termination or reduction of scope, the Vendor must stop work as specified in the notice; take all available steps to minimize loss resulting from that termination and to protect LIC Material and Contract Material; and continue work on any part of the Services not affected by the notice.	**We propose to amend the existing clause as below:-** **Termination:-** Right to terminate If Vendor fails to comply any part of the service that does not meet the specifications on three or more occasions, LIC may (in addition to its other remedies) terminate the Contract by giving the Vendor written notice of 30 days., by providing the Vendor with an opportunity to cure such default within the notice period. -Termination and reduction for convenience a. LIC may, at any time, by a prior written notice of ~~30~~ 90 days, terminate the contract or reduce the scope of the Services. b. On receipt of a notice of termination or reduction of scope, the Vendor must stop work as specified in the notice; take all available steps to minimize loss resulting from that termination and to protect LIC Material and Contract Material; and continue work on any part of the	Please adhere to the RFP Clause.

117	**Section F: General Terms & Conditions 8**	8	104	**Propose addition of new clause under Termination**	We propose addition under the existing clause as below:- Termination:- **Temination by the Bidder for breach:-** In the event LIC materially breaches this definitive Agreement or any statement of work, which breach is not cured within thirty (30) days after written notice specifying the breach is given to the LIC, the Supplier may terminate this defenitive Agreement or any portion thereof or the applicable statement of work by giving written notice to the LIC.	Please adhere to the RFP Clause.
118	**Section F: General Terms & Conditions 11**	11	107	**Right to Audit & Access:-** The successful bidder/service Provider shall be subject to audits conducted by LIC, its internal or external auditors, the Insurance Regulatory and Development Authority of India (IRDAI), or any other regulatory authority, as and when required. Such audits may be conducted on an annual basis or at any other frequency deemed necessary by LIC or the relevant authority. The Service Provider shall provide full cooperation, access to records, systems, personnel, and premises as required to facilitate the audit process without any delay or hindrance. The cost of such audits shall be borne by LIC of India.	**We propose to amend the clause as below:-** **Right to Audit & Access:-** The successful bidder/service Provider shall be subject to audits conducted by LIC, its internal or external auditors, the Insurance Regulatory and Development Authority of India (IRDAI), or any other regulatory authority, as and when required. Such audits may be conducted on an annual basis or at any other frequency deemed necessary by LIC or the relevant authority by providing thirty (30) days' prior written notice.The Service Provider shall provide full cooperation, access to records, systems, personnel, and premises as required to facilitate the audit process without any delay or hindrance. The cost of such audits shall be borne by LIC of India.	Please adhere to the RFP Clause.
119	**Annexure Q: Non-Disclosure Agreement (NDA)**	**Annexure Q: Non-Disclosure Agreement (NDA)**	183	**Annexure Q: Non-Disclosure Agreement (NDA)** The Respondent agree that during the existence of the term of this NDA and for a period of three years thereafter, the respondent shall not solicit directly or indirectly the employees of LIC working in all wings of Central Office Information Technology department.	**We propose to amend the clause to be mutual-** **Annexure Q: Non-Disclosure Agreement (NDA):-** ~~The Respondent~~ Each Party agrees that during the existence of the term of this NDA and for a period of one year thereafter, the ~~respondent~~ Party shall not solicit directly or indirectly the employees of ~~LIC~~ other Party working in all wings of Central Office Information Technology department.The said restriction shall also apply to each Party's affiliates, agents, vendors, contractors, and any third parties with whom such Party has a relationship (collectively, "Representatives"). Parties agree that Representatives are equally restricted from poaching or soliciting or inducing any employees of other Party to leave their employment or engagement with such other Party.	Please adhere to the RFP Clause.
120					The RFP has asked to include the Backup solution, this was not part of the earlier requirement, if we need to consider the backup solution, then we need to consider separate backup software and the storage based on the backup policy provided, kindly validate this.	Please be guided by the RFP. Backup is a requirement as per RFP.

121					RFP has asked for Network switches which was not part of the earlier requirement, we are proposing 4 servers in DC and 3 servers in DR and Mumbai location, rest of the remote location comes with 2 servers, including the network switches for these components separately will shoot up the overall cost. Hence request to remove these network and management switches and utilize customer's switches.	Network switch is not a requirement in RFP. If management switch is required in the proposed solution, the same may be provisioned . Otherwise not required. Please refer to corrigendum-2- Sr#2 and #3
122					We had earlier shared the Rack unit, power consumption requirement, adding rack on each location will incur additional cost, kindly check.	Please refer to the corrigendum-2-Sr#2 and #3 . The Query is not clear.
123					Warranty for any hardware will come with upfront warranty and earlier it was considered with upfront 5 years, yoy is not possible and also changing it to 3 Year upfront and 2 Years AMC will incur additional cost, kindly revise the hardware warranty to upfront warranty(Commercial format).	Warranty for hardware may be provided either as: 1) upfront comprehensive warranty for 5 years, or 2) 3-year upfront comprehensive warranty followed by 2-year AMC Bidders may choose either option while submitting commercial and technical proposals.
124	DPDP Act Compliance	Data Classification	TBD	Data classification & discovery	Will LIC provide a standard data classification taxonomy/policy framework aligned to DPDP Act requirements?	Please adhere to the RFP Clause.
125	Data Masking	General	TBD	All types of data masking	Is the expectation that all types of data masking (static, dynamic, deterministic, on-the-fly) be supported simultaneously or as per individual use case?	Please refer to the corrigendum-2 Sr #8
126	Data Masking	Configuration	TBD	Masking implementation	Will LIC define masking policies/rules or is the vendor/SI expected to create and configure them based on industry best practices?	Please adhere to the RFP Clause.
127	Deployment	Test Environment	TBD	Testing scope	Whether the test environment will be separate to the production environment and what will be the number of DBs, host types, data volumes, etc.?	Test environment shall be separate. Only representative data need to be added to UAT environment. Exclusive collectors and aggregators need not be provisioned for UAT.
128	Licensing	Temporary Hosts	TBD	Charging policy for added/removed DB hosts	How will temporary/short-term DB hosts be handled from a licensing and billing standpoint?	Bidder has to declare the licensing policy as per Clause-3.Sizing of solution and software Licenses mentioned in RFP and corrigendum-2
129	OEM Support	Support Structure	TBD	24x7x365 OEM & SI support	Can LIC elaborate on the procedures or protocols that will be in place to ensure support teams can access systems and communicate effectively after business hours as part of the 24x7 support requirement?	LIC will provide the necessary access to the successful bidder to enable 24x7 support. Detailed procedures and protocols for after-hours access and communication will be shared with the successful bidder upon award of the contract.
130	Annexure G	Commercial Bid (Indicative Pricing)	143	DAM Software License / subscription costs for 1085 database hosts	# In "Annexure G: Commercial Bid (Indicative Pricing)" under item "DAM Software License/ subscription costs for 1085 database hosts" in row 2nd, can you mention segregation of the number of active licenses as 509 and passive as 576?	Please refer to the corrigendum-2 issued
131	Section E: Scope of Services	Clause 1 – Scope of Work	Page 74	The RFP requires bidders to supply network switches. We suggest removing this requirement and allowing bidders to specify the number and type of switch ports required at each location. LIC may provision these ports from its existing network infrastructure to reduce cost.	Please confirm if this is acceptable. LIC can provision these ports from its existing network infrastructure, which will reduce overall project cost and avoid duplication of resources.	Please refer to corrigendum-2- Sr#2 and #3

132	Section E: Scope of Services	Clause 1 – Scope of Work	Page 74	The RFP includes racks as part of bidder deliverables. We suggest removing this requirement and allowing bidders to specify the quantity and form factor of servers and storage as well as cooling and power requirements. LIC may provision rack space from its existing DC/DR/colocation facilities.	Please confirm as this will optimize space utilization and reduce unnecessary hardware procurement.	Please refer to corrigendum-2- Sr#2 and #3
133	Section E: Scope of Services	Clause 1 – Scope of Work	Page 85	The RFP mandates provisioning of a backup solution which we understand is for archiving of logs in secondary storage. We suggest modifying this clause to state that if the proposed DAM solution includes native archival support directly to NAS/SAN storage, a separate backup solution may not be required. However, if such native support for archival is not available in the proposed solution, the bidder must include backup hardware/software along with a storage device (NAS/SAN).	Please clarify if this flexibility can be incorporated. This approach ensures flexibility and cost-efficiency as it hot/online data of upto 6 months will be mainteined in the offered server infrastructure while older (more than 6 months old data) can be archived to a SAN/NAS storage thus maintaining compliance with LIC's retention policies.	As per RFP, Bidder has to propose the Backup strategy, required backup tools and sizing of Backup storage.
134	Section E: Scope of Services	Clause 1 – Scope of Work	Page 196	Please confirm the expected retention period for DAM logs and archival data. The RFP mentions 6 months online and up to 5 years archival. Is this applicable to all database hosts and environments (DC, DR, UAT)? What will be the retention period of the archived data (older than 6 months)?	Please confirm the expected retention period for DAM logs and archival data.	Please refer to RFP -Page no 194, Annexure-W (6 months log retention to be ensured. Beyond 6 months till 5 years logs are to be moved to secondary storage and stored in Archival mode, with facility to retrieve whenever required)
135	Section E: Scope of Services		Page 73	The DAM system shall be deployed in a High Availability (HA) architecture at both the Data Center (DC) and Disaster Recovery (DR) sites. Additionally, a User Acceptance Testing (UAT) environment must be provisioned.	As per the RFP, it is mentioned that "The DAM system shall be deployed in a High Availability (HA) architecture at the Data Center (DC) and Disaster Recovery (DR) sites." Based on our understanding: The Primary Data Center (DC) deployment should be in High Availability (HA) mode. The Disaster Recovery (DR) site can be deployed in standalone mode to act as a failover site. Please confirm if the expectation is Active-Active or	The DAM system shall be deployed in High Availability (HA) mode at the Primary Data Center (DC). The Disaster Recovery (DR) site shall act as a failover site (Active-Passive) and can be deployed in standalone mode, to ensure business continuity in case of a DC outage.
136	Section E: Scope of Services		Page 73	The System Integrator (SI) shall be responsible for architecture design, **migration**, and providing all necessary technical support to ensure the required system uptime is maintained	Please elaborate on the migration tasks. If migration is not part of the current implementation, then kindly remove the specific wording related to migration.	Please refer to the corrigendum-2 Sr # 4 . Migration is not part of scope of work

137	Section E: Scope of Services		Page 74	The SI would integrate the solution with, but not limited to, LIC's Security Information and Event Management (SIEM), Active Directory (AD), Governance, Risk, and Compliance (GRC), IT Service Management (ITSM), Patch Management, Identity and Access Management (IDAM), Privileged Identity Management (PIM)/Privileged Access Management (PAM), Firewalls, Intrusion Detection Systems (IDS), and Intrusion Prevention Systems (IPS). No extra cost is payable for such integrations.	Need more clarity on the use cases they are looking to achieve here using the IDS/IPS integration	Please refer to corrigendum-2 Sr#10
138	Section E: Scope of Services		Page75	The Database Activity Monitoring (DAM) solution must support multiple types of data masking techniques to ensure data security and privacy. These shall include, but not be limited to: Life Insurance Corporation of India – RFP for onboarding System Integrator (SI) for supply, commissioning, configuration and maintenance of Database Activity Monitoring Solution LIC-CO/IT-DT/RFP/2025-2026/DAM dated 26.08.2025 Page 76 of 210 o Static Data Masking o Deterministic Data Masking o On-the-Fly Data Masking o Dynamic Data Masking The solution should enable flexible and secure masking based on the use case, ensuring compliance with LIC's data protection policies and applicable	# Static Data masking and Deterministic Data masking are on the DB level and generally addressed by Encryption solution. DAM solution doesn't touch data at the DB level, it supports On-the-fly data masking and dynamic data masking. Suggestion is to modify this point accordingly	Please refer to the corrigendum-2 Sr #8
139		3. Technical Bid Point - iv	Page 27	The bidder is responsible for supply of hardware required for setting up all the in-scope solutions at LIC data centers. The hardware is inclusive of but not limited to servers, Storage, Backup, Switches, Racks, Passive cabling, etc. LIC shall only be responsible for providing the required room space, rack space, cooling and power	In this the hardware in inclusive of rack and switches. Suggestion is to remove the rack and switches as we will leverage existing LIC racks and switches. Hardware includes - Servers, Virtualization, Cables, NAS storage	Please refer to the corrigendum-2-Sr#2 and #3
140	Section E: Scope of Services	1. Scope of Work	Page 74	All hardware, software and required Network equipment like management switch, SAN storage, backup storage, backup software, number of SFPs, cable etc. are to be provisioned by Bidder in Bill of Material of this RFP.	# Does backup can be done in the NAS storage and no additional backup storage or backup software is required?	As per RFP, Bidder has to propose the Backup strategy, required backup tools and sizing of Backup storage.

141	Section E: Scope of Services	1. Scope of Work	Page 74	All hardware, software and required Network equipment like management switch, SAN storage, backup storage, backup software, number of SFPs, cable etc. are to be provisioned by Bidder in Bill of Material of this RFP.	# As standard practice across the industry, existing network switches will be leverage and no additional network switches are required. # Hence requesting to remove these network and management switches and utilize customer's switches.	As per the requirement specified, if the solution require Management switch, then only the same need to be proposed Please refer to corrigendum-2- Sr#2 and #3
142	Section E: Scope of Services	3. Sizing of solution and software Licenses. Point no - 4	Page 87	The bidder may offer software licenses for monitored database hosts under a yearly subscription-based model only.	# Is there a flexibility to propose a perpetual licensing model? # Requesting to consider from total TCV perspective model rather than being restricted to only a single licensing model. This way, LIC would be able to compare which licensing model is cost-effective from overall 5-year TCO perspective	Please refer to the corrigendum-2 Sr# 5
143		3. Sizing of solution and software Licenses. Point - 13	Page 88	If implementation cannot be carried out on certain hosts due to issues such as unsupported database versions or incompatible host operating systems, those hosts will be excluded from all related payments like subscription costs and implementation costs.	How will LIC derive the software license quantity post Reverse Auction for PO release?	The Purchase Order for software licenses shall be issued based on the number of Active, Passive, Read-only, and UAT database hosts as indicated in the RFP. Notwithstanding the above, the actual payment obligation of LIC shall be limited to the number of hosts where the solution has been successfully implemented. For avoidance of doubt, no payment shall be made in respect of hosts where implementation could not be carried out due to factors such as unsupported database versions or incompatible host operating systems.
144	Section G: Payment Terms & Conditions	2. Software subscription charges(Yearly)	Page 108	100% on go-live and successful operation of 30 days.	# Post successful ORA, will LIC issue a PO that contains the software license cost for 5 years? # Requesting to keep a break up for payment for software license as 55% at the time of software license delivery, 30% on software installation and integration, 10% after go-live and 5% after training. # Will the PO be 100% non-cancellation for SW license?	The PO for software licenses will be issued as per the RFP quantities; however, payment will only be made for successful implementations. Hosts where implementation is not feasible (e.g., due to unsupported databases or incompatible operating systems) will be excluded. Hence, the PO will not be 100% non-cancellable.
145	Annexure-W	Data for Sizing of the proposed DAM Solution.	Page 194	DAM solution Hardware components to be sized to support database volumes for next 5 years, assuming a growth of 10% on database numbers per year. Sizing of required backup (hardware & software) also to be proposed.	In case of increase in active DB count, additional licenses has to be procured, sizing would be decided depending on the location and cores of the newly added databases. Suggestion is to consider the additional licenses as the requirement comes.	The bidder shall propose hardware sizing for the DAM solution to support database volumes for the next 5 years, considering a projected growth of **5%** per year, as specified in the RFP. This ensures that the solution remains adequately provisioned and avoids performance issues due to under-sizing. Additional licenses required due to new database hosts added during the contract period shall be procured separately as needed.Please refer to Corrigendum -2 Sr #9
146	Annexure G	Commercial Bid (Indicative Pricing)	Page 143	DAM Software License / subscription costs for 1085 database hosts	Since the DB count is provided in Active and passive categories, the suggestion is to maintain the same categories here as well to simplify the licensing	Please refer to the corrigendum-2 issued
147	Section G: Payment Terms & Conditions	1. Delivery of all the hardware at all designated sites of LIC for the project	Page 108	Payment 70% of cost	# Will the PO be 100% non-cancellation for HW license? as HW requires 100% upfront payment	Once the Purchase Order for hardware is released, it shall be treated as firm and non-cancellable for the specified quantity.

148	Annexure-W	Data for Sizing of the proposed DAM Solution.	Page 194	DAM solution Hardware components to be sized to support database volumes for next 5 years, <u>assuming a growth of 10%</u> on database numbers per year. Sizing of required backup (hardware & software) also to be proposed.	# Will the growth of 10% year-on-year will be consistent or less than 10% year-on-year can also be there? In case, of an increase in active DB count, please segregate into active and passive DBs as additional licenses have to be procured for increase, sizing would be decided depending on the location and cores of the newly added databases # Can we take a conservative 2% growth rate year on year for us to derive on the unit rate per DB? # Requesting to consider the additional licenses as the requirement comes	Please refer to the corrigendum-2 Sr # 9
149	Section C: Instructions to Bidders (ITB)	60. Digital Personal DATA Protection Act, 2023	Page 65	The Vendor shall ensure that the Digital Asset Management (DAM) tool offered under this RFP is fully compliant with the provisions of the Digital Personal Data Protection Act, 2023, as amended from time to time. The tool must incorporate functionalities that support the lawful collection, storage, processing, access, sharing, and deletion of digital personal data in accordance with the DPDP Act. This includes, but is not limited to, features that enable: - Tagging and classification of personal data assets; - Access control and role-based permissions; - Audit trails and activity logging; - Data retention and deletion workflows; - Support for data subject (Data Principal) rights such as access, correction, and erasure; - Data breach detection and reporting	# The mentioned clause asks for a DAM solution as Digital Asset Management solution, we suggest to correct it with the DAM solution in scope as Database Activity Monitoring. # Also, DPDP act is very vast and can't be 100% achievable using a single solution. As a DAM solution, we support realtime monitoring, alerting and reporting use cases. Suggestion is to revise the inclusions as per DAM solution capabilities	Please refer to the corrigendum-2-Sr#1 and #7
150	Section C: Instructions to Bidders (ITB)	Price Negotiation Committee (PNC) Meeting	Page 48	The vendor selected as successful may be called for a meeting with the PNC constituted by LIC for price negotiation. Also, negotiation may be held with the vendor through the PNC for stray future requirements (which were not anticipated, and which are not listed in the current RFP specifications) that may be required to be procured through this RFP. Prices once finalized will be termed as the "Approved	# Post ORA, the L1 will be given the PO and there will be no further commercial negotiation with any of the committee". Please confirm if this understanding is correct?	Post-ORA, the L1 bidder will generally be issued the Purchase Order; however, LIC reserves the right to call the successful vendor for discussions with the Price Negotiation Committee (PNC). Such negotiations may be conducted either for finalizing the approved price rates or for addressing stray future requirements not covered under the current RFP specifications.

151	Section A: Introduction	H1 Elimination Clause	Page 9	When the number of Eligible Bidders is more than Five, the Eligible H1 bidder (Bidder with the Highest Quoted Total Bid Price) will be disqualified and eliminated from participating in online reverse auction, if the bid value as per the submitted commercial bid (indicative) is higher by more than 40% as compared to the average of quoted prices of all Eligible bidders for all items in aggregate.	# Please help with more clarity	If there are more than five eligible bidders, the bidder with the highest quoted total price (H1) will be disqualified from the reverse auction if their **quoted indicative commercial bid** is more than 40% higher than the average of all eligible bidders' quoted indicative commercial bids (in aggregate for all items). This prevents abnormally high bids from affecting the auction.
152	Section C: Instructions to Bidders (ITB)	3. Technical Bid Point - iv	Page 27	The bidder is responsible for supply of hardware required for setting up all the in-scope solutions at LIC data centers. The hardware is inclusive of but not limited to servers, Storage, Backup, Switches, Racks, Passive cabling, etc. LIC shall only be responsible for providing the required room space, rack space, cooling and power	# In this, does the hardware include of rack and switches? # Requesting to remove the rack and switches as we will leverage existing LIC racks and switches # Hardware includes - Servers, Virtualization, Cables, NAS storage	The supply of racks and switches does not fall within the bidder's scope. However, if management switches are specifically required for the implementation of the Database Activity Monitoring solution, the same may be provisioned by the bidder. For further clarity, Please refer to the corrigendum-2-Sr#2 and #3
153	Section C: Instructions to Bidders (ITB)	Online Reverse Auction	Page 38	Among all qualified bids, the lowest bid (as quoted in reverse auction) will be termed as L1. If L1 is 'Class-I local supplier', the contract will be awarded to L1	# Is this clause specifically for MSME?	It relates to the Public Procurement (Preference to Make in India), Order 2017 (PPP-MII) issued by DPIIT, which gives purchase preference to Class-I local suppliers (i.e., suppliers whose goods, services, or works have ≥50% local content). MSMEs may sometimes qualify as Class-I local suppliers if their products meet the local content requirement, but the clause itself is broader and applies to all bidders categorized as Class-I local suppliers, not only MSMEs.
154	Section A: Introduction	H1 Elimination Clause	9	When the number of Eligible Bidders is more than Five, the Eligible H1 bidder (Bidder with the Highest Quoted Total Bid Price) will be disqualified and eliminated from participating in online reverse auction, if the bid value as per the submitted commercial bid (indicative) is higher by more than 40% as compared to the average of quoted prices of all Eligible bidders for all items in aggregate.	# Please help with more clarity	If there are more than five eligible bidders, the bidder with the highest quoted total price (H1) will be disqualified from the reverse auction if their **quoted indicative commercial bid** is more than 40% higher than the average of all eligible bidders' quoted indicative commercial bids (in aggregate for all items). This prevents abnormally high bids from affecting the auction.
155	Section C: Instructions to Bidders (ITB)	3. Technical Bid Point - iv	27	The bidder is responsible for supply of hardware required for setting up all the in-scope solutions at LIC data centers. The hardware is inclusive of but not limited to servers, Storage, Backup, Switches, Racks, Passive cabling, etc. LIC shall only be responsible for providing the required room space, rack space, cooling and power	# In this, does the hardware include of rack and switches? # Requesting to remove the rack and switches as we will leverage existing LIC racks and switches # Hardware includes - Servers, Virtualization, Cables, NAS storage	The supply of racks and switches does not fall within the bidder's scope. However, if management switches are specifically required for the implementation of the Database Activity Monitoring solution, the same may be provisioned by the bidder. For further clarity, Please refer to the corrigendum-2-Sr#2 and #3

156	Section C: Instructions to Bidders (ITB)	3. Technical Bid Point - v	27	The bidder must supply a thorough inventory of the hardware and software components required for the planned implementation of the in-scope solutions. This bill of Quantity (BoQ) as per Annexure R should be itemized separately for all the environments, including DC, UAT and Disaster Recovery (DR). If any missing requirements are discovered during installation, and the bidder will be obliged to provide them free of cost.	#Are we required to have 3 environment (DC ,DR and UAT) All the location	For DAM solution , the DC and UAT shall be located in Mumbai DC. DR shall be deployed in DR site at Bangalore. Aggregators/Collectors shall be deployed in all COLO datacenters wherever Database hosts are deployed.
157	Section C: Instructions to Bidders (ITB)	Online Reverse Auction	38	Among all qualified bids, the lowest bid (as quoted in reverse auction) will be termed as L1. If L1 is 'Class-I local supplier', the contract will be awarded to L1	# Is this clause specifically for MSME?	It relates to the Public Procurement (Preference to Make in India), Order 2017 (PPP-MII) issued by DPIIT, which gives purchase preference to Class-I local suppliers (i.e., suppliers whose goods, services, or works have ≥50% local content). MSMEs may sometimes qualify as Class-I local suppliers if their products meet the local content requirement, but the clause itself is broader and applies to all bidders categorized as Class-I local suppliers, not only MSMEs.
158	Section C: Instructions to Bidders (ITB)	Activities to be performed -F	40	Subcontracting/hiring of external resources for ad hoc needs - is not permitted unless explicitly allowed by LIC for a specific activity/ requirement/ duration	# Please help with more clarity	LIC will enter into the contract directly with the successful bidder. The bidder shall be solely responsible for the delivery of all services and obligations under the contract. Subcontracting or delegation of responsibilities is not permitted unless explicitly approved in writing by LIC for a specific activity, requirement, or duration.
159	Section C: Instructions to Bidders (ITB)	Price Negotiation Committee (PNC) Meeting	48	The vendor selected as successful may be called for a meeting with the PNC constituted by LIC for price negotiation. Also, negotiation may be held with the vendor through the PNC for stray future requirements (which were not anticipated, and which are not listed in the current RFP specifications) that may be required to be procured through this RFP. Prices once finalized will be termed as the "Approved	# Post ORA, the L1 will be given the PO and there will be no further commercial negotiation with any of the committee". Please confirm if this understanding is correct?	Post-ORA, the L1 bidder will generally be issued the Purchase Order; however, LIC reserves the right to call the successful vendor for discussions with the Price Negotiation Committee (PNC). Such negotiations may be conducted either for finalizing the approved price rates or for addressing stray future requirements not covered under the current RFP specifications.

160	Section C: Instructions to Bidders (ITB)	60. Digital Personal DATA Protection Act, 2023	65	The Vendor shall ensure that the Digital Asset Management (DAM) tool offered under this RFP is fully compliant with the provisions of the Digital Personal Data Protection Act, 2023, as amended from time to time. The tool must incorporate functionalities that support the lawful collection, storage, processing, access, sharing, and deletion of digital personal data in accordance with the DPDP Act. This includes, but is not limited to, features that enable: - Tagging and classification of personal data assets; - Access control and role-based permissions; - Audit trails and activity logging; - Data retention and deletion workflows; - Support for data subject (Data Principal) rights such as access, correction, and erasure; - Data breach detection and reporting	# The mentioned clause asks for a DAM solution as Digital Asset Management solution, we suggest to correct it with the DAM solution in scope as Database Activity Monitoring. # Also, DPDP act is very vast and can't be 100% achievable using a single solution. As a DAM solution, we support realtime monitoring, alerting and reporting use cases. Suggestion is to revise the inclusions as per DAM solution capabilities	Please refer to the corrigendum-2-Sr#1 and #7
161	Section E: Scope of Services	1. Scope of Work	72	Bidder shall provide written client reference letter explicitly confirming:	# Is it ok to have the reference client in the form of email acknowledgement from client ?	The requirement for client reference is applicable to the Implementation phase of the project. An email acknowledgement from the client is not sufficient to meet this requirement. The bidder must submit a declaration on the client's official letterhead, duly signed by an authorized signatory of the client. This letter should explicitly confirm the following: 1.Successful implementation of the project 2.Ongoing operations support 3.Satisfactory client experience 4.Details of the purchased items or scope of the project Alternatively, a project completion certificate issued by the client may also be accepted, provided it includes the above information and is on official letterhead with proper authorization. This documentation is essential to substantiate the bidder's prior experience in implementing and managing enterprise-scale projects using the OEM's proposed solution.
162	Section E: Scope of Services	1. Scope of Work	74	All hardware, software and required Network equipment like management switch, SAN storage, backup storage, backup software, number of SFPs, cable etc. are to be provisioned by Bidder in Bill of Material of this RFP.	# Does backup can be done in the NAS storage and no additional backup storage or backup software is required?	As per RFP, Bidder has to propose the Backup strategy, required backup tools and sizing of Backup storage.
163	Section E: Scope of Services	1. Scope of Work	74	All hardware, software and required Network equipment like management switch, SAN storage, backup storage, backup software, number of SFPs, cable etc. are to be provisioned by Bidder in Bill of Material of this RFP.	# As standard practice across the industry, existing network switches will be leverage and no additional network switches are required. # Hence requesting to remove these network and management switches and utilize customer's switches.	As per the requirement specified, if the solution require Management switch, then only the same need to be proposed Please refer to corrigendum-2- Sr#2 and #3

164	Section E: Scope of Services	1. Scope of Work	76	The Database Activity Monitoring (DAM) solution must support multiple types of data masking techniques to ensure data security and privacy. These shall include, but not be limited to: o Static Data Masking o Deterministic Data Masking o On-the-Fly Data Masking	# Static Data masking and Deterministic Data masking are on the DB level and generally addressed by Encryption solution. DAM solution doesn't touch data at the DB level, it supports On-the-fly data masking and dynamic data masking. Suggestion is to modify this point accordingly	Please refer to the corrigendum-2 Sr #8
165	Section E: Scope of Services	3. Sizing of solution and software Licenses. Point no - 4	87	The bidder may offer software licenses for monitored database hosts under a yearly subscription-based model only.	# Is there a flexibility to propose a perpetual licensing model? # Requesting to consider from total TCV perspective model rather than being restricted to only a single licensing model. This way, LIC would be able to compare which licensing model is cost-effective from overall 5-year TCO perspective	Please refer to the corrigendum-2 Sr# 5
166	Section E: Scope of Services	3. Sizing of solution and software Licenses. Point - 13	88	If implementation cannot be carried out on certain hosts due to issues such as unsupported database versions or incompatible host operating systems, those hosts will be excluded from all related payments like subscription costs and implementation costs.	# How will LIC derive the software license quantity post ORA for the Software license PO release?	The Purchase Order for software licenses shall be issued based on the number of Active, Passive, Read-only, and UAT database hosts as indicated in the RFP. Notwithstanding the above, the actual payment obligation of LIC shall be limited to the number of hosts where the solution has been successfully implemented. For avoidance of doubt, no payment shall be made in respect of hosts where implementation could not be carried out due to factors such as unsupported database versions or incompatible host operating systems.
167	Section G: Payment Terms & Conditions	2. Software subscription charges(Yearly)	108	100% on go-live and successful operation of 30 days.	# Post successful ORA, will LIC issue a PO that contains the software license cost for 5 years? # Requesting to keep a break up for payment for software license as 55% at the time of software license delivery, 30% on software installation and integration, 10% after go-live and 5% after training. # Will the PO be 100% non-cancellation for SW license?	The PO for software licenses will be issued as per the RFP quantities; however, payment will only be made for successful implementations. Hosts where implementation is not feasible (e.g., due to unsupported databases or incompatible operating systems) will be excluded. Hence, the PO will not be 100% non-cancellable. For revised payment terms , please refer to the corrigendum-2
168	Section F: General Terms & Condition	8.Termination	103	Consequences of Termination of the Selected Bidder	As we(KPMG) are a large professional services firm, we reserve the right to terminate the engagement, in case of breach of applicable law or regulation or professional norms	Please adhere to the RFP Clause.
169	Section G: Payment Terms & Conditions	1. Delivery of all the hardware at all designated sites of LIC for the project	108	70% of cost	# Will the PO be 100% non-cancellation for HW license? as HW requires 100% upfront payment	Once the Purchase Order for hardware is released, it shall be treated as firm and non-cancellable for the specified quantity.
170	Annexure G	Commercial Bid (Indicative Pricing)	143	DAM Software License / subscription costs for 1085 database hosts	# In "Annexure G: Commercial Bid (Indicative Pricing)" under item "DAM Software License/ subscription costs for 1085 database hosts" in row 2nd, can you mention segregation of the number of active licenses as 509 and passive as 576?	Please refer to the corrigendum-2 issued

171	Annexure-W	Data for Sizing of the proposed DAM Solution.	194	DAM solution Hardware components to be sized to support database volumes for next 5 years, <u>assuming a growth of 10%</u> on database numbers per year. Sizing of required backup (hardware & software) also to be proposed.	# Will the growth of 10% year-on-year will be consistent or less than 10% year-on-year can also be there? In case, of an increase in active DB count, please segregate into active and passive DBs as additional licenses have to be procured for increase, sizing would be decided depending on the location and cores of the newly added databases # Can we take a conservative 2% growth rate year on year for us to derive on the unit rate per DB? # Requesting to consider the additional licenses as the requirement comes	Please refer to the corrigendum-2 Sr #9
172	Annexure-W	Data for Sizing of the proposed DAM Solution.	194	Current DB Matrix Total Number of Database Servers – 1085 Active – 509 Passive - 275 Read Only - 301 Total Number of Cores – 11097	# Does this inventory also include UAT servers? # Do we need to deploy DAM solutions on all UAT servers as well? # Do we need to deploy DAM solutions on all Read-only and Passive servers as well?	The DAM solution shall be implemented on all database hosts, irrespective of their status (Active, Passive, Read-only) . All hosts shall also be monitored for database activity as part of the DAM solution.
173	Annexure-W	Data for Sizing of the proposed DAM Solution.	195	OS Flavours available in LIC 1) CentOS 2) Linux on IBM-Z 3) RHEL 4) SUSE Linux 5) Oracle Enterprise Linux	# exact version for each of the OS flavours mentioned would be helpfull	The details will be shared with the successful bidder.
174	Annexure-W	Data for Sizing of the proposed DAM Solution.	195	DB Flavours available in LIC 1) HANA DB 2) MongoDB 3) MYSQL 4) Oracle Enterprise version & Standard version 5) PostgreSQL 6) Teradata	# exact version for each of the DB flavours mentioned would be helpfull	The details will be shared with the successful bidder.
175	Section A: Introduction	H1 Elimination Clause	9	When the number of Eligible Bidders is more than Five, the Eligible H1 bidder (Bidder with the Highest Quoted Total Bid Price) will be disqualified and eliminated from participating in online reverse auction, if the bid value as per the submitted commercial bid (indicative) is higher by more than 40% as compared to the average of quoted prices of all Eligible bidders for all items in aggregate.	# Please help with more clarity	If there are more than five eligible bidders, the bidder with the highest quoted total price (H1) will be disqualified from the reverse auction if their **quoted indicative commercial bid** is more than 40% higher than the average of all eligible bidders' quoted indicative commercial bids (in aggregate for all items). This prevents abnormally high bids from affecting the auction.

176	Section C: Instructions to Bidders (ITB)	3. Technical Bid Point - iv	27	The bidder is responsible for supply of hardware required for setting up all the in-scope solutions at LIC data centers. The hardware is inclusive of but not limited to servers, Storage, Backup, Switches, Racks, Passive cabling, etc. LIC shall only be responsible for providing the required room space, rack space, cooling and power	# In this, does the hardware include of rack and switches? # Requesting to remove the rack and switches as we will leverage existing LIC racks and switches # Hardware includes - Servers, Virtualization, Cables, NAS storage	The supply of racks and switches does not fall within the bidder's scope. However, if management switches are specifically required for the implementation of the Database Activity Monitoring solution, the same may be provisioned by the bidder. For further clarity,Please refer to the corrigendum-2-Sr#2 and #3
177	Section C: Instructions to Bidders (ITB)	Online Reverse Auction	38	Among all qualified bids, the lowest bid (as quoted in reverse auction) will be termed as L1. If L1 is 'Class-I local supplier', the contract will be awarded to L1	# Is this clause specifically for MSME?	It relates to the Public Procurement (Preference to Make in India), Order 2017 (PPP-MII) issued by DPIIT, which gives purchase preference to Class-I local suppliers (i.e., suppliers whose goods, services, or works have ≥50% local content). MSMEs may sometimes qualify as Class-I local suppliers if their products meet the local content requirement, but the clause itself is broader and applies to all bidders categorized as Class-I local suppliers, not only MSMEs.
178	Section C: Instructions to Bidders (ITB)	Price Negotiation Committee (PNC) Meeting	48	The vendor selected as successful may be called for a meeting with the PNC constituted by LIC for price negotiation. Also, negotiation may be held with the vendor through the PNC for stray future requirements (which were not anticipated, and which are not listed in the current RFP specifications) that may be required to be procured through this RFP. Prices once finalized will be termed as the "Approved	# Post ORA, the L1 will be given the PO and there will be no further commercial negotiation with any of the committee". Please confirm if this understanding is correct?	Post-ORA, the L1 bidder will generally be issued the Purchase Order; however, LIC reserves the right to call the successful vendor for discussions with the Price Negotiation Committee (PNC). Such negotiations may be conducted either for finalizing the approved price rates or for addressing stray future requirements not covered under the current RFP specifications.
179	Section C: Instructions to Bidders (ITB)	60. Digital Personal DATA Protection Act, 2023	65	The Vendor shall ensure that the Digital Asset Management (DAM) tool offered under this RFP is fully compliant with the provisions of the Digital Personal Data Protection Act, 2023, as amended from time to time. The tool must incorporate functionalities that support the lawful collection, storage, processing, access, sharing, and deletion of digital personal data in accordance with the DPDP Act. This includes, but is not limited to, features that enable: - Tagging and classification of personal data assets; - Access control and role-based permissions; - Audit trails and activity logging; - Data retention and deletion workflows; - Support for data subject (Data Principal) rights such as access, correction, and erasure; - Data breach detection and reporting	# The mentioned clause asks for a DAM solution as Digital Asset Management solution, we suggest to correct it with the DAM solution in scope as Database Activity Monitoring. # Also, DPDP act is very vast and can't be 100% achievable using a single solution. As a DAM solution, we support realtime monitoring, alerting and reporting use cases. Suggestion is to revise the inclusions as per DAM solution capabilities	Please refer to the corrigendum-2-Sr#1 and #7

180	Section E: Scope of Services	1. Scope of Work	72	Bidder shall provide written client reference letter explicitly confirming:	# Is it ok to have the reference client in the form of email acknowledgement from client ?	The requirement for client reference is applicable to the Implementation phase of the project. An email acknowledgement from the client is not sufficient to meet this requirement. The bidder must submit a declaration on the client's official letterhead, duly signed by an authorized signatory of the client. This letter should explicitly confirm the following: 1.Successful implementation of the project 2.Ongoing operations support 3.Satisfactory client experience 4.Details of the purchased items or scope of the project Alternatively, a project completion certificate issued by the client may also be accepted, provided it includes the above information and is on official letterhead with proper authorization. This documentation is essential to substantiate the bidder's prior experience in implementing and managing enterprise-scale projects using the OEM's proposed solution
181	Section E: Scope of Services	1. Scope of Work	74	All hardware, software and required Network equipment like management switch, SAN storage, backup storage, backup software, number of SFPs, cable etc. are to be provisioned by Bidder in Bill of Material of this RFP.	# Does backup can be done in the NAS storage and no additional backup storage or backup software is required?	As per RFP, Bidder has to propose the Backup strategy, required backup tools and sizing of Backup storage.
182	Section E: Scope of Services	1. Scope of Work	74	All hardware, software and required Network equipment like management switch, SAN storage, backup storage, backup software, number of SFPs, cable etc. are to be provisioned by Bidder in Bill of Material of this RFP.	# As standard practice across the industry, existing network switches will be leverage and no additional network switches are required. # Hence requesting to remove these network and management switches and utilize customer's switches.	As per the requirement specified, if the solution require Management switch, then only the same need to be proposed Please refer to corrigendum-2- Sr#2 and #3
183	Section E: Scope of Services	1. Scope of Work	76	The Database Activity Monitoring (DAM) solution must support multiple types of data masking techniques to ensure data security and privacy. These shall include, but not be limited to: o Static Data Masking o Deterministic Data Masking o On-the-Fly Data Masking	# Static Data masking and Deterministic Data masking are on the DB level and generally addressed by Encryption solution. DAM solution doesn't touch data at the DB level, it supports On-the-fly data masking and dynamic data masking. Suggestion is to modify this point accordingly	Please refer to the corrigendum-2 Sr #8
184	Section E: Scope of Services	3. Sizing of solution and software Licenses. Point no - 4	87	The bidder may offer software licenses for monitored database hosts under a yearly subscription-based model only.	# Is there a flexibility to propose a perpetual licensing model? # Requesting to consider from total TCV perspective model rather than being restricted to only a single licensing model. This way, LIC would be able to compare which licensing model is cost-effective from overall 5-year TCO perspective	Please refer to the corrigendum-2 Sr# 5

185	Section E: Scope of Services	3. Sizing of solution and software Licenses. Point - 13	88	If implementation cannot be carried out on certain hosts due to issues such as unsupported database versions or incompatible host operating systems, those hosts will be excluded from all related payments like subscription costs and implementation costs.	# How will LIC derive the software license quantity post ORA for the Software license PO release?	The Purchase Order for software licenses shall be issued based on the number of Active, Passive, Read-only, and UAT database hosts as indicated in the RFP. Notwithstanding the above, the actual payment obligation of LIC shall be limited to the number of hosts where the solution has been successfully implemented. For avoidance of doubt, no payment shall be made in respect of hosts where implementation could not be carried out due to factors such as unsupported database versions or incompatible host operating systems.
186	Section G: Payment Terms & Conditions	2. Software subscription charges(Yearly)	108	100% on go-live and successful operation of 30 days.	# Post successful ORA, will LIC issue a PO that contains the software license cost for 5 years? # Requesting to keep a break up for payment for software license as 55% at the time of software license delivery, 30% on software installation and integration, 10% after go-live and 5% after training. # Will the PO be 100% non-cancellation for SW license?	The PO for software licenses will be issued as per the RFP quantities; however, payment will only be made for successful implementations. Hosts where implementation is not feasible (e.g., due to unsupported databases or incompatible operating systems) will be excluded. Hence, the PO will not be 100% non-cancellable. For revised payment terms , please refer to the corrigendum-2
187	Section G: Payment Terms & Conditions	1. Delivery of all the hardware at all designated sites of LIC for the project	108	70% of cost	# Will the PO be 100% non-cancellation for HW license? as HW requires 100% upfront payment	Once the Purchase Order for hardware is released, it shall be treated as firm and non-cancellable for the specified quantity.
188	Annexure G	Commercial Bid (Indicative Pricing)	143	DAM Software License / subscription costs for 1085 database hosts	# In "Annexure G: Commercial Bid (Indicative Pricing)" under item "DAM Software License/ subscription costs for 1085 database hosts" in row 2nd, can you mention segregation of the number of active licenses as 509 and passive as 576?	Please refer to the Corrigendu-1 issued
189	Annexure-W	Data for Sizing of the proposed DAM Solution.	194	DAM solution Hardware components to be sized to support database volumes for next 5 years, assuming a growth of 10% on database numbers per year. Sizing of required backup (hardware & software) also to be proposed.	# Will the growth of 10% year-on-year will be consistent or less than 10% year-on-year can also be there? In case, of an increase in active DB count, please segregate into active and passive DBs as additional licenses have to be procured for increase, sizing would be decided depending on the location and cores of the newly added databases # Can we take a conservative 2% growth rate year on year for us to derive on the unit rate per DB? # Requesting to consider the additional licenses as the requirement comes	Please refer to the corrigendum-2 Sr #9

190	Section B: Eligibility Criteria	6.5		18	The Bidder should have minimum of 3 years of experience in supply, implementation, and/ or maintenance of Database Activity Monitoring (DAM) Solution for Private Organizations in India with market capital of minimum 500 Crores or PSU/ Government/ Regulator/ Stock Exchanges/ BFSI Sector Firms in India or Globally.	The Bidder/OEM should have minimum of 3 years of experience in supply, implementation, and/ or maintenance for Database Monitoring with Private Organizations in India with market capital of minimum 500 Crores or Globally.	Please adhere to the RFP Clause.
191	Section B: Eligibility Criteria	6.6		18	The Bidder during the last 7 years preceding to the Date of this RFP should have supplied, implemented and/or maintained any Database Activity Monitoring (DAM) solution for at least 02 (two) Private Organizations in India with market capital of minimum 500 Crores or at any PSU/ Government/ Regulator/ Stock Exchanges/ BFSI Sector Firms in India or Globally.	The Bidder/OEM during the last 7 years preceding to the Date of this RFP should have supplied, implemented and/or maintained any Database Monitoring/Performance solution for at least 02 (two) Private Organizations in India with market capital of minimum 500 Crores or Globally.	Please adhere to the RFP Clause.
192	Section C: Eligibility Criteria	12 f		33	Number of implementations completed/or maintenance undertaken for the DAM solution in BFSI/Govt/Pvt sector in last 5 years by the bidder in India having a minimum installation base of 50 DB server licenses/100 instances/100 CPU	Number of implementations completed/or maintenance undertaken for the DAM solution in BFSI/Govt/Pvt sector in last 5 years by the bidder/OEM in India having a minimum installation base of 50 DB server licenses/100 instances/100 CPU	Please adhere to the RFP Clause.
193	Clause 30			47	Bids shall remain valid for 12 months from the last date of bid submission as prescribed by LIC, in the Activity Schedule.	We requests LIC to modify the clause of bid validity to 30 days from the last date for submission	Please adhere to the RFP Clause.
194	Clause 59			64	If Service Provider fails to deliver product, deliverables and/or perform any or all the Services within the stipulated time schedule as specified in this RFP, LIC may, without prejudice to its other remedies under the Agreement, and unless otherwise extension of time is agreed upon without the application of liquidated damages, deduct from the Project Cost, as liquidated damages a sum equivalent to 1 % of total Project Cost for delay of each week or part thereof maximum up to 10 % of total Project Cost.	We requests LIC to cap the maximum LD penalty to 5% of the PO value.	Please adhere to the RFP Clause.

195	Section F, Clause 8 – Termination			103	LIC may, at any time, by a prior written notice of 30 days, terminate the contract or reduce the scope of the Services.	We requests LIC to remove Termination for Convenience. In case of termination for convenience, will LIC compensate for sunk costs incurred by the bidder in good faith, such as hardware provisioning or OEM license commitments?	Please adhere to the RFP Clause.
196	ection E, Clause 3 – Sizing of Solution and Software Licenses			87	For any future requirement of additional licenses, the unit rates discovered and finalized through this RFP shall be applicable. The same licensing policy as defined and agreed upon in this RFP shall continue to apply without any deviations or additional commercial or technical conditions.	Please confirm if LIC will provide a minimum baseline commitment for license quantities to mitigate commercial risk on subscription-based licensing.	LIC does not commit to any minimum baseline quantity for additional license procurement beyond what is specified in the RFP. As stated in the RFP, the unit rates discovered and finalized through this RFP shall be applicable for any future requirement of additional licenses, if and when such a need arises. However, LIC does not guarantee or assume any obligation for the procurement of additional licenses in the future. Accordingly, no payment shall be due for any additional licenses or related implementation services unless such procurement is explicitly initiated and confirmed by LIC.
197	Annexure-Y: Undertaking for Additional Licenses			198	The bidder must commit to supplying additional DAM licenses during the contract period at the same unit rates as discovered in the ORA.	We request LIC to consider amending Annexure-Y to include a clause allowing price revision for additional licenses and implementation services in case of significant cost escalations due to factors beyond the bidder's control, such as changes in statutory taxes, duties, or forex fluctuations.	Please adhere to the RFP Clause.
198	B. Architectural Scalabilit. Point no. 29			128	Each agent Gateway/cluster in the DAM solution should be able to process minimum 21,000 TPS (transactions per second) on an individual basis.	Considering LIC spurt of traffic, Gateway should be flexible to accommodate the TPS burst(s) and sustained TPS load increase. Request LIC to modify "Each agent Gateway/cluster in the DAM solution should be able to process minimum 21000 TPS and scalable to 60000 TPS (transactions per second) without any additional gateway on an individual basis."	Please adhere to the RFP Clause.
199	F. Data Risk Analytics, Risk Scoring and prioritization Point no. 67			132	Risk levels should be dynamically categorized (High/Medium/Low) and updated in real time based on new activities.	The Risk analytics engine should maintain the transparency to detect any activity as anomalous. To achieve this kindly modify the clause to "Risk analytics engine should provide reasonable justification with factos affecting the Risk Score and should be able to provide details including typical behavior and anomalous behavior."	Please adhere to the RFP Clause.
200	K. Monitoring & Alerting. Point no. 118			136	Automatic discovery of all databases in the environment should be enabled to capture malicious activities outside monitored databases.	Kindly modify this clause "Automatic Discovery of all Databases in the environment should be enabled using either Agent or Agentless method in order to capture malicious/ rogue Databases".	Please adhere to the RFP Clause.
201	6 Eligibility Criteria	5		18	The Bidder should have minimum of 3 years of experience in supply, implementation, and/ or maintenance of Database Activity Monitoring (DAM) Solution for Private Organizations in India with market capital of minimum 500 Crores or PSU/ Government/ Regulator/ Stock Exchanges/ BFSI Sector Firms in India or Globally	we want clarfication like if it pvt company it should be 500 cr and if it is pvt BFSI bank then 500 cr capatilization will apply ?	Private sector banks are considered part of the BFSI sector firms. The requirement of a minimum market capitalization of ₹500 crores is applicable only to private organizations. This condition does not apply to engagements with BFSI sector firms (including private banks), PSUs, Government entities, Regulators, or Stock Exchanges.

| 202 | 12.Evaluation process for selection of bidder | F | 33 | Number of implementations completed/or maintenance undertaken for the DAM solution in BFSI/Govt/Pvt sector in last 5 years by the bidder in India having a minimum installation base of 50 DB server licenses/100 instances/100 CPU DB cores running on DB servers | we want clarfication like 50 DB server licence or 100 instance or 100 db core licence | The minimum installation base should consist of any one of the following for each individual installation: 50 Database Servers, or 100 Instances, or 100 Database Cores.

Each installation must be under a single purchase order for a specific client. Installations across multiple purchase orders or clients cannot be clubbed together to meet the requirement. |
|---|---|---|---|---|---|---|
| 203 | Section -G payment Terms and conditions | 2 | | 100% on go-live and successful operation of 30 days. | we request 90% payment on software delivery and | Please adhere to the RFP Clause. |
| 204 | 6 | Eligibility Criteria | 18 | The Bidder should have minimum of 3 years of experience in supply, implementation, and/ or maintenance of Database Activity Monitoring (DAM) Solution for Private Organizations in India with market capital of minimum 500 Crores or PSU/ Government/ Regulator/ Stock Exchanges/ BFSI Sector Firms | For the mentioned clause, we kindly request you to provide relaxation to a minimum of 1 Year instead of min. 3 years of experience in supply, implementation, and/ or maintenance of Database Activity Monitoring (DAM) Solution. | Please adhere to the RFP Clause. |
| 205 | Clause No 51, Indemnifying LIC | | 28-29 | A.The successful bidder shall indemnify LIC: a)Against all actions, proceedings, claims, demands, costs and expenses which may be made against LIC by a third party arising out of the sale of vendor's services to LIC. b)Against all losses on account of Vendor's negligence or wilful default in performance or non-performance under the contract. c)Against all third-party claims of infringement of patent, copyright, trademark etc. arising from use of the goods and services, software package or any other part thereof supplied by the vendor provided that this indemnity shall not apply to in the following cases: i)The modification of the Vendor 's deliverables provided hereunder by any person other than the Vendor or its personnel ii)LIC's failure to use of any modification to | There are some very onerous and repetitive indemnity obligaitons:

1. This is very open ended indemnity obligation and could include all all actions, proceedings, claims, demands, costs and expenses made against LIC by third party . Please clarify if this could be removed. 2. Modification of the Vendor 's deliverables provided by the Vendor or its personnel: We are already bearing indemnity for IP infringement, hence, this would indemnity could lead to multiple claims for same nature of breach. 3. Negligence: This would result in triggering indemnity for even slightest of negligence.

Request you to clarify if the above indemnities could be removed. | Please adhere to the RFP Clause. |

206	Clause 11 Audit		Page No 107	The successful bidder/service Provider shall be subject to audits conducted by LIC, its internal or external auditors, the Insurance Regulatory and Development Authority of India (IRDAI), or any other regulatory authority, as and when required. Such audits may be conducted on an annual basis or at any other frequency deemed necessary by LIC or the relevant authority. The Service Provider shall provide full cooperation, access to records, systems, personnel, and premises as required to facilitate the audit process without any delay or hindrance. The cost of such audits shall be borne by LIC of India.	We would request to add below clarifications in Audit provision of the contract: a)Bank and any third party, if applicable, must provide prior notice before conducting an audit at our premises and c) third parties auditors should not be our competitors.	Please adhere to the RFP Clause.
207	Section F- General Terms and Conditions -Clause 8 Survival		Page No 104	The following clauses survive the termination and expiry of the contract: a.Intellectual Property Rights; b.Indemnifying LIC; c.Insurance; d.Confidentiality and privacy; e.Protection of personal information; f.Security & Compliance; g.Right to Audit and access h.Knowledge transfer i.Warranty.	As an organisation we return or destroy the information after we don't need it and this is in favor of the client as well since it minimizes the risk of any confidentiality breaches. Hence, we request to remove the confidentiality clause from survival. We respectfully submit that the warranty , indemnity and right to audit provisions should not survive termination, as they are intrinsically linked to performance during the contract term and extending them post-termination would result in undue and open-ended obligations.Post-termination, it is difficult to monitor or control risks related to indemnity triggers, creating ongoing uncertainty for the vendor.	Please adhere to the RFP Clause.
208	Undertaking B :- 4. Unlimited Liability Clause		Page No 203	We expressly acknowledge that our liability under this undertaking shall be unlimited and shall not be restricted to the contract value or to any limitation of liability clause in the contract.	We are unable to accept unlimited liability under the undertaking, as it would override the agreed limitation of liability provision in the contract. We therefore request that this clause not be drafted in a manner that supersedes the limitation of liability	Please adhere to the RFP Clause.
209	Section A: Introduction	H1 Elimination Clause	9	When the number of Eligible Bidders is more than Five, the Eligible H1 bidder (Bidder with the Highest Quoted Total Bid Price) will be disqualified and eliminated from participating in online reverse auction, if the bid value as per the submitted commercial bid (indicative) is higher by more than 40% as compared to the average of quoted prices of all Eligible bidders for all items in aggregate.	# Please help with more clarity	If there are more than five eligible bidders, the bidder with the highest quoted total price (H1) will be disqualified from the reverse auction if their **quoted indicative commercial bid** is more than 40% higher than the average of all eligible bidders' quoted indicative commercial bids (in aggregate for all items). This prevents abnormally high bids from affecting the auction.

210	Section C: Instructions to Bidders (ITB)	3. Technical Bid Point - iv	27	The bidder is responsible for supply of hardware required for setting up all the in-scope solutions at LIC data centers. The hardware is inclusive of but not limited to servers, Storage, Backup, Switches, Racks, Passive cabling, etc. LIC shall only be responsible for providing the required room space, rack space, cooling and power	# In this, does the hardware include of rack and switches? # Requesting to remove the rack and switches as we will leverage existing LIC racks and switches # Hardware includes - Servers, Virtualization, Cables, NAS storage	The supply of racks and switches does not fall within the bidder's scope. However, if management switches are specifically required for the implementation of the Database Activity Monitoring solution, the same may be provisioned by the bidder. For further clarity, Please refer to the corrigendum-2-Sr#2 and #3
211	Section C: Instructions to Bidders (ITB)	Online Reverse Auction	38	Among all qualified bids, the lowest bid (as quoted in reverse auction) will be termed as L1. If L1 is 'Class-I local supplier', the contract will be awarded to L1	# Is this clause specifically for MSME?	It relates to the Public Procurement (Preference to Make in India), Order 2017 (PPP-MII) issued by DPIIT, which gives purchase preference to Class-I local suppliers (i.e., suppliers whose goods, services, or works have ≥50% local content). MSMEs may sometimes qualify as Class-I local suppliers if their products meet the local content requirement, but the clause itself is broader and applies to all bidders categorized as Class-I local suppliers, not only MSMEs.
212	Section C: Instructions to Bidders (ITB)	Price Negotiation Committee (PNC) Meeting	48	The vendor selected as successful may be called for a meeting with the PNC constituted by LIC for price negotiation. Also, negotiation may be held with the vendor through the PNC for stray future requirements (which were not anticipated, and which are not listed in the current RFP specifications) that may be required to be procured through this RFP. Prices once finalized will be termed as the "Approved	# Post ORA, the L1 will be given the PO and there will be no further commercial negotiation with any of the committee". Please confirm if this understanding is correct?	Post-ORA, the L1 bidder will generally be issued the Purchase Order; however, LIC reserves the right to call the successful vendor for discussions with the Price Negotiation Committee (PNC). Such negotiations may be conducted either for finalizing the approved price rates or for addressing stray future requirements not covered under the current RFP specifications.
213	Section C: Instructions to Bidders (ITB)	60. Digital Personal DATA Protection Act, 2023	65	The Vendor shall ensure that the Digital Asset Management (DAM) tool offered under this RFP is fully compliant with the provisions of the Digital Personal Data Protection Act, 2023, as amended from time to time. The tool must incorporate functionalities that support the lawful collection, storage, processing, access, sharing, and deletion of digital personal data in accordance with the DPDP Act. This includes, but is not limited to, features that enable: - Tagging and classification of personal data assets; - Access control and role-based permissions; - Audit trails and activity logging; - Data retention and deletion workflows; - Support for data subject (Data Principal) rights such as access, correction, and erasure; - Data breach detection and reporting	# The mentioned clause asks for a DAM solution as Digital Asset Management solution, we suggest to correct it with the DAM solution in scope as Database Activity Monitoring. # Also, DPDP act is very vast and can't be 100% achievable using a single solution. As a DAM solution, we support realtime monitoring, alerting and reporting use cases. Suggestion is to revise the inclusions as per DAM solution capabilities	Please refer to the corrigendum-2-Sr#1 and #7

214	Section E: Scope of Services	1. Scope of Work	72	Bidder shall provide written client reference letter explicitly confirming:	# Is it ok to have the reference client in the form of email acknowledgement from client ?	The requirement for client reference is applicable to the Implementation phase of the project. An email acknowledgement from the client is not sufficient to meet this requirement. The bidder must submit a declaration on the client's official letterhead, duly signed by an authorized signatory of the client. This letter should explicitly confirm the following: 1.Successful implementation of the project 2.Ongoing operations support 3.Satisfactory client experience 4.Details of the purchased items or scope of the project Alternatively, a project completion certificate issued by the client may also be accepted, provided it includes the above information and is on official letterhead with proper authorization. This documentation is essential to substantiate the bidder's prior experience in implementing and managing enterprise-scale projects using the OEM's proposed solution
215	Section E: Scope of Services	1. Scope of Work	74	All hardware, software and required Network equipment like management switch, SAN storage, backup storage, backup software, number of SFPs, cable etc. are to be provisioned by Bidder in Bill of Material of this RFP.	# Does backup can be done in the NAS storage and no additional backup storage or backup software is required?	As per RFP, Bidder has to propose the Backup strategy, required backup tools and sizing of Backup storage.
216	Section E: Scope of Services	1. Scope of Work	74	All hardware, software and required Network equipment like management switch, SAN storage, backup storage, backup software, number of SFPs, cable etc. are to be provisioned by Bidder in Bill of Material of this RFP.	# As standard practice across the industry, existing network switches will be leverage and no additional network switches are required. # Hence requesting to remove these network and management switches and utilize customer's switches.	As per the requirement specified, if the solution require Management switch, then only the same need to be proposed Please refer to corrigendum-2- Sr#2 and #3
217	Section E: Scope of Services	1. Scope of Work	76	The Database Activity Monitoring (DAM) solution must support multiple types of data masking techniques to ensure data security and privacy. These shall include, but not be limited to: o Static Data Masking o Deterministic Data Masking o On-the-Fly Data Masking	# Static Data masking and Deterministic Data masking are on the DB level and generally addressed by Encryption solution. DAM solution doesn't touch data at the DB level, it supports On-the-fly data masking and dynamic data masking. Suggestion is to modify this point accordingly	Please refer to the corrigendum-2 Sr #8
218	Section E: Scope of Services	3. Sizing of solution and software Licenses. Point no - 4	87	The bidder may offer software licenses for monitored database hosts under a yearly subscription-based model only.	# Is there a flexibility to propose a perpetual licensing model? # Requesting to consider from total TCV perspective model rather than being restricted to only a single licensing model. This way, LIC would be able to compare which licensing model is cost-effective from overall 5-year TCO perspective	Please refer to the corrigendum-2 Sr# 5

219	Section E: Scope of Services	3. Sizing of solution and software Licenses. Point - 13	88	If implementation cannot be carried out on certain hosts due to issues such as unsupported database versions or incompatible host operating systems, those hosts will be excluded from all related payments like subscription costs and implementation costs.	# How will LIC derive the software license quantity post ORA for the Software license PO release?	The Purchase Order for software licenses shall be issued based on the number of Active, Passive, Read-only, and UAT database hosts as indicated in the RFP. Notwithstanding the above, the actual payment obligation of LIC shall be limited to the number of hosts where the solution has been successfully implemented. For avoidance of doubt, no payment shall be made in respect of hosts where implementation could not be carried out due to factors such as unsupported database versions or incompatible host operating systems.
220	Section G: Payment Terms & Conditions	2. Software subscription charges(Yearly)	108	100% on go-live and successful operation of 30 days.	# Post successful ORA, will LIC issue a PO that contains the software license cost for 5 years? # Requesting to keep a break up for payment for software license as 55% at the time of software license delivery, 30% on software installation and integration, 10% after go-live and 5% after training. # Will the PO be 100% non-cancellation for SW license?	The PO for software licenses will be issued as per the RFP quantities; however, payment will only be made for successful implementations. Hosts where implementation is not feasible (e.g., due to unsupported databases or incompatible operating systems) will be excluded. Hence, the PO will not be 100% non-cancellable. For revised payment terms , please refer to the corrigendum-2
221	Section G: Payment Terms & Conditions	1. Delivery of all the hardware at all designated sites of LIC for the project	108	70% of cost	# Will the PO be 100% non-cancellation for HW license? as HW requires 100% upfront payment	Once the Purchase Order for hardware is released, it shall be treated as firm and non-cancellable for the specified quantity.
222	Annexure G	Commercial Bid (Indicative Pricing)	143	DAM Software License / subscription costs for 1085 database hosts	# In "Annexure G: Commercial Bid (Indicative Pricing)" under item "DAM Software License/ subscription costs for 1085 database hosts" in row 2nd, can you mention segregation of the number of active licenses as 509 and passive as 576?	Please refer to the corrigendum-2 issued
223	Annexure-W	Data for Sizing of the proposed DAM Solution.	194	DAM solution Hardware components to be sized to support database volumes for next 5 years, assuming a growth of 10% on database numbers per year. Sizing of required backup (hardware & software) also to be proposed.	# Will the growth of 10% year-on-year will be consistent or less than 10% year-on-year can also be there? In case, of an increase in active DB count, please segregate into active and passive DBs as additional licenses have to be procured for increase, sizing would be decided depending on the location and cores of the newly added databases # Can we take a conservative 2% growth rate year on year for us to derive on the unit rate per DB? # Requesting to consider the additional licenses as the requirement comes	Please refer to the Corrigendum -1 Sr #9
224	Scope of Work	Hardware supply	27	SI to provide servers, storage, racks, backup infra	Please confirm if LIC will allow re-use of existing LIC infra (SAN, racks, switches) for deployment of Agent Gateways as per DB sites or bidder must supply 100% new infra.	The supply of racks and switches does not fall within the bidder's scope. However, if management switches are specifically required for the implementation of the Database Activity Monitoring solution, the same may be provisioned by the bidder. For further clarity, Please refer to the corrigendum-2-Sr#2 and #3

225	Scope of Work	Site Readiness	27	LIC will provide space, power and cooling for bidder-supplied infra	Please confirm the **power feed specifications** at each LIC DC/DR/Colo site, including: (a) Whether power is supplied as AC (single-phase / three-phase) or DC (48V), (b) Feed redundancy (single vs dual A+B), (c) Maximum kVA per rack, and (d) PDU outlet types. This is essential to ensure proposed DAM appliances and servers are compatible with site power availability.	While exact site-specific power feed details will be shared with the successful bidder after contract award, bidders may assume standard data center power availability, typically: AC power (three-phase) with dual redundant feeds (A+B) Sufficient kVA per rack to host enterprise servers and appliances Standard PDU outlet types (e.g., C13/C19) Bidders should propose hardware based on these assumptions. Final compatibility verification will be conducted after contract award.
226	Scope of Work	Site Readiness	27	LIC will provide space, power and cooling for bidder-supplied infra	Please confirm per-site DC/DR/UAT/ Colo facility readiness details, including: Redundancy model (N, N+1) for power/cooling, Cooling capacity per rack (kW or BTU/hr), Hot/Cold aisle containment availability, and Network port availability (1G/10G, copper/fiber). This information is required to ensure that the proposed DAM hardware (servers, collectors, storage) is compatible with LIC's facilities and can be supported reliably for the contract duration.	Detailed facility specifications (power/cooling redundancy, cooling capacity, aisle containment, network ports) will be shared with the successful bidder after contract award. For proposal purposes, bidders may assume standard data center facilities with redundant power/cooling (N+1), sufficient cooling per rack, hot/cold aisle arrangement, and 1G/10G network connectivity (copper/fiber).
227	Functional (Annex-F)	Blocking	128	DAM must support blocking	Please clarify if blocking should be inline proxy/gateway or policy-driven session kill.	The details will be shared with the successful bidder.
228	Functional (Annex-F)	Data Masking	82	Must support masking	Please confirm whether real-time query masking is required or only report/export masking.	Both types of query masking are required. Even the data stored in the DAM Repository should be masked.
229	Functional (Annex-F)	Data Discovery	128	DAM must provide discovery	Please define scope of discovery (all PII/PCI DSS data or only LIC-identified attributes).	DAM must discover all the data i.e. PII, PCI, SPI, PI etc as defined in the IRDAI recommendations.
230	Integration	SIEM Integration	75	DAM must integrate with SOC/SIEM	Please confirm existing SIEM product/version (QRadar, Splunk, ArcSight, etc.).	The existing SIEM product in LIC is **Splunk**. Bidders should ensure that the proposed DAM solution can integrate with Splunk for log forwarding, alerting, and correlation purposes.
231	Integration	PAM Integration	134	Must integrate with PAM	Please confirm existing PAM product/version (e.g., CyberArk, BeyondTrust).	PAM software used is IRAJE PAM.
232	Integration	ITSM Integration	135	Must integrate with ITSM	Please confirm which ITSM tool/version (ServiceNow, BMC, Remedy).	The ITSM tool is currently under procurement and has not yet been finalized. The specific tool and version will be communicated to the selected bidder upon completion of the procurement process. The proposed solution must therefore be capable of integrating with standard ITSM platforms such as ServiceNow, BMC Remedy, or equivalent.
233	Integration	AD Integration	139	Must integrate with AD	Please confirm if both Kerberos and LDAP support are required.	The details will be shared with the successful bidder.
234	SLA	Incident Response	96	SLA for P1, P2, P3 incidents	Please confirm whether OEM/SI must auto-block P1 violations or only generate alerts to SOC.	Infrastructure related alerts will be managed by the SI/OEM. Activity related alerts will be managed by the SOC Team.
235	Operations	Policy Tuning	92	Policy tuning during pilot	Please confirm number of tuning iterations included and process for out-of-scope tuning.	All the policy tuning should be done with the minimum criteria as defined in IRDAI document and best practices of the SI. Remaining additional criteria will be defined by LIC.

236	Operations	Custom Connectors	96	Must be built within 14 days	Please confirm whether 14 days count starts from full API documentation availability.	Yes, the understanding is correct.
237	OEM Obligations	OEM Audit	108–111	OEM yearly audit required	Please confirm exact scope of OEM audit (config, license usage, performance, policy coverage) and remediation window before payments are withheld.	The details will be shared with the successful bidder.
238	Annexure-W	UAT / Read-Only Hosts	143+	Distribution of database hosts across DC/DR/UAT	Please confirm the **physical location(s) of the UAT/DEV environments** where the listed database hosts are deployed, so that appropriate DAM appliances/collectors can be planned for those sites.	For DAM solution set-up , the DC and UAT shall be located in Mumbai DC. DR shall be deployed in DR site at Bangalore. Aggregators/Collectors shall be deployed in all COLO datacenters wherever Database hosts are deployed.
239	Functional (Annex-F)	Privileged Session Monitoring	139	DAM must capture privileged user actions	Please confirm if full session replay is required or detailed SQL statement logging is sufficient.	Depends on the criticality of the data. For high critical data full session replay is required. For low critical data detailed SQL statement logging is sufficient.
240	Functional (Annex-F)	Encryption Monitoring	137	Must support encrypted DB connections	Please confirm if DAM should natively decrypt SSL/TLS traffic or only capture metadata with agent-based decryption.	The details will be shared with the successful bidders.
241	Functional (Annex-F)	DB Platform Coverage	195	Wide DB coverage listed (Oracle, DB2, SAP HANA, Mongo, etc.)	Please confirm if reduced feature support (e.g., partial monitoring on mainframe DB2) is acceptable as long as all platforms are covered at some level.	No. Reduced feature support is not acceptable.
242	Functional (Annex-F)	Cloud DBs	Annex-F	DAM to support all DB platforms	Please confirm whether cloud-hosted DBs (e.g., Azure SQL, AWS RDS) are in scope now or only on-prem DBs.	Cloud hosted DBs are currently not in scope.
243	Functional (Annex-F)	Correlation	135	DAM to correlate DB activity with user identity	Please confirm if correlation with network identity (IP/MAC) in addition to AD/PAM is required.	Yes, network identity in addition to AD/PAM is required.
244	Functional (Annex-F)	Audit Trails	138	Must maintain full audit trail	Confirm if digitally signed logs with hash-chain are required for compliance.	Please adhere to RFP Clause.
245	Functional (Annex-F)	Separation of Duties	136	Must enforce role-based access	Please confirm minimum RBAC role levels expected (Admin, Policy Manager, Auditor, Operator, Viewer).	The details will be shared with the successful bidder.
246	Functional (Annex-F)	HA/Failover	134	Must support HA	Please confirm whether Active–Active HA is required or Active–Passive is acceptable for managers and collectors.	The DAM system shall be deployed in High Availability (HA) mode at the Primary Data Center (DC). The Disaster Recovery (DR) site shall act as a failover site (Active-Passive) and can be deployed in standalone mode, to ensure business continuity in case of a DC outage.
247	Functional (Annex-F)	Data Archival	194	Must retain logs for 5 years	Please confirm if retrieval SLA from archive is defined (e.g., 24 hrs) and whether search across archive is mandatory.	SLAs for Retrieval is not defined in RFP . Retrivals from archived data should be performed in reasonable time , say 24 hours
248	Functional (Annex-F)	Scalability	134	Must scale with DB growth	Please confirm expected annual DB host growth rate for sizing.	Please adhere to RFP Clause.
249	Integration	API Support	133	DAM must provide APIs	Please confirm if APIs must also support bulk historical data export.	It is a preferred feature.
250	Integration	Syslog Standards	133	Must support log forwarding	Please confirm whether CEF/LEEF/JSON are mandatory or optional.	They are optional.
251	Integration	Ticketing	135	Must integrate with ITSM	Please clarify if bi-directional ticket sync (status/closure) is required.	Yes, bi-directional ticket sync is required.
252	Operations	Relocation	87	SI to relocate DAM at LIC DC move	Bidder asuumes LIC will bear downtime risk during relocation. Please Confirm.	Yes, the understanding is correct.
253	Commercial	BoQ	195	Complete BoQ to be provided	Please share existing network infra (SPAN ports availability) to size agentless gateways.	The details will be shared with the successful bidder.

254	Annexure-W	DB Host Distribution	195	Split across 8+ locations	Please confirm expected network bandwidth/latency assumptions between Mumbai, Bengaluru, Noida, Hyderabad, Bhubaneswar for sizing.	Collector/ Gateways should be deployed in all DCs and COLOs and therefor the network bandwidth/ latency between locations should not matter.
255	Hardware	Supply/Infra	195	Hardware sizing	Please confirm the expected peak event rate per DB host or provide representative traffic samples to enable accurate sizing of collectors and storage.	As there are multiple varieties of databases used for different workloads, it is not possible to provide the exact peak event rate and traffic of all hosts. Bidders are advised to use their own estimation methods for sizing the solution, based on the information provided in Annexure-W of the RFP.
256	Hardware	Supply/Infra	86	Storage	Please clarify if archive storage must be online searchable (object/NAS) or offline (tape/cloud).	It is the responsibility of the bidder to propose the backup strategy, including the selection of appropriate backup tools/software (e.g., NetBackup, Commvault) and the associated storage hardware.

The bidder is also responsible for supplying the required backup software licenses and ensuring they are fully operational as part of the proposed solution. |
| 257 | Hardware | Supply/Infra | 86 | Backup | Please confirm whether LIC expects bidder to supply backup software licenses as well (e.g., NetBackup, Commvault) or only storage hardware. | Please refer to Section-E:Scope of services - Page -74 .
It is the responsibility of the bidder to propose the backup strategy, including the selection of appropriate backup tools/software and the associated storage hardware.

The bidder is also responsible for supplying the required backup software licenses and ensuring they are fully operational as part of the proposed solution. |
| 258 | Hardware | Supply/Infra | 85 | DC/DR Deployment | Please confirm whether LIC requires Active–Active replication of storage between DC & DR or asynchronous backup replication is acceptable. | The DAM system shall be deployed in High Availability (HA) mode at the Primary Data Center (DC).
The Disaster Recovery (DR) site shall act as a failover site (Active-Passive) and can be deployed in standalone mode, to ensure business continuity in case of a DC outage. |
| 259 | Scope of Work | Site Readiness | 27 | LIC will provide space, power and cooling for bidder-supplied infra | Please confirm available **rack space per site**, including: (a) Total number of racks, (b) Number of racks currently free, (c) Rack height (42U/48U), (d) Rack depth (in mm), (e) Weight/load capacity per rack, and (f) Floor load rating (kg/m²).

This information is required to ensure the proposed DAM servers, gateways, and storage can be accommodated without site redesign or additional rack procurement. | LIC will provide rack space, room floor area, power supply, and cooling infrastructure as per the existing capacity at each site.

Detailed per-site specifications (rack units, floor space, power in kVA, and cooling capacity) will be shared with the selected bidder during the design and planning phase to facilitate proper deployment of the proposed hardware.

This ensures the bidder can plan hardware requirements without being constrained by site limitations. |

260	Hardware	Supply/Infra	27	Site readiness	Please provide per-site details of rack units, floor space, power (kVA), and cooling capacity available for proposed infra.	LIC will provide rack space, room floor area, power supply, and cooling infrastructure as per the existing capacity at each site. Detailed per-site specifications (rack units, floor space, power in kVA, and cooling capacity) will be shared with the selected bidder during the design and planning phase to facilitate proper deployment of the proposed hardware. This ensures the bidder can plan hardware requirements without being constrained by site limitations.
261	Hardware	Supply/Infra	Annex-R	Hardware BoQ	Please confirm if LIC requires per-site BoQ breakdown (Mumbai DC, Bengaluru DR, Colos) or a consolidated BoQ.	LIC requires a detailed, site-wise BoQ for all locations. Consolidated BoQ will not be accepted.
262	Hardware	Supply/Infra	195	DB host distribution	Please confirm whether local gateway appliances must be installed at every Colo (Noida, Hyderabad, Bhubaneswar) or if traffic can be backhauled to Mumbai/Bengaluru gateways.	The bidder may propose the architecture as per OEM best practices for the DAM solution. The proposed design must ensure: 1.No disruption to operations or functionality. 2.Efficient use of network resources without causing performance degradation. 3.Resilience to network disruptions between Data Centers and other sites. 4.Full adherence to the SLA requirements specified in the RFP. Whether local gateway appliances are installed at each CoLo or traffic is backhauled to Mumbai/Bengaluru gateways may be determined based on OEM recommendations and optimal design to meet the above requirements.
263	Hardware	Supply/Infra	87	Hardware Relocation	Please clarify whether bidder must also handle re-cabling, power setup, and site acceptance testing post relocation.	As per the RFP, the System Integrator (SI) is responsible for providing all technical support required for relocation, including dismantling, packing, transportation, unpacking, re-assembling, and re-configuration of the solution. The SI shall also handle re-cabling, power setup, and necessary configuration adjustments to ensure the system is fully operational at the new site. Post-relocation, site acceptance testing must be carried out to verify that the solution is functioning as per the agreed specifications. Logistics and transportation costs will be borne by LIC, as per mutual agreement.

264	Hardware	Supply/Infra	85	High Availability	Please confirm whether LIC requires dual power supplies, dual NICs, and RAID for all supplied servers/gateways.	As per the RFP, the DAM system must be deployed in a High Availability (HA) architecture with redundancy and fault tolerance to ensure uninterrupted operations. While LIC expects adequate HA measures (including redundant components such as power supplies, NICs, and storage), the exact configuration (dual power supplies, dual NICs, RAID levels, etc.) can follow OEM and vendor best practices to meet HA and Business Continuity requirements. The bidder must ensure that all supplied servers/gateways support seamless failover and recovery, minimizing single points of failure in line with LIC's continuity planning standards.
265	Hardware	Supply/Infra	108	Performance Testing	Please confirm if hardware stress testing (throughput, IOPS) is part of acceptance or only software validation.	Acceptance of software is based on successful implementation, commissioning, operation, and OEM validation/performance reports. For hardware, payment is linked to delivery, installation at designated sites, and OEM-specified performance verification. Detailed stress testing (throughput, IOPS) is not required
266	Hardware	Supply/Infra	75	Virtualization	Please confirm whether virtual gateways running on LIC's existing VMware/Hyper-V are acceptable, or if physical appliances are mandatory.	Bidder shall propose and provision separate infra for the VMs required for DAM solution
267	Evaluation process for selection of bidder	Technical bid evaluation criteria	33	Number of implementations completed/or maintenance undertaken for the DAM solution in BFSI/Govt/Pvt sector in last 5 years by the bidder in India having a minimum installation base of 50 DB server licenses/100 instances/100 CPU DB cores running on DB servers For each implementation or maintenance (2 marks each for each implementation or	Number of implementations completed/or maintenance undertaken for the DAM solution in BFSI/Govt/Pvt sector in last 5 years by the bidder in India having a minimum installation base of 50 DB server licenses/100 instances/100 CPU DB cores running on DB servers For each implementation or maintenance (5 marks each for each implementation or maintenance).	Please adhere to the RFP Clause.
268	Section E: Scope of Services	1. Scope of Work	73	The DAM system shall be deployed in a High Availability (HA) architecture at both the Data Center (DC) and Disaster Recovery (DR) sites. Additionally, a User Acceptance Testing (UAT) environment must be provisioned.	Please provide the %age of UAT DB to be considered	The UAT environment for the DAM (Database Activity Monitoring) solution may be sized at approximately 10% of the total database hosts planned for production. The UAT setup is intended to be a representative environment to validate configurations, patches, upgrades, and new policies prior to deployment in the production environment. While not required to match production in scale, it should sufficiently mirror the functionality and architecture to ensure effective testing and validation.
269	Section E: Scope of Services	1. Scope of Work	73	The System Integrator (SI) shall be responsible for architecture design, migration, and providing all necessary technical support to ensure the required system uptime is maintained.	For migration, please proivde the details of the existing DAM solution.	Please refer to the corrigendum-2 Sr # 4 . Migration is not part of scope of work
270	22. Right to terminate the Process	Right to terminate the Process	41	Right to terminate the Process	Bidder proposes to this clause to be made mutual	Please adhere to the RFP Clause.

271	25. Patent Rights and other litigation costs	NA	44	Patent Rights and other litigation costs	EACH PARTY SHALL INDEMNIFY THE OTHER FROM AND AGAINST ANY CLAIMS BY THIRD PARTIES (INCLUDING ANY GOVERNMENTAL AUTHORITY) AND EXPENSES (INCLUDING LEGAL FEES AND COURT COSTS) ARISING FROM DAMAGE TO TANGIBLE PROPERTY, PERSONAL INJURY OR DEATH CAUSED BY SUCH PARTY'S NEGLIGENCE OR WILFUL MISCONDUCT. CUSTOMER SHALL ALSO INDEMNIFY, DEFEND AND HOLD SUPPLIER HARMLESS FROM ANY AND ALL THIRD-PARTY CLAIMS (INCLUDING CLAIMS BY ANY GOVERNMENTAL AUTHORITY SEEKING TO IMPOSE PENAL OR CRIMINAL SANCTIONS) (I) RELATING TO CUSTOMER'S OR ITS END USERS' USE OF THE SERVICES IN BREACH OF THIS RFP; AND/OR (II) ARISING FROM CUSTOMER'S BREACH OF APPLICABLE LAW AND REGULATIONS. THE OVERALL LIABILITY INCLUDING ANY INDEMNITY CLAIMS OF THE BIDDER SHALL BE CAPPED TO THE MOST RECENT TWELVE (12) MONTHS OF CHARGES COLLECTED BY THE BIDDER PURSUANT TO THE APPLICABLE ORDERING DOCUMENT GIVING RISE TO THE SAID LIABILITY.	Please adhere to the RFP Clause.
272	36. Limitation of Liability	NA	49	Limitation of Liability	NOTWITHSTANDING ANYTHING CONTAINED IN THE RFP OR ANY OTHER PLACE, THE BIDDER SHALL NOT BE LIABLE FOR ANY INDIRECT, INCIDENTAL, CONSEQUENTIAL, SPECIAL EXEMPLARY OR PUNITIVE DAMAGES OR FOR ANY LOSS OF PROFIT, LOSS OF DATA, LOSS OF BUSINESS / REVENUE, LOSS OF GOODWILL, LOSS OF CUSTOMER, COST OF PURCHASING REPLACEMENT SERVICES FOR ANY REASON WHATSOEVER. FURTHER, IN CASE OF SERVICE-RELATED MATTERS THE SOLE LIABILITY OF THE BIDDER AND SOLE REMEDY OF CUSTOMER SHALL BE THE LIMITED TO THE APPLICABLE CREDIT ALLOWANCE AND / OR RIGHT TO TERMINATE THE CONTRACT AS MENTIONED IN THE APPLICABLE SERVICE SCHEDULE. FOR ANY OTHER LOSS OR DAMAGE, THE OVERALL LIABILITY OF THE BIDDER SHALL BE CAPPED TO THE MOST RECENT TWELVE (12) MONTHS OF CHARGES COLLECTED BY THE BIDDER PURSUANT TO THE APPLICABLE PURCHASE ORDER GIVING RISE TO THE SAID LIABILITY. PROVIDED THAT NOTHING CONTAINED HEREIN SHALL BE CONSTRUED AS LIMITING THE LIABILITY	Please adhere to the RFP Clause.

273	39. Indemnifying LIC	NA	51	Indemnifying LIC	EACH PARTY SHALL INDEMNIFY THE OTHER FROM AND AGAINST ANY CLAIMS BY THIRD PARTIES (INCLUDING ANY GOVERNMENTAL AUTHORITY) AND EXPENSES (INCLUDING LEGAL FEES AND COURT COSTS) ARISING FROM DAMAGE TO TANGIBLE PROPERTY, PERSONAL INJURY OR DEATH CAUSED BY SUCH PARTY'S NEGLIGENCE OR WILFUL MISCONDUCT. CUSTOMER SHALL ALSO INDEMNIFY, DEFEND AND HOLD SUPPLIER HARMLESS FROM ANY AND ALL THIRD-PARTY CLAIMS (INCLUDING CLAIMS BY ANY GOVERNMENTAL AUTHORITY SEEKING TO IMPOSE PENAL OR CRIMINAL SANCTIONS) (I) RELATING TO CUSTOMER'S OR ITS END USERS' USE OF THE SERVICES IN BREACH OF THIS RFP; AND/OR (II) ARISING FROM CUSTOMER'S BREACH OF APPLICABLE LAW AND REGULATIONS. THE OVERALL LIABILITY INCLUDING ANY INDEMNITY CLAIMS OF THE BIDDER SHALL BE CAPPED TO THE MOST RECENT TWELVE (12) MONTHS OF CHARGES COLLECTED BY THE BIDDER PURSUANT TO THE APPLICABLE ORDERING DOCUMENT GIVING RISE TO THE SAID LIABILITY.	Please adhere to the RFP Clause.
274	49. Cancellation of Contract and Compensation	NA	57	Cancellation of Contract and Compensation	THE BIDDER PROPOSES THAT THIS CLAUSE TO BE MUTUAL. IN THE EVENT THAT THE CONTRACT IS TERMINATED BY LIC FOR CONVENIENCE OR FOR ANY REASON OTHER THAN MATERIAL BREACH OF THE VENDOR, THEN LIC SHALL BE LIABLE TO PAY EARLY TERMINATION CHARGES (ETC) AS DETERMINED BY THE VENDOR	Please adhere to the RFP Clause.
275	49. Cancellation of Contract and Compensation	j	58	Cancellation of Contract and Compensation	THE BIDDER PROPOSES THAT THIS CLAUSE TO BE MUTUAL. IN THE EVENT THAT THE CONTRACT IS TERMINATED BY LIC FOR CONVENIENCE OR FOR ANY REASON OTHER THAN MATERIAL BREACH OF THE VENDOR, THEN LIC SHALL BE LIABLE TO PAY EARLY TERMINATION CHARGES (ETC) AS DETERMINED BY THE VENDOR	Please adhere to the RFP Clause.

276	7. Intellectual Property Rights	NA	100	Intellectual Property Rights	EACH PARTY SHALL INDEMNIFY THE OTHER FROM AND AGAINST ANY CLAIMS BY THIRD PARTIES (INCLUDING ANY GOVERNMENTAL AUTHORITY) AND EXPENSES (INCLUDING LEGAL FEES AND COURT COSTS) ARISING FROM DAMAGE TO TANGIBLE PROPERTY, PERSONAL INJURY OR DEATH CAUSED BY SUCH PARTY'S NEGLIGENCE OR WILFUL MISCONDUCT. CUSTOMER SHALL ALSO INDEMNIFY, DEFEND AND HOLD SUPPLIER HARMLESS FROM ANY AND ALL THIRD-PARTY CLAIMS (INCLUDING CLAIMS BY ANY GOVERNMENTAL AUTHORITY SEEKING TO IMPOSE PENAL OR CRIMINAL SANCTIONS) (I) RELATING TO CUSTOMER'S OR ITS END USERS' USE OF THE SERVICES IN BREACH OF THIS RFP; AND/OR (II) ARISING FROM CUSTOMER'S BREACH OF APPLICABLE LAW AND REGULATIONS. THE OVERALL LIABILITY INCLUDING ANY INDEMNITY CLAIMS OF THE BIDDER SHALL BE CAPPED TO THE MOST RECENT TWELVE (12) MONTHS OF CHARGES COLLECTED BY THE BIDDER PURSUANT TO THE APPLICABLE ORDERING DOCUMENT GIVING RISE TO THE SAID LIABILITY.	Please adhere to the RFP Clause.
277	8. Termination	NA	103	Termination	Bidder proposes to this clause to be made mutual	Please adhere to the RFP Clause.
278	8. Termination by LIC for default	NA	103	Termination by LIC for default	Bidder proposes to this clause to be made mutual	Please adhere to the RFP Clause.
279	11. Right to Audit & Access	NA	107	Right to Audit & Access	Bidder proposes this clause to be deleted	Please adhere to the RFP Clause.
280	General	NA		Additional Query	Kindly confirm if Bidder along with its affiliate including its subsidiaries can participate and can submit credentials of the parent company. The contracting and invoicing for proposed services/goods specified in this RFP will be managed by bidder or its wholly owned subsidiary.	As per RFP conditions, consortiums are not allowed. However, if the bidder is a wholly owned subsidiary or has been demerged from a parent company, credentials of the parent/demerged company may be considered only if: 1.The parent/demerged company is not participating separately in this RFP. 2.A valid Novation Agreement or equivalent legal document is submitted, confirming transfer of relevant experience and responsibilities. 3.Contracting and invoicing may be done by the bidder or its wholly owned subsidiary, subject to the above.
281	7. Service Level Agreements (SLAs) & Penaltie	NA	97	Penalty caps: o The total penalty during delivery, installation, pilot and implementation phase shall not exceed 10% of the TCO. The total penalty for any quarter during operations phase shall not exceed 10% of the quarterly charges payable for onsite and offsite support for that quarter.	We request LIC to modify Penalty caps as follows: o The total penalty during delivery, installation, pilot and implementation phase shall not exceed **5%** of the TCO. The total penalty for any quarter during operations phase shall not exceed **5%** of the quarterly charges payable for onsite and offsite support for that quarter.	Please adhere to the RFP Clause.

282	22	41	Right to terminate the Process	Bidder proposes to this clause to be made mutual	For customer's right to terminate for convenience without payment of any early termination charges: - VP, Product - VP, Commercial Operations (of the relevant BU) For customer's right to terminate due to breach of contract without any cure period: - Product Manager - Commercial Deal Architect/ Commercial Deal Lead (of the relevant BU) - Reviewing Legal Counsel Commercial and Product team should access the customer payment background with Finance to mitigate any risk due to no termination rights to Tata Communications	Please adhere to the RFP Clause.
283	25	44	Patent Rights and other litigation costs	EACH PARTY SHALL INDEMNIFY THE OTHER FROM AND AGAINST ANY CLAIMS BY THIRD PARTIES (INCLUDING ANY GOVERNMENTAL AUTHORITY) AND EXPENSES (INCLUDING LEGAL FEES AND COURT COSTS) ARISING FROM DAMAGE TO TANGIBLE PROPERTY, PERSONAL INJURY OR DEATH CAUSED BY SUCH PARTY'S NEGLIGENCE OR WILFUL MISCONDUCT. CUSTOMER SHALL ALSO INDEMNIFY, DEFEND AND HOLD SUPPLIER HARMLESS FROM ANY AND ALL THIRD-PARTY CLAIMS (INCLUDING CLAIMS BY ANY GOVERNMENTAL AUTHORITY SEEKING TO IMPOSE PENAL OR CRIMINAL SANCTIONS) (I) RELATING TO CUSTOMER'S OR ITS END USERS' USE OF THE SERVICES IN BREACH OF THIS RFP; AND/OR (II) ARISING FROM CUSTOMER'S BREACH OF APPLICABLE LAW AND REGULATIONS. THE OVERALL LIABILITY INCLUDING ANY INDEMNITY CLAIMS OF THE BIDDER SHALL	Product team to confirm whether there is involvement of any OEM, customisations specific to the Customer here	Query is not clear.
284	26	45	Land Border Clause		Product team to note	Query is not clear.

285	36	49	Limitation of Liability	NOTWITHSTANDING ANYTHING CONTAINED IN THE RFP OR ANY OTHER PLACE, THE BIDDER SHALL NOT BE LIABLE FOR ANY INDIRECT, INCIDENTAL, CONSEQUENTIAL, SPECIAL EXEMPLARY OR PUNITIVE DAMAGES OR FOR ANY LOSS OF PROFIT, LOSS OF DATA, LOSS OF BUSINESS / REVENUE, LOSS OF GOODWILL, LOSS OF CUSTOMER, COST OF PURCHASING REPLACEMENT SERVICES FOR ANY REASON WHATSOEVER. FURTHER, IN CASE OF SERVICE-RELATED MATTERS THE SOLE LIABILITY OF THE BIDDER AND SOLE REMEDY OF CUSTOMER SHALL BE THE LIMITED TO THE APPLICABLE CREDIT ALLOWANCE AND / OR RIGHT TO TERMINATE THE CONTRACT AS MENTIONED IN THE APPLICABLE SERVICE SCHEDULE. FOR ANY OTHER LOSS OR DAMAGE, THE OVERALL LIABILITY OF THE BIDDER SHALL BE CAPPED TO THE MOST RECENT TWELVE (12) MONTHS OF		Query is not clear.
286	39	51	Indemnifying LIC	EACH PARTY SHALL INDEMNIFY THE OTHER FROM AND AGAINST ANY CLAIMS BY THIRD PARTIES (INCLUDING ANY GOVERNMENTAL AUTHORITY) AND EXPENSES (INCLUDING LEGAL FEES AND COURT COSTS) ARISING FROM DAMAGE TO TANGIBLE PROPERTY, PERSONAL INJURY OR DEATH CAUSED BY SUCH PARTY'S NEGLIGENCE OR WILFUL MISCONDUCT. CUSTOMER SHALL ALSO INDEMNIFY, DEFEND AND HOLD SUPPLIER HARMLESS FROM ANY AND ALL THIRD-PARTY CLAIMS (INCLUDING CLAIMS BY ANY GOVERNMENTAL AUTHORITY SEEKING TO IMPOSE PENAL OR CRIMINAL SANCTIONS) (I) RELATING TO CUSTOMER'S OR ITS END USERS' USE OF THE SERVICES IN BREACH OF THIS RFP; AND/OR (II) ARISING FROM CUSTOMER'S BREACH OF APPLICABLE LAW AND REGULATIONS. THE OVERALL LIABILITY INCLUDING ANY INDEMNITY CLAIMS OF THE BIDDER SHALL		Query is not clear.
287	49	57	Cancellation of Contract and Compensation	THE BIDDER PROPOSES THAT THIS CLAUSE TO BE MUTUAL. IN THE EVENT THAT THE CONTRACT IS TERMINATED BY LIC FOR CONVENIENCE OR FOR ANY REASON OTHER THAN MATERIAL BREACH OF THE VENDOR, THEN LIC SHALL BE LIABLE TO PAY EARLY TERMINATION CHARGES (ETC) AS DETERMINED BY THE VENDOR	For customer's right to terminate for convenience without payment of any early termination charges: - VP, Product - VP, Commercial Operations (of the relevant BU) Commercial and Product team should access the customer payment background with Finance to mitigate any risk due to no termination rights to Tata Communications	Please adhere to the RFP Clause.

288	49(j)	58	Cancellation of Contract and Compensation	THE BIDDER PROPOSES THAT THIS CLAUSE TO BE MUTUAL. IN THE EVENT THAT THE CONTRACT IS TERMINATED BY LIC FOR CONVENIENCE OR FOR ANY REASON OTHER THAN MATERIAL BREACH OF THE VENDOR, THEN LIC SHALL BE LIABLE TO PAY EARLY TERMINATION CHARGES (ETC) AS DETERMINED BY THE VENDOR	Includes risk purchase - VP, Commercial Operations (of the relevant BU) - VP, Product	Please adhere to the RFP Clause.
289	59	64	Liquidated damages		Liquidated damages upto 10% of the total project cost shall be made applicable. - Product Manager - Commercial Deal Architect/ Commercial Deal Lead (of the relevant BU)	Please adhere to the RFP Clause.
290	7	92	Service Level Agreements (SLAs) & Penalties		Wide SLA penalties. Product, Solutions Delivery and Commercial Team to review and confirm. If we are to accept them as is, kinldy seek the below approvals. - Product Manager - Commercial Deal Architect/ Commercial Deal Lead (of the relevant BU)	Please adhere to the RFP Clause.
291	7	100	Intellectual Property Rights	EACH PARTY SHALL INDEMNIFY THE OTHER FROM AND AGAINST ANY CLAIMS BY THIRD PARTIES (INCLUDING ANY GOVERNMENTAL AUTHORITY) AND EXPENSES (INCLUDING LEGAL FEES AND COURT COSTS) ARISING FROM DAMAGE TO TANGIBLE PROPERTY, PERSONAL INJURY OR DEATH CAUSED BY SUCH PARTY'S NEGLIGENCE OR WILFUL MISCONDUCT. CUSTOMER SHALL ALSO INDEMNIFY, DEFEND AND HOLD SUPPLIER HARMLESS FROM ANY AND ALL THIRD-PARTY CLAIMS (INCLUDING CLAIMS BY ANY GOVERNMENTAL AUTHORITY SEEKING TO IMPOSE PENAL OR CRIMINAL SANCTIONS) (I) RELATING TO CUSTOMER'S OR ITS END USERS' USE OF THE SERVICES IN BREACH OF THIS RFP; AND/OR (II) ARISING FROM CUSTOMER'S BREACH OF APPLICABLE LAW AND REGULATIONS. THE OVERALL LIABILITY INCLUDING ANY INDEMNITY CLAIMS OF THE BIDDER SHALL	Product team to confirm whether there is involvement of any OEM, customisations specific to the Customer here	Query is not clear.
292	8	103	Termination	Bidder proposes to this clause to be made mutual	For customer's right to terminate for convenience without payment of any early termination charges: - VP, Product - VP, Commercial Operations (of the relevant BU) Commercial and Product team should access the customer payment background with Finance to mitigate any risk due to no termination rights to Tata Communications	Please adhere to the RFP Clause.

293	8	103		Terminati on by LIC for default	Bidder proposes to this clause to be made mutual	Includes risk purchase - VP, Commercial Operations (of the relevant BU) - VP, Product	Please adhere to the RFP Clause.
294	11	107		Right to Audit & Access	Bidder proposes this clause to be deleted	Wide Audit rights - For audit of Financial Records: Director Finance or Financial Controller - For audit of invoices and related records only: Director or AVP, Billing - For audit of Facilities: (i)Director or AVP, Product	Please adhere to the RFP Clause.
295	4	168		Previous Transgres sion		Product, Compliance & Litigation Teams to confirm.	Query is not clear.
296	6	169		Independ ent Monitors		TC Product Team to note that there would be external monitors to check review the compliance of this Pact, hence adherence is a must.	Query is not clear.
297				91	In addition to the on-site 8×5 support resources mentioned in Clause 5, the bidder must ensure **24×7×365 support coverage for the solution** through an appropriate combination of on-site, remote, or on-call resources. The bidder shall provide an escalation matrix, including response and resolution timelines, to ensure uninterrupted support coverage.	1) Except 8x5, Is 24x7x365 support required for on-demand basis or the resource is required in each shift to cover 24x7x365? 2) Will infra be managed by LIC post deployment or it will be Vendor managed?	24×7×365 Support Coverage: The 24×7×365 support is required to ensure uninterrupted support coverage, which can be provided through an appropriate combination of on-site, remote, or on-call resources. The bidder is not required to deploy dedicated on-site resources for every shift, but must ensure timely response and resolution as per the escalation matrix for all incidents. Infrastructure Management: Post-deployment, the DAM infrastructure will be managed by the vendor, as specified in the RFP. LIC will provide necessary access and support for maintenance and troubleshooting.
298				91	**If any on-site support person leaves before expiry of one year, penalty as per SLA conditions shall be applicable.** This will be cumulative in nature for each occurrence.	Will the penalty be applicable if the standby resource is assigned as a replacement on priority?	As per the RFP, the penalty for on-site support resource attrition before completion of one year is intended to ensure continuity and stability of support. If a standby or replacement resource is assigned on priority, the penalty may still be applicable, as the SLA clause is based on the original resource leaving before one year, irrespective of replacement. However, LIC will consider the timely deployment of a replacement resource while evaluating the impact of the penalty. The intent is to maintain uninterrupted support quality and adherence to SLA

299	Penalty (% of quarterly operation phase/onsite support charges) for missing the incidents will be as follows: Critical & High: o **1-3 events**: 2% o 4-6 events: 4% o 7-10 events: 6% o 11 and above events: 10% Medium & Low: o 1-3 events: 1% o 4-6 events: 2% o 7-10 events: 3% o 11 and above events: 5%		94	Parameter: Incident Response and Resolution Time Definition: The time it takes for the service provider to respond and resolve to different incident priority levels. Target Service Level: Refer to Support SLA section below.	1) Will the missing SLA for the reported events be evaluated quarterly? 2) We are assuming all infra related.(DAM and Hardware)	Evaluation Frequency: Yes, the penalty for missing incident SLAs will be evaluated on a quarterly basis, as per the RFP. Scope of Coverage: The SLA and associated penalties apply to all infrastructure related to the DAM system, including DAM software components and relevant hardware, as part of ensuring end-to-end system availability and performance.
300	2% of the quarterly operation phase/onsite support charges of every instance of **backup failures reported.**		94	Parameter: Backup Frequency Definition: How often data should be backed up to ensure recoverability. Target Service Level: Daily Incremental and Weekly Full Backup	Will the panelty be applicable if the failed backup job is fixed on priority using workaround?	As per the RFP, the penalty for backup failures is linked to the Target Service Level, i.e., Daily Incremental and Weekly Full Backups. If a backup job fails but is subsequently fixed using a workaround, the penalty will be assessed based on whether the Target Service Level was still met. If the workaround ensures that data recoverability is maintained within the required timeline, LIC may consider this in evaluating the applicability of penalties, at its discretion. The intent is to ensure timely and reliable backups, while allowing reasonable remediation measures.
301	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 and approval from LIC, it will attract a penalty of 0.5% of the quarterly operation phase/onsite support charges for each week of delay or		94	Parameter: Software Updates Definition: Frequency of applying software updates, patches, and security fixes to the DAM system.	1) Does the 7 working days include the patching/update on Production? 2) Is the timelines only applicable to the DAM Appliances or Agents as well? 3) Is it applicable to Hardware?	Applicability to Production: The 7 working days timeline applies to applying software updates, patches, and security fixes to the Production environment after completion of testing and validation in the non-production environment. Scope of DAM Components: The timeline is applicable to all DAM components, including Appliances and Agents, as part of maintaining the overall system security and functionality. Hardware Updates: The timeline does not apply to hardware maintenance. Hardware-related updates or replacements will follow the applicable hardware support and maintenance processes.

302	0.25% of TCO for every 1 hour of delay or part thereof.		95	Parameter: Replacement/Repair Definition: Process for replacing or repairing DAM components in the event of system failure Target Service Level: Replacement within 24 hours	1) Will the penalty be applicable in case of no business impact in the event of system failure?	As per the RFP, the penalty clause for replacement/repair of DAM components is linked to the timeliness of the replacement, regardless of the immediate business impact. The 0.25% of TCO per hour of delay applies if the replacement or repair is not completed within the stipulated 24-hour timeframe. The intent of this clause is to ensure system availability and readiness, independent of the perceived business impact at the time of failure.
303	0.1% of TCO per week of delay or part thereof.		95	Parameter: Custom Connectors Definition: **Build all the custom connectors for unsupported components including inhouse developed applications or new procured device within 14 Days of deployment**. LIC will provide reasonable support and arrange for discussions with vendor. Target Service Level: 100% coverage	1) What If the database/application is not supported by DAM. Please provide the DB/App?	As per the RFP, the scope of "Custom Connectors" includes building connectors for all unsupported components, including in-house developed applications or newly procured devices. If a database/application is not supported by the DAM, the bidder is expected to build the required custom connector within the stipulated 14-day timeline. LIC will provide reasonable support, including sharing necessary technical details and arranging discussions with the relevant vendor.
304			107	i) Latest and stable Patches made available by the **OEMs should be applied immediately by the successful bidder in not more than 30 days and after duly tested in UAT**. The proposed solution should be able to integrate with existing hardware/software/database in LIC after upgrade. No extra cost will be paid to the successful bidder for integration with upgraded environment.	Conflict with point 6	There is no conflict between the two clauses. For certain systems, such as Exadata, it is mandatory to uninstall third-party plugins, RPMs, etc., before applying patches. In such cases, it will be the responsibility of the successful bidder to uninstall the third-party software and to re-install and configure it after patching is complete, at no extra cost to LIC
305			107	j) The successful bidder shall obtain a written permission from the LIC before applying any of the patches/ Upgrades/ Updates. **The successful bidder has to support older versions of the Solution, in case LIC chooses not to upgrade to the latest version.**	Will LIC be responsible for any performance or business impact caused by older version in case they want to continue with older version?	The successful bidder is required to provide support for older versions as long as they are supported by the OEM. However, in case LIC chooses not to upgrade despite OEM's recommendation, LIC will not hold the bidder responsible for any performance or business impact arising solely due to the continued use of an unsupported/older version.

306				126	**The proposed solution should support more than 200 database types** including the categories of: a) Conventional Databases b) In-Memory databases c) Application inbuild databases d) Big Database types e) Data lakes f) Cloud based databases	1) Need the list of all 200 DB servers type as per the category to validate. 2) How many servers in IaaS/PaaS/SaaS? 3) Out of 1085 DB servers, How many in DC, DR, UAT, DEV or others?	The requirement is that the proposed solution should support more than 200 database types as per industry standards. LIC will not be providing a separate list. Bidders may confirm compliance based on their solution capabilities. There are no databases hosted on cloud; hence IaaS/PaaS/SaaS does not arise. The distribution of databases across Datacentres is provided in Annexure-W of the RFP. All databases, irrespective of whether they are in DC, DR, UAT, DEV, PROD, or TEST, must be monitored under the DAM solution.
307				127	The solution should provide **CPU, disk capping capabilities on agent- based solution** usually For agent-based system, the transaction processing overhead should not exceed **3% and CPU utilization** on the DB server should not exceed 5% beyond present utilization. For network monitoring the impact on monitored servers should be zero. At the same time, the solution should not overload the network and delay real time monitoring and attack mitigation measures.	1) Is the percentage considered based on overall CPU or per thread basis? 2) Who will be responsible in case of event/packet loss due to CPU reaches the threshold.	The CPU utilization and processing overhead percentages mentioned in the RFP are with respect to the overall CPU utilization of the server, not per thread. The proposed solution should ensure compliance with the performance thresholds defined in the RFP. In case of event/packet loss due to non-compliance, the responsibility shall rest with the bidder. The solution must be designed and sized appropriately to prevent such occurrences.
308				126	The **agent should not require a reboot** of OS and server after installation / configuration / update / upgrade. DAM agent should be agnostic of native DB encryption **Only one agent to be installed,** no thirdparty agents permitted. All agents regardless of deployment mode should be managed from the centralized management console. The solution should not use any 3rd Party software/support for any purpose.	1) Is the DB restart feasible? If yes, does it require a lean window i.e., Weekends or can be done anyday post business hours? 2) In case OEM document/recommendation says reboot is required, the same has to be followed. Is it fine? 3) To manage the agent upgrade Centrally, it is required to be installed 2 agents. Is it fine?	As per RFP, the solution should not require OS/DB restart during installation, configuration, update, or upgrade. Bidders should propose a solution that complies with this requirement. Reboot requirement as per OEM documentation will not be acceptable. The proposed solution must adhere strictly to the no-reboot requirement specified in the RFP. For the clarification on Only one agent to be installed, please refer corrigendum-2.
309				128	The data security **solution should be able to add more agent gateway licences in the event that the TPS rises** (for the same number of DBs Servers). This should be carried out without any additional cost to LIC.	What is the approx. TPS of 1 server?	As there are multiple varieties of databases used for different workloads, it is not possible to provide the exact TPS of all hosts. Bidders are advised to use their own estimation methods for sizing the solution, based on the information provided in Annexure-W of the RFP.

310				139	The proposed DAM solution should be capable of **monitoring and protecting configuration files of the database.**	It will require additional agent to be installed on DB server apart from 2 main agents. Is it fine?	Yes, additional agents may be installed if necessary to fulfill the RFP requirements for monitoring database configuration files, as long as they do not negatively affect the performance, stability, or security of the database servers. The bidder must clearly outline the pre-installation requirements for the agent in their technical proposal. Additionally, the agent should be designed for easy deployment/upgrade on-premises without the database instance or any of its service restart.
311				139	The proposed **DAM solution should capture all database activities, from all application users/privileged user accounts along with audit trails.**	The point is creating confusion as a part of monitoring scope. Does it mean that all activities as per the approved use case?	The requirement is to ensure that the DAM solution has the capability to capture and monitor all database activities of both application users and privileged user accounts, along with maintaining audit trails. However, actual monitoring and reporting will be carried out as per the approved use cases and policies finalized with LIC
312				90	d) Shortlisted candidates will also form a standby pool for LIC. Engineers from this pool only will be accepted by LIC for the onsite support (including the standby resource). In case of attrition/resignation, the pool has to be updated on regular basis following the process defined above.	Are you looking for a dedicated pool of resources for LIC?	Yes. LIC requires a dedicated pool of shortlisted and approved resources, from which engineers will be deployed for onsite support. Only resources from this approved pool will be accepted for deployment (including standby replacements). In case of attrition or resignation, the bidder must ensure that the standby pool is replenished and kept updated as per the defined process.